



North Carolina Business Emergency Operations Center

Creating a More Disaster-Resilient State

Persia Payne-Hurley
Private Sector Manager
North Carolina Emergency Management



North Carolina Emergency Management



North Carolina Emergency Management

Primary mission is consequence management

Must be prepared to:

- ✓ Search and Rescue
- ✓ Provide Mass Care
- ✓ **Protect Life and Property**
- ✓ Provide Incident Management
- ✓ Supplement Local Government Resources
- ✓ **Help Communities Recover**



North Carolina Incidents



North Carolina Incidents



North Carolina Emergency Management



Vision

To create a more disaster resilient state

- Expand the EM team by incorporating the private sector
- Leverage our collective strength (partnership)
- Build relationships through common goals
- Coordination of effort



→ A speedy return to normalcy following an event

→ Allow the availability of goods to communities,

→ Minimize business losses



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More Resiliency

- ❖ Respond quickly/communicate
- ❖ Coordinate resources and recovery efforts
- ❖ Protect economic strength



The P3 - Legged Stool

Partnership
BEOC
Re-Entry



Partnership



Joint collaboration, information-sharing founded upon a value proposition:

- Enhance situational awareness
- Improve decision-making
- Access to ideas, capabilities and resources
- Increased effectiveness of Private and Public efforts
- Create relationships and enhance community fabric



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Partnership



- **Access to WebEOC & EOC**
 - Custom views
- **Real time information** ~ SOE, Trans Waivers, DOT, SHP, status power restoration, evacuations, curfews, county boards, BEOC Boards, road status
- **EOC representation** ~ a seat at the table
 - PS briefings during events
 - Collaboration, problems solving, face to face coordination
- **Blue sky training and exercises**
- **DISTRO**



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Business Emergency Operations Center (BEOC)

The BEOC is a virtual and physical hub connecting private sector business and industry to state and local government during disasters.



Business Emergency Operations Center (Goals)



- Enhance communication, coordination, and collaboration for a stronger more collective response and recovery.
- Coordinate movements, resource requests from the counties, and Private Sector offers for rental, at cost or for donation.
- Encourage business to business mutual aid.

Business Emergency Operations Center (BEOC) ~ Objectives

- Provide information and situational awareness.
- Foster information sharing and problem solving.
- Improve preparedness, response, recover.
- Gather status information.
- Expand the common operating picture.
- Coordinate resources.
- Support a direct pathway back to normal operations as soon as possible.



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Business Emergency Operations Center (BEOC)

Ultimately:

By leveraging our capabilities and expertise we support the resumption or continuation of normal business operations.

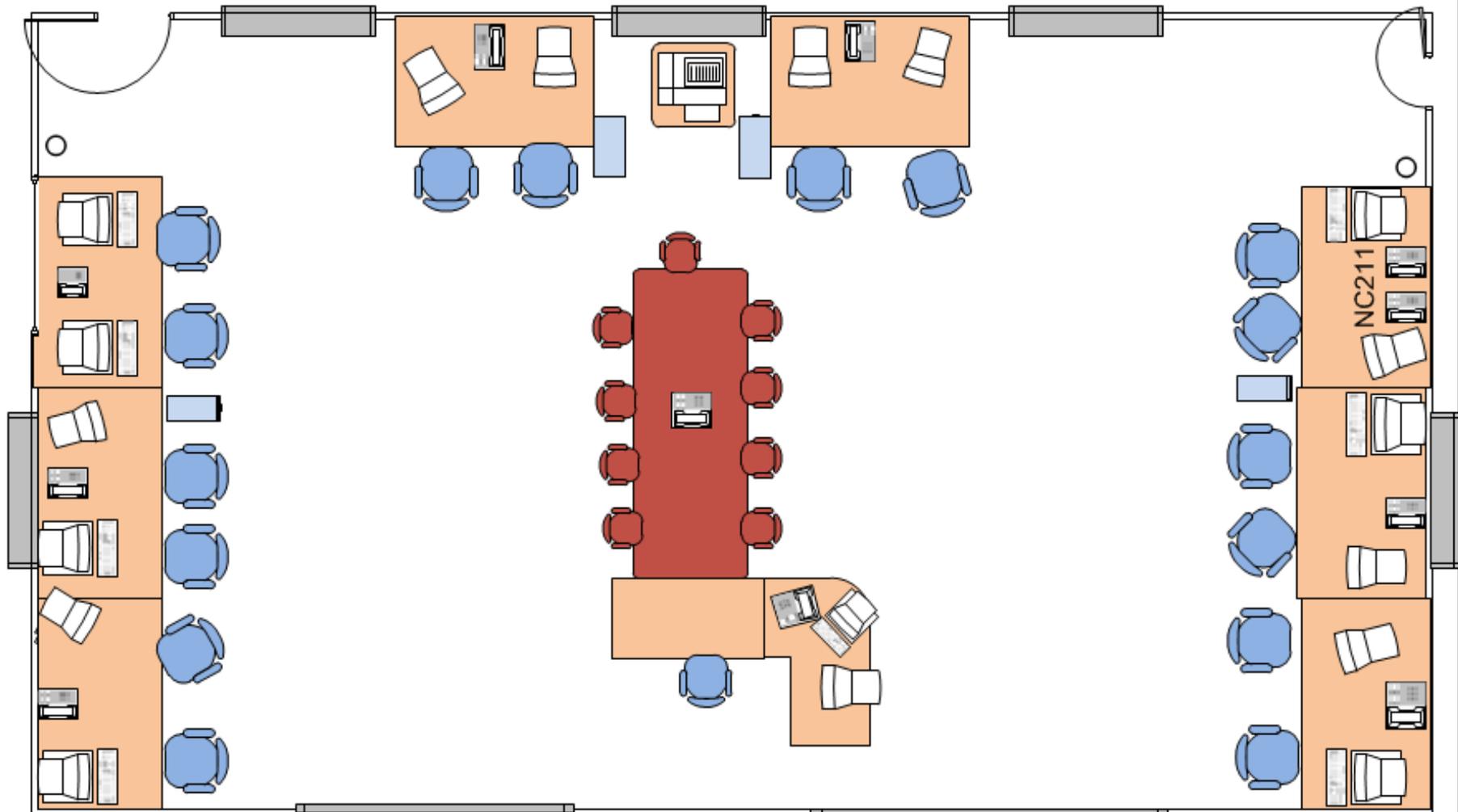
Build resiliency into our communities.

