

# KENYON INTERNATIONAL EMERGENCY SERVICES



Kenyon International Emergency Services (Kenyon) is the world's leading full-service disaster management company. Since 1906, Kenyon has provided the private and public sector with specialized support during incidents. Kenyon is not restricted by geography or scale and will work in any international environment for as long as required. To support its operational capability, Kenyon maintains significant resources in three strategic locations around the world.

## OPERATIONAL RESPONSE SERVICES

**Call Center:** Kenyon's International Call Center helps clients manage the surge of telephone enquiries from concerned families and friends following an emergency. The Call Center becomes the focal point, generating multiple subsequent interactions with family members as they seek information on their missing loved ones. The Call Center has over 500 trained personnel working in four different functional areas. The **Inbound Team** receive the initial calls and start the process of determining who may have been involved in the emergency. The **Notification Team** is responsible for return contact with families to seek additional information. All of the agents are supported by the **Travel Team** and the **Data Management Team**.

**Disaster Human Services:** Kenyon's Disaster Human Services assist clients in managing the immediate and long-term consequences for families whose loved ones have been directly affected by an emergency. The service includes the logistical support to an operation (the establishment and management of Family Assistance Centers) and the personnel with soft skills who interact one-on-one with family members at their time of greatest need.

**Disaster Recovery Services:** Kenyon's Disaster Recovery Services assist clients in dealing with the immediate and long-term consequences of emergencies involving the loss of life. The service is irrespective of the number of fatalities. Specialist Kenyon personnel range in skills from clinical and forensic experts in Disaster Victim Identification; field-experienced Search and Recovery; mortuary and repatriation; and a core team for management of data, logistics, and systems. Kenyon-owned equipment can be used to support disaster morgues for mass fatalities (Kenyon has three mobile morgues) and smaller packs are available for rapid response to localized incidents. This service includes the recovery of victim's personal property and the sensitive return of property to loved ones.

**Crisis Communications:** Kenyon's Crisis Communications Service assists clients in determining, implementing and maintaining their communications strategy following a major incident. The aim of the service is to protect the reputation of the company through effective, accurate and timely communications both internally and externally and at all levels. Kenyon's Crisis Communications Team is comprised of multilingual professionals, based in key locations around the world. Each member of the team has significant experience of responding to the communications challenges of complex crises.

**Media Call Center:** Kenyon's Media Call Center assists clients in managing the great volume of media enquiries generated by unplanned events. The service uses professional call agents who are trained to react appropriately to the particular demands of media correspondents and news bureaus. The agents are supported by Kenyon's Crisis Communications Team, noted experts in international media and PR. They will analyze calls and advise client communications staff of any unexpected trends.

## SUPPORTING INFRASTRUCTURE AND SYSTEMS

**Kenyon Personnel:** Kenyon staffs its worldwide offices with full-time, permanent people. These personnel are all experienced in field operations or operations support and would lead any recovery operation. In addition, Kenyon maintains various levels of associate personnel to provide a fully flexible response to incidents. The Kenyon Crisis Communications Team has the senior status of 'Associate Directors'. The 1,800 Kenyon specialists performing tasks as diverse as child care, forensics identification, logistics or security are known collectively as Team Members. Kenyon Team Members are the operational backbone of the organization and support all world-wide modern-day deployments.

**Crisis Management Center:** During operations, Kenyon maintains two 24-hour Crisis Management Centers (US and UK). The role of the Crisis Management Center is to provide the communication hub for the client and other agencies; manage the deployment of Kenyon staff and equipment resources; monitor the on-going operation; and make contingency plans for additional services. The Crisis Management Center is initially activated by Kenyon full-time staff and subsequently operated by specially trained Team Members.

**Planning and Training:** Kenyon has an extensive program of consultancy services to support our clients. Our real-world experience of crisis management has allowed us to prepare realistic training courses, exercises and planning material. We do not rely on third-party theory; we consult using the direct field experience from Kenyon's unequalled history. Our consultancy is always unique to the specific needs of our client. It is usually delivered at the client location but Kenyon's training centers are also used for multi-client classes and exercises.

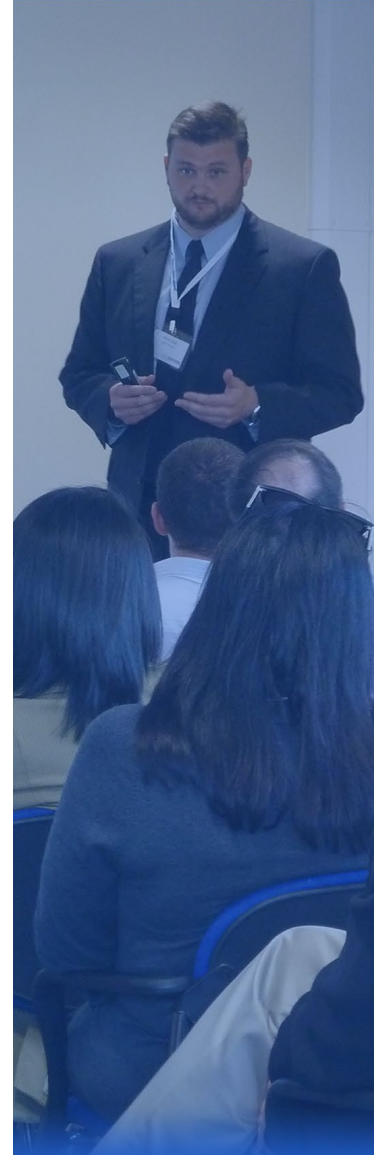
**Kenyon Response™:** Kenyon Response is Kenyon's proprietary crisis management software program. Designed from the ground up, the program assists users in managing the massive amount of data associated with human-related incidents. It is web-based and can be used simultaneously by Kenyon, clients, emergency services, government agencies and any other party determined to have a need to access and use the data. Kenyon Response will be used by Kenyon as a single system for all of its operational response services.

**Kenyon Equipment Resources:** Kenyon's inventory of specialist equipment, determined by extensive experience in operations, is ready for immediate deployment. Kenyon's philosophy is that all required equipment should be owned by Kenyon and should be replicated in numerous locations for ease of deployment. The equipment, all held in 'kits' for ready access, includes mobile morgues, communications suites, mobile Incident Management Center and Family Assistance Center packs and multilingual conference bridges.

**Associations and Partnerships:** The complexity and ever-changing nature of international response operations requires a collaborative attitude. Kenyon works continuously to establish lines of communication and co operation agreements with national and international agencies that may be deployed on the same incident. For example, Kenyon works co operatively with INTERPOL and several national governments on victim identification, and with client hotel groups for securing suitable Family Assistance Centers.

### Further Information

If you would like to know more about Kenyon International Emergency Services and how it can complement your existing emergency plan please email at [kenyon@kenyoninternational.com](mailto:kenyon@kenyoninternational.com) or contact any of the Kenyon worldwide offices.



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