# CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO
Lowell Industrial Park
Lowell, MA
(617) 452-8961

INDUSTRY CLASSIFICATION: Epoxy Coatings

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 6/16/78

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PLAINTIFF'S EXHIBIT UC-652

PERSONS INTERVIEWED: Dash Nahabedian

CALL OBJECTIVE: Respond to request for OSHA information.

RESULTS OF CALL:

Very pleasant first meeting with Dash. They still purchase small amounts of RG-244 from Allied for use in epoxy coatings. Does not compare with the carload purchases of about 3 years ago when they had a large navy contract for making flame retardant coatings for bombs. Dash's question was regarding OSHA form #20 which apparently asks what toxic materials are contained in their products. Couldn't help him but said that we would get him an answer on whether or not RG-244 had to be included.

MISC: Mark Skezis, formerly UCC and more recently with Allied Resins, was making his first call here as a sales representative of Lancaster Chemical.

FOLLOW-UP ACTION REQUIRED:

HBR - Can you handle? Probably should send them OSHA regulations which I did not have at the time of my visit.

COPIES TO: JRL:TPN:WCT:JEW:KC-FILE:NF-FILE:HBR ✓ NF PERMANENT FILE ☐

dal 6/22/78

# CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Avco ~~Corporation~~ SPECIALTY MATERIALS DIVISION
2 Industrial ~~Ave~~ AVE
Lowell, MA 01851

INDUSTRY CLASSIFICATION: Coatings

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 4/3/79

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Dash Nahabedian
HARRY RHODES

CALL OBJECTIVE: Follow-up on request for toxicology information

RESULTS OF CALL:

Requested info supplied by H. B. Rhodes and apparently was satisfactory. Avco presently using some RG-244 (purchased from Allied Resin Corporation in East Weymouth) but very small compared to several years ago when they had a contract for a fire retardation coating for naval bombs. Good visit but nothing we can do to increase sales at this time.

FOLLOW-UP ACTION REQUIRED:

Once a year convenience visits is all that is required.

COPIES TO: JRL:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

dal 4/11/79

# METALS DIVISION - "CALIDRIA" ASBESTOS

## CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO Corporation, Specialty Materials Division, 2 Industrial Avenue, Lowell, MA 01851

INDUSTRY CLASSIFICATION: Epoxy & polyester coatings

SALESMAN: Gordon L. Dickson REGION: Eastern DATE OF CALL: 8/5/81

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED: Dash Nahabedian - Manufacturing Manager

CALL OBJECTIVE: Account maintenance

RESULTS OF CALL: No apparent problems here. RG-244 being used on a daily basis in an epoxy coating. As this is not a product for the government the 244 does not have to be quality certified and it is purchased from our area distributor Allied Resin Corp. 244 which goes into navy bomb coatings is usually shipped to them from our warehouse in New Jersey. Unfortunately they have produced only 300 M lbs. this year when at one time they were making over 3 MM lbs.

FOLLOW-UP ACTION REQUIRED: Convenience calls only.

COPIES TO: GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

# METALS DIVISION - "CALIDRIA" ASBESTOS

## CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Avco
Specialty Materials Division
2 Industrial Avenue
Lowell, MA 01851

INDUSTRY CLASSIFICATION: Specialty Coatings

SALESMAN: Gordon L. Dickson REGION: Commercial DATE OF CALL: 3/22/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Ardashes Nahabedian - Manufacturing Manager
Joseph Mazzola - Manager, Product Assurance
Brian Long - Purchasing Manager

CALL OBJECTIVE: Assume account responsibility

RESULTS OF CALL:

Avco has been a customer of Allied Resins Corporation for a large number of years, purchasing RG-244 for several coating systems. As Allied will no longer be our distributor after March 29, Avco is now considered as a commercial account. Their normal purchase has been for about 12 pallets which was shipped to them from our Finderne, NJ, warehouse. Discussed the potential saving by ordering truckload quantities and, providing their business remains as good as it has been, this will probably be the way they will go in the future. Delivered costs from King City to Lowell are being calculated and will be sent to Brian when available.

ALLIED

| | | |
|---|---|---|
| May | 3.9 Tons | @ 17.4 |
| July | 3.5 " | 15.8 |

FOLLOW-UP ACTION REQUIRED:

GLD : Send Brian delivered cost data.

