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**To: All Hands Fire**

**Date: May 3, 2019**

**Ref: All Hands Fire Personal Safety Systems Training**

After some research of our own on personal escape systems, we reached out to All Hands Fire for input and a quote for personal safety systems that included End User and Train-the-Trainer training. Don Colarusso was extremely knowledgeable and provided me with all the information needed for us to make our decision. His customer service was impeccable as he provided immediate responses to any questions we had on the personal escape systems, the programs they offered for training, as well as purchasing and planning for the initial training on the bailout systems. We ended up going with the Petzl Exo system and we purchased enough of these systems to equip the entire department and have a hand full of extras for new hires.

Once they made it out here to North Carolina, we met with the All Hands Fire Training staff and they did not disappoint. All of the instructors were very professional, friendly, and highly qualified. They all knew the systems in and out and they did an excellent job of instructing both during the lecture and the hands-on portion of the training. They were here for three days and they provided top notch training to our members on these systems. They made sure that by the end of the day that everyone felt confident using the Petzl system. All Hands Fire also provided an outstanding Train-the-Trainer program to our training staff that will be teaching our new hires and doing our annual PSS refresher training for the department.

I would highly recommend All Hands Fire for all of your personal escape systems and training needs. Myself and the entire department were very pleased with the training and experience provided by Don and the rest of All Hands Fire.

Thanks,

A handwritten signature in black ink, appearing to read "Omar A. Kasso", written in a cursive style.

Omar A. Kasso