CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Great Gulf Chemicals, Houston, Texas

INDUSTRY CLASSIFICATION: Silane Treated Asbestos

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 4-22-82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PLAINTIFF'S EXHIBIT UC-687

PERSONS INTERVIEWED:

Ray McGlauflin - General Manager

CALL OBJECTIVE:

Breakfast meeting with R. E. Byrne and Phil Henry (D & F Distributing).

RESULTS OF CALL: Ray advised that Great Gulf has been looking at longer fiber Canadian material to silanize as some of the applications they have run into our short fiber just didn't do the job. They are selling their silanized fiber under the Zonad name and the only areas that the writer has run into it have been in roofing cements when longer fiber is required. The silanized fiber was invented as part of a drilling mud system for oil phase activity but with drilling activity relatively dormant right now sales are down in this area also. Ray expects they will come to a final decision in the next 30-45 days on whether to go with CALIDRIA or Canadian in the Zonad material but advised that he felt that they would continue to use our HPO for the drilling fluid application and in other areas and anticipated that they would buy about 8 truckloads this year of the HPO.

FOLLOW-UP ACTION REQUIRED:

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Great Gulf Company Houston, Texas

INDUSTRY CLASSIFICATION: Compounders

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 11-13-80

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Ed Woods Plant Manager
Ron Owen Sales Manager

CALL OBJECTIVE:

Call made with Phil Henry of D & F Distributing on HPO sampled prospect.

RESULTS OF CALL: A few years back Phil and Ron were out selling for Thompson Hayward and Ribelin respectively and an HPO sample was requested by Ron for a new coatings application he was working on. It seems the main area of Great Gulf's activity is packaging products for the oil well drilling industry and this is how they first got involved with Dresser. Having then been picked by Dresser to manufacture the silane treated asbestos product covered by the patent, both Ron and Ed with coatings and plastics backgrounds saw an opportunity for selling a reputed non-asbestos product in these areas and have come to agreement with Dresser to pay them a royalty to produce and then market the product strictly to the coatings and plastics market. For the past year, though they have mainly been struggling with making the product and although they still encounter production problems, they feel they now have a better understanding of how to make it especially with all the recent help they have received from Dresser and our silanes people. A probe was made during our discussions by Woods to determine the differences between our various grades including CSV, but the waters were both sufficiently clear that their was a distinct difference and sufficiently muddy that they couldn't determine what it might be. Comments were made that they had tried Flowsall during their problem production times and, although it built an initial viscosity twice that of CSV, it came completely apart as soon as heat was applied to it; and they are now convinced that CSV is the only fiber that will work for them. Work with our HPO is still in the preliminary stage and both Ron and Ed's interest was more in learning what markets we thought it would most logically fit in for the coatings and plastics area. The writer's response was that, if they indeed did have a non-asbestos product with physicals and performance

FOLLOW-UP ACTION REQUIRED:

Continued

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: *Great Gulf Company Houston, Texas* INDUSTRY CLASSIFICATION: *Compounders*

SALESMAN: J.E. Welsh REGION: Southern DATE OF CALL: *11-13-80*

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

CALL OBJECTIVE:

RESULTS OF CALL: *Continued from pg. 1*

characteristics anywhere near asbestos, a good coatings application would be joint cements and sprays and for plastics filled phenolics and polyolefins. The projected price that Ron and Ed see for the coatings and plastics market on the silane treated product is in the area of $1/lb.

FOLLOW-UP ACTION REQUIRED:

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CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Greenville Rubber & Gasket Company - Greenville, S. C.

INDUSTRY CLASSIFICATION: Rubber

SALESMAN: J.E. Walsh REGION: Southern DATE OF CALL: 7-27-79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Jake Cupper, General Manager

CALL OBJECTIVE:

Call made on CALIDRIA prospect.

RESULTS OF CALL:

Greenville handles asbestos reinforced rubber, gaskets and sheet goods. They do not do any manufacturing per se' on premise, as most of the products come to them ready made. All Greenville does is cut or stamp out material to their customer's requirements. They purchase their asbestos filled materials from two sources, Jake said, one being The Nicolet Co. in Pennsylvania and the other one being Southern Product Sales Co. in Birmingham, Alabama. As far as he knew, most of the asbestos was of the long fiber variety and normally a fiber as short as ours wasn't used in any of the goods they sold. Perhaps a stop in Birmingham next trip would confirm whether long fiber is actually used and if so could short fiber offer anything in these type materials.

FOLLOW-UP ACTION REQUIRED:

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