



Repair Hub Business Model Canvas

* **Territorial scope:** Greece * **Partners:** ANATOLIKI & FODSA
* **Type of hub/target sectors:** Sectoral Hub / Textile, Furniture
* **Date:** 12/2024 * **Version:** 1



Key partners

- incommon,
- East West Greece SA,
- EcoGreece,
- International University of Greece - Department of Creative Design and Clothing,
- Thessaloniki Chamber of Professionals Vocational training centres,
- CEDEFOP,
- Network of professional repairers.

Key activities

- Conducting repair workshops and training for textiles, footwear, furniture.
- Offering repair services for clothing alterations, leather goods, furniture restoration.
- Hosting community repair events to increase awareness.
- Developing partnerships with local businesses to promote repair services.

Value proposition / SMART objective

- Extending the lifespan of clothing, footwear, and furniture through repair, contributing to a circular economy.
- Providing cost-effective alternatives to purchasing new items.
- Promoting sustainable practices and reducing waste by encouraging repair over disposal.
- Empowering consumers with skills to perform minor repairs themselves.

User & audience relationships

- Engaging the community through workshops and awareness campaigns.

Key beneficiaries

- Consumers,
- small and medium-sized enterprises (SMEs),
- community organizations,
- educational Institutions,
- local governments and public authorities,
- social entrepreneurs.

Cost structure

- Staff costs,
- communication,
- operating materials (equipment),
- development costs.

Key resources

- Skilled repair professionals (e.g., tailors, cobblers, furniture restorers).
- Digital platforms for promoting services and engaging with customers.
- Physical space for repair workshops and operations.

Governance

- Managed by the project partners who oversee operations and stakeholder interactions.
- Strategic decisions made with input from stakeholders, including local government, SMEs, and community groups.

Distribution channels

- Physical repair hub,
- community events,
- REPPER website,
- partners' websites,
- online hub,
- social media.

Capturing value / Benefit

- Reducing the environmental impact of discarded textiles and furniture.
- Creating job opportunities in the repair sector.
- Supporting local economies through collaboration with small businesses.
- Providing affordable repair services that make sustainable choices accessible to a broader audience.
- Creating a network between actors carrying out similar activities (horizontal) and SMEs and support organizations (vertical).
- Reduction of new resources.



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Repair Hub Business Model Canvas

* **Territorial scope:** Albania * **Partners:** AULEDA

* **Type of hub/target sectors:** Horizontal Hub / Textile, Electronic sector

* **Date:** 12/2024 * **Version:** 1



Key partners

- Regional Council of Vlora,
- Municipality of Vlore, Himare, Selenice,
- University "Ismail Qemali" Technical Science Faculty,
- Regional Directorate of Taxes,
- Chamber of Commerce of Vlora,
- Technical High School Vlore,
- Regional Directorate of Professional Education VET Centre,
- Public Enterprise for waste management in Vlore,
- Vlora Journalist Association,
- Green Vision,
- Regional Directorate of Culture Heritage.

Key activities

- Repairing small objects through repair coffee model.
- Training sessions and Training materials.
- Survey for repair sector state of art.
- Survey for consumer behaviour.
- Awareness campaign to change the consumer behaviour.
- Digital marketing for repair SME-s.

Value proposition / SMART objective

- Possibility of having a digital data base for repair sector organised by sectors.
- Accessibility to professional repair training for young professionals and digital marketing training.
- Possibility to make visible different repair professionals, their products and services.
- Implementing the Repair Caffè model will create possibility for:
 - economic saving of consumers
 - networking between people and professionals
 - learning new practical skills and above all transferring the professional skills to young and interested people.
- Reducing consumption of new products for the benefit of repair.

User & audience relationships

- Users will gain access to digital tools, training, and networking, while the audience will benefit from visible repair professionals, economic savings, and sustainable practices.

Key beneficiaries

- Aspiring repairers,
- students at professional high schools, VET Centres and university,
- existing SMEs that operate in repair sector and want to improve their services or products,
- job seekers that want to be employed in repair sector.
- consumers that will benefit from better services.

Cost structure

- Staff costs,
- communication costs,
- operational costs for HUB,
- operating materials (equipment),
- development Costs including costs for trainers,
- disposal costs,
- translation.

Key resources

- Online communication and exchange.
- Communication expertise (campaigns).
- Online mapping tool.
- Physical location.

