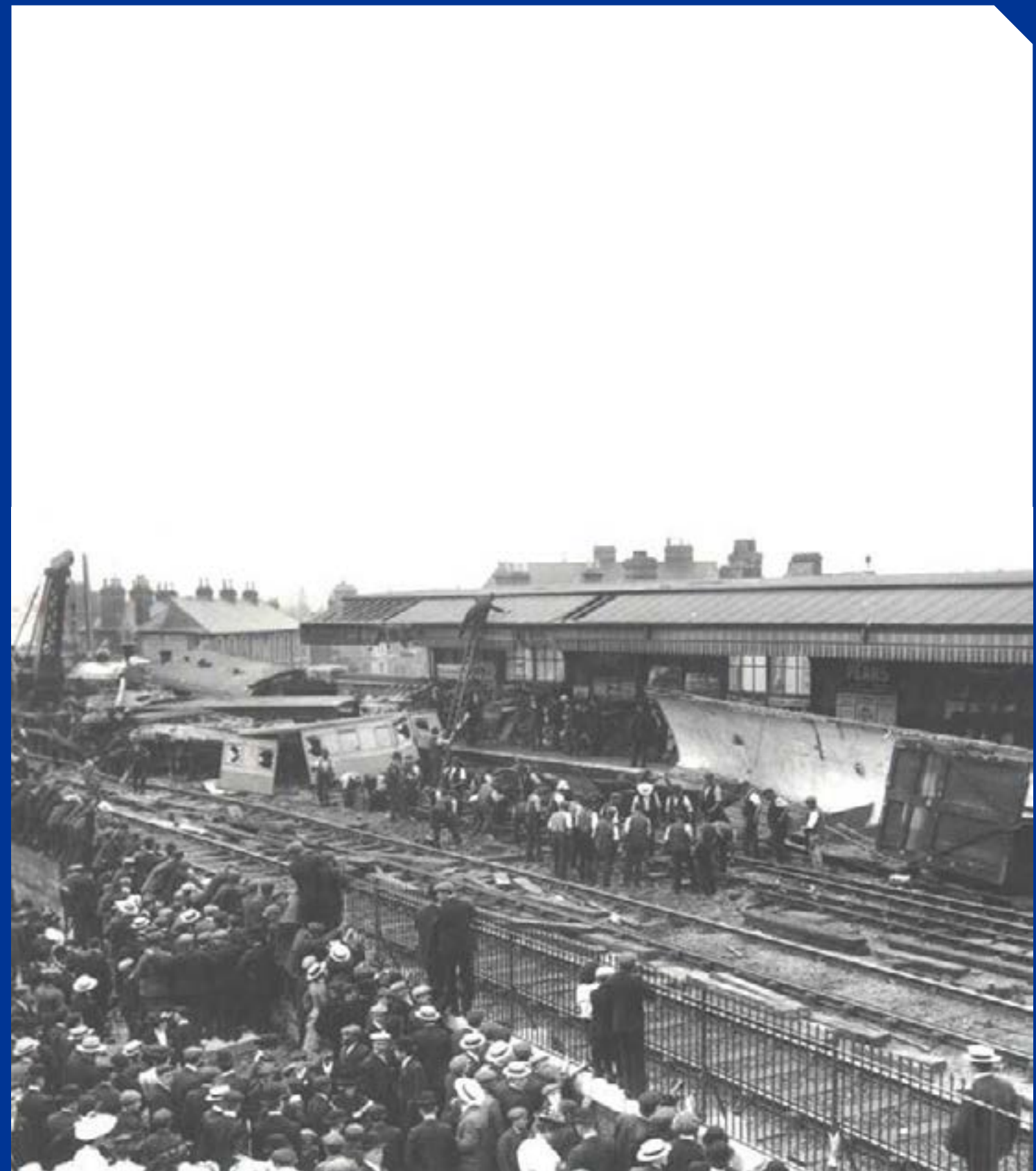


Learn more about Kenyon International Emergency Services,  
the world's leading crisis management company at  
[www.KenyonInternational.com](http://www.KenyonInternational.com).



