CUSTOMER CALL REPORT

CUSTOMER & LOCATION B. F. Goodrich Chemical Company Avon Lake & Akron, OH

INDUSTRY CLASSIFICATION Compounder

SALESMAN Gordon L. Dickson REGION Eastern DATE OF CALL 11/3 & 11/4/76 (Telecons)

PRODUCTS DISCUSSED:

Cr	Mn	Spec.	Si	CaC_2	W	V	Asb.
☐	☐	☐	☐	☐	☐	☐	☒

Other:

PERSONS INTERVIEWED: Akron - Edward Katzenmyer: Director of Corporate Safety
Avon Lake - Charles Purks: Representative - Product Improvement

CALL OBJECTIVE: Discuss status of RG-600.

PLAINTIFF'S EXHIBIT UC-601

RESULTS OF CALL: Learned from Mr. Katzenmyer that he had not banned the use of asbestos at their Avon Lake plant, as had been reported earlier. However, no asbestos is presently being used there and if a decision is made to use RG-600 then it will be necessary to install suitable handling equipment, run dust counts, perform medical examinations, etc. He had already clarified their policy with Charlie Purks before I spoke to the latter the next day. Charlie summarized the situation as follows: If their customer (Western Electric) places an order for any RG-600 containing plastic, it will be the responsibility of their safety group to determine exactly what will be required in order to conform to the OSHA standards, and based on this, for their marketing group to calculate the cost. This will be passed on to Western Electric who would then decide if it were worthwhile. However, as Western Electric has not ordered and RG-600 containing plastic as yet, Charlie feels that there is nothing for him or us to do at this time.

FOLLOW-UP ACTION REQUIRED:

GLD - Check back with Charlie Purks after the first of the year.

COPIES TO: Gen'l. Sales Mgr. (2); Mktg. Services; Others: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE
R. L. Schult J.E.Lenahan

Typed 11/10/76 cjb

Calidria ASBESTOS
UNION CARBIDE CORPORATION • MINING & METALS DIVISION • P.O. BOX 579 • NIAGARA FALLS, N. Y. 14302 • TEL: 716-278-3376

UNION CARBIDE
THE DISCOVERY COMPANY

April 30, 1975

(216) 526-4311

Mr. R. A. Wharton
B. F. Goodrich Company
Research & Development
9921 Brecksville Road
Brecksville, OH 44141

Dear Mr. Wharton:

As per your attached request, we have mailed to your attention a five-pound sample of "Calidria" asbestos RG-144. Technical data, price schedules, and toxicology information is enclosed. At the present time, there is no problem regarding availability and we feel sure we can supply your needs in the foreseeable future. Please contact us if additional assistance is required.

Very truly yours,

Gordon L. Dickson
Manager - Eastern Region
Sales & Technical Service

GLD:cjb
Enclosures

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THE DISCOVERY COMPANY

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August 23, 1974

Mr. G. T. Dalal
B. F. Goodrich Chemical Company
Technical Center
P. O. Box 122
Avon Lake, OH 44012

Dear Mr. Dalal:

We have shipped to your attention a 35 pound sample bag of Calidria RG-600 as requested in your letter of August 16, 1974.

Enclosed is a Material Safety Data sheet covering Calidria products. As explained in the data sheet, chrysotile has no acute toxity but is covered under current OSHA regulations. Most of our customers find that they are well within allowable limits for airborne fibers when using Calidria products, particularly those which are pelletized as is RG-600. We would be glad to demonstrate this by taking a "dust count" for asbestos during your trials with RG-600. This normally can be arranged within 1-2 weeks.

Thank you for your interest in Calidria products and please let me know if you require more information or material or if you would care to schedule an asbestos fiber count of your application for RG-600 or RG-144.

Very truly yours,

R. E. Byrne, Jr.
Area Manager
Marketing & Technology

Enclosure
/ds

Calidria ASBESTOS

THE DISCOVERY COMPANY

UNION CARBIDE CORPORATION • MINING & METALS DIVISION • P.O. BOX 579 • NIAGARA FALLS, N. Y. 14302 • TEL: 716-278-XXX 3361

August 7, 1974

Mr. G. T. Dalal/Dev. Sci.
B. F. Goodrich Chem. Co.
Tech. Ctr., P. O. Box 122
Avon Lake, OH 44012

Dear Mr. Dalal:

Enclosed is the literature on "Calidria" RG-600 which you requested. We have also enclosed a small pouch of RG-600 pellets for your examination.

