



Kenyon International Activates Call Center to Assist with a Non-Crash Incident

Kenyon International Emergency Services activated its Call Center to assist a member with a non-crash related incident on April 20. About 100 agents were activated at 12:30 a.m. EST to receive calls ranging from media inquiries, questions from families, notification calls and questions from connecting passengers. Call volume peaked at 220 calls per hour. The incident was later resolved and the Call Center was closed at 11:15 p.m. EST the same day.

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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