PLAINTIFF'S EXHIBIT

UC-4946

# METALS DIVISION

## CUSTOMER CALL REPORT

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CUSTOMER & LOCATION Kentile Floors Chicago, IL

INDUSTRY CLASSIFICATION Floor Tile

SALESMAN Edward J. Kleber REGION Midwest DATE OF CALL 11/9/77

PRODUCTS DISCUSSED: Cr [ ] Mn [ ] Spec. [ ] Si [ ] $CaC_2$ [ ] W [ ] V [ ] Asb. [X]

Other:

PERSONS INTERVIEWED: Ted Ray - Chief Chemist
Ken Marshall - Buyer

CALL OBJECTIVE: Regular call on large SG-104 customer. Also, try to find out why Kentile wanted three truckloads of SG-103 in such a hurry.

RESULTS OF CALL: Kentile's reason for the three truckload SG-103 order may seem a little weird, but Ted insists that this explanation is the truth. Kentile is absolutely terrified of OSHA. A new ruling although certainly unwritten anywhere, has come down from management. This ruling stated simply is that should an OSHA inspector be in the plant, any weighings of asbestos must be pellets. Ted's comment was that probably from our point of view the best thing that could happen is for an OSHA inspector to live there. That way they would use no Canadian or Atlas asbestos. As it is, we will probably get an order similar to this three truck quantity again sometime next year.

We spoke a little bit about the SG-104 EXP. Ted still insists that although the EXP material is better than "regular" SG-104, it still does not compare to either Atlas today or the "Calidria" products of five or six years ago. He likes EXP, and because of the advantages of handling our material in bulk, our sales here probably will increase.

At this point Kentile really seems torn. They quickly agree to the advantages in buying asbestos in bulk, which would keep OSHA off their backs. On the other hand they are committed to going with two suppliers. Ted's comment was that there has been too many shortages in the past and Kentile is not about to get burnt. He did offer one thing however, that is if Atlas should go belly up, we would get the lion's share of Kentile's business by default.

Ted wants to know if we could package SG-103 in an odd-sized bag, say for example 47 lbs. The

FOLLOW-UP ACTION REQUIRED: (OVER)

EJK - Continue normal calls.

JLM - If the quantity was sufficient, is there any reason we could not package an unusual weight in a bag.

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typed: 11/15/77 dal

reason for this hearkens back to their almost pathological fear of OSHA. Ted feels that Kentile may be willing to reformulate all their tile grades to come up with a batch size that would use a multiple of a particular weight. For example, tile grade A would require say 47 lbs. of asbestos, tile grade C would require 94 lbs., etc. My reply was that I felt that if the quantity was large enough, I knew of no reason that we could not comply with this request.

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