BE AT YOUR BEST — WHEN FACED WITH THE WORST.
Kenyon Response > Government™ is a powerful mass fatality management system developed by Kenyon International, the world leader in disaster response.

By leveraging more than a century of experience, coupled with the knowledge gained from responding to over 400 disasters ranging from aviation incidents to catastrophic natural events, Kenyon International developed a software system to help your disaster response team gain operational awareness during the crucial first few hours after disaster strikes.

Kenyon Response > Government allows you to collect, manage, analyze and act upon mass fatality management data from all aspects of the response effort, making it the most complete program available today. From one simple interface, your teams can:

- Manage Persons Directly Affected™ (PDA)
- Track missing persons data
- Set up public inquiry centers
- Establish family assistance operations
- Manage internal resources
- Handle multiple incident locations
- Coordinate with other government agencies
- Respond to multi-jurisdictional events

To make sure your team is fully prepared when the unthinkable happens, Kenyon Response > Government also includes a multi-faceted scenario-based training demo—allowing your organization to feel confident and prepared for every eventuality.
In a crisis, you’re behind from the start.  
Have your response ready.

When your jurisdiction is directly impacted by unforeseen catastrophic events, Kenyon Response > Government is there to ensure your team has the ability to manage the situation—fast. Within moments of activation, your responders can establish a scalable inquiry center, provide direct support to Persons Directly Affected (PDA™), collect and manage incident data, and broadcast alerts and notifications.

Other features of Kenyon Response > Government include:

> Real-time incident dashboard
> Role-based team management
> Message and activity logs
> Integration with outside systems
> Single, multi-user and web-based access

A turn-key mass fatality management tool.

Kenyon Response > Government is designed to integrate seamlessly into your current planning initiatives. The system is specifically optimized to handle rapidly developing scenarios, from initial situation assessment and incident management, to post-incident audits, debriefings and media relations.

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KENYON RESPONSE > GOVERNMENT AT A GLANCE

Benefits:
> Identify choke points and operational metrics in the incident dashboard, and address potential problems before they become major issues
> Share a single repository of critical incident data with multiple agencies, operations and jurisdictions
> Support regional morgue operations with multiple tracking numbers
> Track pandemic influenza response operations during social distancing restrictions through web-enabled fatality management protocols
> Isolate incident-related fatalities from daily case loads
> Incorporate identification data related to affected foreign nationals
> Generate critical reports in real-time: incident management, resource management, fiscal accountability, political demands and media relations

Features:
> Track and share data related to PDA
> Capture multiple tracking numbers from law enforcement, hospitals, coroner, medical examiner and the private sector
> Simplify process flows, including Search and Recovery, PDA, Contact Management, Human Remains and Personal Effects Management, Family Assistance, Repatriation, Final Disposition, and Involved Assets
> Manage inquiries from and responses to family and friends
> View real-time statistics through a user-friendly quick-view dashboard
> Identify next-of-kin, relationship to PDA, notification status, disposition elections and travel information
> Document chain of custody
> Protect information with secure, role-based layered access
> Select from a variety of preconfigured reports
> Respond with confidence—scalable and flexible enough for use in minor incidents and catastrophic disasters
A COMPLETE RESPONSE.

Kenyon Response > Government™ is the most complete mass fatality management solution available today. The system is designed specifically to meet the needs of government agencies faced with the responsibility of responding to mass fatality incidents involving single sites or multiple locations, jurisdictions and responding agencies. The included software modules are designed to help your team collect, manage, analyze and act upon data from all aspects of the disaster recovery effort.

Kenyon Response > Government™ functionality includes:

**Incident Management**
A centralized information repository increases your team’s ability to manage complex mass fatality incidents involving multiple locations, numerous assets and additional operating partners. Layered access allows all team members—from field operations staff to senior officials—to view relevant, detailed information and summaries of all aspects of the incident as it evolves. Kenyon Response > Government ensures that live, accurate data is delivered in real time.

**Inquiry Center**
Quickly and efficiently organize your call center agents to initiate, receive and transfer calls regarding mass fatality incidents and other catastrophic events. Integrate call center agents from virtual, dispersed and/or centralized locations. Choose from 20 pre-configured scripts for immediate response, or tailor your own incident-specific scripts to ensure consistent communication. Data collected from the Inquiry Center automatically flows into Humanitarian Assistance functionality to help build accurate caller profiles.

**Humanitarian Assistance**
Collect data regarding missing, displaced, injured or deceased persons involved in the incident. Establish Family Assistance and Information Centers to manage key personal data, such as ante mortem records, medical status, notification preferences and contact information including next of kin.

**Human Remains Management**
Provide a centralized system for facilitating all aspects of human remains search and recovery efforts, from recovery and transportation, to morgue identification, family notification, release, repatriation and the return of personal effects. Features include last known location, recovery location search and matching, ante mortem records collection, and the inclusion of media recovered with human remains. This module also includes a robust release and aftercare functionality for the respectful disposition of human remains, including organized temporary interment and mass burials.

**Employee Management**
Simplify the management of responders and volunteers assigned to specific teams, tasks or functions. Manage team readiness and track a variety of specific traits, such as language fluency, visa status and individual readiness. Integrated messaging features allow individual or team-level alert and/or recall notices to be sent and tracked via SMS-to-SMS, email-to-email, email-to-SMS, text-to-voice, and internal system messaging functionality.

**Flexible Reporting**
Choose from more than 110 preconfigured reports and forms designed to present everything from detailed information to short summaries. Print blank reports and forms for use when electronic data collection proves difficult or impossible.
READY WHEN—AND WHERE—YOU ARE.

Kenyon Response > Government is a web-based program. Compatibility and interoperability between different jurisdictions and operating agencies responding to the same incident are now easier than ever. The program is hosted by Kenyon, or may be hosted on your own organization’s servers installed to local area networks for use in remote environments when Internet access is not available.

