

# USER MANUAL

## BUILDING BUSINESSES' CLIMATE RESILIENCE (BBCR) TOOL





# 1. What is the BBCR Tool?

The Building Businesses' Climate Resilience (BBCR) Tool aims to provide *small and medium business owners in Sri Lanka* with simple, easily accessible guidance and recommendations to enhance the ability of their enterprises to prepare for and reduce the negative impacts of flooding events.

The key features of the app which users can benefit from at the moment are as follows:

- **Rain Map with Live Rainfall Level Tracking:** the user contributes rain data to find out if flooding is likely to occur in the vicinity of their business. This can serve as an early warning system to business owners, allowing them to act early precautionary actions to protect their business.
- **Tailored Recommendations:** by sharing information about their business in a confidential, secure interface, the user can generate recommendations to reduce the risk and enhance preparedness for flood events for their enterprise.

Users should kindly note that this version of the BBCR Tool has been launched as a test version. The app will be modified and finalized based on the feedback collected during the testing phase - we look forward to hearing your comments and experiences of using the tool!



## 2. What can the tool do for your business?

The scenario below demonstrates the process the user will follow when utilizing the app.



Sunil hears about a new app for SMEs from the Ceylon Chamber of Commerce (CCC) and is interested to find out more about the tool.



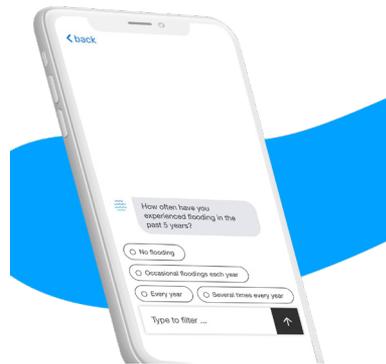
After downloading the app Sunil can see that other businesses and the government are posting rain data. The map gives an overview of the flood risk to Sunil's business in Gampaha



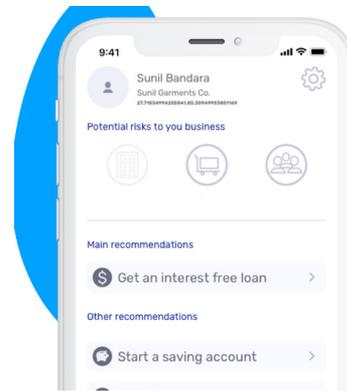
Sunil decides to contribute rain data by obtaining an analog rain gauge and registering it in the app.



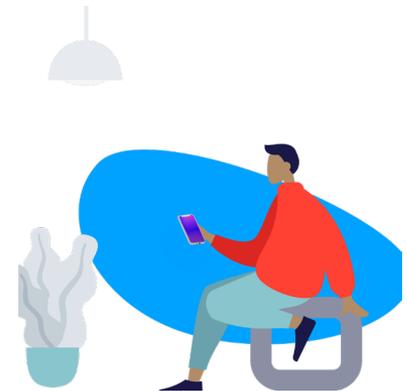
In the second part of the app, Sunil can get customized advice for their business. Sunil clicks the button to 'Get Recommendations'.



Sunil fills out a short assessment about their building, past flooding experience, and some key information about equipment, stocks, and employees.



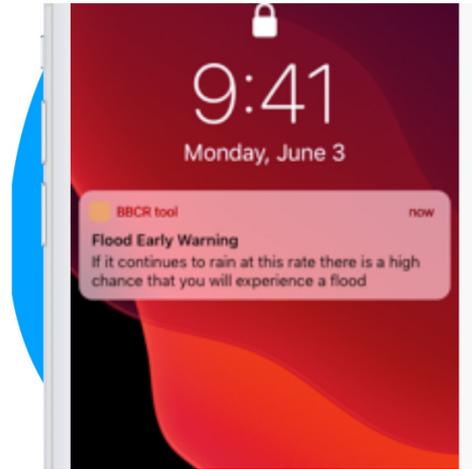
The app assesses Sunil's risks and recommends main priority actions. Sunil clicks the link to learn more and connect with a loan officer. Together they make the best plan for Sunil's business.



