PLAINTIFF'S EXHIBIT
UC-507

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION W. R. GRACE - DAREX MEXICO CITY DISTRIBUTOR

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 11/01/84

PERSONS INTERVIEWED: R. BACA, TECHNICAL SALES

CALL OBJECTIVE: Account Maintenance.

RESULTS OF CALL:

Reviewed their progress and continued interest of Watson Phillips, a potential distributor, of SX-14 and SX-24. Watson Phillips would distribute to those prospects that Darex does not and will not service. These prospects would be small firms who could look to Watson Phillips to warehouse the SX line as well as other Calidria grades. This company has been doing business in Mexico for the past 160 years, and are highly regarded as importers, exporters and manufacturers. Presently, they have several samples of SX-144 out for customer evaluation.

FOLLOW-UP ACTION REQUIRED: Continue quarterly calls.

COPIES TO: GLD, GML, JEW, PITT-FILE, KC-FILE, JTK

(-0377B-))

W. Ronald Hoopes, Gerente Comercial
Productos Darex, S.A. de C.V.

DAREX

Av. de las Fuentes 41-A 7º Piso
Tecamachalco, Edo. de México
Tel. 589-6166

Ricardo Baca, Representante Técnico
Productos Darex, S.A. de C.V.
Productos Químicos

DAREX

Av. de las Fuentes 41-A 7º Piso
Tecamachalco, Edo. de México
Tel. 589-6166

Joaquín Martínez, Gerente de Ventas
Productos Darex, S.A. de C.V.
Productos Químicos

DAREX

Av. de las Fuentes 41-A 7º Piso
Tecamachalco, Edo. de México
Tel. 589-6166

METALS DIVISION - "CALIDRIA" ASBESTOS 905-589-6166

CUSTOMER CALL REPORT

TELEX-1774370
DAREXME

CUSTOMER & LOCATION: W. R. GRACE-DAREX
MEXICO CITY, MEXICO

INDUSTRY CLASSIFICATION: DISTRIBUTOR

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 08/30/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: R. Baca, Technical Sales

CALL OBJECTIVE: Account maintenance.

RESULTS OF CALL:

Darex sales are Flat but a few orders are expected before the end of 1984. Flat sales are caused by poor automotive sales.

Together with Darex we visited Watson Phillips, a potential distributor of SX-14 and SX-24. It appears at this time that there may be an interest in distributing and warehousing SX-14. Watson Phillips had purchased SX back in 1980-1981 but in the resulting economic collapse of 1982-1983, sales were zero, and it was not until 1984 that old inventory (4 tons) was eventually sold to several customers.

FOLLOW-UP ACTION REQUIRED: Continue quarterly contacts.

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0321B-

ROBERT SAMUELS
NEW YORK.

11/6/84 - Advised
Remarks [illegible]
Europe. May not appear [illegible].

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

THUR. 12:00

CUSTOMER & LOCATION: W. R. GRACE - DAREX MEXICO CITY

INDUSTRY CLASSIFICATION: DISTRIBUTOR

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 6/21/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: R. Baca - Technical Sales
Joaquim Martinez - Sales Manager (not seen - away on trip)

905-389-6166

CALL OBJECTIVE: Routine call.

RESULTS OF CALL:

Mr. Baca was instrumental in delivering the HPO sample to Pond's Sharpe. We first air freighted the 15# HPO via Mexicana Airlines; they had to locate a broker to create the necessary paperwork, so that the sample could be picked up at the Airport and delivered to Pond's Sharpe. We will have to reimburse him for expenses in this matter.

Darex will soon make a decision whether or not to warehouse SX14-SX24. There are advantages for them to do so and the subject has been discussed with them for several months. There would be an immediate increase in their order pattern, but at this point volume cannot be forecast.

FOLLOW-UP ACTION REQUIRED:

Continue quarterly contact.