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### History of Kenyon

Kenyon is a privately-held international business with over a century of history. Kenyon began in 1906, when the London and South Western Railway boat train jumped its tracks and crashed in Salisbury, England. Brothers Herbert and Harold Kenyon of JH Kenyon Limited deployed from London to work with the Coroner and Chief Constable to prepare and repatriate the deceased, nearly all of whom were American. After embalming the deceased, Herbert escorted five aboard the Cunard Steamer RMS Carmania from Liverpool to New York.



Kenyon's first civilian disaster response occurred on November 7, 1929 when an Imperial Airways Junkers monoplane crashed in England. From that point on, "Kenyons" were called upon to respond to many aviation disasters including the booming airship business throughout Europe. Initial support was limited to providing traditional funeral services, funerals and repatriation.

Kenyon gradually acquired the reputation for managing all mortuary operations including identification and return of personal belongings, and was often called upon at short notice to deploy to non-aviation incidents to provide the same services. To meet this growing demand, Kenyon created "Kenyon Emergency Services" in 1975, with a major incidents team headed by Sir Harold Kenyon's grandson, Christopher Kenyon.

In 1996, Kenyon Emergency Services was acquired by an American public company, Service Corporation International and renamed "Kenyon International Emergency Services." Headquarters were relocated to Houston, TX, home of Service Corporation International.

Since then, new offices and services were added to meet the growing demand from governments and public and private business across an array of industries. Available services expanded to include direct support to families: counseling, telephone inquiry centers and crisis communications.

In 2007, Kenyon International Emergency Services was privately acquired, returning to its roots of focusing on its core business of caring for people, businesses and governments impacted by crisis. Today it remains the only firm of its type offering comprehensive resources and experience for every type of industry disaster, natural disaster, war or terror.

For more Kenyon history, visit our [interactive time line](#).



## Operational Response Services

**Call Center:** Kenyon's International Call Center helps clients manage the surge of telephone inquiries 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 inquiries 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.

**Crisis Line:** Crisis Line is an "always on" service that requires no activation. When a client retains Kenyon's Crisis Line service, Kenyon provides a single 24-hour telephone number that is then distributed by the client company to its employees or selected employee groups with guidelines for reportable incidents, such as a fire or an individual employee health crisis. Each call is received by a crisis-trained professional agent who reassures the caller and makes a rapid assessment of the situation. Details of the incident are then relayed immediately to client/company management in accordance with protocols established between Kenyon and the client for call handling. This service is appropriate for organizations with global locations, franchises, and highly distributed workforces.



## 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.



**Expert Guide and Biographical Profiles**





## **ROBERT A. JENSEN, CHIEF EXECUTIVE OFFICER**

Robert A. Jensen is the CEO of Kenyon International Emergency Services. He joined Kenyon in 1988, after service as US Military Officer. His career has been spent restoring order and leading transitional change after crisis for blue chip companies and governments. He leads Kenyon, a 100+ year-old multi national corporation, retained by over 580 leading businesses and governments. Kenyon provides crisis management response and consulting services to these organizations representing the transportation, hospitality, tourism, natural resource, education, and financial sectors as well as government agencies tasked with looking after their citizens at home and abroad.

Robert leads CEOs, Boards of Directors, and government officials through the practical areas of response and recovery - the legal, humanitarian and communications challenges. He focuses on the transition of people, leadership and organizations from what was normal to the new normal, in the process preserving and recovering share value, reputation and market position.

He has directed and been involved in response and recovery efforts for numerous international large-scale crises, typically terrorist attacks, criminal and civil investigations, natural disasters, and countless transportation accidents – most involving large scale loss of life. These have included complex events such as bombings in Oklahoma City, the UN Headquarters in Baghdad, Bali nightclubs, the 9/11 attacks, seizure of the In Amenas gas plant, the Tunis beach attacks, the Boxing Day Tsunami, the Haitian Earthquake, and multiple large scale aircraft, rail, and maritime disasters.

Connect with Robert on [LinkedIn](#), Twitter ([@KenyonCEO](#)), his blog, Kenyon CEO Insights at [www.KenyonInternational.com/blog](http://www.KenyonInternational.com/blog) and learn about his upcoming events and speaking engagements on [www.Kenyoninternational.com](http://www.Kenyoninternational.com).