RG-600 is being introduced at 25¢/lb. FOB Niagara Falls, New York and is available in large developmental quantities from this office. We expect to be in commercial production at our plant in King City, California early next year.

Please let me know if we can supply additional information or material for evaluation. We would be glad to meet with you, at your convenience, to discuss RG-600 and its applications in detail.

Thank you for your interest in "Calidria" products.

Very truly yours,

R. E. Byrne, Jr.
Area Manager
Marketing & Technology

REB:cjb
Enclosures

CUSTOMER & LOCATION Technical Products, Inc.
3500 Ridge Road
Cleveland, OH 44102

INDUSTRY CLASSIFICATION Distributor

SALESMAN Gordon L. Dickson REGION Eastern DATE OF CALL 1/17/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Frank

CALL OBJECTIVE: Joint call on Calidria prospects.

RESULTS OF CALL:

1. B. F. Goodrich - 500 S. Main Street - Akron, OH
   Donald K. Schoeplein - Central Purchasing

First meeting with Don although we have had a considerable telephone and letter contact in the past on both RG-244 and UCAR silica. Discussed mainly RG-244, its past, present and future. Not a lot of information from Don but it appears that they have attempted to use RG-244 in place of Canadian 7T in a proprietary adhesive, worked real well but considered "expensive". Suggested they try HPO or RG-144 which is more in the ballpark costwise. Sounded good to Don who requested I send him a letter and tech information. They purchase by the carload, although they would like to stop using asbestos, and so the potential here is worth putting some effort into.

2. Pro-Pak - Cleveland, OH
   Mike Grace - Owner

Protective Chemicals, a producer of automotive rustproofing and a good RG-144 customer of Technical Products, is now going to have its products toll produced by Pro-Pak. Emil Batlak, former plant manager of Protective Chemicals, apparently

(OVER)

FOLLOW-UP ACTION REQUIRED:

REB - Should we (BFG) try RG-144 or HPO?

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dal 1/22/79

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Calidria ASBESTOS

UNION CARBIDE CORPORATION • METALS DIVISION • P. O. BOX 579 • NIAGARA FALLS, N.Y. 14302 • TEL: 716-278-3376

January 29, 1979

Mr. Donald K. Schoeplein
Chemicals & Pigments Dept.
B. F. Goodrich Company
500 South Main Street
Akron, OH 44318

Dear Don:

Thanks for the generous use of your time for our visit last Wednesday. Frank and I apologize for being late for our appointment, but the driving conditions were far from ideal that morning.

As was discussed, our "Calidria" asbestos RG-244 is being used extensively for flow control by a number of adhesive manufacturers. However, because of the surface modification which it has undergone, it often becomes too expensive in some applications, such as is apparently true in your case. We would, therefore, suggest that our High Purity product be considered as a viable substitute for the Canadian grade 7T asbestos that you are presently using. I think that during our meeting we ruled out the possibility of you using pellets and so our remaining choice is the open form (HPO). For your convenience, I am enclosing our latest price schedule and typical product characteristics for this product.

Unfortunately, HPO cannot normally be used as a direct substitute for Canadian grade 7's as in most cases it is considerably more efficient. This results from the greater degree of fiber liberation and higher fiber content of "Calidria" vs. the Canadian products. Also, because of the wet process which is utilized to beneficiate our ore, you will find that HPO is considerably whiter, contains less magnetite and is much less abrasive. Therefore, the end products containing HPO asbestos are smoother and easier to apply, both in spray and hand-applied applications.

Finally, and I think you will consider this an important factor, we can offer you a reliable source of supply. We have an inexhaustible ore supply, a well designed manufacturing facility, and a work force dedicated to producing quality products. We would like very much to work with you on this project and are willing to supply you with adequate samples required for any test work. If we can be of further assistance, please contact Frank at Technical Products, Inc., or myself.