Kenyon Response > Government is flexible enough to work with your agency’s current crisis management systems. Easily add, change or delete data in more than 95 table and dropdown menu options. Or seamlessly integrate Kenyon Response > Government into existing management programs, dispatch, GIS and human resource systems.

Hosting options include:

Web-Based Installation
Web-based installation is recommended in instances where several hundred devices need connectivity at the same time—such as when hosting a call center or coordinating multiple users from various agencies and jurisdictions. This approach is considered more robust and scalable due to the introduction of a web application server, which handles requests via the Internet.

Managed Service
Kenyon Response > Government may be hosted at Kenyon International’s state-of-the-art data center, employing the latest cloud-based technologies. Or the system can be installed on your internal servers. Either way, hosting Kenyon Response > Government as a managed service ensures that you have access to the applications you need when you need them most.

Client/Server Solution
Kenyon Response > Government may be installed on almost any server and deployed as a true client/server application. Remote systems and computers running Kenyon Response > Government may then access the system through the Internet, or a local area network when Internet access proves difficult or impossible.

No matter which hosting method you choose, Kenyon technicians will guide you through the installation and configuration process—from system integration to project management to the final go-live handover. After installation and training are complete, support will be provided by the Kenyon Response Help Desk, available 24 hours a day, 7 days a week.

FLEXIBLE INSTALLATION
Kenyon Response > Government is available as a single-user application, a multi-user Client-Server solution, or in a traditional Internet browser-based format. No matter which option is right for your needs, Kenyon support will ensure the smoothest possible integration of our software into your plan.

SYSTEM SECURITY
Kenyon Response > Government provides a Secure Socket Layer (SSL) protocol for data protection, encryption and security. Manage User and Group Rights simply and easily, while restricting access through User IDs incorporating Single Sign On (SSO) technology.

AVAILABLE INCIDENT SUPPORT
Kenyon Response > Government is built on Kenyon’s practical knowledge obtained from more than a century of disaster response management. If your plans call for a higher degree of involvement than our software alone can provide, then consider a Kenyon Advantage Plan.

Kenyon Advantage Plan services include:
> Disaster Recovery Services
> Disaster Human Services
> Consultancy Services
> International Call Center
> Crisis Communication
> Media Call Center

Ready when—and where—you are.

by disaster.
Kenyon Response > Government™ helps manage the constant demands of mass fatality incident planning and response management for a variety of roles within every agency, all from one easy-to-use interface.

### ROLE | BENEFIT
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Senior Officials, Political Leaders | Real-time reporting mechanism, Reputation management, Incident dashboard, Overview capability, Scenario-based training demo
Red Cross, Social Services, Human Resources | Employee/family assistance, Alert and notification system, Data capture and sharing, Scenario-based training demo
Medical Examiners, Coroners, Operations | Management dashboard, Incident data capture, On-site management, Reports and analysis, Scenario-based training demo
Emergency Response Managers | Interagency response coordination, Data capture, Inquiry call center, Family assistance, Reports and analysis, Scenario-based training demo
Public Health | Tracking pandemic flu deaths, Virtual family assistance through call center, Coordination with hospitals, Role-based user profiles/sign-on, Scenario-based training demo
Hospitals | Tracking incident-related fatalities, Coordinating with public health, Personal effects management, Data tracking/protection, Investigation support, Scenario-based training demo
Security | Data tracking/protection, Personal effects management, Investigation support, Scenario-based training demo
Combined with the Kenyon Response Government software system, Kenyon Advantage Plans help to provide a complete, end-to-end solution for maintaining control during times of crisis.

Only Kenyon International Emergency Services can provide governments the peace of mind in knowing that qualified disaster response professionals are ready and available—anytime, anywhere. Kenyon also provides subject-matter experts and personnel surge capacity when needed most.

Kenyon’s services include:

**Disaster Recovery Services**
Search for, recover, identify and repatriate deceased individuals and their personal property using our specially trained response professionals.

**Disaster Human Services**
Provide family assistance to those affected most by crisis. Coordinate family meetings and assist in handling the complexity and emotional distress of adjusting to the loss of a loved one.

**International Call Center**
International Call Centers collect information, send out alerts and notifications, and provide travel assistance for Persons Directly Affected by disaster.

**Media Call Center**
Provide support to governments in gathering media information, handling speculation/rumor control and disseminating press releases.

**Crisis Communication**
Assistance in working with the media, employees, families and other important stakeholders.

If your plans call for a higher degree of involvement than our software system alone can provide, then a Kenyon Advantage Plan may be a good solution for your agency.

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**ADVANTAGE PLAN BENEFITS.**

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**CLIENT LEVELS**

There are five different levels of Kenyon Advantage Plans available, each with a different pricing structure and benefits. Contact Kenyon International to find out which plan best meets your specific needs.

- Platinum+ Level Client
- Platinum Level Client
- Gold Level Client
- Silver Level Client
- Bronze Level Client
Kenyon International Emergency Services, Inc., has responded to major catastrophic events around the world for more than a century, caring for those directly affected when disaster strikes. When the Asian tsunami hit, we were there. When Haiti was rocked by earthquakes, we were there. Since 1906, Kenyon International has responded to more than 400 disasters in every corner of the globe.

Over 100 years of disaster-related experience has given Kenyon the knowledge and understanding to effectively and efficiently manage disaster recovery. These experiences have now been captured and organized into this unique software suite to allow you to benefit from Kenyon’s history.

To learn more about how Kenyon Response > Government helps government agencies recover when disaster strikes, go to www.kenyoninternational.com/response, or call: US +1 (281) 872 6074 or UK +44 (0) 1344 316 650.