



be
EU CIRCULAR ECONOMY FORUM
belgium24.eu

BEYOND EXPERIMENTATION

**Embracing Circular Manufacturing:
Adopting Repair Solutions**



DEPARTEMENT
ECONOMIE
WETENSCHAP &
INNOVATIE



BEYOND EXPERIMENTATION

The program is simple

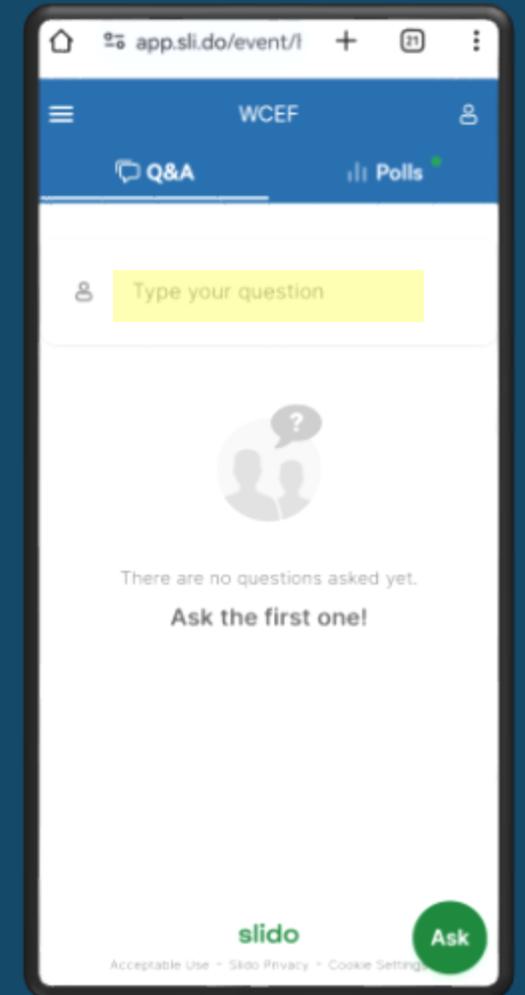
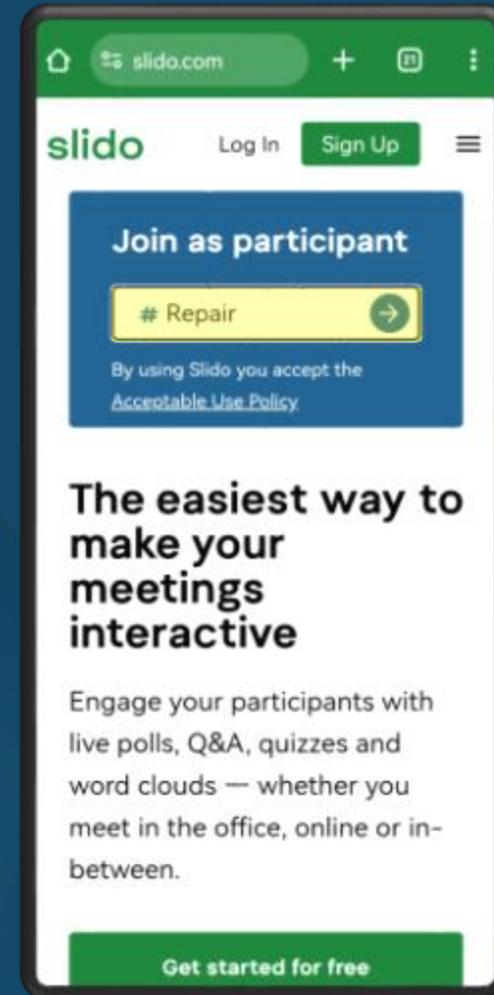
The content resembles hard work and perseverance

- An intro to set the scene
- 5 practical, solution-oriented testimonials
- Save your questions for last!



GO TO SLIDO.COM / #repair

- We will launch questions at you during testimonials
- You can ask questions to speakers – for the back of the session



You can keep standing if ...

You repaired an item last year
(or had somebody do it for you)

You can keep standing if ...