Protect North Carolina's economic strength.



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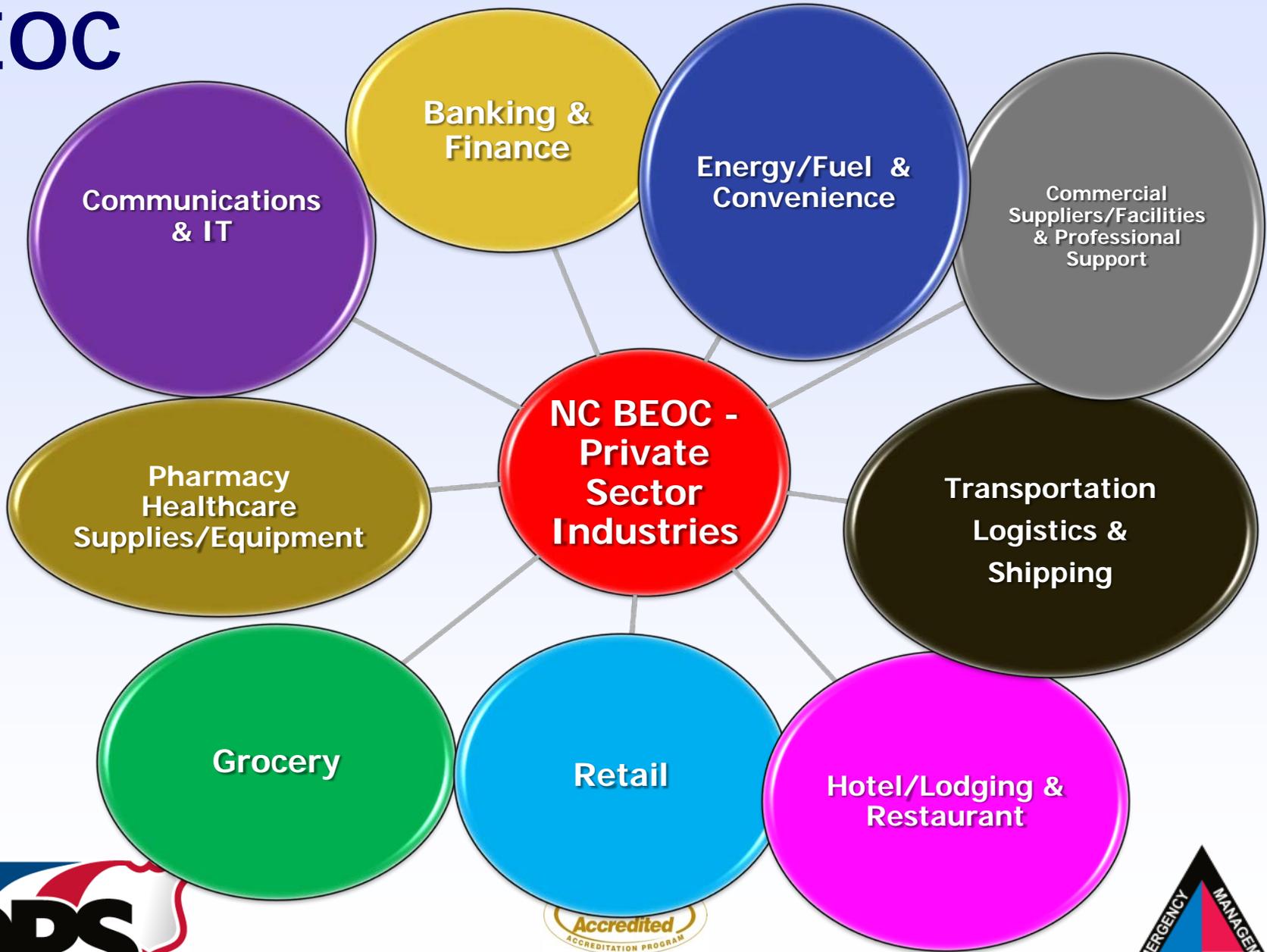




