



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

- incommun,
- 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.

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.

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.



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Repair Hub Business Model Canvas

* Territorial scope: Albania * Partners: AULED
* 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 Caffe 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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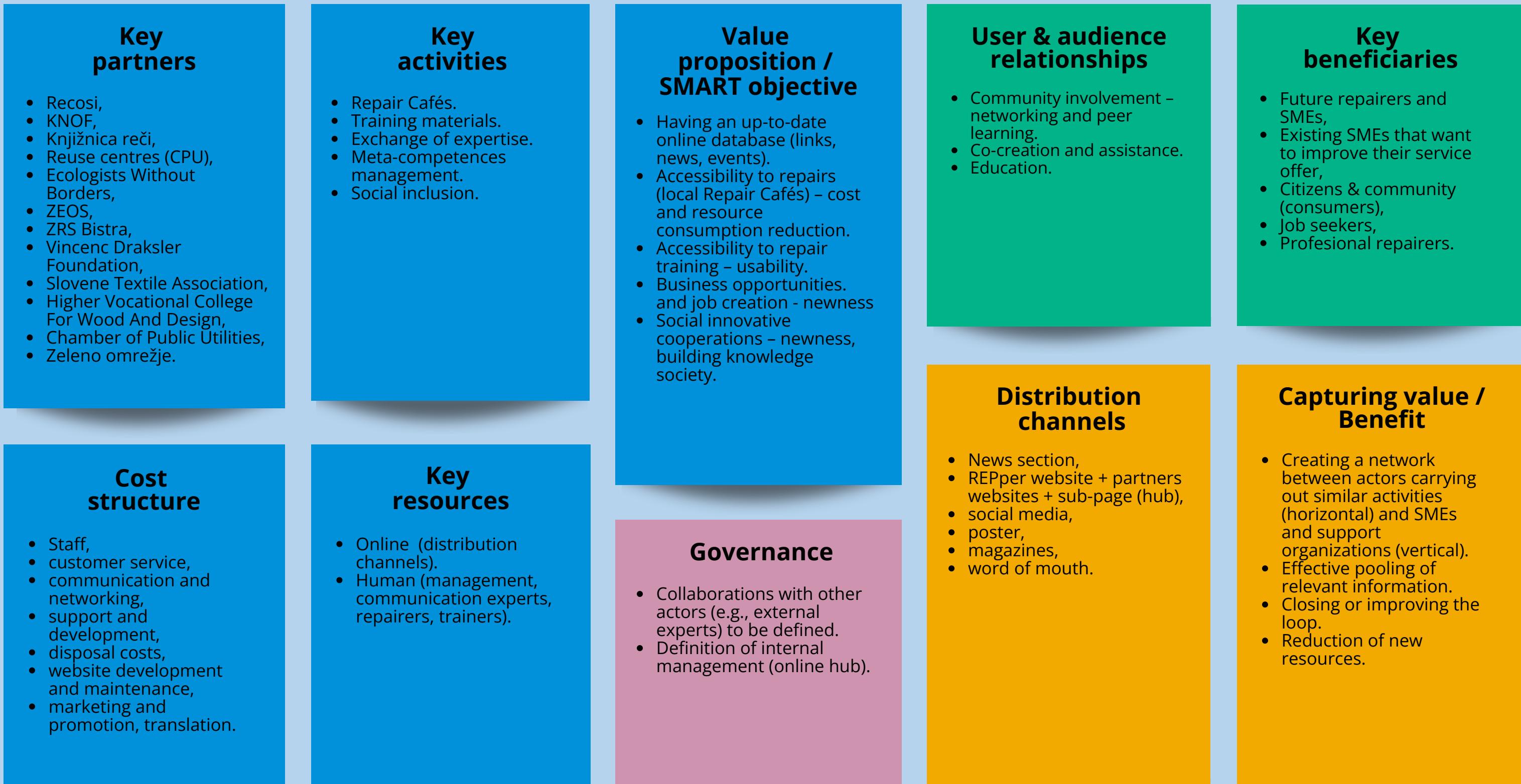


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Repair Hub Business Model Canvas

