

The Challenges of Logistics and Resources in Responding to an Aviation Accident



جمعية الشرق الأوسط وشمال أفريقيا لمحقيقي السلامة الجوية
Middle East and North Africa Society
of Air Safety Investigators

KENYON
EMERGENCY SERVICES

Who is Kenyon?

Kenyon in brief...

DRS

Disaster
Recovery
Services



DHS

Disaster
Human
Services



KICC

Kenyon
International
Call Centre



CC

Crisis
Communications



MCC

Media
Call Centre



CL

Crisis
Line



“The fine line between order and chaos is Logistics”

Sun Tzu, Chinese military strategist, circa 496 BC



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“Logistics in emergency response operations is everything.”

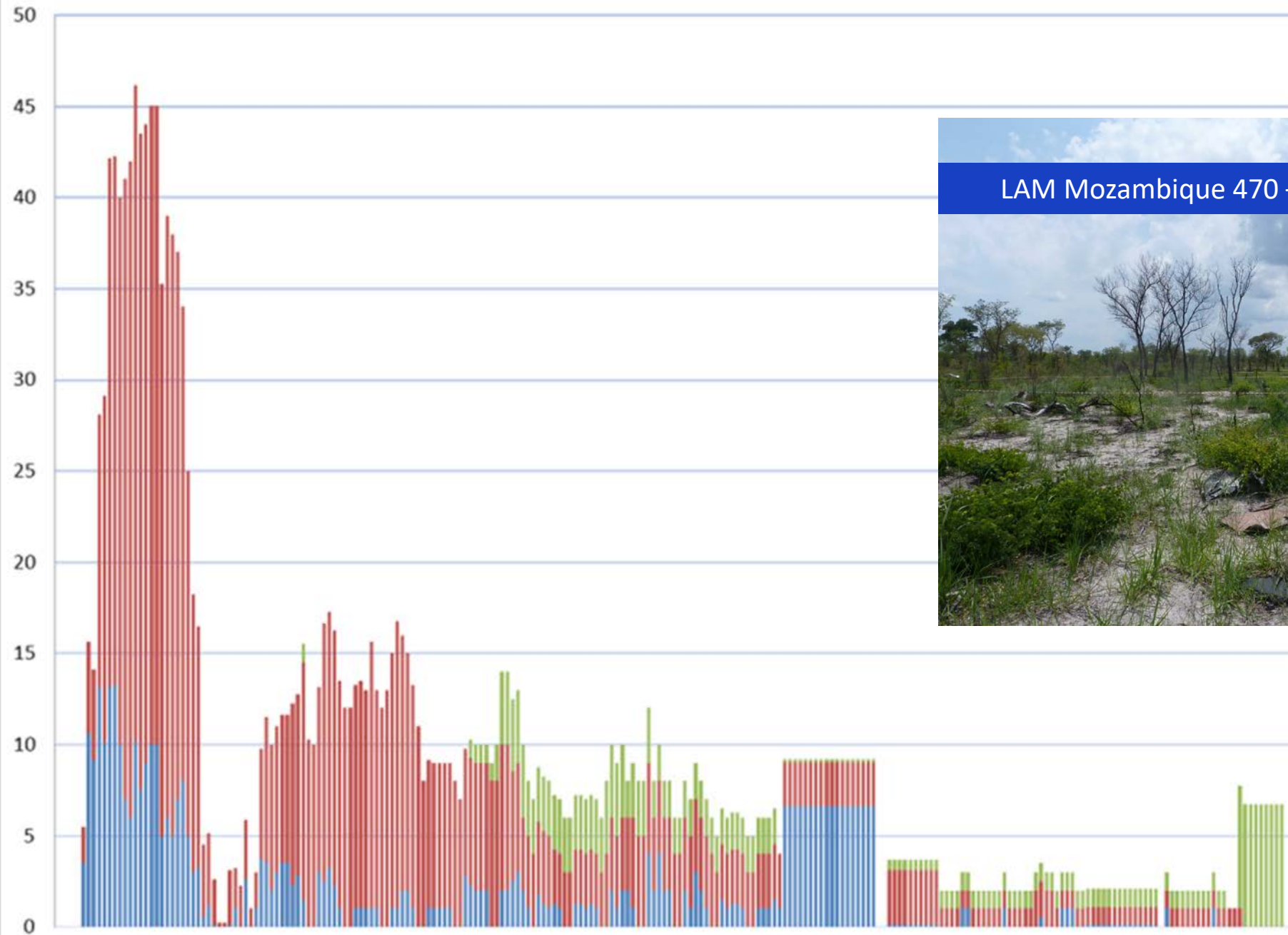
The ability to deploy personnel and equipment, sustain them and bring them home.



