



## Reference Material

As best practice, Kenyon maintains a variety of reference libraries. These libraries contain books, case studies, lessons learned, post incident reports, treaties, and Kenyon operational manuals. These materials cover subjects related to the areas of Kenyon services.

**Office Library** -Kenyon maintains 2 large office libraries, one in Bracknell and the other in Houston, as well as smaller limited sets in Hong Kong and Sydney. These sets consist of several hundred books and other published materials.

**Technical Operations Library** - in addition to the office sets, we have smaller, technical sets that we deploy in support of family assistance operations, morgue operations and repatriation operations

**Field References** - senior Kenyon staff also deploy to incidents with a specially designed “First Responders” reference set which contains references often cited in the first days following a loss. These materials are quite helpful in supporting recommendations, best practice or international standards.

Many of the public reports, some technical manuals and international treaties are available for download from our website page [Useful Information](#). As updates or new reports become available we post them to this page. Other items are often available through major book sellers, although some are no longer in print or may be hard to find.

A note about library organization - each library listing is organized by Series, Title, and Author. The series is the subject category assigned to each publication. The Title is the common name under which the book, report or paper is generally found. The author is the first person listed as the author or editor of the publication. Many of these publications have multiple editors and authors. We have listed only the first one for brevity.

1. Case Studies: Published stories from families, survivors, and company executives who have experienced the tragedy of disasters and how they were cared for or how they responded. They include the good and the bad.

2. General: These are forensic science textbooks and other references. They also cover crime scene management and provide detailed knowledge for practitioners. These are most often used by Forensic Scientists involved in human remains identification.
3. Human Rights: United Nation publications and UN Charters, information from the International Red Cross, genocide reports, and personal narratives of those surviving genocide attacks. (Kenyon strongly believes it is a basic human right for all people living and deceased to have an identity. Kenyon has been involved in and supports post conflict and atrocity investigations)
4. Human Services: Various publications that pertain to the caring for survivors, families of loved ones, and communities in the aftermath of disasters. These books, reports and papers cover many aspects of working with people following sudden, unexpected traumatic loss, as well as strategies for those providing care. These also include various cultural specific references.
5. Kenyon: Manuals and guides published by Kenyon to support operations. Our own “how to” and other normal company documents.
6. Military: Publications cover history of military mortuary affairs, as well as information about battle monuments and military cemeteries. Many of today’s traditions and history of response can be traced to various functions started by the military. Additionally, Kenyon is routinely involved in the identification, and repatriation of conflict deceased.
7. Nuclear / Biological / Chemical - Chemical, Biological, Radiological and Nuclear: Publications and handbooks on detection and monitoring of various chemical, biological, and nuclear contaminants, as well as the response to events involving those agents. Kenyon believes that society will face industrial accidents or intentional terror attacks involving these agents in the future.
8. Negotiating: Publications with strategies and suggestions for conflict resolution. Responding to most incidents involve negotiations with various groups and people. These Publications focus on developing and implementing a “win win” approach.
9. Planning: Publications which include various emergency management laws, multiple government publications on humanitarian assistance, crisis communication strategies, local, state, and national response plans

10. Travel: Publications and guides to assist with customs, traditions and language when traveling internationally. They also include practical tips for those who routinely work or life abroad.

11. Additionally, for ease of publication we have also created several compilations:

- a. Family Assistance Legislative Compilation: This includes laws and government recommendations for family assistance, call centers, manifests, and airline emergency preparedness.
- b. ICAO Annex 13 – Aircraft Accident and Investigations Compilation: This includes both the annex and supplement for the internationally agreed standard for civil aircraft accident and investigations.
- c. ICAO Conventions and ECAC (European Civil Aviation Conference) Recommendations Compilation: This includes the various conventions and protocols relating to international civil aviation.
- d. NTSB Major Investigations Manual Compilation: This is the manual used by NTSB in all major investigations.