MONSANTO — CALL REPORT — ORGANIC [illegible]

DICTATE IN SEQUENCE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES
3. NAMES OF CARBONEES
4. IMMEDIATE ACTION NEEDED
5. REPORT ON CALL

REPORT CAPTIONS:
1. OBJECTIVE
2. PERSONS CONTACTED
3. RESULTS
4. ACTION REQUIRED

CUSTOMER NAME		DATE OF CALL
[redacted] CONSTRUCTION		6/18/70
CITY AND STATE	DATE RECEIVED	DATE TYPED
PRODUCTS DIV., CAMBRIDGE, MASS.	6/22/70	6/23/70

CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY

NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG.	CATEGORY CODES

REGION	SERVICE CENTER	SALESMAN
NORTHEAST	Everett	J.H. Gannon/jms

TO MR. WILLIS CLARK
ST. LOUIS

CC J.J. McNamara-Everett
D. BECHTOLD-CHICAGO
L. BERLIK-CHICAGO

This call made with W.S. Clark, Aroclor Product Specialist

CONTACTED: Mr. Zisson, Director of Purchasing for Construction Products Div.
Murray Rosen, Polysulfide Sealant Chemist

PURPOSE OF CALL:

1. Force customer into quick decision on stock up order for Aroclor 1200 series.
2. Suggest replacements for Aroclor 1248 through 1260 for polysulfide sealant and discuss customer's problem in switchover.

CUSTOMER REACTION - It appears we have created quite a problem for this customer because they feel there are no satisfactory substitutes for Aroclors in polysulfide caulks and sealants. They stated that Monsanto's decision to discontinue Aroclors would be analogous to a decision by Thiokol to withdraw from production of polysulfide resins. In other words, we are taking away vital and unique raw materials for their products. Total consumption of Aroclor 1200 by the W.R. Grace Construction Products Division was in the neighborhood of 200 to 250,000 lbs. for 1969. Usage is scattered across the U.S. and Canada; plants are located at Los Angeles, Chicago, Houston, North Bergen, N.J., Saskatchewan, Canada and Toronto, Ontario. Zisson will reach a decision within two weeks so they can place a stock up order to cover their internal requirements for several months during an Aroclor replacement program. He had spoken of ordering a minimum of one full year's requirements and a maximum of two full year's requirements during the month of July.

AROCLOR REPLACEMENT - Rosen will be in charge of finding Aroclor substitutes as polysulfide caulk and sealants produced by Construction Products Division. Another chemist will be in charge of finding Aroclor replacements in various type of surface coating applications. The surface applications will be no problem, Polysulfide caulks and sealants will present a difficult and perhaps insurmountable task for finding satisfactory replacements. The key to the problem is that W.R. Grace uses Aroclors in much higher concentrations than recommended by Thiokol--they stated this is a commercial necessity to maintain a competitive price structure. At low concentrations, even DOP would be a satisfactory plasticizer but the price would be prohibitive for the applications.

(CONTINUED)

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S-331 (REV. 12/68)

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Monsanto

CALL REPORT

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4. IMMEDIATE ACTION NEEDED
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REPORT CAPTIONS:
1. OBJECTIVE
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CUSTOMER NAME					DATE OF CALL
W. R. GRACE COMPANY, CONSTRUCTION PRODUCTS					
CITY AND STATE			DATE RECEIVED		DATE TYPED
DIV., CAMBRIDGE, MASS.					
CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY					
NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG.	CATEGORY CODES
REGION	SERVICE CENTER	SALESMAN			

TO -2- CC

Rosen has committed to a crash evaluation program to test blends of Aroclor 5460 with both Aroclor 1221 and S-160. He will also begin evaluation of S-261, S-148. Will Clark mentioned that Monsanto would be willing to blend these products for this customer. Such a development program will take between 6 and 9 months at minimum. This is why the extra stockup of Aroclor is anticipated.

IMPORTANT ITEMS

1. There was no confirmation on this call that Thiokol is recommending purchase of imported biphenyls from Japan or Germany.

2. Zisson will consider oversea sources for biphenyls but Clark indicated this would only be a stop gap solution.

3. ATT: W. CLARK - Please check on the availability of insulated tank cars for bulk storage of Aroclor 1254. An immediate reply is requested.

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