Governance

- Foundation members according to 5 helix approach.
- Self-management structure/ business plan.
- Legal contest and management to be defined.

Distribution channels

- Newsletter,
- REPper website + partner website,
- flyers / poster,
- social media,
- TV chronicles,
- word of mouth.

Capturing value / Benefit

- Networking between local and regional repair ecosystem actors.
- New service package for SME-s operating in above mentioned repair sector, for consequences new services for citizens.
- Reduction of new resources.



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Repair Hub Business Model Canvas

* **Territorial scope:** Slovenia * **Partners:** E-zavod
* **Type of hub/target sectors:** Horizontal Hub / EEE, Furniture, Textile
* **Date:** * **Version:** 1



Key partners

- Recosi,
- KNOF,
- Knjižnica reči,
- Reuse centres (CPU),
- Ecologists Without Borders,
- ZEOS,
- ZRS Bistra,
- Vincenc Draksler Foundation,
- Slovene Textile Association,
- Higher Vocational College For Wood And Design,
- Chamber of Public Utilities,
- Zeleno omrežje.

Key activities

- Repair Cafés.
- Training materials.
- Exchange of expertise.
- Meta-competences management.
- Social inclusion.

Value proposition / SMART objective

- Having an up-to-date online database (links, news, events).
- Accessibility to repairs (local Repair Cafés) – cost and resource consumption reduction.
- Accessibility to repair training – usability.
- Business opportunities and job creation - newness
- Social innovative cooperations – newness, building knowledge society.

User & audience relationships

- Community involvement – networking and peer learning.
- Co-creation and assistance.
- Education.

Key beneficiaries

- Future repairers and SMEs,
- Existing SMEs that want to improve their service offer,
- Citizens & community (consumers),
- Job seekers,
- Profesional repairers.

Cost structure

- Staff,
- customer service,
- communication and networking,
- support and development,
- disposal costs,
- website development and maintenance,
- marketing and promotion, translation.

Key resources

- Online (distribution channels).
- Human (management, communication experts, repairers, trainers).

Distribution channels

- News section,
- REPper website + partners websites + sub-page (hub),
- social media,
- poster,
- magazines,
- word of mouth.

Capturing value / Benefit

- Creating a network between actors carrying out similar activities (horizontal) and SMEs and support organizations (vertical).
- Effective pooling of relevant information.
- Closing or improving the loop.
- Reduction of new resources.

Governance

- Collaborations with other actors (e.g., external experts) to be defined.
- Definition of internal management (online hub).



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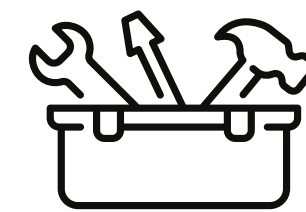
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Repair Hub Business Model Canvas



* Territorial scope: Italy * Partners: MCBO & AE
* Type of hub/target sectors: Sectoral Hub / Small Objects
* Date: 12/2024 * Version: 1

Key partners

- CMBO,
- Altroconsumo,
- REPper consortium,
- Rusko,
- Local Repair Cafè,
- Porto 15,
- Business Association,
- Network cultura tecnica,
- BIS - Bologna Innovation Square,
- Vocational training centres,
- Insieme per il Lavoro,
- Network of professional repairers,
- Communication agencies.

Key activities

- Repairing small objects.
- Training materials.
- Exchange of expertise.
- Possibility of becoming a certified repairer.

Value proposition / SMART objective

- Possibility of having an up-to-date online map.
- Accessibility to repair training.
- Easy accessibility to local Repair Cafè proposals
 - economic saving
 - opportunities to meet and relate to other people
 - learning new practical skills
- Reducing consumption of new products for the benefit of repair.

User & audience relationships

- Exchange of advice.
- Networking & Lobbying.
- Peer learning.

Key beneficiaries

- Aspiring repairers,
- citizens,
- community,
- environment,
- existing SMEs that want to improve their service offer,
- job seekers.

Cost structure

- Staff costs,
- communication,
- operating materials (equipment),
- development Costs,
- disposal costs,
- translation.

Key resources

- Online communication and exchange.
- Communication expertise (campaigns).
- Online mapping tool.
- Physical location.

Governance

- Collaborations with other actors to be defined.
- self-management (relationship between user and service provider - physical hub).
- Definition of internal management (online hub).

Distribution channels

- Newsletter,
- REPper website + partner website,
- flyers / poster,
- social media,
- magazine,
- word of mouth.