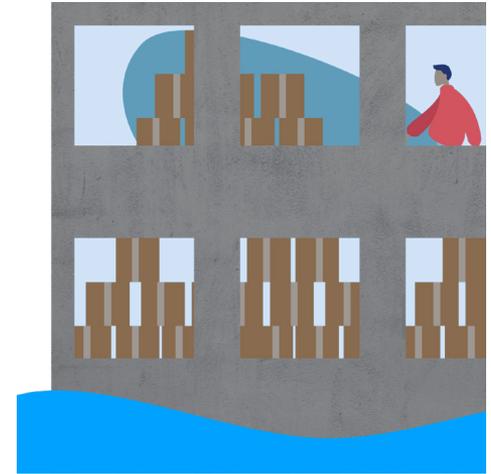
Besides the priority action, the app also has other recommendations which Sunil takes note of.



A few months later there's severe, intense rain in the vicinity. The reported rainfall levels triggers the app's threshold for high volume of rain.



Sunil gets a notification and in the app can see that there's been a lot of rain reported. From past experience he understands there is a high chance of the business flooding.



Sunil, having taken note of the recommendations suggested by the app, is well prepared for the flooding event: by renting an alternative storage space location they can move assets and suffer less damage.

# 3. Getting started – Setting up and using your BBCR Tool

## 3.1 Install the 'BBCR Tool app to your Android or Apple (iOS) mobile phone

- The app can be downloaded from the GooglePlay Store using the QR code below:

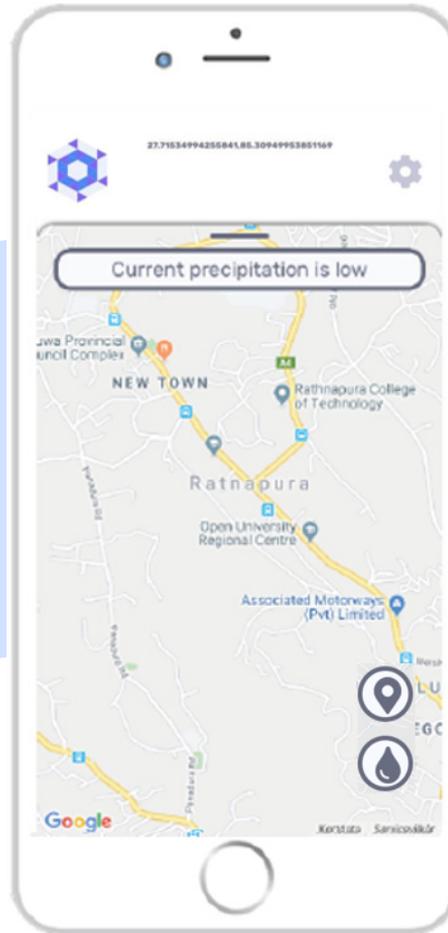


- Alternatively the app can be downloaded from the App Store for Apple/ iPhone users using the QR code below:

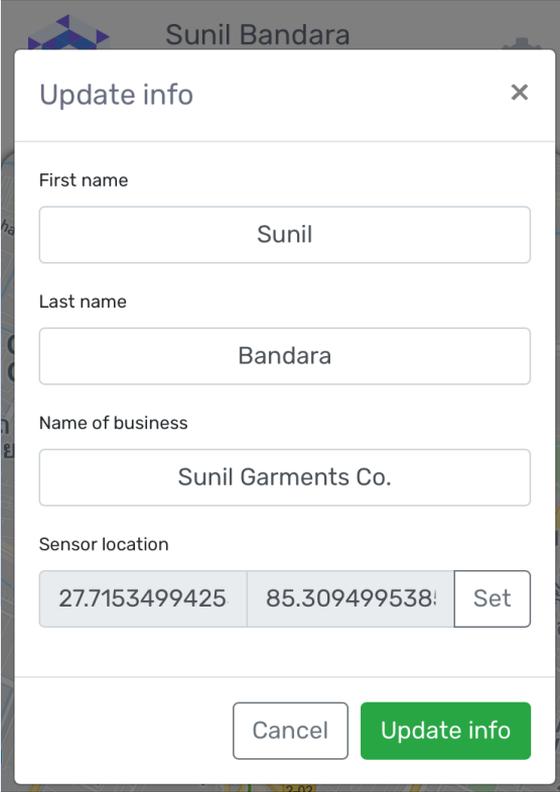


## 3.2 Fill your profile information

- Having successfully downloaded the app, it will open by showing the screen below:



- Firstly, click the 'Settings' icon  in the top right hand corner to access the 'Update info' screen where you can fill the fields marked 'First name', 'Last name', 'Name of Business' and also set your 'Sensor Location' i.e. the location for which you wish to record rainfall level (your business location) by clicking the 'Set' button.