**North Carolina
Business Emergency
Operations Center
(BEOC)**

- | | |
|---------------------------|-------------------------------------|
| 1. NC Trucking Assoc | 9. NC Petroleum & Convenience Store |
| 2. Communications Team | Marketers (Virtual Chair) |
| 3. Circle K | |
| 4. BOA/Wells Fargo Bank | |
| 5. Retail Merchants Assoc | |
| 6. FRCNC | |
| 7. UPS | |

BEOC



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Seats in BEOC

Physical Seats

Retail Merchants Association

North Carolina Financial
Recovery Coalition(FRCNC)

North Carolina Truckers
Association

Bank of America/

Wells Fargo Bank

Circle K

UPS

"The Comms"



Virtual Seats

Duke Energy

Charter Communications

Walmart Crisis Center

Target Crisis Command

Lowes Crisis Command

Walgreens Crisis Center

NC Petroleum &

Convenience Marketers

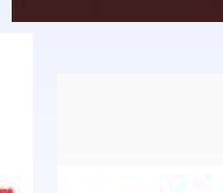
NC Restaurant & Lodging



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REOC



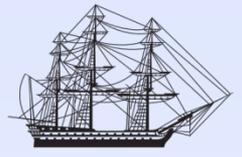
BEOC

KAG
LOGISTICS



Bank of America

Piedmont Natural Gas
Energy that shows.



Vanguard

OUTBACK
STEAKHOUSE

ASIS
INTERNATIONAL
Advancing Security Worldwide

RITE AID
PHARMACY

CardinalHealth

Sprint

SOUTHERN
BANK & TRUST

BIG LOTS!

Starting Local Farmers
with US \$1.1 billion
SINCE 1987
HillsFoods

THE RESEARCH
TRIANGLE PARK

Lowes
foods

Fidelity
INVESTMENTS

McLANE

SECU
State Employees' Credit Union

NCPCM
North Carolina Petroleum
& Convenience Marketers

NORTH CAROLINA BEVERAGE ASSOCIATION

VW

VARIETY WHOLESALES
INCORPORATED

bek
MODERN. SOUTHERN. STYLE.



COSTCO
WHOLESALE

FIREHOUSE SUBS
FOUNDED BY FIREMEN



HEALTHCARE READY
STRENGTHEN. SAFEGUARD. RESPOND.

CISCO

Your Way Forward
NEWBRIDGE BANK

DUKE ENERGY

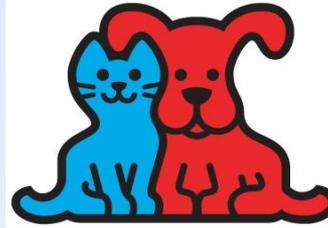
جمعية الإتحاد
UNION COOP

MetLife

North MetLife Auto & Home Manager



TOWNE BANK
The Best Bankers. Hometown Banking.