Capturing value / Benefit

- Creating a network between actors carrying out similar activities.
- Offering a new service to consumers and members / aggregating information that is not concrete and scattered.
- Reduction of new resources.



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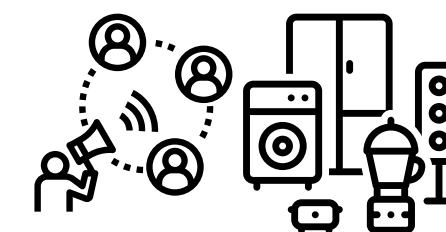


Repair Hub Business Model Canvas

* Territorial scope: Portugal * Partners: DECOP

* Type of hub/target sectors: Communication Hub / Electronic and household appliances

* Date: 12/2024 * Version: 1



Key partners

- DECOP,
- Other REPper consumer associations: OCU & Altroconsumo,
- REPper consortium,
- Consumers,
- Network of official repairers (brands),
- Network of independent repairers,
- Repair cafés,
- Producers.

Key activities

- Create an awareness virtual Hub for repairing small objects (EEE).
- Develop a website /platform with all the information materials (articles, written guides, and potential workshops, DIY video tutorials...).
- Exchange of expertise.
- Establish partnerships with manufactures (brands) and repairers.
- Promote awareness and make it accessible to everyone (especially consumers).

Value proposition / SMART objective

Support consumers regarding repair doubts and necessities by given them all the information needed to pursue the transition to more sustainable choices.

- Economic saving.
- Repair information and solutions.
- Raise awareness.
- Share practical cases and present solutions.
- Reducing consumption of new products for the benefit of repair.
- Resources for extending the lifespan of the products.
- Reduce waste.

User & audience relationships

- Exchange of advice
- Networking & Lobbying.
- Trusted source for repair guidance.
- Facilitate contact between consumers and repairers.

Key beneficiaries

- Consumers,
- Civil Society and Associations,
- Community,
- Environment,
- Professional and independent repairers.

Cost structure

- Communication materials,
- staff costs,
- operating materials (equipment),
- travel costs,
- website development and maintenance,
- translation,
- content creation,
- promotional activities.

Key resources

- Technological infrastructure for website development, hosting, and maintenance.
- Online communication and exchange.
- Online mapping tool.
- Virtual Hub web platform.
- Funding and financial resources.
- Human capital including skilled staff.

Governance

- Definition of internal management (online hub).
- Collaborations with other actors to be defined.

Distribution channels

- Newsletter,
- DECOP's Repair website,
- DECOP's website,
- DECOP' Sustainability Website,
- Social media,
- Magazines,
- Newsletters,
- Word of mouth.

Capturing value / Benefit

- Offering a new service to consumers and members aggregating useful information such as online repair tutorials, partnerships with professional and independent repairers and content on circular economy.
- Creating a network between actors carrying out similar activities.
- Reduction of new resources.



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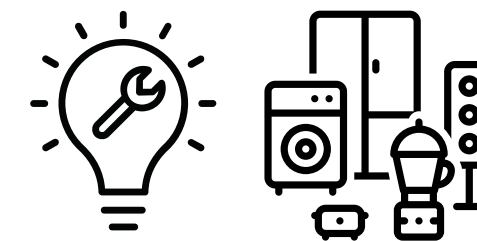
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Repair Hub Business Model Canvas



* **Territorial scope:** Spain * **Partners:** OCU (PP5)
* **Type of hub/target sectors:** Consumer Awareness Virtual Hub / EEE
* **Date:** 12/2024 * **Version:** 1

Key partners

- OCU,
- Other REPper consumer associations: DECO Proteste & Altroconsumo,
- REPper consortium,
- Independent repairers,
- Manufacturers of electric and electronic appliances such as BSH, LG, Fagor, ...
- Civil society associations such as iFixit, AERESS, Traperos de Emaus, ...

Key activities

- Identify existing repair resources (such as articles, videos, tutorials, and guides) as well as those that are currently lacking.
- Establish a virtual hub dedicated to raising awareness about repair.
- Adapt and link existing resources about repair.
- Create new resources about repair.
- Facilitate collaborations with stakeholders.
- Promote awareness.
- Facilitate the exchange of expertise.

