

November 18, 2016

Mr. Joseph T. Doerr
NBIS
8221 Ritchie Highway, Ste 302
Pasadena, Maryland 21122

Dear Mr. Doerr:

WOW! It's been four years since Thackray Crane Rental, Inc. became a client of NBIS and I have to say it has been wonderful.

I remember when NBIS first came to our facility. It was for our annual company safety meeting. I was nervous that day but knowing NBIS was coming to do a presentation about the new OSHA crane standard put me at ease. Traveling from their hometown and being there for an evening meeting was awesome. I will never forget seeing them walk into the room wearing their NBIS shirts, all three of them, Bill Smith, Joseph Doerr and John Schoppert looking professional and confident, they brought a presence to the room. I have to say when I introduced Bill Smith and he started speaking everyone started listening especially since he was speaking to a room full of tired operators and drivers that had worked all day. Bill's knowledge and experience is unparalleled in the business. Joseph Doerr's passion and ambition is awesome. Finally, John Schoppert's walk through, I loved it; I remember him auditing our facility and giving our forklift operator the "put your seat belt on" sign. Also, I would like to mention the administration claims team on handling legal issues, questions and most importantly, the follow up.

On behalf of Thackray Crane Rental family, we would like to thank NBIS and your whole team. Knowing you have been there for us and know you will be there for us in the future gives us great peace of mind.

You have our wholehearted appreciation and thank you for your service and we look forward to working with you in the future.

Sincerely,



Mark W. Thackray
Safety Director