You bought a refurbished item
last year?

Setting the scene

The socio-economic effects of a
strong repair economy

Cristina Ganapini
Right to Repair Campaign



THE R2R EUROPE CAMPAIGN



We are
people
repairers
sustainability
activists
community



Since 2019 we represent:

- environmental NGOs
- community repair groups
- social economy actors
- spare parts distributors
- self-repairers
- repair and refurbishing businesses
- any citizen who would like to advocate for their right to repair

STEERING GROUP OF



**RIGHT TO
REPAIR**



EEB
European
Environmental
Bureau

Swappie



IFIXIT



ecOS



BackMarket

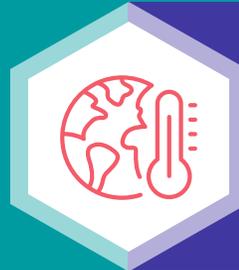


restart

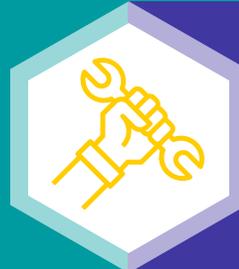
WHY REPAIR?



Waste reduction



Material and
emissions savings



Jobs and Strategic
Autonomy in Europe

WHY RIGHT TO REPAIR?



Electronic products
have a high
environmental
footprint

Keeping products in
use reduces the need
to make more

This is why we need
the Right to Repair



8 in 10 Europeans agree that manufacturers should be required to
make it easier to repair digital services.

REPAIR ECONOMY & JOB CREATION



- Re-use and repair economy > more **labour intensive** than a linear economy cf. OECD
- Especially in countries that import a large share of their raw materials -> **replace imports with domestic economic activity**
- **Hard to delocalize jobs**
- Promoting **access to repair creates jobs**: e.g. Austria and Thüringen repair incentives



REPAIR & STRATEGIC AUTONOMY



- Critical Raw Materials are mostly **sourced outside the EU**. The EU will never be self-sufficient
- **China** is both the largest global and the EU supplier for the majority of the CRMs
- Low substitutability and **low recycling rates** for many CRMs



R2R IN EUROPE

What do we want?



Good design



Fair & affordable access



Informed consumers



EU LEGISLATIVE PROGRESS

A new **battery regulation** that will require manufacturers to:

- Equip future appliances with user-**replaceable** batteries,
- sell batteries for at least **five years** at reasonable prices

New **smartphone requirements** will extend:

- the duration of **software** support (5 years)
- the sale of **spare parts** for future devices (7 years)





EU LEGISLATIVE PROGRESS

New **repair rules** for a limited selection of appliances (mainly **household appliances**):

- **Reasonable** prices and more transparency on original spare parts
- Support the use of **compatible** parts
- **Ban anti-repair practices** enacted by manufacturers (loopholes?)
- Encourage Member States to introduce **repair bonuses**
- Improve the attractiveness of **repair** under the **legal guarantee**





WHAT DO WE STILL NEED TO SCALE REPAIR SOLUTIONS?

