

BEOC Quick Start Guidance for COVID-19 Response and Recovery

A Business Emergency Operations Center (BEOC) can provide a consistent integration point for private and public coordination for sustained response and recovery operations throughout the COVID-19 pandemic, with no requirement for physical contact.

Background

As communities work to implement reopening plans aligned to the President's [Guidelines for Opening Up America Again](#) and informed by available [Community Mitigation Guidance](#) and [guidance for businesses and workplaces](#), engagement and integration of businesses and other organizations in a community is critical. This quick start guidance provides states, locals, tribes and territories with foundational concepts for establishing a BEOC to support their response and recovery operations for COVID-19.

Benefits of a BEOC

Establishing a BEOC provides a jurisdiction with a framework for structured engagement with local businesses, industry and other private sector partners to manage risk, respond to and recover from the COVID-19 pandemic. The BEOC processes and the information technologies it uses support shared operational outcomes for mitigation and response actions and support reopening the jurisdiction. A BEOC can facilitate remote coordination and assistance; information sharing and data analysis; community lifeline, supply chain and market stabilization; community health mitigation; economic response coordination; joint planning; and economic and community recovery.

Figure 1 provides an at-a-glance view of the three steps to quick-start a BEOC, with additional detail for each step.

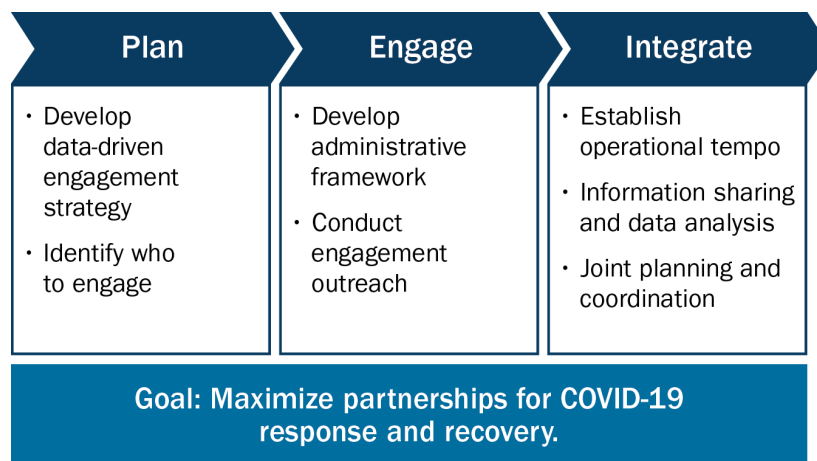


Figure 1: BEOC Quick Start at a Glance



Steps for a BEOC Quick Start

1. Plan (Administrative Planning)

- Develop a startup checklist. Use the jurisdictional business and industry profile to develop a data-driven engagement strategy. Create contact lists with designated points of contact and designated emails (e.g. beoc@yourdomain.gov). Establish rules of engagement and BEOC lines of effort. Select a designated web conference and information exchange platform and provide recurring calendar invitations.

2. Engage (Stakeholder Engagement and Outreach)

- COVID-19 Response – Initial outreach should include the owners and operators of [community lifelines](#) and [critical infrastructure](#) businesses. Use the economic profile of your community to inform targeted data-driven outreach to industry associations, chambers of commerce and small businesses.
- COVID-19 Recovery – Outreach should include representatives from response, plus local economic development districts, community health organizations, and the economic base of the jurisdiction.

3. Integrate (Integrated Operations)

- Establish an operational tempo – Align the BEOC battle rhythm with your jurisdiction emergency operations center. Initiate a coordination call and draft a meeting purpose, desired outcomes and an agenda.
- Share information and analyze data – Share official communications and organized situational briefings via email distribution and during coordination calls. Invite partners to provide situation reports and risk assessments, conduct data analysis and participate in the resource coordination process.
- Plan and coordinate jointly – Use the BEOC to facilitate joint operational planning and identify, triage and develop solutions for the most significant challenges shared by private and public partners.

Additional BEOC activities may include supporting community health mitigation efforts, economic response planning, informing safe reopening of businesses and informing community planning needs to ensure adequate capacity for testing, personal protective equipment, local healthcare and contact tracing.

Next Steps

Jurisdictions should continue to foster community-based private-public partnerships and refine engagement based upon local needs. Jurisdictions should leverage existing business alliances, affinity groups and organizational structures (e.g. emergency support functions) to maximize life safety, economic security and community resilience.

For More Information

- **On quick start resources and economic profile reports** – visit the FEMA National Business Emergency Operations Center (NBEOC) at [fema.gov/nbeoc](https://www.fema.gov/nbeoc)
- **On Cross-Sector Business and Infrastructure Coordination** – visit the updated [National Response Framework](#) - to learn more about the new [emergency support function \(ESF\) #14](#)
- **On COVID-19 Guidance for Businesses** – visit the Centers for Disease Control and Prevention (CDC) at <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>