CUSTOMER CALL REPORT

PLAINTIFF'S EXHIBIT UC-683

CUSTOMER & LOCATION Gulf States Asphalt Houston, TX INDUSTRY CLASSIFICATION Asphalt Coatings

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 2-25-81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Robert Fulton Technical Director

CALL OBJECTIVE:

Call made with Phil Henry of D & F Distributing on 6 pallet HPO customer.

RESULTS OF CALL: The changes that have occurred here have been in personell only as Charles Middlebrook, the former T.D. here, has moved up to General Manager and replaced by Fulton who worked for him as a chemist. We originally started work here with Fulton so he is a known quantity and a HPO proponent. We have grown as much as we can here in their product line so new growth will have to come from new applications, one of which is the butyl tape project originating out of their Westwego, Louisiana plant; but that has been in the works for three years now, and the sales of the tape have yet to be realized but they still continue to pursue it. This quarter is usually their slow period; but they have orders booked to produce and, with a weather break, look forward to begin shipping and producing product at record levels this year.

FOLLOW-UP ACTION REQUIRED:

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Gulf States Asphalt, Houston, TX

INDUSTRY CLASSIFICATION: Asphaltics

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 7-8-80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Charles Middlebrook Technical Director

CALL OBJECTIVE:

Call made with Phil Henry of D & F Distributing on 8-pallet HPO customer.

RESULTS OF CALL: Gulf States has had a bag disposal problem that they have asked our help on, and we offered them at least one viable option. They now get JM material in paper bags on direct carload shipments for use in their large volume black asphaltics. The JM material comes in paper bags which they bail up and send over to the Celotex plant in town who shreds it and uses it in their felt roofing. The HPO they receive comes to them via D & F for use in their smaller volume aluminized asphaltic line and is DOT packaged. They have lately been attempting to strip the shrink wrapping off our bags as Celotex can't handle it, rather than try to dispose of it by the more expensive incineration or land fill route. As might be imagined, stripping the shrink wrap off our bags was both a dust generator and time consuming process so we offered, through D & F, to supply them with shrink wrapped pallets only, no bag wrap. D & F would order a certain portion of HPO packaged this way when they order full cars from us for their Houston warehouse stock. They would supply this packaging via local delivery service out of their warehouse or pick up by a Gulf States truck. D & F would handle two separate HPO inventories of DOT and non DOT packaged material at their warehouse. This would solve the problem for Gulf States and D & F will get a 60-day projection from them to use when they order their next car for Houston. The potential also exists for Gulf States to buy a T/L straight from us ex King City as Charles said they were as close as they have ever been to the large volume prospect for their new building tape being produced in Westwego which contains 13% HPO.

FOLLOW-UP ACTION REQUIRED:

COPIES TO: JRL:TPN:JLM: :KC-FILE:NF-FILE NF PERMANENT FILE ☐

CUSTOMER & LOCATION: Gulf States Asphalt Houston, Texas

INDUSTRY CLASSIFICATION: Asphalt Coatin.

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 10-31-79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Charles Middlebrook Technical Director

CALL OBJECTIVE:

Call made with Phil Henry D & F Distributing on HPO customer.

RESULTS OF CALL:

Gulf States usage continues to grow slowly as they become more familiar on what it will and won't do in their product line. Discussed aluminized coatings with Charles who is probably the best technical man in the southwest on this type coating and he said that HPO gave them a more creamy, consistent looking material with no coarse fibers visible as opposed to when they used canadian. Charles also stated that the HPO improved both trowelability and sprayability vs. canadian in addition to increasing the brightness which he attributed to better leafing properties with our material. With the many possible ingredient percentages of products on the market Charles commented that the heavier the loading of aluminum paste the better the chance would be that HPO could be used as a partial paste replacement to reduce formulating cost without losing brightness. As for next year Charles said we should expect to see a minimum 25% increase in volume and more if the Westwego plant gets the new butyl tape business they are bidding on.

FOLLOW-UP ACTION REQUIRED:

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Gulf States Asphalt - Houston, Texas

INDUSTRY CLASSIFICATION: Asphalt Coating

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 6-7-79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Walter Coe, Purchasing Manager

CALL OBJECTIVE:

Call made with Phil Henry, D & F Distributing, on HPO customer.

RESULTS OF CALL:

After looking over all the economics, Gulf States has decided to buy their HPO requirements in 8 pallet lots ex D & F warehouse in town. The new product where HPO is going has been a little slow in getting off the ground and until the sales volume justifies T/L or C/L purchases ex our plant they will make use of D & F's local stock. Walter said so far business at Gulf States has been on an upline. Their first quarter was slow due to unseasonably cold weather, but since March their monthly sales volume has been higher and higher. They have not experienced any shortage of solvents so far and don't forsee any in the near future, according to their supplier's sources. Gulf States is a little unique in that they have their own cut back operation and buy their asphalt and solvents from separate sources and do their own blending, as opposed to most people in this industry who purchase cut back material. Gulf States uses between 13-21M gallons a week of solvent, which gives you some idea of their size. In addition to supplying solvent cut back asphalt, they also sell a line of water emulsion asphaltics that we are working with their technical people on in hopes of getting HPO approved.