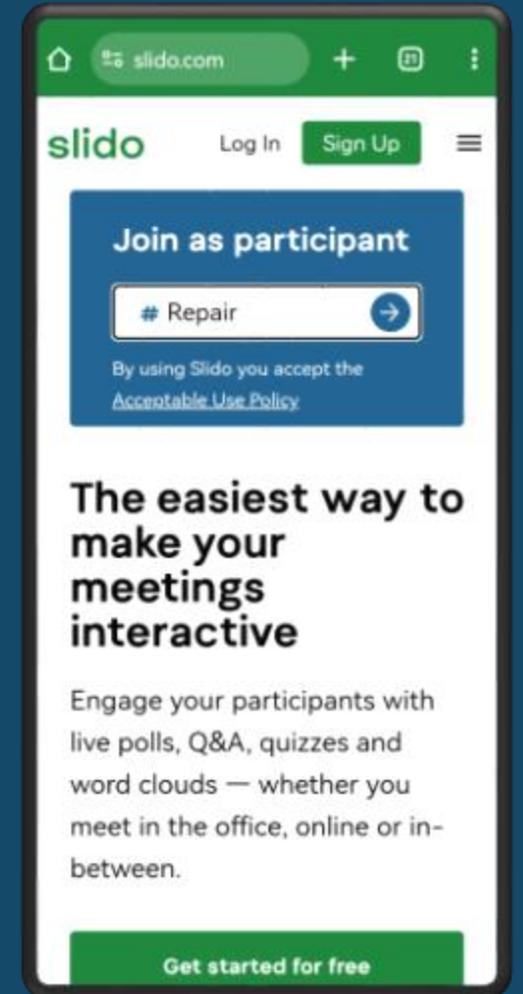
- A **broad** right to **affordable** repair at EU policy level: more products covered, implementation of reasonable spare part prices, repair bonuses
- Better implementation of the **waste hierarchy**: i.a. EPR fees, strategic partnerships
- **Repair data** to inform policy, manufacturers & consumers: Open Repair Alliance
- Investment in **skills** and trainings for the next generation of repairers
- **Material use reduction** targets and **sufficiency** measures

GO TO SLIDO.COM / #repair

What great policies & incentives exist in your country to promote repair and refurbishment?

Share them throughout the session via slido!

(you can send multiple answers)