Sunil Bandara

### Update info

First name

Last name

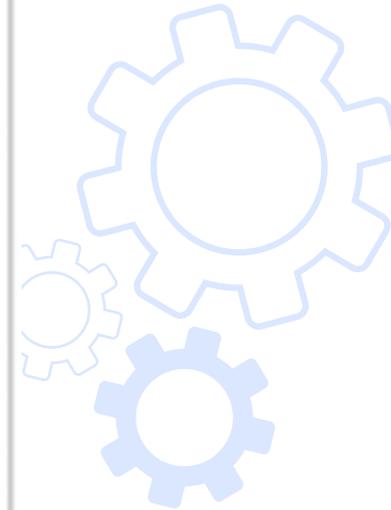
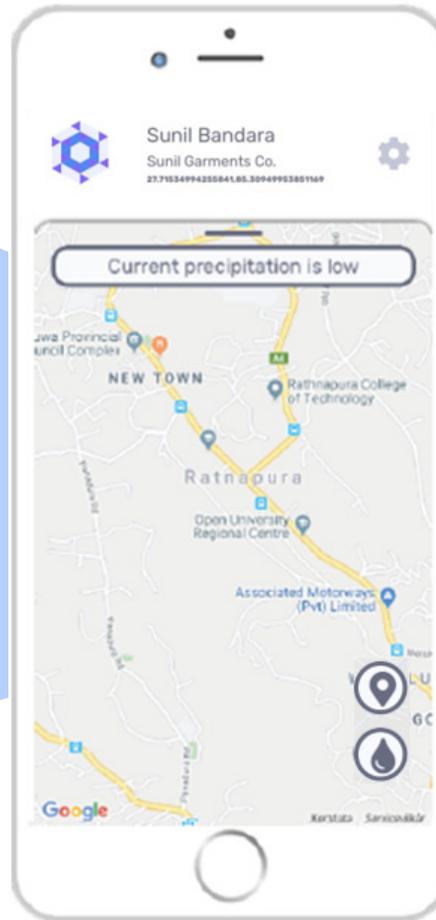
Name of business

Sensor location

27.7153499425	85.309499538!	Set
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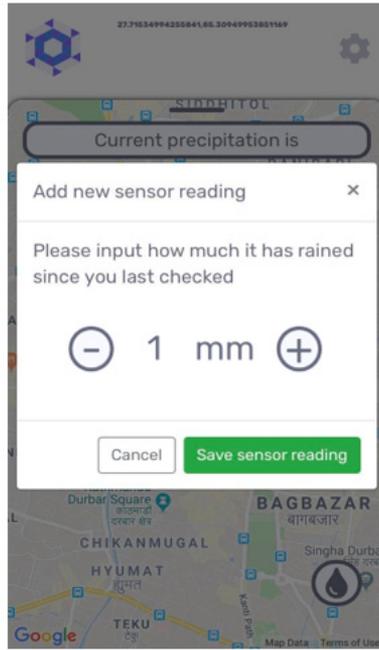
Cancel Update info

- After clicking 'Update info' your information will be updated on the first page as shown below



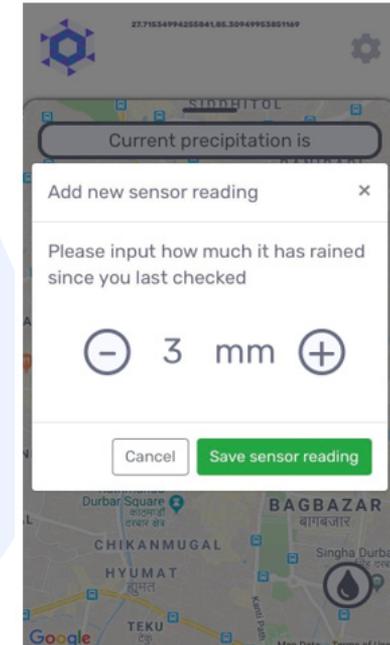
- You can click the 'location icon'  to re-center the map to your current location.

