



## **KENYON ASSISTS BRITISH AIRWAY FOLLOWING 777 INCIDENT**

January 30, 2008, London, England—Kenyon International Emergency Services is assisting British Airways after the airline's Boeing 777 suffered a power loss and was forced to make an emergency landing on the south runway at Heathrow on January 17<sup>th</sup>. The plane suffered damage to the undercarriage; fortunately, all the passengers and crew escaped from the airplane.

British Airways engaged Kenyon to assist in the management of the baggage by operating a baggage call center, reconciling the passengers' baggage, ensuring that customers were satisfied with the service and producing a comprehensive list of client contacts, property delivered and other information obtained during the quality assurance process.

"This was the first incident of more than 300 that Kenyon has responded to in its 100 year history, in which the key objective was to not to deal with fatalities or major injuries," Jerry Novosad, Kenyon vice president, operations, said, "but rather to make sure that passengers were reunited with their baggage."

Working long hours with British Airways, Kenyon completed the data base preparation, quality assurance and audit on January 30<sup>th</sup>.

### 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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