## **BRANDON D. JONES, PRESIDENT AND CHIEF OPERATING OFFICER**

Mr. Brandon D. Jones joined Kenyon in 2013 as a partner and joint owner. He leads an international corporation that provides disaster management services to air, maritime and rail interests as well as a local, state and national governments. Mr. Jones brings extensive business experience from the private corporate sector has managed multiple acquisitions and mergers, change management initiatives and company reorganizations. He drives programs and initiatives that best position Kenyon for strategic, targeted growth with a continued focus on meeting the needs for current clients and partners.

As President and COO, Mr. Jones leads Kenyon's corporate services, including Finance & Risk Management, Human Resources and Information Technology. Additionally, he leads the communications programs and services within Kenyon including a global network of Crisis Communications professionals offering auditing, planning, training and operational support for clients as well as internal Kenyon marketing and public relations efforts.

Additionally, Mr. Jones deploys with Kenyon as needed to work on behalf of clients during a crisis. His operational experience includes several mass fatality accidents, coordinating information sharing and communications between clients and various local and national government agencies involved.



**SEAN GATES,  
SVP OF LEGAL ADVISORY SERVICES**

Sean Gates is regarded by many as the best aviation lawyer in the world. In 2013, he retired from aerospace niche law firm Gates and Partners and is now a non-practicing solicitor. As Senior Vice President of Legal Services, Sean is available as part of Kenyon's Legal Advisory Service, providing expert opinion and legal counsel in the immediate aftermath of an accident to Kenyon retained clients world wide.

In a career spanning more than 30 years, Sean has acted for airlines and their insurers as lead counsel in the aftermath of a significant number of aviation disasters. Since 1998, Sean has been the Legal Adviser to the International Union of Aviation Insurers (IUAI), an organization comprised of the world's leading aviation insurers. Sean also shares his expertise as Honorary Legal Adviser to the British Air Transport Association (BATA) and as Legal Counsel of the European Regions Airlines Association (ERAA).



**ROBERT ROWNTREE,  
VICE PRESIDENT, OPERATIONS**

Robert Rowntree joined Kenyon in 2001 and has been involved in a wide variety of deployments worldwide. He led Kenyon's response for major air accidents in France, Russia, Dubai, Namibia, Italy, Libya, Canada and Algeria. He led the response to a terror attack in Tunis, a maritime incident near Christmas Island, and the earthquake in Haiti, among many other incidents. His varied and global leadership and operational experience set him apart as a true expert in mass fatality response.

For more than 35 years, Robert has worked toward ensuring total support for families. As such, he has undertaken extensive projects around personal effects. Robert believes that supporting families is one of the most important elements of an operation. He has a passion for providing true and honest information and treating affected loved ones with respect and dignity.

Before joining Kenyon, Robert worked in the funeral industry for 25 years. He is a licensed Funeral Director and Embalmer. Robert has held the position of National President of the British Institute of Funeral Directors and the Cooperative Funeral Service Managers, and is an active member of the Emergency Planning Society.

Additionally, Robert is a qualified tutor and trainer. He recently achieved a BA (hons) in Business Management and Administration. Robert is regularly asked to speak at conferences, organizational seminars and workshops on topics around disaster management and operations and currently serves as a Guest Lecturer at a number of UK Universities on Post Graduate programs.





## **CONOR PRENDERGAST, VICE PRESIDENT, COMMERCIAL SERVICES**

Conor Prendergast joined Kenyon as Vice President, Commercial Services in October 2017. As part of the leadership team, he supports commercial activities and client engagement initiatives. Conor is based in the Bracknell, UK office where he is well positioned to support our global clients. Conor leads the Account Manager team and works closely with Business Development and Customer Care teams to further support our existing and potential clients globally.

Having worked in various aviation industry roles for over 30 years, Conor brings significant knowledge and experience to the Kenyon team. His airline career started in the UK with Lufthansa where he held a number of finance management roles. Conor worked on change and innovation projects as the airline went through re-structuring pre and post privatization and on collaborative assignments with airline partners. He also provided support to new intra-group companies.

As regional head of the International Air Transport Association's (IATA) Industry Distribution and Financial Services division in the UK and Ireland, he oversaw the IATA travel agency accreditation program and the billing and financial settlement operations between airlines and travel agents for airline ticket sales. His role then developed to one in which, as head of the UK, he came to represent and promote the IATA across all of its divisions, services, and products.

