PLAINTIFF'S EXHIBIT

UC-4947

METALS DIVISION

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Kentile Floors, Inc.
58 Second Avenue
Brooklyn, NY 11215

INDUSTRY CLASSIFICATION: Vinyl & Asphaltic Floor Tile

SALESMAN: Gordon L. Dickson
w/ R. E. Byrne, Jr.

REGION: Eastern

DATE OF CALL: 11/22/77

PRODUCTS DISCUSSED:

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

PERSONS INTERVIEWED: Andrew Kennedy - Director of Purchasing
Ernie Gamble - Technical Director
Rocco Sergi - ?

CALL OBJECTIVE: Discuss SG-103-57

RESULTS OF CALL: An in depth discussion on the availability of SG-100 in non-standard size plastic bags, which resulted in their first order for one carload of SG-103-57. This new product nomenclature, which is described in J. L. Myers' letter dated 11/28/77, refers to SG-100 packaged 50 lbs. per bag in our conventional "70 lb." Valeron bags. In this instance it will be SG-EXP, with pallet over-wrap, at the newly established price of $106/Ton.

The details leading up to their decision to purchase "Calidria" for their Brooklyn plant are involved, but appear to be based primarily on toxicology and the present OSHA regulations. Until now they have been using only Carey Canadian (7TS-7) and Atlas material, both received in 100 lb. plastic bags. They do not appear to have any criticism on the quality of the Carey packaging, but have experienced considerable breakage with Atlas. Most of their production batches at Brooklyn call for the addition of about 35 lbs., 50 lbs., or 70 lbs. of asbestos. Therefore, they are presently required to break most of the bags before the asbesto: is added. The use of 50 lb. bags will, therefore, negate some of this, which will result in a considerable savings in material handling, plus more importantly, the generation of asbestos dust. Along these lines we also reviewed the possibility of supplying other size bags in the future and detailed why we were not able to do so at the present.

A few miscellaneous bits of data picked up during our visit: Pallte overwraps are also added to the mix, therefore, there does not appear to be <u>any</u> disposal problem for them. Brooklyn uses about 90 tons of asbestos per week (4,500 tons/year), but do not produce any asphaltic ti

FOLLOW-UP ACTION REQUIRED: (OVER)

<u>EJK</u> - Chicago likes the SG-EXP and I think we should keep pushing SG-103-57 there, too. Thanks for the push in getting it into Brooklyn.

<u>GLD</u> - Keep close contact with their Brooklyn people and send them car number and shipping date as soon as available.

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They also make some of their own adhesives here, but according to Andy do not use any pyrogenic silica. (This undoubtedly should be pursued further with Ernie Gamble.) The Brooklyn plant does not have a railroad siding and Atlas shipments usually arrive by sea-land. Therefore, the carload of SG-103-53 will be shipped to Brooklyn Eastern District Terminal and trucked to their plant. It was suggested by Rocco that they also order a carload of SG-103-70 at this time but this received very little response from Andy.

Their Chicago plant recently received a large number of OSHA citations, but Rocco was able to get about 14 rescinded. It was not revealed what type of citations were involved, how Rocco managed to get them dropped, and whether the latter did or did not involve "Calidria". It is very apparent that OSHA is giving them a bad time, and although our products are presently more expensive than our competitors, OSHA can also be an expensive commodity. According to Ernie, once they get something on you they don't stop. At the present time, the OSHA group in Chicago is spending most of their time on U.S. Steel, which has relieved the pressure on Kentile to some extent.

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