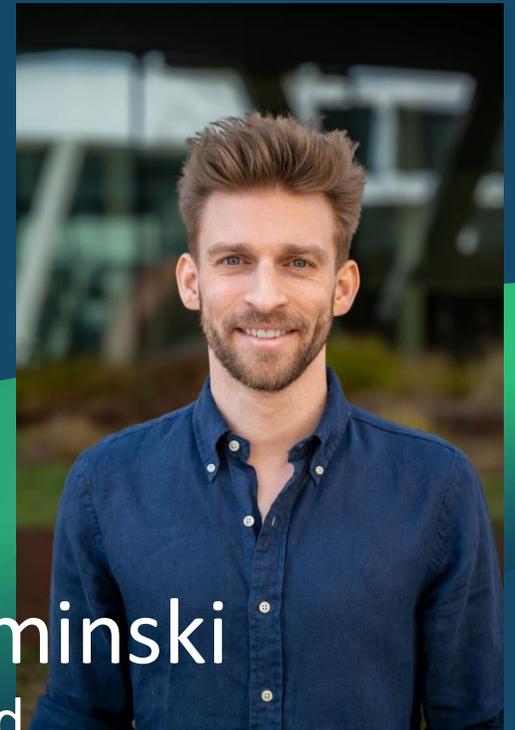
Developing winning policies for

an R-economy

... put in practice



Karin Huber-Heim
Chair of Austrian Task Force CE



Kilian Kaminski
CEO, Refurbed

PUTTING REPAIR ON THE AUSTRIAN POLICY AGENDA



KARIN HUBER-HEIM

Chair of Austrian Task Force CE

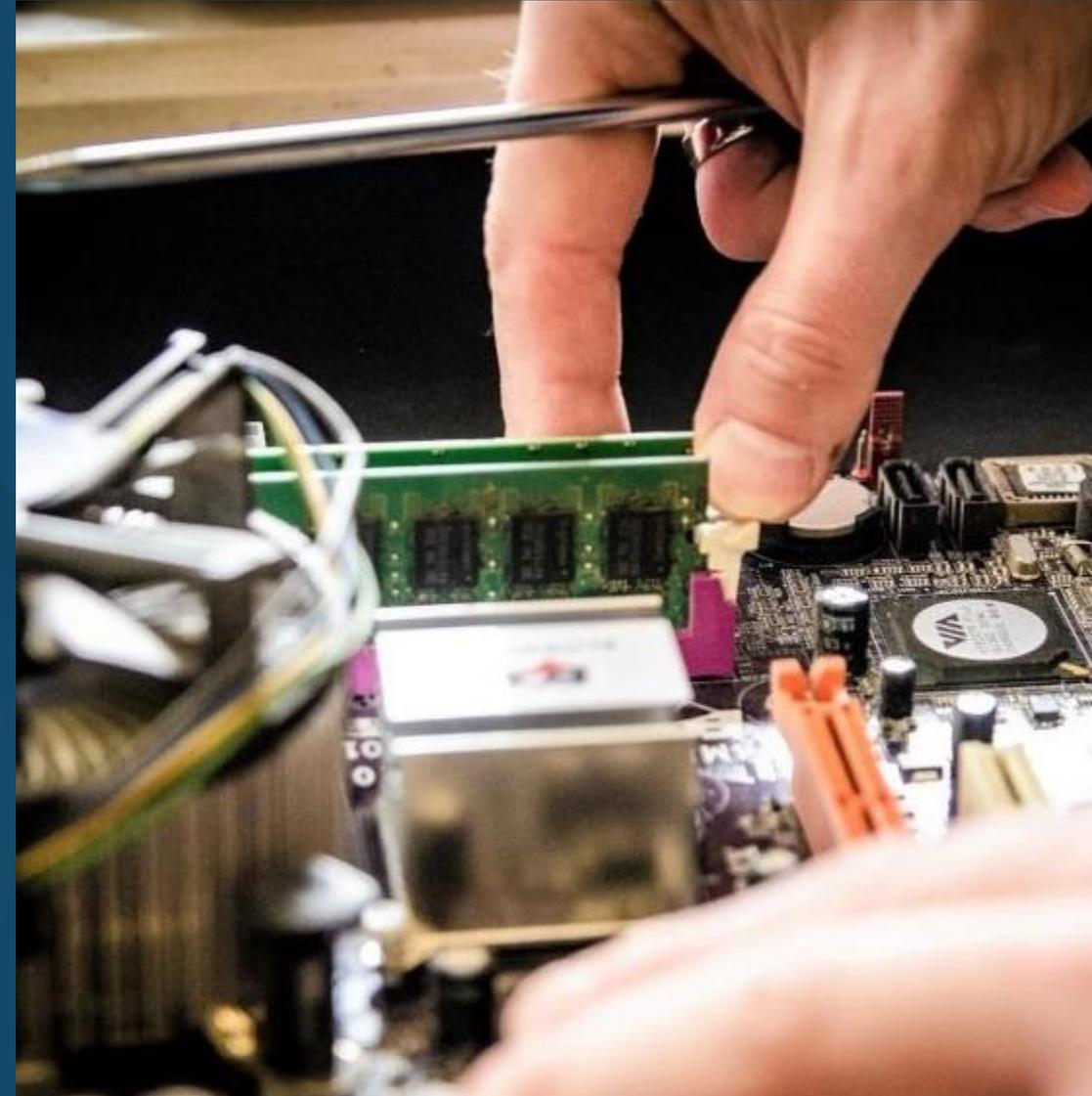
THE AUSTRIAN 'REPAIR BONUS'

 Federal Ministry
Republic of Austria
Climate Action, Environment,
Energy, Mobility,
Innovation and Technology

- ✓ started in April 2022
- ✓ Environmental Support Act 5c. Section "Circular economy", § 48k-48q
- ✓ electrical & electronic devices
- ✓ voucher for 50 % of the invoice amount, max. EUR 200 for repair and EUR 30 for cost estimates
- ✓ no limit per person

THE AUSTRIAN 'REPAIR BONUS'

- ✓ Funds source from the EU Recovery Fund "NextGeneration EU" as part of the Austrian Recovery and Resilience Plan
- ✓ €130 mio for 4 years - €32.5 mio p/a
- ✓ Budget per capita €3,63 is 3 times higher than all other existing European schemes – France/National, Germany/-Federal



PROCESS OF APPLICATION

- ✓ Application for the voucher
- ✓ Presentation of the voucher at the business
- ✓ Settlement of the entire invoice at the business
- ✓ Submission of the invoice by the business to KPC
- ✓ Transfer of the credit to the account of the customer by KPC

Criteria for repair workshops:

Branch in Austria and listed business license. Listing on the funding information website upon approval by KPC.