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0282B-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: W. R. GRACE - DAREX
MEXICO CITY

INDUSTRY CLASSIFICATION: DISTRIBUTOR

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 6/21/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: R. Baca - Technical Sales
Joaquim Martinez - Sales Manager (not seen - away on trip)

CALL OBJECTIVE: Routine call.

RESULTS OF CALL:

Mr. Baca was instrumental in delivering the HPO sample to Pond's Sharpe. We first air freighted the 15# HPO via Mexicana Airlines; they had to locate a broker to create the necessary paperwork, so that the sample could be picked up at the Airport and delivered to Pond's Sharpe. We will have to reimburse him for expenses in this matter.

Darex will soon make a decision whether or not to warehouse SX14-SX24. There are advantages for them to do so and the subject has been discussed with them for several months. There would be an immediate increase in their order pattern, but at this point volume cannot be forecast.

FOLLOW-UP ACTION REQUIRED:

Continue quarterly contact.

7/31
WATSON-PHILLIPS
MAY WHSE SX 14-24
unused stuff will send
2 TDW SX14
2 TDJ SX-24

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0282B-

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METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: W. R. GRACE - DAREX
MEXICO CITY, MEXICO

INDUSTRY CLASSIFICATION: DISTRIBUTOR

SALESMAN: T. P. NORRIS
G. L. DICKSON

REGION: COMMERCIAL

DATE OF CALL: 03/29/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Ricardo Baca, Technical Representative

CALL OBJECTIVE: Routine Call.

RESULTS OF CALL:

Now that import permits are no longer required, sales of SX-14 and SX-24 should start once again. No shipments were made in 1983.

Protexa, S.A., a licensee of P.T.I., Dayton, Ohio, has received 1 ton SX-14, and promised Darex additional orders throughout 1984, including 5 tons SX-24. Other companies will also begin purchasing SX-14 and SX-24 as the automotive industry picks up momentum.

A decision will be reached soon on warehousing SX-14 and SX-24. This could really expand their market, as it would permit them to sell less than pallet quantities to a great number of small companies.

SX-14 is priced at $1.00/lb., and SX-24 at $3.60/lb. The competitive product to SX-24 has a 40% duty because Mexico produces fumed silica.

Ricardo understands that if we sell to Ponds Sharpe, Fester de Mexico or other potentials, CALIDRIA grades other than SX-14 and SX-24, we must deal direct because of the high cost of SX-14 ($1.00/lb.).

FOLLOW-UP ACTION REQUIRED: Maintain quarterly contact.

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0247B-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: W. R. GRACE - DAREX
MEXICO CITY, MEXICO

INDUSTRY CLASSIFICATION: DISTRIBUTOR

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 11/17/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Joaquin Martinez, Sales Manager
Ricardo Bala, Sales

CALL OBJECTIVE:

Quaterly call on distributor.

RESULTS OF CALL:

W. R. Grace is pleased with our new 1984 pricing for SX-14 and SX-24 products. They feel that the new pricing policy will enable them to begin to warehouse our products, something they currently are unable to do and could materially improve their marketing position.

This office is responsible for sales of SX-14 and SX-24 to Central America, as well as Mexico. They will also explore potential in Cuba, as they have sold a cement additive product to that country in the past year. Cab-O-Sil has a 40% import duty.

FOLLOW-UP ACTION REQUIRED:

Maintain quarterly contact.

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0726z-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Darex W. R. Grace
Mexico

INDUSTRY CLASSIFICATION: Distributor

SALESMAN: T. P. Norris REGION: WESTERN DATE OF CALL: 1/20/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS

☐ Health & OSHA Information Blue Book

☐ Dust Count Report

☐ Other, specify below

PERSONS INTERVIEWED:

Ron Hoopes, Marketing Manager
J. Martinez, Sales Manager
R. Baca, Technical Representative

CALL OBJECTIVE:

RESULTS OF CALL:

Ron is a new addition to this office having recently been transferred from their Boston, Massachusetts office.