### 3.3 Update current rainfall/precipitation levels

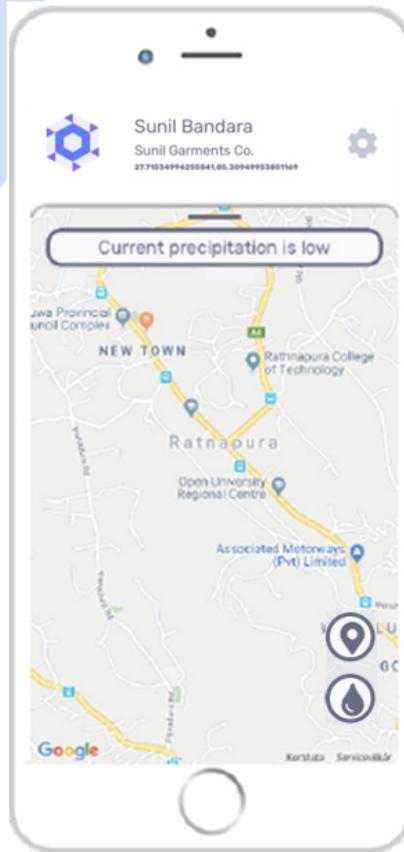


- To update the current rainfall/precipitation level, click the 'rainfall icon'  which will allow access to the screen where you can add a new sensor reading in millimeters per hour (mm/hr) according to the reading on your rain gauge.

- The 'Current precipitation' level will be updated according to the following categories: 'low', 'mid' and 'high' reflecting rainfall levels in the vicinity.

