

# CRISIS LINE SERVICES

A single, centralized telephone number to report an incident

Many businesses, especially those with multiple global locations, franchises, or subsidiary operations - or even employees who routinely travel to isolated or potentially hostile areas - do not have a centralized 24/7 system for employees or others to quickly report life threatening or reputation-damaging events. Especially difficult are events that occur after hours, in different time zones, and may involve some level of subjectiveness for determining the level of severity.

For those business without a 24/7 operations center, Kenyon's Crisis Line is a best practice world class solution. Working with your organization's human resources directors or crisis managers, Kenyon can develop a list of reportable events, which is then disseminated across the company, franchise locations, subsidiaries, and to employees. If a reportable event occurs, no matter the time of day or location, the employee or affected organization can immediately reach the Kenyon Crisis Line. The crisis line staff can contact the appropriate people in your human resources department or crisis management team and alert them to the problem.

An immediate benefit of Crisis Line is that your employees feel empowered. They have tangible evidence that your company will be alerted and take appropriate action if something goes wrong. This represents pro-active crisis management and reflects to stakeholders that you understand risks and value your reputation.

## The Service

- Kenyon provides a single 24-hour telephone number, distributed by the client company to its employees or selected employee groups with guidelines for reportable incidents
- Each call is received by a crisis-trained professional agent who reassures the caller and makes a rapid assessment of the situation
- Details of the incident are then relayed immediately to client/company management in accordance with protocols established between Kenyon and the client for call handling
- Written reports of call details are available to client for record keeping

## How it Works

- Employees are given a designated number with instructions on when and how to use it
- Kenyon assists client company in designing its call response protocols
- Details of each call are collected and passed on to the appropriate company contact, in accordance with the protocols established between the client and Kenyon
- Client company uses the information for increased awareness and prompt response to necessary and specific actions

## Further Information

If you would like to know more about the Kenyon Crisis Line Services and how it can complement your existing emergency plan please email at [kenyon@kenyoninternational.com](mailto:kenyon@kenyoninternational.com) or contact any of the Kenyon worldwide offices.

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