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Schedule 1.2 - Analysis of Shifts Worked by Location



LAM Mozambique 470 – Nov 2013 - Namibia



Afriqiyah Airways Flight 771

Airbus A330

Jo'burg to Amsterdam via Tripoli

12 May 2010

93 passengers, 11 crew

12 different nationalities

Crashed on approach to Tripoli at
0600hrs local

1 survivor



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The Aftermath

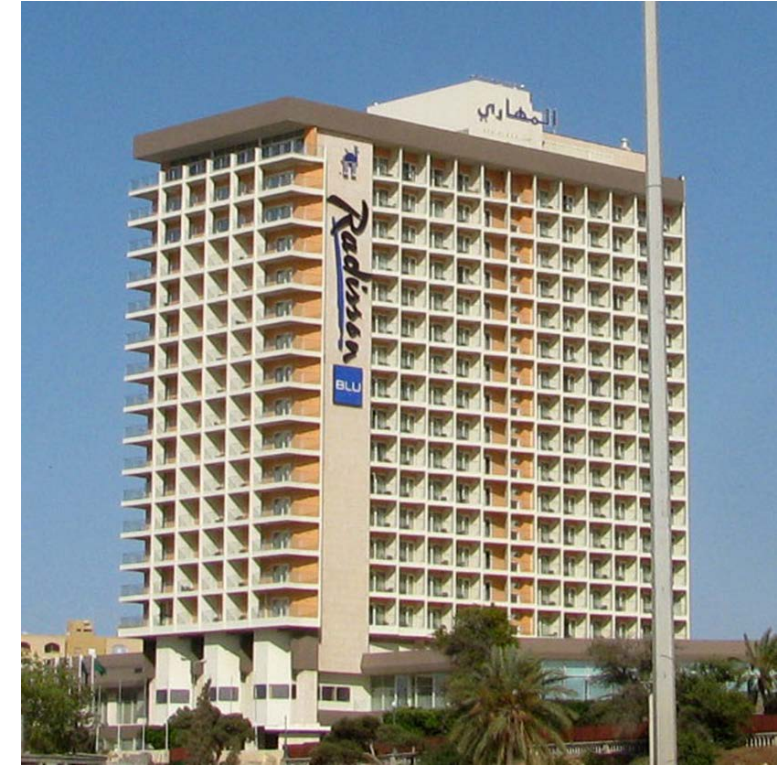
Family Assistance Centre established in Tripoli

FAC opened 13 May 2010

FAC closed 14 July 2010

All victims identified and repatriated to their families

PE process commenced 4 August 2010



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Significant Logistical Events

Deployment of mobile mortuary from the UK

Securing the FAC

Setting up local contracts for hotel, transport, food, communications

FAC equipment deployed from UK

- cultural and religious pack
- toys and games for children
- badging kit



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Significant Logistical Events

Visas for response personnel

Local currency (not recognized outside of Libya)

Payment of huge bills

Transport schedule for families to FAC and to accident site



Significant Logistical Events

Constant monitoring of hotel rooms

Food orders 24hrs per day

Medical requirements of families



Significant Logistical Events

Crash site visits

- medical, food, water, flowers for families to leave at the site



Significant Logistical Events

Fatality management

- Search and recovery of human remains
- Ante-mortem collection kits (records and DNA swabs from families)
- Local undertaker facilities
- Global repatriation of remains to families