*Managing entity KPC is an Austrian consulting firm and separate legal entity within the KOMMUNALKREDIT group.

DATA & FACTS

- 840,000 by the end of 2023
- Over 3,100 businesses currently participating
- The repair scheme so far has helped to avoid an estimated **4000 t of e-waste** since introduction

Top 5 repaired e/e appliances in 2023



LEARNINGS

- The motto 'repair instead of throw away' has reached the public.
- The public's attention has been drawn to the many highly skilled, mostly small-scale repairers in the trade and craft sector.
- Procedure should be designed to minimize fraud cases. The reimbursement process had to be changed in 2023 to ensure transparency and integrity. The reimbursement no longer goes through the businesses but through the consumers' accounts.
- A general framework is essential. Short-term suspensions of the program and unplanned order declines can lead to significant difficulties.

WHAT WE CAN SEE

There is a **growing awareness of citizens** for the need to use resources carefully.

Repairing instead of throwing away is **again** becoming increasingly popular in Austria.

And while **refurbished products are not fundable**, they are becoming an increasingly important **new category among consumers**.

CONNECTING POLICY AND BUSINESS:

The potential of the refurbishment industry



KILIAN KAMINSKI

THE REFURBED KEY PILLARS

- Combination of **affordability** and **sustainability** – we draw consumers in, and they stay
- Network of suppliers – **product quality** is very high
- Our products are the **sustainable** alternative to buying new



01

CHANGING THE MINDSET – MAKING REFURBISHMENT THE NEW NORMAL



RETHINK NEW

THE REFURBED SUCCESS CRITERIA

- Our own **definition of quality**: Setting the standard
- **Quantifiable data**: products sold and impact generated
- Making a difference: **Rethink new**

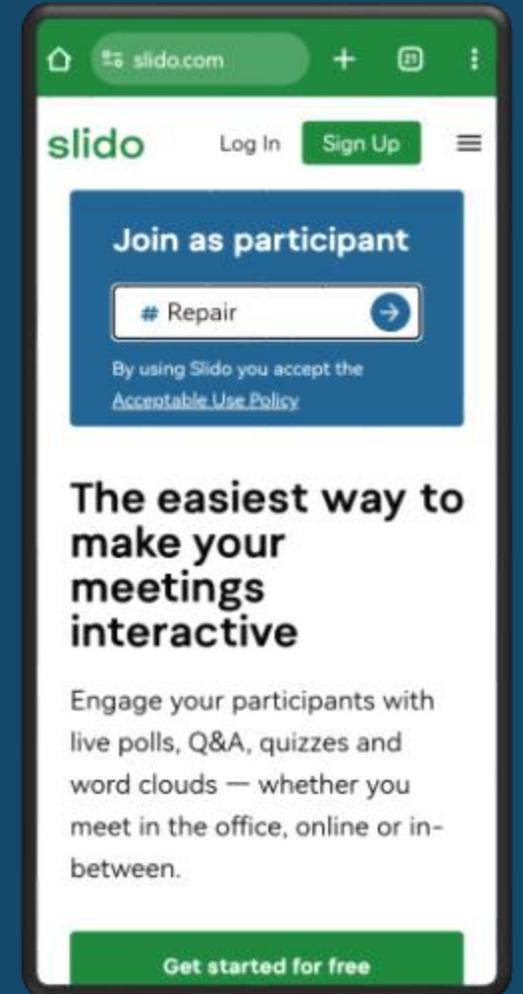
WHAT IT MEANS FOR THE CONSUMER

- If a product can't be repaired, **refurbishment is the best alternative** to buying new – and it strengthens the **circular economy**
- Consumers benefit from **quality-controlled, affordable, trustworthy and more sustainable** products
- Progress is visible on all levels – **regulations, businesses and consumers**

GO TO SLIDO.COM / #repair

What pieces of tech do you know help scale repair & refurb models?