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



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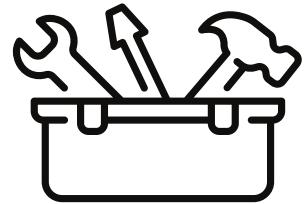


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Repair Hub Business Model Canvas

* 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 Café 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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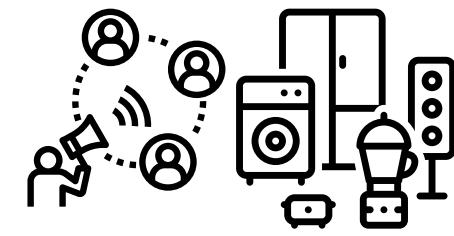


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Repair Hub Business Model Canvas

* Territorial scope: Portugal * Partners: DECOP
* Type of hub/target sectors: Communication Hub / Electronic and household appliances
* Date: 12/2024 * Version: 1



Key partners <ul style="list-style-type: none">• DECOP,• Other REPper consumer associations: OCU & Altroconsumo,• REPper consortium,• Consumers,• Network of official repairers (brands),• Network of independent repairers,• Repair cafés,• Producers.	Key activities <ul style="list-style-type: none">• 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 <p>Support consumers regarding repair doubts and necessities by giving them all the information needed to pursue the transition to more sustainable choices.</p> <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Exchange of advice• Networking & Lobbying.• Trusted source for repair guidance.• Facilitate contact between consumers and repairers.	Key beneficiaries <ul style="list-style-type: none">• Consumers,• Civil Society and Associations,• Community,• Environment,• Professional and independent repairers.
Cost structure <ul style="list-style-type: none">• Communication materials,• staff costs,• operating materials (equipment),• travel costs,• website development and maintenance,• translation,• content creation,• promotional activities.	Key resources <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Definition of internal management (online hub).• Collaborations with other actors to be defined.	Distribution channels <ul style="list-style-type: none">• Newsletter,• DECOP's Repair website,• DECOP's website,• DECOP' Sustainability Website,• Social media,• Magazines,• Newsletters,• Word of mouth.	Capturing value / Benefit <ul style="list-style-type: none">• 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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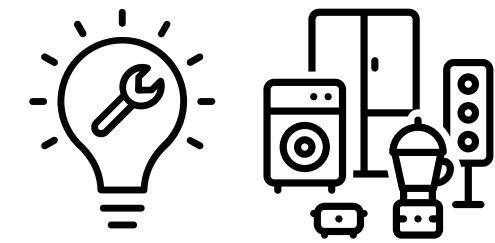


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Repair Hub Business Model Canvas

* 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).

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.

User & audience relationships

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

Key beneficiaries

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

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.

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.



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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 <ul style="list-style-type: none">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 <ul style="list-style-type: none">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 <ul style="list-style-type: none">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.<ul style="list-style-type: none">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 <ul style="list-style-type: none">Exchange of practices.Networking & Collaboration.Peer learning.	Key beneficiaries <ul style="list-style-type: none">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 <ul style="list-style-type: none">Online communication and exchange.Physical space.Human resources.Educational materials.Digital platforms.Partnerships and networks.Evaluation tools.	Governance <ul style="list-style-type: none">Strategic planning (outlining the Hub's mission and objectives).Stakeholder relationship management.Monitoring and evaluation.	Distribution channels <ul style="list-style-type: none">UNSA-SEBS's web page,UNSA's Center for Research and Excellence,social media,news outlets,word of mouth.	Capturing value / Benefit <ul style="list-style-type: none">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 <ul style="list-style-type: none">Staff costs,communication and promotional materials.				

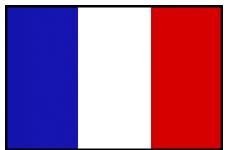


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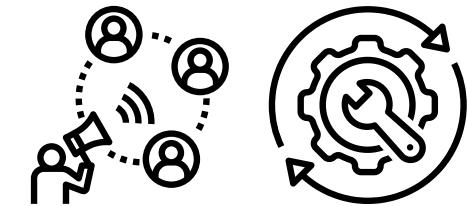


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Repair Hub Business Model Canvas

* 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.

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.

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.



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