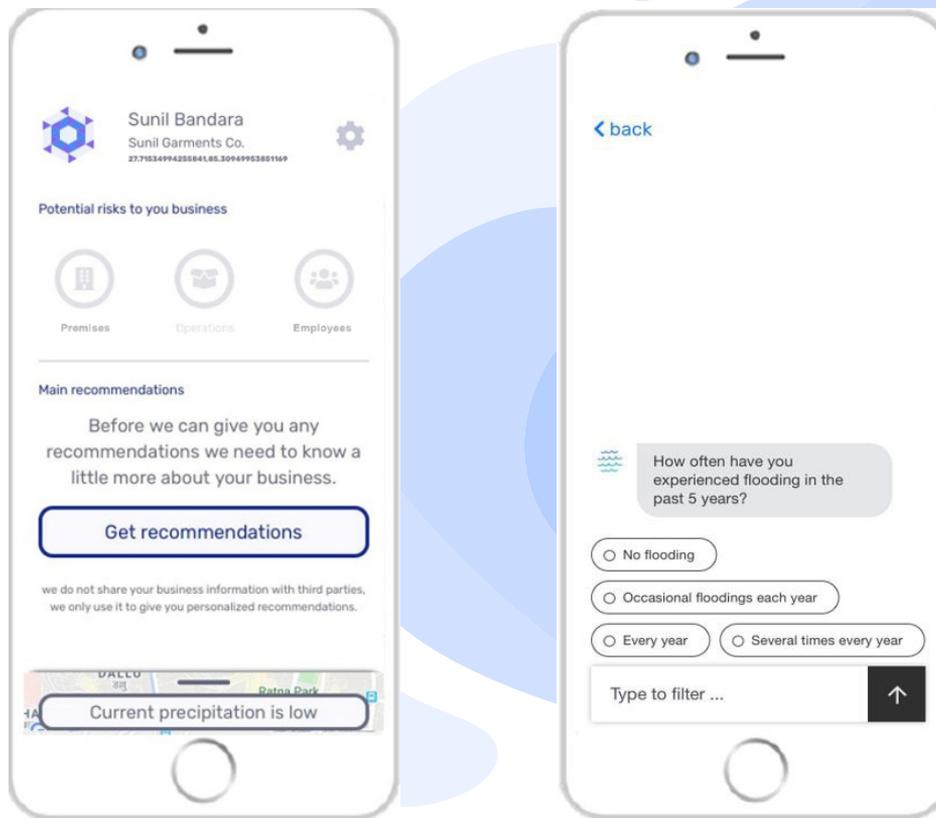


### 3.4 Access and enter information into the Guided Risk Assessment Questionnaire

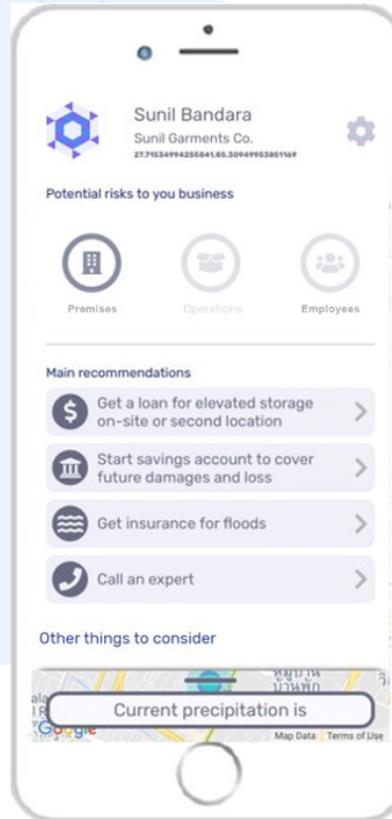


- You are now ready to unlock the full power of the tool: tailored recommendations for your specific situation. Any information you enter into the app will remain confidential in the system.
- To access the Guided Risk Assessment click on the black bar above the map to hide the map and see the recommendations and move to the next step.

- On the next screen click the 'Get Recommendations' button  after which the chatbot (automatic questionnaire) will begin. You will be guided to follow questions about different aspects of your business, across different categories such as assets, infrastructure, employees, suppliers, insurance coverage etc.

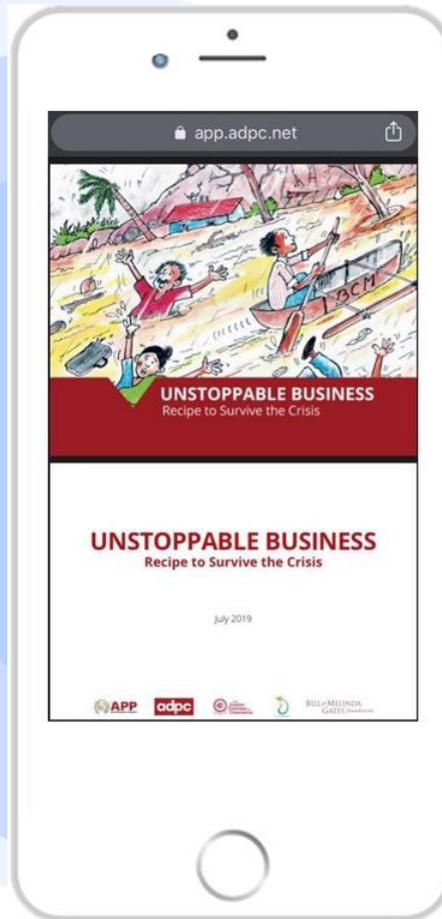


- Once you have completed the questionnaire the key 'Potential risks to your business' will be displayed based on the responses you have provided. Potential risks are categorised such as 'Premises, Operations, Employees'.



- By clicking on the categories under "Main Recommendations" the user will be able to access suggested actions, resources, guidance and useful contacts.

- Below shows a sample of the type of resources users will be able to access.



# Annex – Additional Features to be included in the app

- During the piloting of the prototype BBCR App some key features will not yet be incorporated into the prototype. Before incorporating these features it is important to gather feedback from end-users. This feedback is very important and will be gathered during the piloting process, after end-users have received an introduction to the BBCR App, presented by the piloting team.
- After users become familiar with the prototype BBCR App, the piloting team will introduce a “dummy App” and accompanying annexes. These are designed to provide the end-users with further information on the key features of recommendations and resources, as well as links to them, based on the assessed needs of the end-user.
- The “dummy App” will allow end-users to have a visual idea of how these features (recommendations and resources) will look like in the BBCR App and how they will be able to interact with them. This will allow end-users the ability to provide more targeted and meaningful feedback for the development and finalization of the BBCR App.
- A summary of the additional features is provided in this Annex of the main user manual. Users can access and see the additional features by following the link: [https://invis.io/CXX91DBT5KV#/417315183\\_Main\\_Page](https://invis.io/CXX91DBT5KV#/417315183_Main_Page)



- Resources: The user can click on a recommendation to open a drop-down menu of links to display the multiple resources which open in a separate window.

#### Potential risks to you business



Premises



Operations



Employees

#### Main recommendations



Get a loan for infrastructure improvements



Start a saving account



Call an expert



#### Other recommendations to consider

##### Soft Measures



Make a documented plan for business continuity, i.e. A Business Continuity Plan (BCP)



Raise employees awareness about flooding and disaster preparedness measures



##### Structural Measures



Prepare a temporary barricade that can be put up at any entrances to prevent entry of flood water into premises



#### Main recommendations



Get a loan for infrastructure improvements



Start a saving account



Call an expert



#### Other recommendations to consider

##### Soft Measures



Make a documented plan for business continuity, i.e. A Business Continuity Plan (BCP)



Smaller flavour text to give some more information, a place to put links and leverage agile frameworks to provide a robust synopsis for high level overviews.