Very truly yours,

Gordon L. Dickson

Gordon L. Dickson
Manager-Eastern Region
Sales & Technical Services

GLD:dal
Encs.

CC: Mr. Frank Stettenfeld

CUSTOMER & LOCATION: Technical Products, Inc.
3500 Ridge Road
Cleveland, OH

INDUSTRY CLASSIFICATION: Distributor

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 5/9/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Tom Ayres - Technical Sales Representative

CALL OBJECTIVE: Make joint calls on customers & prospects

RESULTS OF CALL:

1) Durable Coatings - Briggs Avenue, Cleveland, OH
Frank Tosti - Plant Manager

Situation here is satisfactory. Using only HPO asbestos and no pyrogenic silica. Second order of the year for 6 pellets HPO due to arrive later in the day. Was inspected by OSHA about 2 weeks ago, including dust monitoring, but no report as yet. OSHA looked at our dust count report but did not comment. No known violations. Frank wanted to know if they were using an approved respirator (Binks model 40-128 twin cartridge) I promised to check and let Tom know. Convenience calls only at this time (located very near to Tech Products' office).

2) B.F. Goodrich (R&D Laboratory) - Brecksville, OH
John Kovac - Senior Buyer

Bag sample of RG-244 requested by John in March. Very pleasant visit, but no information as we were not given the opportunity to see the technical man. This seems to be S.O.P. here as we have found out in the past. However, John said he would follow up and determine the status of their lab evaluation and notify Tom Ayers if we can be of any assistance. (OVER)

FOLLOW-UP ACTION REQUIRED:

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE:Tom Ayers-TPI NF PERMANENT FILE ☒

dal 5/14/79

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Celanese Engineering Resins, P. O. Box 1962, Bishop, Texas 78343

INDUSTRY CLASSIFICATION: Thermoplastic Polyesters

SALESMAN: Gordon L. Dickson REGION: Commercial DATE OF CALL: 11/11/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Bettie Ficklin - Buyer
Richard Rothenberg - Quality Control Supervisor

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

	1982 Budget	TONS To Date	Expected	1982 Budget	$M To Date	Expected
RG-144	120	40	40	92	33	33

Discussed next year's contract which calls for a minimum purchase of RG-144 by them of 60 tons at 44¢/lb. Why we have had an annual contract with them for all these years seems to be a mystery to everyone concerned but apparently it is the way it has been done in the past and no one wants to change it. They will also need a letter for every shipment certifying that product shipped met our typical properties quality at the time of shipment.

L. J. Grogan - This shouldn't be any problem but we can discuss. Copies will have to be sent to both Bettie and Rich. As in the past, their shipments are to be sent freight prepaid. Can we add this to the invoice or is it better to continue as we have and send two invoices?

FOLLOW-UP ACTION REQUIRED:

Maintain semi-annual visits.

COPIES TO: REB:GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dac 11/12/82

CALIDRIA
CORPORATION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION B.F. GOODRICH CO. ADHESIVES
AKRON ADHESIVES
500 SOUTH MAIN ST.
AKRON, OH 44318

SALESMAN T. P. NORRIS INDUSTRY COMMERCIAL DATE OF CALL 09/19/84

PERSONS INTERVIEWED: Gary Horning, Buyer Compounding Chemicals
D. L. Hoover, Tech. Supervisor, Adhesives Prod
Jim Costello, Materials Manager

CALL OBJECTIVE: Determine Future Potential for small RG-244 Customer.

RESULTS OF CALL:

Akron Adhesive is a small consumer of RG-244 in an Aircraft Adhesive. Sales have been through the efforts of Mike Grubb, A. T. Callas Co. In general they have been successful in removing most grades of asbestos from their formulations. However, they still use small amounts of 7TF1 and 7T9. They have not been able to replace the RG-244. All adhesive sales are to internal B.F. Goodrich components. They are aware of A.T. Callas wetting out RG-244 in various monomers.

September 24, 1984, renewed call from B.F. Goodrich Co., asking if RG-244 was available in pellet form. Referred them to Mike Grubb, who later informed me that he will submit a sample of 20% RG-244 wet-out in EPON Epoxy Resin.

FOLLOW-UP ACTION REQUIRED: Continue to follow up with Akron Adhesive and A. T. Callas

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