TF-5449

CUSTOMER CALL REPORT

PLAINTIFF'S EXHIBIT
UC-5411

STOMER & LOCATION Interplastic Minneapolis, MN INDUSTRY CLASSIFICATION Polyester

SALESMAN Edward J. Kleber w/J. E. Walsh REGION Midwest DATE OF CALL 9/13&14/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Roman Kramer - Plant Engineer
Terry McCabe - Technical Director
Howard Melin - Corp. Secretary
Jim Wallenfelz - General Manager
Sharon Fisk - Buyer

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

oman Kramer - Roman's work on bulk handling continues, and although some problems have surfaced, he feels they are solvable. After he gets the system working smoothly with Aerosil he will tackle RG-244. Given proper packaging, this could be an almost dustless system.

Terry McCabe - Now that Terry has been given responsibility for gel coats, he is working on RG-244 in highly pigmented systems where filtration should not be a problem. So far the work looks encouraging. I received the usual zinger about the status of the silane-treated RG-244, to which I replied that we are working on it.

Howard Melin - Interplastic has been cited by OSHA again, this time for an infraction having to do with medicals. The fine levied was $48.00. As Howard put it, it would cost more for a lawyer to read the citation than the fine costs. Therefore, after some vacillating, they've decided to pay the fine.

Jim Wallenfelz - Apparently someone in their plant is calling OSHA almost weekly and is driving Management crazy. Jim stated that they are near the point where they may have to drop "Calidria" because it's just not worth the hassle. I pointed out the cost savings to Jim which he understands very well, but his rejoinder was that it is costing them much more to "waste" time messing with OSHA, and fighting customers who want no asbestos.

FOLLOW-UP ACTION REQUIRED:

(OVER)

EJK - We need a big success here fast and working through Terry is probably the only way to get one.

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dal 9/28/79

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