METALS DIVISION - "CALIDRIA" ASBESTOS

DISTRICTOR CALL REPORT

CUSTOMER *Harrisons & Crosfield, Ltd. Canada* INDUSTRY *Distributor*

ITY, STATE *Toronto, Canada* SALESMAN *J. E. Walsh* DATE *6/4-5/84*

DOCUMENTS PROVIDED: MSDS____ DUST COUNT REPORT____ BLUE BOOK____ OTHER___

PERSONS INTERVIEWED:
John Pallister, Sales Rep. *George Jenner, Gen. Mgr. Corporate Relations*
Archie Davidson, Sales Rep. *Paul Lambert, Vice Pres. Eastern Region Manager*
Steve Bushell, Sales Rep. *Ed Perrin, Toronto Branch Mgr.*
CALL OBJECTIVE: *Craig Wickett, Sales Supervisor Marion Paternostre, Sales Rep.*

Business Review call made with G.L.Dickson at our Canadian distributors home office.

RESULTS OF CALL: *Sales in Canada occur 95% in the Eastern region and are split 65-35 between this office and Montreal respectively. The western area is energy oriented and historically has accounted for approximately 5% of H & C sales in Canada. Ed Perrin furnished us with a computer printout of 83 total sales and sales thur April of this year. Sales in 83 increased to 60M kilos from 40M kilos in 82 for a 33% growth rate but that should be tempered by the fact that 82 was the worst year H & C ever had overall in Canada and which precipitated a number of personnel shakeups which are still going on. Thru April this year sales are about 25% behind 83 but are essentially all at one account, Tremco, who we plan to see during this visit. People wise, since my November visit Craig Wickett has advanced from sales rep to sales supervisor and George Jenner's title has changed, although he still seems to be responsible for what he was before and our best high level contact here. We went over he computer printout on an account by account basis and plans were made for G.L. Dickson and the writer to split up and make joint calls on the main volume buyers the next day. After making joint calls the following day which are being reported separately, we returned to H & C's sales office to have a roundtable discussion with their sales people on ways to overcome customer objections to using or evaluating asbestos. We provided the H & C sales people with suggested responses to the typical customer objections to using asbestos as well as alternatives available such as CALIDRIA in paste form, and suggestions on how to sell and maintain business at existing customers and generate new business at prospective accounts*

SALES:

	SG210		HPO		RG110		RG144		RG244		TOTAL	
ALES TD	TONS	M$	TONS	M$	TONS	M$	TONS	M$	TONS	M$	TONS	M$
UDGET												

FOLLOW - UP ACTION REQUIRED:

PLAINTIFF'S EXHIBIT
UC-909

COPIES TO: TPN: JTK: GLD: GML: KC-FILE: PITT-FILE: PITT PERMANENT FILE

METALS DIVISION - "CALIDRIA" ASBESTOS

JOINT CALL REPORT

SALESMAN: J. E. WALSH INDUSTRY: DISTRIBUTOR DATE: 6/5/84

ACTIVITY: Sales calls made in the Toronto, Canada area with John Pallister and Archie Davidson of H & C, Canada.

RESULTS OF CALL

Tremco - Toronto, Canada - Dan Olson, Purchasing Agent.
Dan advised us that Tremco had formulated HPO out of their new hot melt asphaltic coating because of brittleness problems they were having. They also determined that a replacement wasn't needed as they made adjustments on the oil and solvent contents in the formulation to solve the needs of the Canadian market which is different from the U.S. Dan did not expect that a change in the U.S. formulation would occur because of their action and our HPO sales would revert to the lower 1982 levels. On the plus side we were able to uncover two other possible applications for HPO, one in their aluminized coatings and the other in their acrylic caulks. Dan will discuss the use of HPO in each of the formulations with their chemist and see if he can get us an evaluation in each product. Current usage of J-M fiber for both applications is 60M lbs/year which would more than offset the volume loss in the hot melt asphaltic application if we are successful in the lab. John Pallister will follow up with Tremco's chemist on the HPO evaluation work.