Most recently, Conor worked with Arik Air as COO for its international operations and additionally, at various times, had oversight for commercial, HR, expatriate management recruitment, key supply-chain engagement and industry affairs. He was the airline's delegate to IATA AGMs.



## **MAZEN BEKDASH, VICE PRESIDENT, BUSINESS DEVELOPMENT**

Mazen Bekdash has been with Kenyon since April 2010. He has served as Vice President of Commercial Services since 2016, responsible for managing all of Kenyon's business programs. Mazen began his career at Kenyon serving as the Regional Manager for the Middle East, Africa and Indian Subcontinent, where he continues to lead the Kenyon regional office located in Beirut, Lebanon. His first deployment with Kenyon was to Tripoli in Libya following an aircraft accident in May 2010. Since then, Mazen has gained a supporting operations role in the region.

Prior to joining Kenyon, Mazen held the position of Senior Manager Technical at the Arab Air Carriers Organization where he was instrumental in coordinating safety and emergency response projects for 24 member airlines.

Mazen also worked for Emirates, Qatar Airways, and the Lebanese Air Transport Association in Marketing, Quality Assurance, Training and Emergency Response Planning. He is a Management lecturer at several universities in Lebanon.

Mazen is currently pursuing his Doctoral studies in Management at Toulouse Business school. Additionally, he holds an MBA Degree in Aerospace Management from ESC-Toulouse, a BSc. in Business Studies from the Lebanese American University, a Diploma in Aviation Security Management from Edith Cowan University and Emirates Aviation College, an IATA Diploma in Airline Studies and is a certified Aviation Security Professional Manager by ICAO and Concordia University. He is also an IATA Certified Professional Trainer and a Member of Royal Aeronautical Society (MRAeS).

## RECENT CLIPS

### PRINT:

[29 October 2017 BuzzFeed News](#)

Learn what key insights Kenyon CEO Robert A. Jensen offered BuzzFeed regarding the crisis in Puerto Rico and discover why an accurate body count is so important.

[25 April 2017 Communication Director Magazine](#)

Kenyon Associate Director, Crisis Communications Donald Steel explains how social media has played a role in the evolution of crisis communications response via Communication Director Magazine.

[21 December 2016 GQ.com](#)

Learn more about what it takes to recover from disaster. GQ's Lauren Larson takes readers on a tour of Kenyon's offices and staff in this in depth article.

[20 October 2016 Travel Weekly](#)

Kenyon's CEO Robert Jensen shares key insights on crisis management preparation at Travel Weekly's latest Business Breakfast.

[14 March 2016 UK.Reuters.com](#)

Reuters UK journalist Sarah Young visited Kenyon's Bracknell facility to learn more about our services and experience.

[1 January 2016 CorpComms Magazine](#)

Helen Dunne, Editor/Publisher of CorpComms Magazine sat down with Robert Jensen to learn more about Kenyon's mission.

[12 September 2015 - The Telegraph](#)

From the UK to the US to France, Sally Williams from *The Telegraph* spent a few months with Robert Jensen and various Kenyon teams to share this extensive story about who Kenyon is and why we do what we do.

### RADIO:

[23 September 2015 BBC Berkshire](#)

Anne Diamond of BBC Berkshire sat down with Robert Jensen to discuss Kenyon's history, deployment capabilities and recent operations.

### TV:

[4 Aug 2015 BBC World News](#)

Robert Jensen, CEO of Kenyon International Emergency Services, discusses the piece of aircraft wing recovered from Reunion and the possible implications for both the investigation and the families affected by missing Malaysia Airlines flight MH370.

[28 July 2014 Bloomberg Surveillance](#)

Sean Gates sits down with Tom Keene, Olivia Sterns and Adam Johnson of Bloomberg Surveillance on Bloomberg TV to discuss recent aviation accidents including Malaysia Airlines flight MH17 and their effect on aviation insurance.

[25 July 2014 CNN Newsroom](#)

Robert Jensen, CEO of Kenyon International Emergency Services, was interviewed by Brooke Baldwin of CNN Newsroom to discuss the recovery of the deceased persons from Malaysia Airlines Flight MH17 and the job ahead for forensic specialists in the Netherlands.

### MEDIA CONTACT:

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