CROWLEY



DEPARTMENT OF PUBLIC SAFETY

Vendor Re-Entry



Re-Entry

N.C.G.S 166a

- Permits critical infrastructure restoration.
- Permits the movement of supplies and equipment.
- Permits essential business activities to resume in restricted areas during an emergency event



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This

Certificate of Post Disaster Re-Entry

is issued to

XYZ Company

and identifies the bearer as a representative of a certified

HealthSafety

in accordance with N.C.G.S. 166A-19.70 and grants the bearer the privilege of entering a designated curfew area provided the following requirements are met:

- 1) There is a declaration of a state of emergency or state of disaster in effect; and,
- 2) There is a curfew in effect in the declared area; and,
- 3) The Governor has issued an executive order invoking the privileges listed in N.C.G.S. 166A-19.70.
- 4) Entry shall be granted for the limited purpose of delivering or assisting in the distribution of essentials or assisting in the restoration of utility services.
- 5) The bearer of this certificate and all associates must follow the route specified by law enforcement or other local official, if any.

Secretary, Department of Public Safety

Director, Division of Emergency Management

Expires: April 30, 2016



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Re-Entry

- Presented to law enforcement/local control
- Priority of access: life, health safety, economic well-being
- May be copied, distributed and displayed. Company controlled.
- **Free**



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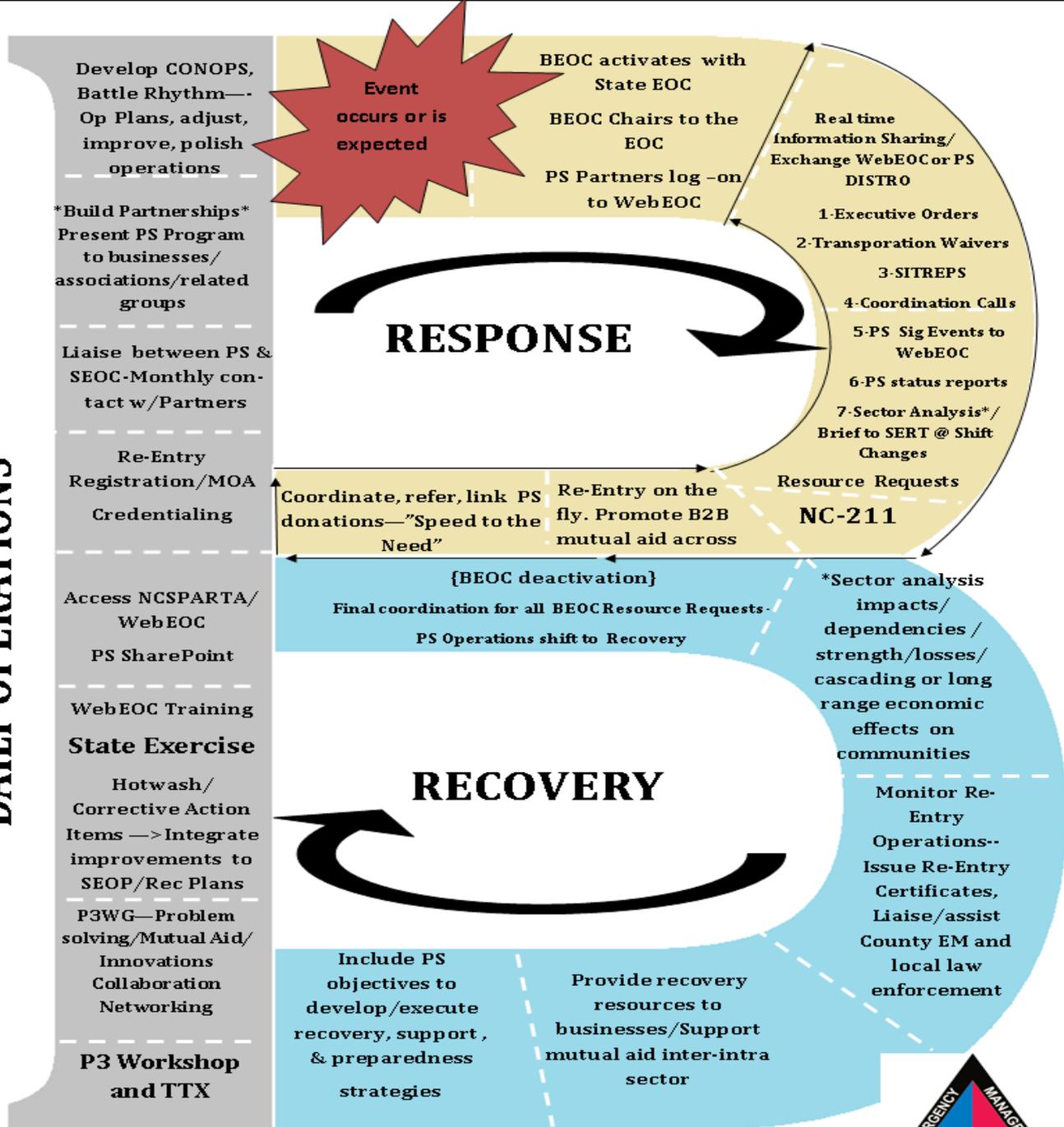


Re-Entry = Win-Win

- Allows businesses into curfew areas/assess/mitigate damage
- Supports recovery/resume normal operations
- Program copied in Florida and South Carolina



DAILY OPERATIONS



Does it actually work?