The difficulty in obtaining the necessary Import Permits/Letters of Credit are the same here as the U.C.C. Mexico City and therefore will not be repeated in this report.

The main purpose of this trip was to convince this office that although SX-14 and SX-24 are private label products exclusive with W. R. Grace, a mutual benefit would develop if joint customer calls were permitted between W. R. Grace and Union Carbide. They were able to see the advantage of this proposal and the first joint call was made as outlined below.

	TONS		$ M	
	1982 Sales	1983 Budget	1982 Sales	1983 Budget
SX-14	2	4	2	3
SX-24	2	5	9	17

FOLLOW-UP ACTION REQUIRED:

COPIES TO: REB, RML, JEW, KC-FILE, NF-FILE

Productos Darex, S. A. de C. V.

MEXICO

TO: SYLODEX FILE

DATE: November 19th, 1982

FROM: R. BACA

NUMBER: VS-15/017

CC: J. MARTINEZ
R. HOOPES
T. NORRIS UCG

SUBJECT: MARKET SURVEY FOR SYLODEX

- Products under investigation:
  Sylodex 14
  Sylodex 24

- Applications
  As tixotropic agent in the industries of:
  1.- Paints
  2.- Adhesives
  3.- Car sealants

- By type of industry
  1.- Paints

1- A) Main Companies

Industrias Resistol, S. A.
Pinturas Comex, S. A.
Beltec ICI, S. A.
Pinturas Solex, S. A.
Pinturas Optimus, S. A.
Cía. Sherwin Williams, S. A.
Pinturas Pittsburgh, S. A.
Voller, S. A.
General Paint de México, S. A.
Pinturas International, S. A.
Dupont, S. A.
Pinturas Marlux, S. A.
Productos Químicos y Pinturas, S.A.
Permasol, S. A.
Pinturas Diamex, S. A.
Amercoat, S. A.

1- B) Potential Market

After making several attempts with potential customers as "Pinturas International","Pinturas Sherwin Williams", and "Pittsburg" we concluded that this market is relatively small and too dispersed, as the consumption of a tixotropic agent of the caracteristics of Sylodex is very limited with potentials of 20-200 kilograms per company per year.

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MARKET SURVEY FOR SYLODEX
November 19th, 1982
Sheet No. 2

DAREX

There was an exception two years ago with "Amercoat" who purchased from us 4 tons of Sylodex 24 for special purposes, but no longer consumes this product. By the mentioned causes we are only considering and available market of up to 5 metric tons per year, but in retail quantities that is not convenient for us to handle in that way. The option that we could consider in order to obtain this market is to contact dealers of paint materials, they could store Sylodex and sell it by retail.

2.- Adhesives

2-A Main companies

Pegamentos Garantizados, S. A.
Industrias Resistol, S. A.
Henkel Mexicana, S. A.
Pegamentos y Aprestos, S. A.
Namex, S. A.
Industrial Fulmex, S. A.
→ Evomex, S. A. SEE DOWN. 6/3/83 — WILL REORD 5/84
Quimica Burdes
Pega Rey
Industrias Aries, S. A.
Adhesivos Jowat, S. A.
Triangel de México, S.A.

2- B) The total production of adhesives in Mexico reached 1980 a total of 52,000 metric tons., with and average of 0.3% of Sylodex 24 in weight of product our potential market is of 260 tons per year.

We have to consider again that not all the adhesives have to contain atixotropic agent, besides, most of the ones that needs a "tixo" - additive, prefers to use an aerosil, due of formulation, facility of aggregation and fear to the asbestos dust.. After talks with potential customers, in which they gave us their impressions, we can conclude that the real available market for Sylodex is of 35 tons aprox in Sylodex 24 aggregation proportion terms.

We are now having as customer "Industrias Aries" part of the material they consume goes to adhesives, the rest to sealants; and we are contacting "Adhesivos Jowat" and "Triangle de México" as potential customers, having submitted sample and specifications.

3- Car Sealants

ATTEMPTING TO IMPORT SX24.

3- A) Main Companies
→ Protexa, S. A. — P.T.I. DAYTON, OH — Shower enclosures
Evomex, S. A.
Triangel de México, S.A.
→ Pond's Sharp de México, S. A.
→ Industrias Aries, S. A.

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DAREX

MARKET SURVEY FOR SYLODEX
November 19th, 1982
Sheet No. 3

3- B) We found the car sealantas market a little more promisory thant the above mentioned, as a tixotropic agent is needed in most of the - cases, the national production is of 10,000 metric tons of car sealants, that amount considering a 0.5% aggregation of Sylodex 24 makes a total potential market of 50 tons per year, but of this potential we reach to an available market of 15 tons of Sylodex/year, mainly due to formulations given by parent companies.

Conclusion

We have a total available market for Sylodex of about 55 tons (on Sylodex 24 basis) per year, with a penetration of a 16% of it, that is 9 tons in our 1983 budget.

Ricardo Baca

*apr

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION W. R. GRACE - DAREX MEXICO CITY DISTRIBUTOR

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 01/22/84

PERSONS INTERVIEWED: R. BALA, TECHNICAL SALES
M. CASTELLANOS, WATSON PHILLIPS

CALL OBJECTIVE: Discuss cancellation of contract.

RESULTS OF CALL:

This was a final meeting between Darex and the writer. Also in attendance was Manuel Castellanos from Watson Phillips Y Cia., a new potential full-line distributor.

With W. R. Grace's (Darex) decision to no longer promote the sale of SX-14 and SX-24, the need to appoint a new distributor has become imminent. Watson Phillips is familiar with SX-14 and SX-24, having sold small quantities to a few of their present customers.

Darex is to provide us with a list of their contacts which will be turned over to Watson Phillips.

FOLLOW-UP ACTION REQUIRED: Drop - no further contact.

COPIES TO: GLD, GML, JEW, KC-FILE, PITT-FILE, JTK

(0417B)

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION ARMSTRONG WORLD INDUSTRY — VAT
LANCASTER, PA — LICENSEE

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 09-10/84
Various tele.

PERSONS INTERVIEWED: MIKE ROUGHTON, INT. MANAGER TECH. SERIVICES 717/397-0611

CALL OBJECTIVE: Determine why Euzkadi, Mexico City, cannot buy our SG-100.

RESULTS OF CALL:

In August we had been advised by Euzkadi that although they had a successful laboratary and production evaluation, they could not purchase our CALIDRIA asbestos. Euzkadi is a VAT licensee of Armstrong World Industries, Lancaster, Pennsylvania. The word from Mr. Escalante, Euzkadi, Manager of Inventory, was that Armstrong would not permit them to use Union Carbide asbestos. This call was to determine what we could do to overcome Armstrong's objections.

The result of our conversation was that Armstrong does not prevent Euzkadi from purchasing our asbestos. Years ago Armstrong and Euzkadi had evaluated Atlas and J. M. (Coalinga Fiber), and determined that it was substantially different from that supplied from Canada. There was a natural assumption that our fiber would perform in a similar manner; however, this point has now been cleared up.

Mr. Roughton will write a letter to the plant manager at Euzkadi, Mr. Antonio Penalosa, advising him that if he desires to purchase Union Carbide asbestos, he may do so.

Mr. Roughton also advised that Pavco, Columbia, S.A. is a licensee of Armstrong World Industries. This information has been provided to JEW and should be helpful on his upcoming trip. The plant manager at Pavco is Mr. Luis Nieto.

Euzkadi and Pavco are the only plants and licensees producing VAT. All other plants/licensees are asbestos-free.

FOLLOW-UP ACTION REQUIRED: Contact Mr. Penalosa next time in Mexico City.

COPIES TO: GLD, GML, JEW, PITT-FILE, KC-FILE, JTK

(-0366B-))