Share them throughout the session via slido!
(you can send multiple answers)



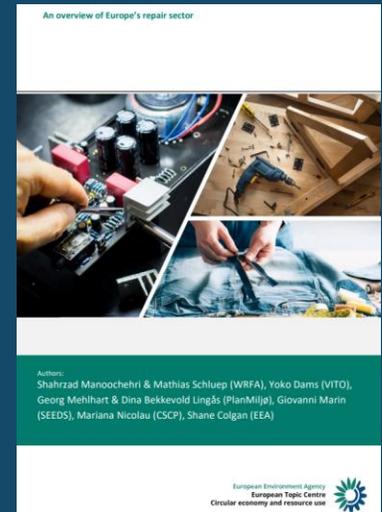
Activating citizens in a
repair economy via
technology: **Circufix**

Yoko Dams
VITO



Main barriers for repair (social or behavioral oriented)

- ✓ Lack of knowledge among consumers about repair services and their rights;
- ✓ Lack of trust in the quality and transparency of repair services;
- ✓ Length of time needed for repairs to be carried out;
- ✓ Low consumer expectations of the durability and reparability of products.



Source: EEA ETC report, 2022, "An overview of Europe's repair sector"

→ R2R: "making available repair services more transparent in terms of location, price and general conditions"

Europe's Right to Repair: Online platform

A matchmaking platform on repair would:

- ✓ inform consumers about the availability of repair providers;
- ✓ make key conditions of repair (e.g. average duration, price ranges) more transparent;
- ✓ cover the full range of consumer goods;
- ✓ facilitate consumer decision-making;
- ✓ improve protection.

Europe's Right to Repair: Online platform

It is estimated to:

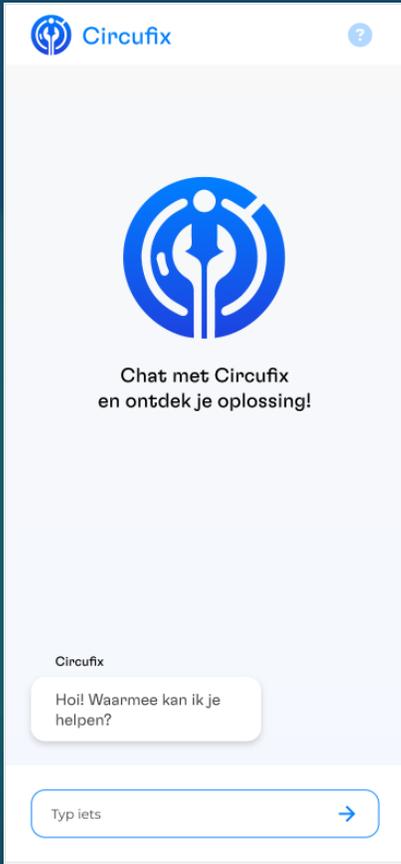
- ✓ increase the take-up of repair by 6.7%;
 - Independent repairers, producers and traders offering spare parts and repair services would have additional revenue, estimated as EUR 2.4 billion.
 - Expected consumer savings over 15 years are EUR 35.2 billion.
- ✓ savings of 2.5 million tons CO₂-eq (5% increase);
- ✓ reduce the use of resources by 0.3 million tons (5% increase);
- ✓ create waste savings of 0.5 million tons (5% increase).

Circufix – you repair assistant

A new service, combining:

- ✓ AI –driven tool to support identification and diagnosis of a broken device
- ✓ Matchmaking platform





AEG Lavamat 76850

Zelf aan de slag



AEG

Bouwjaar 2009
EAN 5907580672304
Toerental 1600 RPM

[Officiële website](#)