Apco Industries - Toronto, Canada - Mike Needham, Technical Director.
Mike started off negatively by advising that they were trying hard to formulate RG144 out of their epoxies but after a discussion of the regulatory and publicity issues we switched the conversation over to RG244 to evaluate as a possible replacement for the Cab-o-sil they use in other areas. Apco pays $4.15 lb Canadian for the silica and pallet lots of 244 go for $3.75 lb Canadian, so we have the typical cost advantage going in plus the benefit of a lower replacement ratio to further increase the economics in our favor. Archie Davidson will arrange for a sample of 244 and a written quote to Mike on their pricing and also will follow up with him on his lab evaluation.

Carlaw Holdings, Ltd.- Toronto, Canada - Dave Saunderson, General Manager.
Carlaw was an in name only company not conducting business until Dave's father who worked at Bemac, activated it to manufacture elastomeric membrane coating products similar to those produced at Bemac. They use a consultant for their technical work and their sole sales outlet at present is Concrete Sealants, whose president is Dave's father. Carlaw also is being evicted from their present manufacturing facility but hopes to be in a new location by November. The formulation they started with, similar to Bemac's, was based on 144 but they have since switched to 244 on the recommendation of their consultant. The elastomeric coating is principally applied over parking deck concrete and business is usually secured by bid award. Dave bought 100 bags of 244 in May so business has been good so far this year for them and he expects that it will get better as they have less overhead to worry about compared to their competitors and can shave prices closer because of it. This is a new H & C account this year and has been assigned to Steve Bushell who will keep in touch with Dave.

COPIES TO: TPN: JTK: GLD: GML: KC-FILE: PITT-FILE: PITT PERMANENT FILE

DISTRIBUTOR CALL REPORT

CUSTOMER Harrisons & Crosfield, Ltd. INDUSTRY Distributor

CITY, STATE Montreal, Quevec, Canada SALESMAN J. E. Walsh DATE 6/6-7/84

DOCUMENTS PROVIDED: MSDS____ DUST COUNT REPORT____ BLUE BOOK____ OTHER____

PERSONS INTERVIEWED: Louis Herbert, Branch Manager
Francois Daigle, Sales Supervisor
Patrick Blais, Sales Rep.
Michael Smith, Sales Rep.
Jacques Aumais, Sales Rep.

CALL OBJECTIVE: Business review call made with G.L. Dickson on our Canadian distributor.

RESULTS OF CALL: 83 sales were down slightly at 14.5M kilos vs 82 sales of 16.8M Kilos but the encouraging sign is that through May of this year sales are at a level of 8.3M kilos. It looks like the declining sales of the past 4 years at this branch have finally been turned around and that the effects of the personnel house cleaning done over the past 18 months has begun to bear fruit. Most notable of the 84 sales to date is the fact that at least a half dozen new accounts have been added, expanding their base over both the number of accounts last year and in 82. Francois advised that the expansion of their customer base has occurred in all their product lines as each of the sales people allot time for cold call prospecting which hadn't been done in years. We reviewed sales to date this year on an account by account basis and clarified those areas where volume was in variance with last year. A call schedule was set up for the next day to visit those key accounts that we could get into and a round table discussion was held with their sales people the following morning prior to making sales calls. The discussion covered a review of applications, competitive materials and suggestions on how to handle objections from existing accounts and prospects on using asbestos in their products. Surprisingly, the sales people in this office said they do not encounter the negatives on asbestos as strongly as elsewhere perhaps because Quebec province is the center of the Canadian asbestos industry.

SALES:

	SG210		HPO		RG110		RG144		RG244		TOTAL	
SALES YTD	TONS	M$	TONS	M$	TONS	M$	TONS	M$	TONS	M$	TONS	M$
BUDGET												

FOLLOW - UP ACTION REQUIRED:

COPIES TO: TPN: JTK: GLD: GML: KC-FILE: PITT-FILE: PITT PERMANENT FILE

METALS DIVISION - "CALIDRIA" ASBESTOS

JOINT CALL REPORT

SALESMAN: J. E. WALSH INDUSTRY: DISTRIBUTOR DATE: 6/7/84

ACTIVITY: Sales calls made in the Montreal area with Michael Smith and Patrick Blais of H & C Montreal.