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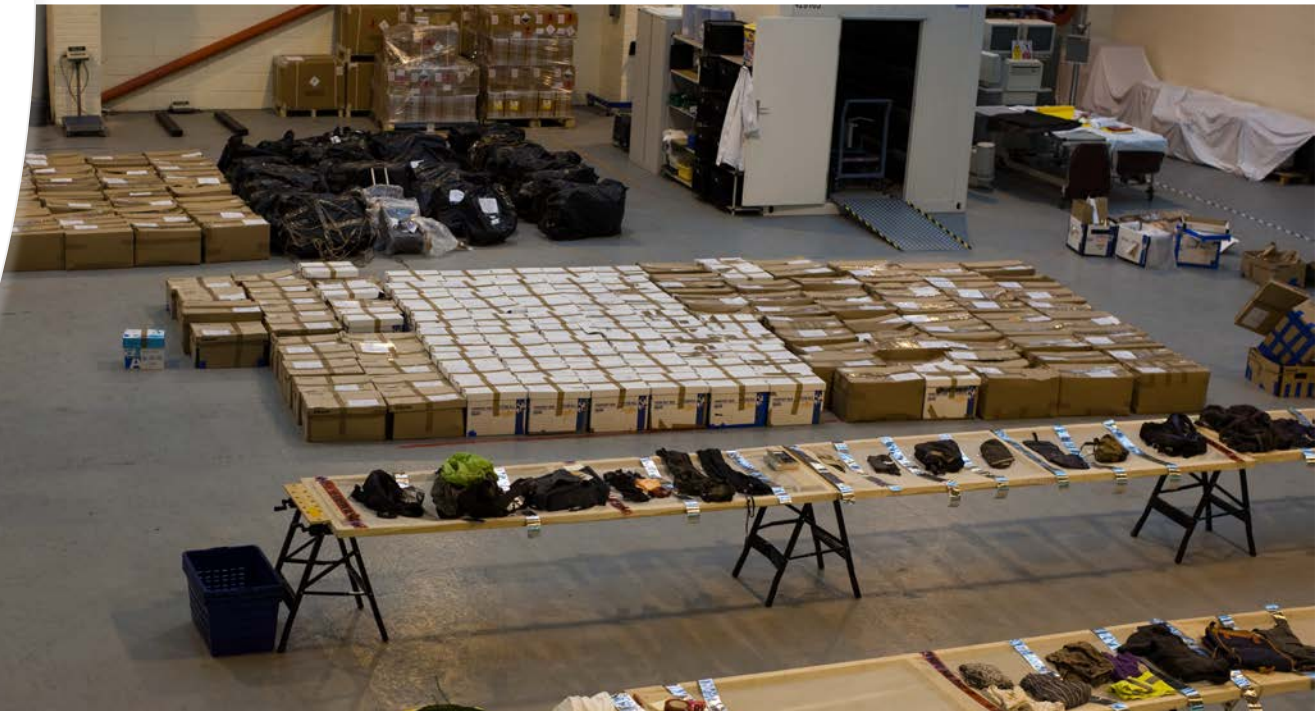


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Significant Logistical Events

Personal effects (10,000 items)

- Collection from accident site
- Local sort
- International transportation
- Processing and catalogue
- Communication to families
- Return of claimed items worldwide
- Long-term storage



Team Member Logistics

- 2 months
- 120 personnel
- Deploy them
- Look after them
- Bring them home



Operations like Afriqiyah cannot be put together quickly

Requires:

- Advance contingency planning
- Significant pre-stocked equipment (in 'kits')
- Dormant contracts for resupply and transport
- Logistics testing, training and exercises

Thailand Tsunami



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Helicopter Crash (8 persons) – Peru (Andes)



First Air 6560 – Resolute Bay (Arctic Circle)



Haiti Earthquake



LAM Mozambique
Namibian Desert



New Orleans
Hurricane Katrina



Good logistics allows
people to do their job

“No other service provider has the logistics reach, the vast equipment schedule or the wonderful people to do what Kenyon does time after time”



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Thank you!

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