Value proposition / SMART objective

The objective is to develop a platform that aggregates trusted and valuable information on repair, ensuring it is easily accessible to the general public. The trusted contents to be consolidated may include information about:

- Repair possibilities.
- Right to repair and durable products warranty.
- How to repair yourself.
- How to find a repair service and where to buy spare parts.
- Learning materials to develop repair skills.
- Resources for extending the lifespan of the products.
- Sustainable living tips.
- How the repair economy reduce waste, reduce the consumption of new products and benefits the environment.
- Any other information related to the repair economy.
- Repairers.

SMART Objective: Increase consumer engagement in the repair sector, considering about 180.000 consumers and citizens informed about reparability and about the online hub through OCU channels (magazine, website, social media, etc).

User & audience relationships

- Trusted source for repair guidance.
- Supportive and informative relationship.
- Consumer awareness rol.
- Engaging with experts and repair professionals.

Key beneficiaries

- Citizens seeking repair information,
- sustainable consumers,
- professional repairers,
- civil society associations,
- environment,
- community.

Cost structure

- Staff costs,
- operating materials (equipment),
- travel costs,
- website development, hosting and maintenance,
- translations and local adaptations,
- content creation,
- promotional activities.

Key resources

- Online resources for communication and exchange of knowledge.
- Virtual Hub web platform.
- Funding and financial resources.
- Technological infrastructure required for the virtual hub: website development, hosting, and maintenance.
- Human capital including skilled staff.

Governance

- Definition of internal management (online hub) and decision taking procedures: including relevant decisions about new functionalities and contents.
- Collaborations with other actors and stakeholders involvement to be defined.

Distribution channels

- OCU's Repair Hub website,
- OCU Social media channels,
- OCU Newsletters,
- OCU Magazine (paper and digital),
- OCU main website www.ocu.org

Capturing value / Benefit

- Offering a new service to consumers and members aggregating useful information such as online repair tutorials, partnerships with professional repairers and content on circular economy.
- Creating a network between actors carrying out similar activities.
- Reduction of new resources.



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Repair Hub Business Model Canvas



* **Territorial scope:** Bosnia and Herzegovina * **Partners:** UNSA-SEBS

* **Type of hub/target sectors:** Awareness Hub

* **Date:** 12/2024 * **Version:** 1

Key partners

- Universities,
- REPper consortium,
- Zeos eko-sistem,
- Lucius Vitez,
- Highschools,
- Ministries of Education,
- Ministries of Environment,
- Ministries of Economy,
- Ministries of Justice,
- Cantons,
- Ministry of Foreign Trade and Economic Relations,
- NGOs(environment),
- Donors (eco and sustainability),
- Repairers (official and independent),
- Consumer protection agencies,
- Companies engaged in repair,
- Communal enterprises,
- Chambers of commerce,
- Employment offices,
- Faires,
- Journalists,
- Media outlets,
- Cultural manifestations.

Key activities

- Educational Workshops.
- Training Sessions.
- Information Campaigns.
- Outreach Programs.
- Partnership Development.
- Feedback and Evaluation: gather feedback from participants to assess the effectiveness of activities and make continuous improvements.
- Digital Presence.
- Research and Innovation.

Value proposition / SMART objective

- Fosters awareness and understanding of repair and reuse practices, promoting a circular economy within the community.
- By offering hands-on training, educational workshops, and outreach programs empowers individuals and organizations to reduce waste, conserve resources, and develop sustainable practices.
- Through collaboration with local partners and continuous engagement, aims to create a culture of sustainability that benefits both the environment and the community.
 - **S:** Focus on promotion and raising awareness on circular economy issues, repair and reuse in particular.
 - **M:** 6-10 trainings/educations, with 100-150 participants.
 - **A:** Realistic based on the current capacity and market demand.
 - **R:** Aligns with the hub's specialization and addresses the growing demand for more information and promotion of sustainability and circular topics.
 - **T:** By the end of the REPper project.

User & audience relationships

- Exchange of practices.
- Networking & Collaboration.
- Peer learning.

Key beneficiaries

- Community and general public,
- student and high school population,
- university and high school educators,
- environment,
- aspiring and actual repairers,
- job seekers,
- companies engaged in repair.

Key resources

- Online communication and exchange.
- Physical space.
- Human resources.
- Educational materials.
- Digital platforms.
- Partnerships and networks.
- Evaluation tools.

Distribution channels

- UNSA-SEBS's web page,
- UNSA's Center for Research and Excellence,
- social media,
- news outlets,
- word of mouth.

