

From: Gabble Badman [Gabrielle.Badman@cardcall.com.au]
Sent: Wednesday, 11 May 2005 4:23 PM
To: jhassett@hassettdixon.com.au
Subject: FW: Card Call Flags Additional Information



Hi Jonathon

Please find below submission from Ross Hansen.

Regards

Gabbie Badman

Employee Relations
Telecorp Limited

-----Original Message-----

From: Ross Hansen [mailto:rhaisen@commerceqld.com.au]
Sent: Wednesday, 11 May 2005 1:37 PM
To: Sally Garner; Gotalk Operations Manager
Cc: Rick W. Nelson
Suobject: Card Call Flags

Hi. Sally,

I just wanted to confirm in writing my telephone advice to you this morning. I advised that as a first move, Gotalk Operations should instruct all sales executives transporting these flags to ensure they are transported in air-tight containers located either in the boot of a sedan or in the rear compartment of a wagon. Good ventilation is essential when handling the flags. GoTalk Operations may need to explore a range of air-tight containers that might be appropriate, including size, shape and material. The material could be wood, metal or high density plastic. High density plastics are less likely to emit vapours than softer plastics.

Most plastics will emit solvent vapours when subjected to heat, such as being left in a vehicle on a hot day. Internal temperatures in the vehicle can reach up to 50 degrees Celsius and hence cause the solvent to vaporise into the restricted space in the vehicle. As a further precaution, I would suggest that your sales executives open the windows (and a door or two) of their vehicle to ventilate for a few minutes before preparing to drive off. This is especially important when the vehicle has been in the direct sun for a time with any plastic flags, or other plastic products exposed to the heat inside the vehicle. It may be appropriate to drive for a short time with windows open, as is often suggested in vehicle owners manuals to assist in clearing hot air from the vehicle before switching on the air-conditioning. This practice not only reduces the initial load on the air-conditioning but will assist in clearing any contaminated air in the vehicle fairly quickly. As these solvents are flammable, it would be appropriate for Gotalk Operations to enforce a "no smoking in vehicles" policy, to reduce the risk of vapour ignition.

While there is no denying that some adverse effects are being experienced by your sales executives, care needs to be taken in interpreting information provided in Material Safety Data Sheets (MSDSs). The MSDS indicates the full range of health effects that may be experienced by some persons on exposure to 100% concentrated substance. Some of these read like they will kill instantly, but they must be read in context of the likely exposures and proportions present in any exposure. I would expect the amount of the offensive materials in your flags to be far less than 100%.

I question the figure in your sales executive's email to all staff of 1530mg/square metre i.e. 1.5g of solvent per square metre of flag. I would expect the flags to be extremely slimy with that level of solvent. 1530 micrograms per square metre may be more believable. If, on the other hand, the data are correct and the flags are slimy with these solvents, then an appropriate action might be to cease distribution of these flags forthwith and advise your sales executives and your clients to only handle these with rubber gloves (cyclohexanone will dissolve many of the commonly available plastic gloves) and/or to wash hands thoroughly after handling.

Now that I have had time to digest the information forwarded to Rick Nelson this week, it appears that the concern raised by your sales executive relates to a particular batch of flags delivered in late 2004. From the correspondence, it appears that this problem was not experienced with flags from the previous supplier. As a general precaution, it may be appropriate for Gotalk Operations to cease purchasing from this supplier and seek an alternative supplier. Request information from your supplier about how the flags are packaged and any precautions that users of the product may need to follow when handling the product.

Regards,

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