##### Usefull links

[Unstoppable Business: Recipe to survive the crises / Business Continuity Planning Booklet](#)

[Business Continuity Plan: Disaster Mitigation and Building Resilience - Basic Guidelines for Preparation of Business Continuity Plan for MSMEs](#)



Raise employees awareness about flooding and disaster preparedness measures



##### Structural Measures



Prepare a temporary barricade that can be put up at any entrances to prevent entry of flood water into premises



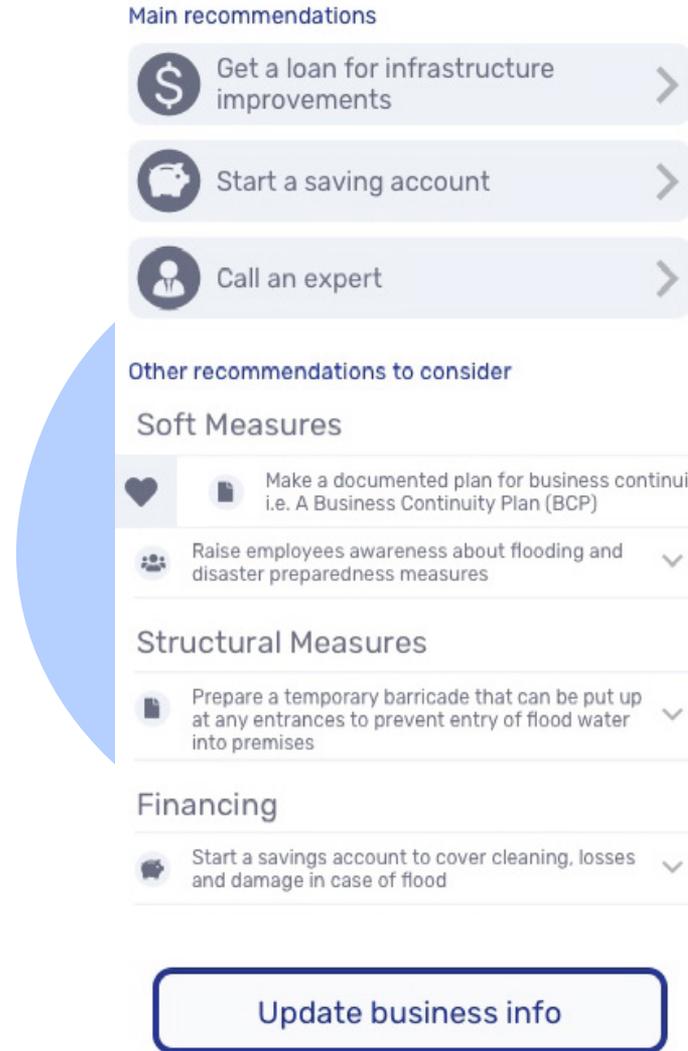
##### Financing



Start a savings account to cover cleaning, losses and damage in case of flood



- Selecting 'Favourite' recommendations: Users can "favourite" a recommendation by swiping right on a recommendation. A recommendation which has been "favourited" is indicated with a  icon.



The screenshot displays a mobile application interface with the following sections:

- Main recommendations**
  - Get a loan for infrastructure improvements
  - Start a saving account
  - Call an expert
- Other recommendations to consider**
  - Soft Measures**
    - Make a documented plan for business continuity i.e. A Business Continuity Plan (BCP)
    - Raise employees awareness about flooding and disaster preparedness measures
  - Structural Measures**
    - Prepare a temporary barricade that can be put up at any entrances to prevent entry of flood water into premises
  - Financing**
    - Start a savings account to cover cleaning, losses and damage in case of flood

At the bottom of the screen is a button labeled "Update business info".

- Completing a recommendation: Once a user has implemented a recommendation, they can check-off the recommendation by swiping left on the recommendation. The user can access this feature after “favouriting” a recommendation. A “completed” recommendation is indicated with a tick  icon.”

