

TGG: *[Handwritten signature]*
[Handwritten initials]

TO: Charlie Starks

FROM: T. G. Grumbles
DATE: January 24, 1986

Interoffice
Communication

SUBJ: CUSTOMER ASSISTANCE - LIABILITY WAIVERS IMPLEMENTATION

VISTA

You had requested that training be given to your people to assure an understanding of the concerns regarding the need for liability waivers. Bill McClain and I agree this is a good approach to assure understanding of the general issue and allow for efficient and practical use of the waiver.

We would propose to do the training in early March, in Ponca City if that is the most appropriate location. A general outline of the presentation is enclosed. Please contact Bill or I to discuss the training and timing.

T. G. Grumbles
[Signature]

Thomas G. Grumbles

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Enclosure

cc O. C. Kerfoot
S. E. McGuire
R. L. Poe
W. L. McClain
D. A. Kuhn
N. C. Frost

VVV 000017392

CUSTOMER TECHNICAL ASSISTANCE LIABILITY ISSUES

- I. Introduction - Why It's Important To Vista
- II. Legal Aspects
 - 1. Overview of negligence law
 - 2. Reviews of specific case examples
 - 3. Defenses to negligence claims
- III. Practical Application - How To Recognize When Waiver Is Needed.
 - 1. Specific examples of areas of concern
 - A. Respirator/personal protective equipment recommendations
 - 2. Contaminant/exposure abatement questions
 - 3. Regulatory issues
 - 4. Specific storage and handling questions
 - 5. Operational recommendations
- IV. How To Handle The Above
 - 1. With waiver
 - 2. Without waiver
- V. Summary - Review Waiver And Procedures For Use