Capturing value / Benefit

- Environmental (promotion that may lead to waste reduction and resource conservation).
- Economic (free of charge educational sessions for participants).
- Social (community engagement and skill development).
- Awareness raising and knowledge dissemination.
- Changing attitudes toward consumption and empowerment.
- Knowledge sharing and partnership opportunities.

Cost structure

- Staff costs,
- communication and promotional materials.

Governance

- Strategic planning (outlining the Hub's mission and objectives).
- Stakeholder relationship management.
- Monitoring and evaluation.

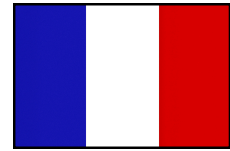


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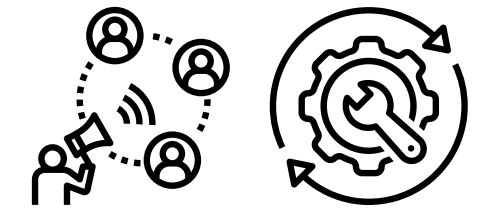


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Repair Hub Business Model Canvas

* Territorial scope: France * Partners: AViTeM
* Type of hub/target sectors: Horizontal, Virtual Hub / Multisectoral
* Date: 12/2024 * Version: 1



Key partners

- AViTeM,
- REPPER consortium,
- Regional Network of Resource Recovery Centres,
- Regional Chamber of Trades and Handicrafts,
- Recyclerie Sportive,
- South Region (Regional Platform for Circular Economy),
- ADEME,
- City of Marseille,
- Aix-Marseille Provence Metropolis.

Key activities

- Identifying existing repair resources (articles, videos, tutorials, guides) and those currently lacking at local level.
- Complementing existing networks and initiatives and supporting them in creating new resources and events.
- Facilitating collaborations between stakeholders and peer learning.
- Contributing to raising awareness about repair, self-repair and existing incentives.
- Establishing working groups on regional policymaking for repair.
- Collecting feedback on vocational training needs.

Value proposition / SMART objective

- Supporting the coordination of efforts from existing stakeholders : repair SMEs, public authorities, social economy networks, BSOs, vocational centres and academia, in developing the repair offer, training and demand.
- **S:** Help repair SMEs increase mutual connections, with BSO networks and public sector, with vocational centres and academia, and with general public.
 - **M:** 8 consultations with Hub members to identify needs and priorities to be met with REPPER actions. Training materials to be developed and tested among these stakeholders. The Hub will organise/ support 4 awareness, self-repair or vocational events.
 - **A:** The online Hub is embedded in the Region's interactive circular economy platform, as a landing page and exchange group. PRECI network is a lively ecosystem involved in circular economy, offering tangible opportunities to join and contribute to PRECI events, or promote REPPER events in a responsive community.
 - **R:** All Hub actions and objectives are embedded in the regional web of repair stakeholders. Therefore, REPPER actions come as a complementary coordination strength to ensure relevance.
 - **T:** Partnering with PRECI members secures continuation after project end.

User & audience relationships

- Trusted source for repair guidance.
- Exchange of practices.
- Peer learning.
- Awareness raising.
- Co-creation of tools for decentralised advocacy.
- Identification of opportunities.

Key beneficiaries

- Business support organisations,
- Professional repairers,
- New repair entrepreneurs,
- Vocational training centres,
- Schools & academia,
- Civil society associations,
- Citizens.

Cost structure

- Staff costs,
- Content creation,
- Translations and local adaptations,
- Promotional activities
- Travel costs.

Key resources

- Virtual Hub web platform.
- Online resources for communication and exchange of knowledge.
- Educational material.
- Human capital including repair professionals.

Governance

- Dual leadership AViTeM – Regional Network of Resource Recovery Centre.
- Consultative members : Regional Chamber of Trades and Handicrafts, South Region, ADEME, City of Marseille,
- Aix-Marseille Provence Metropolis, Recyclerie Sportive.

Distribution channels

- AViTeM website,
- AViTeM social media and networks,
- Regional Platform for Circular Economy,
- Regional Network of Resource Recovery Centres Newsletter,
- Recyclerie Sportive Newsletter,
- Regional Chamber of Trades and Handicrafts Newsletter.

Capturing value / Benefit

- Expanding existing services and information to citizens and professionals by aggregating useful information (repair tutorials, partnership with repairers, training, incentives for more affordable repair services).
- Networking between local and regional stakeholders carrying out similar or complementary activities.
- Supporting local economy and employment.



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