FOLLOW-UP ACTION REQUIRED:

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CUSTOMER & LOCATION Gulf States Asphalt Company, Houston, Texas

INDUSTRY CLASSIFICATION Roof Coatings

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 3-1-79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Charles Middlebrook - Technical Director

CALL OBJECTIVE: Call made with J. L. Myers and Phil Henry of D & F Distributing on T/L HPO customer.

RESULTS OF CALL: The new Gulf States aluminized product line based on HPO is still having trouble getting off the ground according to Charles, as their new Sales Manager has made a number of packaging changes and has not been able to develop the sales volume he initially thought he could. They will have two kinds of higher than regular priced aluminized formulations both of which contain HPO. Discussed regular black coatings and learned that Charles has been sampled with a water-asphalt emlusion product for evaluation as a replacement for solvent cut back material which is in short supply and causes them OSHA problems because of the solvent restrictions. The sample hasn't been tested yet so a push was made with Charles to give HPO a look based on our better success history in water systems as opposed to cut back asphalt. Charles looked at HPO in their straight blacks and found that we were no better than a pound for pound replacement for canadian which is typical. Discussed the availability of HP in pellet form and a sample has been sent in to Charles to see if they can open them up in their cowles. Gulf States has a number of unusual material handling problems and the use of pellets, if feasible, could assist them in reduction of dust. They now bale up their empty bags and pay Rollins Industrial Services $16 per bundle to pick them up and incinerate them. Rollins claims to have a filtered incineration system that will trap any asbestos fibers from escaping to the outside air.

FOLLOW-UP ACTION REQUIRED:

J. W. - Follow up with Phil Henry on their evaluation of HPP and HPO in water emulsion asphalts.

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Gulf States Asphalt Westwego, Louisiana

INDUSTRY CLASSIFICATION: Coatings

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 4-9-81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:
Jack Phillips Plant Manager
Jerry Spillane General Manager
Tim Callahan Sales Manager

CALL OBJECTIVE:

Call made with W. Dunlap of D & F Distributing on pallet HPO customer.

RESULTS OF CALL: Things have finally been turned around at this plant most likely due to the arrival of Spillane from the Houston headquarters plant. They are running two shifts six days a week instead of the barely five day one shift operation of a year ago. The long awaited dielectric extrudable tape project has still not gotten off the ground but is still in the planning works and looks like something they will finally get to. They use HPO which they get from their Houston plant and some Carey 7MS1 in a butyl tape. They also have introduced a non-fibered tape that has sold well so far. The route to replacing the Carey product is through the Houston technical people, but HPO sales should increase as their output increases and more so if they ever get into the HPO containing dielectric tape product.

FOLLOW-UP ACTION REQUIRED:

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION Gulf States Asphalt Westivego, LA INDUSTRY CLASSIFICATION Building Supplie

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 6-11-80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Grover Craft Plant Manager

CALL OBJECTIVE:

Call made on pallet HPO customer.

RESULTS OF CALL: An opportune time to call as Tim Callahan, my normal contact, was out and Grover filled me in on a different slant on Gulf here than I had gotten from Callahan. Seems as if the Callahan's sold the Gulf people on setting them up as a subsidiary to produce extrudable building tape, a natural compliment to Gulf's line. That was over two years ago and so far not a lb. of tape has been sold although, Grover did say it was ironic but they were producing a T/L of it this week to inventory. Tim Callahan's now on the hot spot to sell it or. . .? This Gulf location warehouses finished roof cement from Houston and produces asphaltic potting compound and crack sealer, neither one of which contain asbestos. The only product produced here containing HPO is the extrudable tape so our fate is in the hands of Tim Callahan for any future growth. The HPO is now supplied to them from Houston along with the finished roof cement.

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION Gulf States Asphalt - Westwego, Louisiana

INDUSTRY CLASSIFICATION Coatings

SALESMAN J.E. Walsh REGION Southern DATE OF CALL 8-24-79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Tim Callahan, Plant Manager

CALL OBJECTIVE:

Call made on RG 244 prospect.

RESULTS OF CALL:

The product containing 244 still hasn't been manufactured here and may never get off the ground. The good news though, is that Tim said they were in the final stages now of introducing a new product which would contain a good quantity of HPO. They have been getting the HPO from their Houston location and have already plant tested and inventoried it to date. Introduction to their customers is the next step, so we should see an increase in the usage level at Gulf States in Houston. It is an asphalt based material is about all I could worm out of Tim, in so far as an identification of the new product.

FOLLOW-UP ACTION REQUIRED:

DISTRIBUTION: ORIGINAL: JIM: KC-FILE: NF-FILE (NF PERMANENT FILE)