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Colonial Pipeline Break 9/9/16

Pipeline leak near
Birmingham, Alabama



COLONIAL PIPELINE COMPANY/CHRHONEY



Emergency Management



Charlotte Civil Commotion

9/20/16



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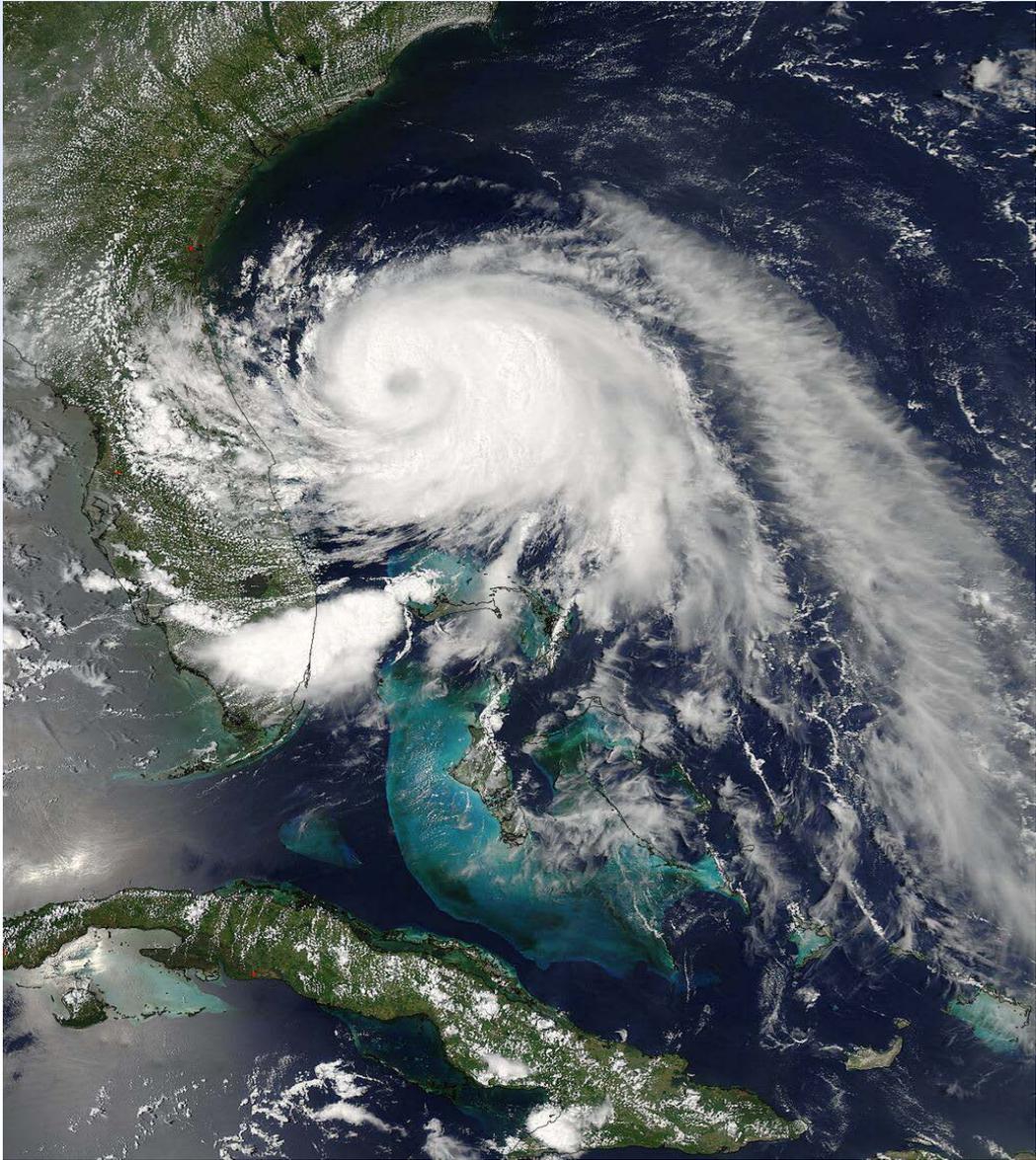




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Hurricane Matthew





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