



National Business Emergency Operations Center

Purpose

In a disaster, close collaboration between FEMA and the private sector is critical in protecting citizens and rebuilding communities. The National Business Emergency Operations Center (NBEOC) is FEMA's virtual clearing house for two-way information sharing between public and private sector stakeholders to help people before, during, and after disasters.

The NBEOC is an operational information sharing structure created to enhance communication and collaboration with private industry partners and ensure their integration into disaster operations at a strategic and tactical level. The NBEOC works to:

- Support state, local, tribal, and territorial government capabilities to respond to and recover from disasters, by connecting them with FEMA's regional private sector liaisons and the NBEOC's national network of private sector partners.
- Assist FEMA's regional and joint field offices by identifying potential sources of operational support and providing situational awareness during response and recovery phases of a disaster.
- Improve situational awareness across affected areas and facilitate information sharing between public and private sectors on existing needs and capabilities during a disaster.
- Engage key stakeholders who can bring resources, capabilities, and expertise to bear in support of disaster response and recovery operations.
- Coordinate requests for information about critical infrastructure sectors through the National Infrastructure Coordination Center.
- Foster mutually-supportive relationships that strengthen public-private partnerships.

How the NBEOC Operates

FEMA's Office of Response and Recovery, Private Sector Division operates the NBEOC under Emergency Support Function (ESF) #14 within the National Response Coordination Center. The NBEOC uses virtual tools – including web-based platforms and dashboards – to communicate and coordinate with members. During emergency operations, the NBEOC provides access to real-time situational awareness about the incident and ground truth on the needs of affected survivors and communities.

Value of Joining the NBEOC

As a member of the NBEOC, private sector representatives are linked into FEMA's National Response Coordination Center, Regional Response Coordination Centers, and the broader network of emergency management officials, industries, and non-profit groups. The NBEOC offers a platform to share information on impacts, operating status, and recovery challenges, as well as access to information to support business continuity decisions, and integration into planning, training, and exercises.

NBEOC Membership:

Participation in the NBEOC is voluntary and open to all members of the U.S. private sector, including large and small businesses, chambers of commerce, associations, universities, think tanks, and non-profits.

We invite those wishing to join the NBEOC to register for a NBEOC Service Desk account by emailing your name, email address, organization, and position title to NBEOC@max.gov with the subject line NBEOC Service Desk Access and complete the online membership agreement.

Frequently Asked Questions

When does the NBEOC activate for a disaster?

The NBEOC is formally activated as part of the National Response Coordination Center in support of major disasters and emergencies. The NBEOC may also take action to support Regional Response Coordination Center or National Watch Center activations, as needed. Members will be notified of activations via an emailed NBEOC Activation Notice, which generally includes initial information on the incident, applicable NBEOC Dashboard links, and scheduled NBEOC Coordination Call times.

What does the NBEOC do during a disaster?

When activated, the NBEOC engages federal, state, and private sector partners through a variety of virtual coordination and information sharing mechanisms. These tools include:

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Partner Engagement Tools

-  **NBEOC Service Desk** - an online collaboration platform that allows NBEOC members to communicate, share status updates, track requests for information and meetings, and submit offers of support all through a single customer portal. The service desk can be reached at nbeoc@max.gov.
-  **NBEOC Operations Dashboard** - a web-based dashboard that provides real-time information on the latest incident updates, preparedness messaging, response and recovery resources, and applicable government points of contact. The dashboard can be accessed at <https://fema.connectsolutions.com/nbeoc>.
-  **NBEOC Coordination Calls** - typically held daily during an incident and coordinated among federal agencies, FEMA regions, and state governments to engage national, regional, local, and private sector partners for a holistic exchange of information on an incident.
-  **FEMA Regional Private Sector Liaisons** - staffed at each of FEMA's 10 regional offices across the country to help cultivate, and advocate for collaboration between FEMA and the U.S. private sector throughout the disaster cycle.

How does the NBEOC coordinate with public-private partnerships and business emergency operation centers at the federal, state, and local levels?

The NBEOC does not replace existing emergency management structures or mechanisms; rather, it is intended to enhance those plans and programs by facilitating effective communications to support rapid response and coordinated action. Existing Business Emergency Operation Centers also serve as virtual NBEOC members, sharing their own situational awareness and information when activated.

Are federal and state private sector liaisons required to fill out a membership agreement?

No. Federal and state private sector liaison staff are not required to fill out the membership agreement. However, for access to the NBEOC Service Desk, a Max.gov account is required. Contact NBEOC@max.gov for more information on how to access the NBEOC Service Desk.

Could an organization have multiple members?

Yes. However, each additional point of contact will need to register for their own NBEOC Service Desk account through NBEOC@max.gov. For management and control purposes, we recommend designating only two to three points of contact per organization.

Could a NBEOC member withdraw their membership?

Yes. Participation in the NBEOC is voluntary and open to all members of the U.S. private sector. While we would like members to serve as part of the NBEOC for at least 180 days, members may withdraw their membership at any time by submitting a request for withdrawal to NBEOC@max.gov.

Who could I contact when the NBEOC is not activated?

Outside of activations, FEMA's Private Sector Division is reachable during normal business hours. Contact NBEOC@max.gov for information on the NBEOC, disaster planning, business continuity, and employee preparedness. FEMA also staffs Private Sector liaisons at the agency's 10 regional offices across the country.