



RESPONSE SERVICES FOR GOVERNMENTS



Personal Effects

The value of personal belongings cannot be underestimated following a mass fatality. Kenyon experts can collect, catalog, and return property and evidence on your behalf.



Call Center

Kenyon's call center can receive up to 30,000 calls a day. Our trained agents can augment your local systems, managing the surge of inquiries following a disaster or attack.



Data Management

Let Kenyon serve as your information hub. Our proprietary database and skilled staff can collate and manage data from all involved agencies, giving you the big picture view.

WHY CHOOSE US?

- ✓ 110+ years of practical crisis management experience
- ✓ Highly skilled and experienced property and evidence management teams
- ✓ International call center available within 30 minutes
- ✓ Proprietary disaster management database



RESPONSE SERVICES FOR GOVERNMENTS

Kenyon International Emergency Services has been providing expert advice and specialized skills to governments and organizations in the wake of disaster for over 110 years. Kenyon provides comprehensive resources - real people, real equipment, and real experience, to assist your teams at the local or national level.

In mass fatality situations where local authorities, medical examiner offices and morgues might be overrun, Kenyon augments your staff and equipment, providing critical resources in support of your operations and at your discretion.

Kenyon is hired by organizations such as airlines, rail companies, hotels, energy companies and more to manage disasters. As part of pre-existing agreements with those companies, Kenyon works with local authorities to ensure that the deceased and their families are cared for with dignity and expediency.

For local, state, and national governments, Kenyon provides the following on demand services: Personal Effects Services, Missing Persons Call Center, and Missing Persons Data Management Team.

PERSONAL EFFECTS SERVICE

Also known as evidence or property management, Kenyon's personal effects service provides for the search, recovery, association, return, storage, and destruction of unclaimed personal effects. An example of a typical law enforcement use would be an agency tasked to manage a coach accident or a nightclub fire where the victims and survivors left behind many personal belongings. This is a service we have provided since Kenyon first started looking at personal effects as an aid to identification in a 1906 train accident. While personal effects are still used to assist in identification or as critical pieces of evidence, their true importance lies in their sentimental value and great significance to families.

CALL CENTER SERVICE

This service is useful for local jurisdictions that have suffered a natural disaster or terrorist attack and need to manage and establish who is missing versus who is alive and accounted for, as well as provide updates to the public. Call centers play a critical role in crisis management, and particularly in mass fatalities. When a mass fatality disaster occurs and families are located throughout the globe, they will see almost immediate media reports. Their first reaction will be to try and determine if their loved one is involved, overwhelming your jurisdiction with thousands of phone calls. You can expect anywhere from 25 - 50,000 phone calls in a period of days. Using crafted scripts and a purpose built database, our call center serves three functions: 1. Receive inbound calls and collect consistent information from all callers; 2. Make notifications to families once a person is confirmed to be involved; and 3. Manage the surge of data associated with the event.

DATA MANAGEMENT SERVICE

Following a crisis, data flows in from all directions: the functional groups and agencies that are likely involved in the call center process; ante-mortem records collection; search and recovery; disaster victim identification; and repatriation. Kenyon's Data Management Service provides a government agency with access to trained Kenyons who understand and manage the data coming from these areas to provide timely, useful information and assistance in managing the overall process. Relying on decades of practical experience where Kenyon has actively managed crises on behalf of our clients, the Kenyon Data Management Service for Governments allows you to focus on the functional areas of the response while we manage the data. A key component of this service is access to Kenyon Response™, Kenyon's proprietary crisis management software. There is no other system designed to manage the entire process from call center inquiry to repatriation.

Kenyon has provided these services in the loss of Germanwings Flight 4U9525, LAM Flight TM 470, the Haitian Earthquake, Tunisia terrorist attacks, Rhode Island nightclub fire, British Airways Flight 38, and Emirates Flight 521 to name a few.

