



INTERNATIONAL EMERGENCY SERVICES

KENYON CEO URGES IATA TO SET EMERGENCY RESPONSE STANDARDS

Madrid, Spain, February 27, 2008—Robert Jensen, President and CEO of Kenyon International Emergency Services, urged IATA to establish emergency response and preparedness standards for airlines in his keynote address to the IATA crisis management meeting here today.

“While IATA has established standards for everything from cargo to safety,” Jensen said, “there are no standards for assisting airlines and the public at the time of an incident or accident.”

“No matter how committed to the highest standards of safety, we must accept the unpleasant truth that incidents and accidents do happen, Jensen noted, “and standards help airlines and airports ensure that every possible step has been taken to plan for a crisis and to protect those affected.”

Kenyon has assisted the European Regions Airline (ERA) Association in adopting standards in eight key areas of emergency response and preparedness.

“The response to an accident should have no variation in the level of service it provides to those people who were affected or to their families or friends or to the communities involved,” Jensen said. “The public has a right to expect that all carriers should meet a defined set of standards; there should be no difference between a regional carrier or a national carrier, a low-cost or a legacy carrier, an economy or first class ticket holder. In a loss, they are all the same.”

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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