



## KENYON BACKGROUNDER

With more than 100 years of experience, Kenyon International Emergency Services is the world's leading disaster management company. Headquartered in Houston, Texas, the privately-owned company has responded to more than 300 crisis events around the world since 1906. Its customer base includes more than 150 airlines, other businesses, governments and individuals.

In the last five years, Kenyon has been responded, on behalf of clients, to the Asian tsunami, Hurricane Katrina as well as multiple aviation accidents in the United States, Asia, the Middle East, South America and Europe.

The company employs more than 1200 full-time and credentialed on-call staff of mortuary services professionals, forensics experts, social workers, medical professionals and incident-proven logistics professionals.

Kenyon offers the most comprehensive and integrated portfolio of services in the business ranging from consulting services to operations services to services designed for governments.

Consulting services include plan development, a portfolio of pre-programmed classes, exercises and drills, and preparedness evaluation. The company offers classes in crisis communications, emergency operations centers, family assistance, mass fatality morgue operations and public inquiry centers.

Operations services include disaster management services to search for, recover, identify and repatriate deceased individuals and their personal effects; disaster human services to create and staff family assistance centers or family information centers and memorials; call center services, capable of processing up to 30,000 calls in 24 hours, to collect and disseminate information to families and friends of those injured or deceased; and crisis communications services to ensure proper communications to families, employees and the media.

In addition to its Houston headquarters, Kenyon has offices in Bracknell, United Kingdom; Sydney, Australia and Hong Kong, China. The company maintains three sets of portable morgue equipment and supplies and personal effects processing systems as well as two dedicated crisis management centers in the United States and Europe.