#### Potential risks to you business



Premises



Operations



Employees

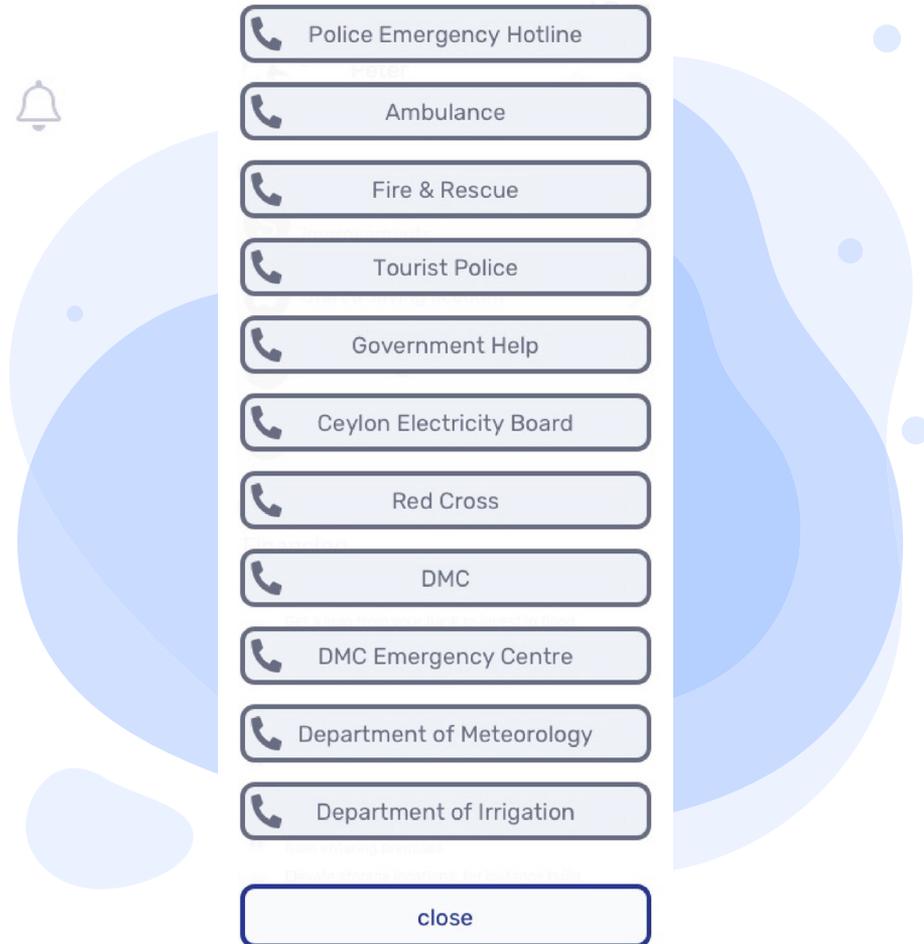
#### Main recommendations

-  Get a loan for infrastructure improvements >
-  Start a saving account >
-  Call an expert >

#### Other recommendations to consider

- ##### Soft Measures
- Make a documented plan for business continuity, i.e. A Business Continuity Plan (BCP)  
  -  Raise employees awareness about flooding and disaster preparedness measures 
- ##### Structural Measures
-  Prepare a temporary barricade that can be put up at any entrances to prevent entry of flood water into premises 
- ##### Financing
-  Start a savings account to cover cleaning, losses and damage in case of flood 

- Emergency numbers: By clicking the alert icon at the top of the screen this opens a separate window of contacts to call immediately.





## About the Building Businesses' Climate Resilience (BBCR) project:

With support from the Nordic Climate Facility (NCF), United Nations Environment Programme - Technical University of Denmark (UNEP- DTU) Partnership, Asian Disaster Preparedness Center (ADPC), the Ceylon Chamber of Commerce (CCC) and MPEnsystems created a consortium with the objective of developing a disaster risk management and business continuity product that will allow small businesses in Sri Lanka to reduce recurring losses from flooding events while formulating measures to continue business operations during such disruptive events. The project is implemented by working closely with the Ministry of Industries and Supply Chain Management who leads the Project Reference Group (PRG) comprising representatives from key government agencies and financial institutes to ensure the relevance of the product with concerned supporting/service providing organizations.

### Supported by:



The Nordic Climate Facility (NCF) is a challenge fund that finances innovative climate change projects. NCF financing is allocated on a competitive basis with calls for proposals arranged annually. NCF is financed by the Nordic Development Fund (NDF), an international development and climate finance institution established by the Nordic countries.

### Implemented by:

