

KENYON INTERNATIONAL EMERGENCY SERVICES



Kenyon International Emergency Services (Kenyon) is the world's leading full-service disaster management company. Since 1906, Kenyon has provided the private and public sector with specialized support during incidents. Kenyon is not restricted by geography or scale and will work in any international environment for as long as required. To support its operational capability, Kenyon maintains significant resources in three strategic locations around the world.

OPERATIONAL RESPONSE SERVICES

Call Center: Kenyon's International Call Center helps clients manage the surge of telephone enquiries from concerned families and friends following an emergency. The Call Center becomes the focal point, generating multiple subsequent interactions with family members as they seek information on their missing loved ones. The Call Center has over 500 trained personnel working in four different functional areas. The **Inbound Team** receive the initial calls and start the process of determining who may have been involved in the emergency. The **Notification Team** is responsible for return contact with families to seek additional information. All of the agents are supported by the **Travel Team** and the **Data Management Team**.

Disaster Human Services: Kenyon's Disaster Human Services assist clients in managing the immediate and long-term consequences for families whose loved ones have been directly affected by an emergency. The service includes the logistical support to an operation (the establishment and management of Family Assistance Centers) and the personnel with soft skills who interact one-on-one with family members at their time of greatest need.

Disaster Recovery Services: Kenyon's Disaster Recovery Services assist clients in dealing with the immediate and long-term consequences of emergencies involving the loss of life. The service is irrespective of the number of fatalities. Specialist Kenyon personnel range in skills from clinical and forensic experts in Disaster Victim Identification; field-experienced Search and Recovery; mortuary and repatriation; and a core team for management of data, logistics, and systems. Kenyon-owned equipment can be used to support disaster morgues for mass fatalities (Kenyon has three mobile morgues) and smaller packs are available for rapid response to localized incidents. This service includes the recovery of victim's personal property and the sensitive return of property to loved ones.

Crisis Communications: Kenyon's Crisis Communications Service assists clients in determining, implementing and maintaining their communications strategy following a major incident. The aim of the service is to protect the reputation of the company through effective, accurate and timely communications both internally and externally and at all levels. Kenyon's Crisis Communications Team is comprised of multilingual professionals, based in key locations around the world. Each member of the team has significant experience of responding to the communications challenges of complex crises.

Media Call Center: Kenyon's Media Call Center assists clients in managing the great volume of media enquiries generated by unplanned events. The service uses professional call agents who are trained to react appropriately to the particular demands of media correspondents and news bureaus. The agents are supported by Kenyon's Crisis Communications Team, noted experts in international media and PR. They will analyze calls and advise client communications staff of any unexpected trends.