COPIES TO: REB:GML:TPN:JEW:KC-FILE:NF-FILE

NF PERMANENT FILE ☐

# METALS DIVISION - "CALIDRIA" ASBESTOS

## CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO
Specialty Materials Division
2 Industrial Avenue
Lowell, MA 01851

INDUSTRY CLASSIFICATION: Polyester and Epoxy Coatings

SALESMAN: Gordon L. Dickson REGION: Commercial DATE OF CALL: 8/19/82

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

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

PERSONS INTERVIEWED:

Dash Nahabedian - Manufacturing manager
Brian Long - Manager, contracts and purchasing

CALL OBJECTIVE:

Account maintenance

RESULTS OF CALL:

| | TONS | | | $M | | |
|---|---|---|---|---|---|---|
| | ABB | To Date | Expected | ABB | To Date | Expected |
| RG-244 | N.B.* | 7.3 | 11 | N.B.* | 33 | 48 |

*(Not budgeted. Former distributor account)

No developments since last visit on 3/22/82. Their coating business continues good but not great. First meeting with Brian, who stated that he expects to order one more truckload of RG-244 this year. This will be shipped from King City as we no longer have any inventory in our Finderne, NJ warehouse. As they should realize a saving of about 5¢/lb. this is agreeable to them.

FOLLOW-UP ACTION REQUIRED:

Continue 3-4 visits per year.

COPIES TO: REB:GML:TPN:JEW:KC-FILE:NF-FILE NF PERMANENT FILE ☐

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: Avco Corporation
2 Industrial Park, Lowell, MA

INDUSTRY CLASSIFICATION: Polyester & Epoxy Coating

SALESMAN: T. P. Norris & G. L. Dickson REGION: Western DATE OF CALL: 02/15/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Dash Nahabedian, Mfg. Manager
Brian Long, Manager, Contracts & Purchasing

CALL OBJECTIVE: Turnover call.

RESULTS OF CALL:

RG-244 continues to be used in a Navy formulation for a fire resistant coating on 1,000# bombs. It is also formulated into an epoxy fire resistant coating for their own commercial accounts. They have been requested to ship RG-244 (SX-24) into Norway. We are checking through W. R. Grace to determine if asbestos can be shipped to Norway. We will then advise Avco.

| | TONS | | $ M | |
|---|---|---|---|---|
| | 1983 Sales | 1983 Budget | 1983 Sales | 1983 Budget |
| RG-244 | 4 | 12 | 15,600 | 42 |

FOLLOW-UP ACTION REQUIRED: Continue quarterly contact.

COPIES TO: REB, GML, JEW, KC-FILE, NF-FILE

-0135B-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO CORPORATION
2 INDUSTRIAL AVENUE
LOWELL, MASS

INDUSTRY CLASSIFICATION: POLYESTER & EPOXY COATING

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 6/7/83

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☑ MSDS ☑ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Dash Nahabedian, Manafacturing Manager
Brian Long, Purchasing

CALL OBJECTIVE:

Account Maintenance

RESULTS OF CALL:

The RG-244 Epoxy Fire-Resistant Coating business has been active with sales showing strong support at Aramco customers in the Mid-East. They are currently operating two shifts/day and working 6 days/week. The Navy bomb coating formulation, also using RG-244, is inactive at this time, but one contract will be realized late this year. That contract calls for 5,600 # RG-244.

| | TONS | | $M | |
|---|---|---|---|---|
| | 1983 SALES | 1983 BUDGET | 1983 SALES | 1983 BUDGET |
| RG-244 | 4 | 12 | 16 | 42 |

FOLLOW-UP ACTION REQUIRED: Continue quarterly contact.

COPIES TO: GLD, GML, JEW, KC-FILE, NF-FILE, JTK

-0139z-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO CORPORATION
2 INDUSTRIAL PARK
LOWELL, MA 01851

INDUSTRY CLASSIFICATION: POLYESTER & EPOXY COATINGS

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 2/15/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Dash Nahabedian, Manufacturing Manager
Brian Long, Purchasing

CALL OBJECTIVE:

Account maintenance.

RESULTS OF CALL:

Their commercial business using RG-244 in epoxy fire-resistant coatings has been slow and is not expected to improve until the end of the 1st quarter. The Navy has awarded them a contract to produce a fire-resistant bomb coating. This could increase their overall RG-244 sales in 1984 from 16 tons to 26 tons. Dash still concerned about Environmental Regulations, especially as they impact on his business in England.

| | TONS | | $M | |
|---|---|---|---|---|
| | 1984 SALES | 1984 BUDGET | 1984 SALES | 1984 BUDGET |
| RG-244 | -0- | 16 | -0- | 64 |

FOLLOW-UP ACTION REQUIRED:

Continue quarterly contact.

