PLAINTIFF'S EXHIBIT
UC-540

CUSTOMER CALL REPORT

CUSTOMER & LOCATION USS Chemicals - Jacksonville, Arkansas

INDUSTRY CLASSIFICATION Polyesters

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 1-18-79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

- ☐ MSDS
- ☐ Health & OSHA Information Blue Book
- ☐ Dust Count Report
- ☐ Other, specify below

PERSONS INTERVIEWED: Charlie Andrews - Plant Manager

CALL OBJECTIVE: Call made on RG-244 customer.

RESULTS OF CALL: Following up on the info received next door from McKesson, this call was made to try to determine why they no longer planned to use RG-244. Confirmed the bad news with Charley that 244 was dead as he siad he had received a directive in the past 30 days to use up what existing 244 they had on hand and not to reorder it as they no longer would be using it. Charlie would not say who signed the directive, but did say that for more detailed information our best bet would be to contact Ted Czarnomski in Linden. The directive, Charlie said, covered all USS polyester plants not just this location. Based on last year's sales here through McKesson and sales to their Bartow, Florida plant, the loss represents an approximate loss of 50 Mlbs and $. It also leaves this geography with no one in the polyester manufacturing area using 244 with the exception of the Interplastics shipping point in Pryor, Oklahoma.

FOLLOW-UP ACTION REQUIRED:

GLD - Per phone, maybe we can get to see Czarnomski at the SPI.

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USS Chemicals
Hatco Polyester Div.
1605 Elizabeth Ave. W.
Linden, N. J. 07036

USS Chemicals
Hatco Polyester Div.
P. O. Box 2130
Highway 60 West
Bartow, Fla. 33830

(813) 533-8128

Denzil Crowe - Plant Manager
Dorothy Girard - Distribution
David Evans - Purchasing
Stan Mulder - Sales
Wayne Addie - Chemical Engineer

Open

PRODUCT: RG-244

	TONS	M $
Jan.		
Feb.		
March		
April		
May		
June		
July		
Aug.		
Sept.		
Oct.		
Nov.		
Dec.		
YTD		
Plan		
LY		
1977		
1976		

SPECIAL INSTRUCTIONS:

COMMENTS: 2-19-75 Call made with REB & HBR. Plant has had many layoffs, mostly in office. Denzil said they had not been having any quality problems with the mixed thix resin, probably because Glasmate is the most widely used gun in this area.
4-23-75 With REB. Still operating on a four day week with no indication of pickup. Talked about toxicology, and left latest 244 information on subject. Plant is now unionized. Had tour of plant and it looks in A-1 shape from an OSHA standpoint.
6-18-75 Crowe was at sales meeting and Raiford was out sick, so talked with Dorothy. May was up month for resin; this month glass sales are up. Dan advised they have had some viscosity stability problems with resins. They lost a large account which they regained later, but they are going to a different glycal in the resin.
11-11-75 Advised of our 12-1 price increase order soon. Pete Evans has taken over for Olen Raiford who went to new Tampa location. No problems related to 244, business is just slow.
4-6-76 The name has been changed from Marco to Hatco. The polyester group is one of five groups in the Hatco Division. Denzil doesn't think that they will be able to get back to buying 244 in carloads again because of reduction in their business, the market, and the rejuggling of the product mix last year with their Jacksonville, Ark. plant. Explained our 91¢/lb seven layer high 20 pallet 244 T/L price ex King City to Pete, who is new in purchasing. Dorothy couldn't tell me how much 244 they have resold for us this year. Denzil asked a couple of times if we were doing any good at Linden with our price advantage on 244.
5-11-77 Hatco polyester business at this location is up 16% over last year and 244 sales grow between the products made based on distribution economics between this plant and their Jacksonville, Ark. location. We still remain in formulation only, a mixed thixed one with X, but in our favor is the fact that it is their main volume product.
3-16-78 Denzil remodeled offices by plant people; business not as good as could be. No growth in 244 business here.
8-1-78 Business is booming. So far no problems concerning the recent bad publicity. Wayne Addie is Dan Marks replacement as chief engineer. Denzil doubted that more 244 use could be expected since USS hasn't changed anything. Dorothy is checking on how much 244 they resell.

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USS Chemicals - cont.

12-12-78 Business strong and new Neville Island plant is due on stream in February. No changes in policy or personnel since the USS takeover so 244 usage will probably stay about the same. Denzil feels Linden people still relate 244 to clogging problems experienced when it was first introduced.

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USS Chemicals
Hatco Polyester Div.
1605 Elizabeth Ave. W.
Linden, N. J. 07036
(501) 982-6586

USS Chemicals
Hatco Polyester Div.
Redmond Road
Jacksonville, Ark.
72076

Charlie Andrews - Plant Manager
Carol Clark - Purchasing Agent

I-40 East - 167 North - exit at Main St., take left, go to Redmond Rd., take right. Plant is 2 miles on right.

Open

PRODUCT: RG-244

SPECIAL INSTRUCTIONS: Ship 20 pallets (7,000 lbs.) 7 layers high double stacked ex King City via Transcon.

	TONS	M $
Jan.		
Feb.		
March		
April		
May		
June		
July		
Aug.		
Sept.		
Oct.		
Nov.		
Dec.		
YTD		
Plan	7.0	14.0
LY	—	—
1977	7.0	14.0
1976	3.5	6.4

COMMENTS: 1-29-75 Ray ordered T/L of 244 prior to 11-75 increase and saved money on price, but paid freight cost on 24M lbs. Tried to find a way to justify buying C/L's. Best bet would be C/L to Swanton with stop off in Jacksonville. They have been having quality problem for last 9 months with Mulder mixed-thixed resin they make. Problem has been clogging of spray guns, and they feel culprit is 244. Problem has settled down to 3 accounts all using Venus spray guns with 50 micron screens.
6-25-75 They are still juggling resin between Swanton and Bartow. Ray advises new shrinkwrapped bags are more difficult to stack 2 pallets high than the previous overwrapped bags.
1-13-76 Daigle has moved to Linden hdqtrs. and been replaced by Clark. Talked to Carol about 244 and our desire to begin shipping T/L's ex King City. The T/L's double stacked will save them about 8¢/lb. or $480 per order. Net increase in volume for Bartow and Jacksonville for '75 was 10%.
5-26-76 Charlie had unexpected visitors, so our visit was short. Told him that McKesson next door is now handling 244 in case they ever run out. Everything running smoothly, but slower.
3-2-77 Charlie said we should see an increase in '77 over '76 sales but not at the level of '75 sales. 244 is used in only one resin they make now and when I asked why it couldn't be used elsewhere he responded that we would have to sell Linden first as all the formulation raw materials are specified by them and no deviations are allowed by local plant managers.
9-13-77 The Justice Dept. approved in principle last week the Tenneco takeover of the Hatco group of Grace. About a year and a half ago Charlie advised that they went to a larger filter bag and seem to have eliminated all the gun clogging problems they had with the one account using the GP mixed thix resin.
2-8-78 Business slack with 244; due to either price or service; resin business strong since December. No rumors floating around about personnel shake ups.
4-19-78 Buy 244 at McKesson next door; found out they were getting deal on this purchase; probably will not purchase directly from us again.
7-6-78 Only superficial changes since USS bought them out, with all the Hatco people still around. USS purchased Cyanamid and their Laminac polyester, and are building a polyester plant in Neville Island, Pa., so Hatco has improved their situation all around. Charlie said that if business continues to pick up,

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they will go back to ordering T/L's direct, rather than McKesson.

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