



# **Repair Policy: what's happening and what should be coming next?**

LEVERS FOR REPAIRERS & CONSUMERS

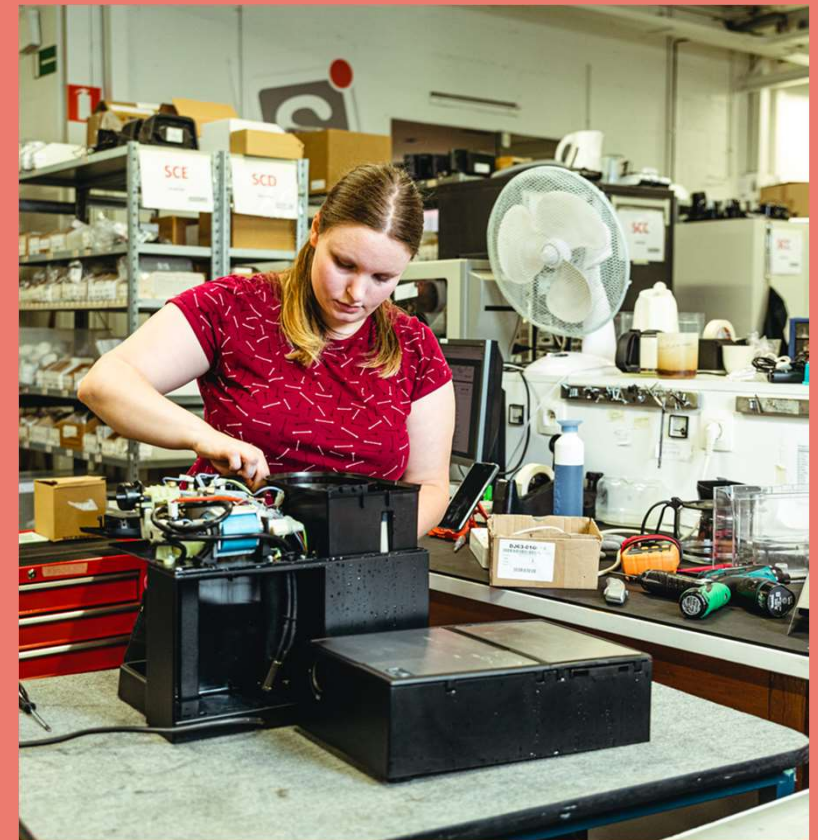
Rosalie Heens (Repair&Share)

# Agenda

- Insights from professional repairers in Flanders
- Vision on a Belgian Repair Index

# Insights from professional repairers in Flanders

- **What?**
  - Survey of professional repairers of small household appliances (2020)
- **Why?**
  - Valuable input for policy preparation work
  - not represented in policy discussions



# Insights from professional repairers in Flanders

## Conclusions?

- **mayor barriers: money & time**
  - high costs of wages, spareparts, logistics, IT-systems
  - long diagnosis times, delivery times for spareparts
- **mayor levers: VAT reduction & repair vouchers**
  - VAT reduction
  - repair vouchers: RUSZ in Vienna saw 30% increase of turnover thanks to the introduction of repair vouchers

# Vision on a Belgian Repair Index

- **What?**

- Scoring the repairability of products, including price of repair
- Legislative proposal



- **Why?**

- Sharerepair: informing and guiding citizens towards repair
- Surveys: consumers want reliable information
- Promising experiences of the Repair Index in France

# Vision on a Belgian Repair Index

Important to incorporate lessons learned in France:

- 75% consumers indicate that the index is useful for making purchase decisions
- equally weighted criteria give misleading results
- need for independent monitoring of the scores

Strong opposition of industry and trade umbrella organisations