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

1133z-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO CORPORATION
2 INDUSTRIAL PARK
LOWELL, MA

INDUSTRY CLASSIFICATION: POLYESTER & EPOXY COATINGS

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 5/15/84

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

/ / MSDS

/ / Health & OSHA Information Blue Book

/ / Dust Count Report

/ / Other, specify below

PERSONS INTERVIEWED: Dash Nahabedian, Mfg. Mgr.
Brian Long, P.A.

CALL OBJECTIVE: Account maintenance.

RESULTS OF CALL:

Dash is concerned that the new states "Right to Know" legislation could have a crippling effect on his business. In those states that do have this law, all hazardous materials must be listed on the package and failure to do so could be cause to refuse the order. Where we once expected to increase our RG-244 sales from 16 to 26 tons in 1984, Dash advised today that figure was in error and will be reduced to the original budget of 16 tons.

| | TONS | | $M | |
|---|---|---|---|---|
| | 1984 SALES | 1984 BUDGET | 1984 SALES | 1984 BUDGET |
| RG-244 | -0- | 16 | -0- | 64 |

FOLLOW-UP ACTION REQUIRED:

Continue quarterly contact.

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0261B-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO CORPORATION
2 INDUSTRIAL PARK
LOWELL, MA

INDUSTRY CLASSIFICATION: POLYESTER & EPOXY COATINGS

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: AUGUST 7, 1984

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Dash Nahabedian, Mfg. Mgr.

CALL OBJECTIVE: Account Maintenance

RESULTS OF CALL:

Dash advised the Commercial business using RG-244 in epoxy fire-resistant coatings has remained slow all year. Not much improvement is expected between now and the end of 1984. The Navy contract calling for fire-resistant bomb coating is not as good as it was expected to be. In fact, Avco Corporation has purchased only one T/L RG-244 from K.C. (4 tons) so far this year. To maintain a small inventory of RG-244 they have placed two small orders with our distrbutor, Lenape Chem, Bound Brook, New Jersey, totaling 3 tons.

| | TONS | | $M | |
|---|---|---|---|---|
| | 1984 SALES | 1984 BUDGET | 1984 SALES | 1984 BUDGET |
| RG-244 | 4 | 16 | 16 | 64 |

FOLLOW-UP ACTION REQUIRED:

COPIES TO: GLD, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0310B-

METALS DIVISION - "CALIDRIA" ASBESTOS

CUSTOMER CALL REPORT

CUSTOMER & LOCATION: AVCO Corporation
2 Industrial Place
Lowell, MA

INDUSTRY CLASSIFICATION: POLYESTER & EPOXY COATINGS

SALESMAN: T. P. NORRIS REGION: COMMERCIAL DATE OF CALL: 05/08/85

ASBESTOS HEALTH & REGULATORY DOCUMENTS PROVIDED:

☐ MSDS ☐ Health & OSHA Information Blue Book

☐ Dust Count Report ☐ Other, specify below

PERSONS INTERVIEWED: Dash Nahabedian, Mfg. Mgr.

CALL OBJECTIVE: Account maintenance.

RESULTS OF CALL:

In the past RG-244 has been used in two separate and distinct applications:

1) A navy bomb coating
2) A commercial epoxy coating.

Avco had been the sole producer of the epoxy coating, but recently PPG Industries, Pittsburgh, Pennsylvania introduced a non-asbestos competitive product. This product is advertised in various trade journals as non-asbestos and has cut into the Avco Corporation market for that product. Avco had no choice but to reformulate to an asbestos-free product.

The navy bomb coating will continue to be produced with RG-244 as Avco Corporation is the only company that can meet the navy specification. However, they have a heavy inventory of finished product as well as 10,000 # RG-244 in the warehouse. We may not see an order for 1985.

| | Tons | | $ M | |
|---|---|---|---|---|
| | 1985 Sales | '85 Budget | 1985 Sales | '85 Budget |
| RG-244 | 0 | 10 | 0 | 41 |

FOLLOW-UP ACTION REQUIRED: Continue quarterly calls.

COPIES TO: ~~GLD~~, GML, JEW, KC-FILE, PITTS-FILE, JTK

-0481B-