RESULTS OF CALL

Mulco Ltd. - Boucherville, Quebec - Roy Conway, Plant Manager. This company purchased Morvan, Ltd, which went bankrupt last year. Morvan manufactured polyester automotive body putties and fillers and used RG244. Mulco has continued the use of RG244 and according to Ray who was with Morvan, it works well for them. Ray did say that they do not use 244 exclusively because of the high shear Myers mixing equipment that they have as they found that they were shearing off the silica coating from the fiber and it would not give them the viscosity and thix index they wanted. Where it isn't used, Ray advised that Cab-o-Sil is. Business has been good so far this year as evidenced by their 244 pruchases which are ahead of last year at this time and Ray expects that it will get better as they recently picked up the Canadian Tire account which is a large automotive supply store chain across the country.

Prolux Paint, Inc. - Montrea., Quebec - Michel Gelly, Technical Director. Prolux manufactures a line of baked enamel coatings and use Bentone and Thixatrol as their thix agents because of the hi gloss requirements. Michel was familiar with RG244 having previously used it at Sico, Inc., a large coatings house in town who he had worked for prior to coming here. In the present line of coatings we don't have a fit for 244 but Michel said that the owner had an interest in branching out into other coatings and we left our 244 brochure and T.I. bulletins on high build vinyls, coal tars and zinc rich primers. Michel has a sample of 244 in his lab now which was brought in by H & C's previous salesman here and if a new coating requirement comes up where 244 could be used, Michel said he would look at it. Patrick Blais will stop in periodically to see if Prolux expands their product line into areas where 244 could be used.

COPIES TO: TPN: JTK: GLD: GML: KC-FILE: PITT-FILE: PITT PERMANENT FILE

METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION HARRISONS & CROSSFIELD (Canada) LTD., Toronto, Canada

SALESMAN G. L. Dickson GLD INDUSTRY Distributor DATE OF CALL 6/5/84

PERSONS INTERVIEWED:

-

CALL OBJECTIVE:
Joint Calls with Mario Paternoster (H&C Sales Representative)

RESULTS OF CALL:

(1) PRC - 266 Humberline Drive, Rexdale, Ontario
Stan Bain - Plant Manager

Primary objective here was to explain to Stan that because of the loss of trained personnel, we were no longer able to measure dust emissions in our customer plants. Although Stan had requested of H&C some time ago that we run another dust count here, he did not appear to be upset about our new policy. Did remark that he felt it had been a valuable service for them.

RG-244 appears to be their standard thixotrope here, but they still use some Cab-o-sil in one special sealant (possibly a polybutene). Suggested he consider 244 in this application as it should be cheaper and more efficient. Promised to discuss with his technical people.

(2) CEILCOTE - 2695 Drew Road, Mississauga, Ontario
Wes Stapley - Purchasing Agent

Ceilcote's main business at this plant is polyester fabrication. Presently use a small amount of 244 in an epoxy pipe coating. However, according to Wes, they use a large amount of Cab-o-sil in their fabrication operations. Discussed the merits of RG-244 over pyrogenic silica, especially unit cost and better efficiency, and he promised to follow up on it in the their Cleveland, Ohio lab.

FOLLOW-UP ACTION REQUIRED: J.E.W. - As we discussed, there seems to be a problem here in that no one seems to know what the selling price of 244 is in their area. Cab-o-sil is selling for about $4.15/lb. (Canadian), but Mario wasn't sure what the number was for 244. Therefore, it is difficult to talk about the price advantage of 244 over Cab-o-sil. It also was evident from the two calls with Mario that he was not fully aware that RG-244 could replace Cab-o-sil in most applications.

COPIES TO: Gen'l. Sales Mgr.; Mktg. Services: Others: JTK, JEW, KC