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News

COVID-19 Business Continuity Plans

North Carolina Ports would like to thank our employees and many partners at the local, state and federal levels for their hard work and collaborative efforts to ensure NC Ports facilities remain safe and operational throughout this challenging time, including the International Longshoremen's Association (ILA), United States Coast Guard, Customs and Border Protection, truckers, stevedores, pilots and tug companies.

Operating Status

All North Carolina Ports terminals – the ports of Wilmington and Morehead City and Charlotte Inland Port – continue to operate on a normal schedule and we do not anticipate any changes to operations at this time. We continue to work closely with local, state and federal agencies to ensure the safety and security of all employees and operations. We are strictly following all guidelines set by the U.S. Coast Guard (<https://www.uscg.mil/Coronavirus/>) and Customs and Border Protection ([https://www.dhs.gov/coronavirus?utm_source=google&utm_medium=google&utm_term=\(not%20provided\)&utm_content=undefined&utm_campaign=\(not%20set\)&gclid=undefined&dclid=undefined&GAID=783336232.1584458829](https://www.dhs.gov/coronavirus?utm_source=google&utm_medium=google&utm_term=(not%20provided)&utm_content=undefined&utm_campaign=(not%20set)&gclid=undefined&dclid=undefined&GAID=783336232.1584458829)).

Continuity of Operations Plan (COOP)

The objective of NC Ports' Continuity of Operations Plan (COOP) is to ensure the safety and well-being of personnel, contractors and visitors while maintaining continued operations during any crisis or event. Our plan covers all facilities, systems, vehicles and buildings operated or maintained by the North Carolina State Ports Authority.

We have implemented the COOP regarding COVID-19 which includes the following:

- Coordinating with New Hanover County and Carteret County Emergency Management.
- Increasing information sharing with CBP and USCG.
- Working with USCG to modify security processes to protect employees.
- Restricting access to Maritime Buildings in Wilmington and Morehead City to essential personnel only.
- Establishing lead COVID-19 communications representatives and activating Business Continuity Plan messaging to customers and port users.

Additionally, the plan identifies the proper steps NC Ports will take in the event an employee, partner or port user is diagnosed with COVID-19. Steps include:

- Notifying all proper government authorities and agencies at the local, state and federal levels.
- Following safety protocol as identified by government authorities and agencies at the local, state and federal levels.
- Mitigating operational disruptions and returning to normal operations as safely and quickly as possible.

Employees and Port Users

We are taking all necessary precautions as outlined by the North Carolina Department of Health and Human Services (<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>), the Office of the Governor (<https://governor.nc.gov/>), and the CDC (

[nCoV/index.html](https://www.ncports.com/nCoV/index.html)) to protect the health of all employees. This includes practicing social distancing, avoiding unnecessary travel, additional cleaning and disinfection of buildings and encouraging remote working when possible.   (tel:8003340682) 

For additional information regarding COVID-19, we encourage you to visit the [CDC's website](https://www.cdc.gov/coronavirus/2019-nCoV/index.html) (<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>).

North Carolina Ports will continue to issue updates as COVID-19 status warrants. Any questions or concerns, please contact Customer Service at 1-800-334-0682 or via [email](mailto:customerservice@ncports.com) (<mailto:customerservice@ncports.com>).

COVID-19 UPDATES

03/24/2020

All NC Ports facilities continue to operate on a normal schedule. NC Ports has released more information regarding our Continuity of Operations Plan (see information above).

03/20/2020

The Ports of Wilmington and Morehead City and Charlotte Inland Port continue to operate on a normal schedule and we do not anticipate any changes at this time.

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2%2CtarId%3A1470848214052%2Ctas%3Anc%20ports)  (https://www.instagram.com/northcarolinaports/)

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