



Kenyon President outlines challenges for airlines in an accident

Barcelona, Spain, September 29, 2006—Kenyon International Emergency Services President and CEO, Robert Jensen told attendees at the 2006 European Regions Airline Association General Assembly today that the single greatest challenge for airlines who have experienced an accident is the coordination of resources and information..

According to Jensen, “Many activities require simultaneous activation, which, if not coordinated, will slow or hinder a response and ultimately reflect badly on the carrier in terms of their reputation as well as their share value”.

“Some tasks are often the responsibility of the government and airlines may expect that the government is and will be responsible for most of the response and recovery,” said Jensen. “This simply not the case. One of the most critical tasks is the recovery and return of the deceased. While often the governments job, it is one that cannot be accomplished with great support form the airline. It is also one of the most critical for the families”, Jensen said.

In addition, Jensen said, “Airlines also need to focus on coordinating missing persons call centers and database management; search and recovery operations; assisting in collecting ante-mortem records and family interviews; broad program of family assistance, supporting or in some case establishing morgue operations, DNA operation, memorial activities and collection and return of personal effects.

“To have an effective system in responding to mass fatality accidents”, Jensen said, “it is important to put together a support system which includes a core team of supply, transportation and travel, communications and finance people. Additional support staff may include experts in mental health, medical, security, cultural affairs (if operating in a different geographical region) and legal matters.

In addition to logistics support staff, a dedicated management team consisting of a planning officer and an operations officer is vital to the mission. They provide the link between the operation and support team with daily briefings and ensure the continuity of operations during overlap periods when transitioning staff.

Finally, Jensen said, “do not expect the government to be responsible for most of the response and recovery operations. The majority of response falls on the airline” Jensen said, “which is why it is so important to have a crisis management plan in place.”

Robert Jensen is an expert on mass fatality accidents and led the company's efforts in the past 12 months in the tsunami regions of Thailand, in Katrina-ravaged parts of Louisiana, the Helios Air accident in Greece and the most recent Comair accident in Kentucky, United States. Mr Jensen also directed the Kenyon team's response efforts during the Bali bombing in 2002 and at the World Trade Center post-September 11th.

About Kenyon International

Kenyon is an international leader in worldwide disaster management, providing pre-incident crisis planning and post-emergency response services on behalf of the world's foremost companies. Privately owned, Kenyon remains the only firm in its business with a hundred year history, comprehensive resources, and experience in every type of mass fatality accident including aviation disasters, natural disaster, war and terror attacks. Headquartered in Houston, Texas, it has offices and facilities in Sydney, Australia, London, UK, and Hong Kong.

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