Officiële gebruikershandleiding

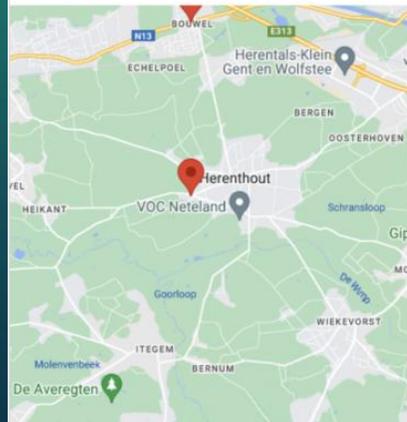
3698 Video's op Youtube

Vervang onderdelen

Verder chatten

AEG Lavamat 76850

Erkende herstelleraars in je buurt



Elektro Dockx
Punt 65
2270 Herenthout

4km

Catronics Elektro Willems Grobbendonk
Aarschotsesteenweg 338
2280 Grobbendonk

16km

AEG Lavamat 76850

Voorgestelde vervangtoestellen



AEG 7000 serie ProSteam® Wasmachine 8 kg
889,99 €

AEG A

[Bekijken op Coolblue.be](#)



Miele WWD320 WCS PWash&8kg
999,99 €

AEG A

[Bekijken op Coolblue.be](#)

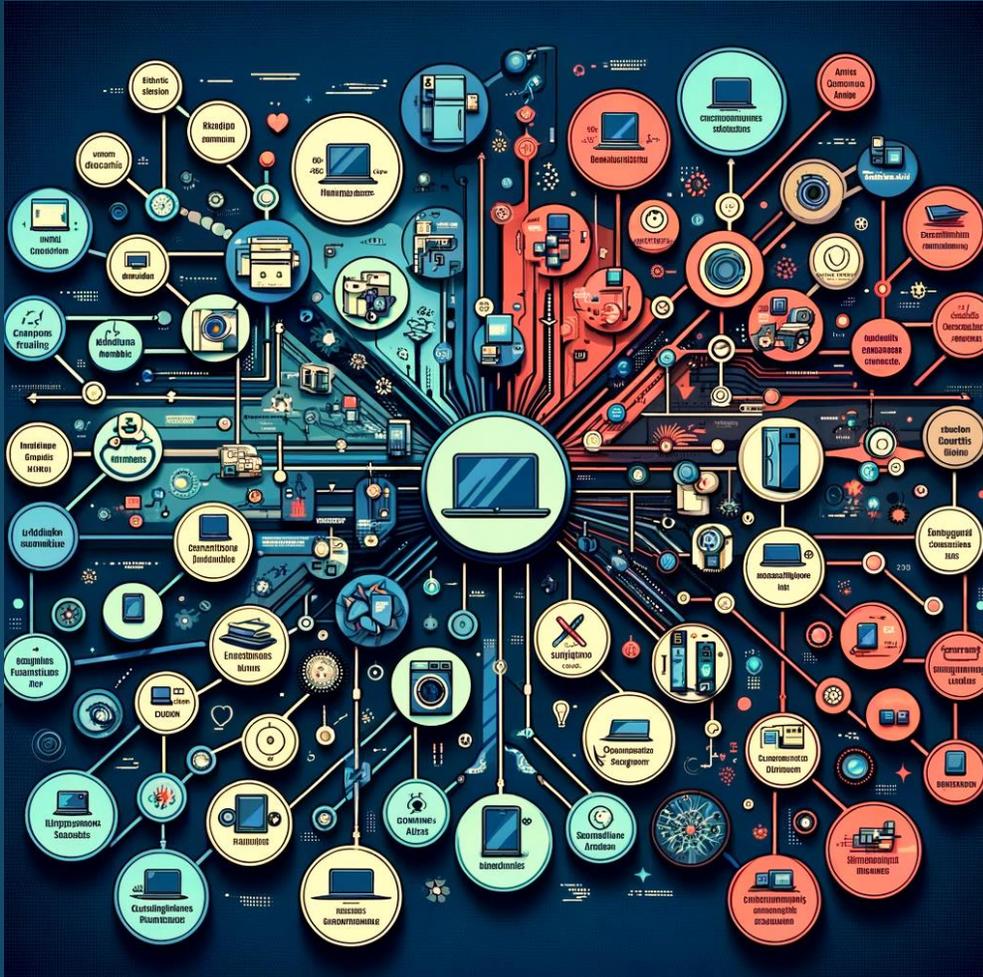


BOSCH Serie 8 Wasmachine 10kg 1600 rpm
1299,99 €

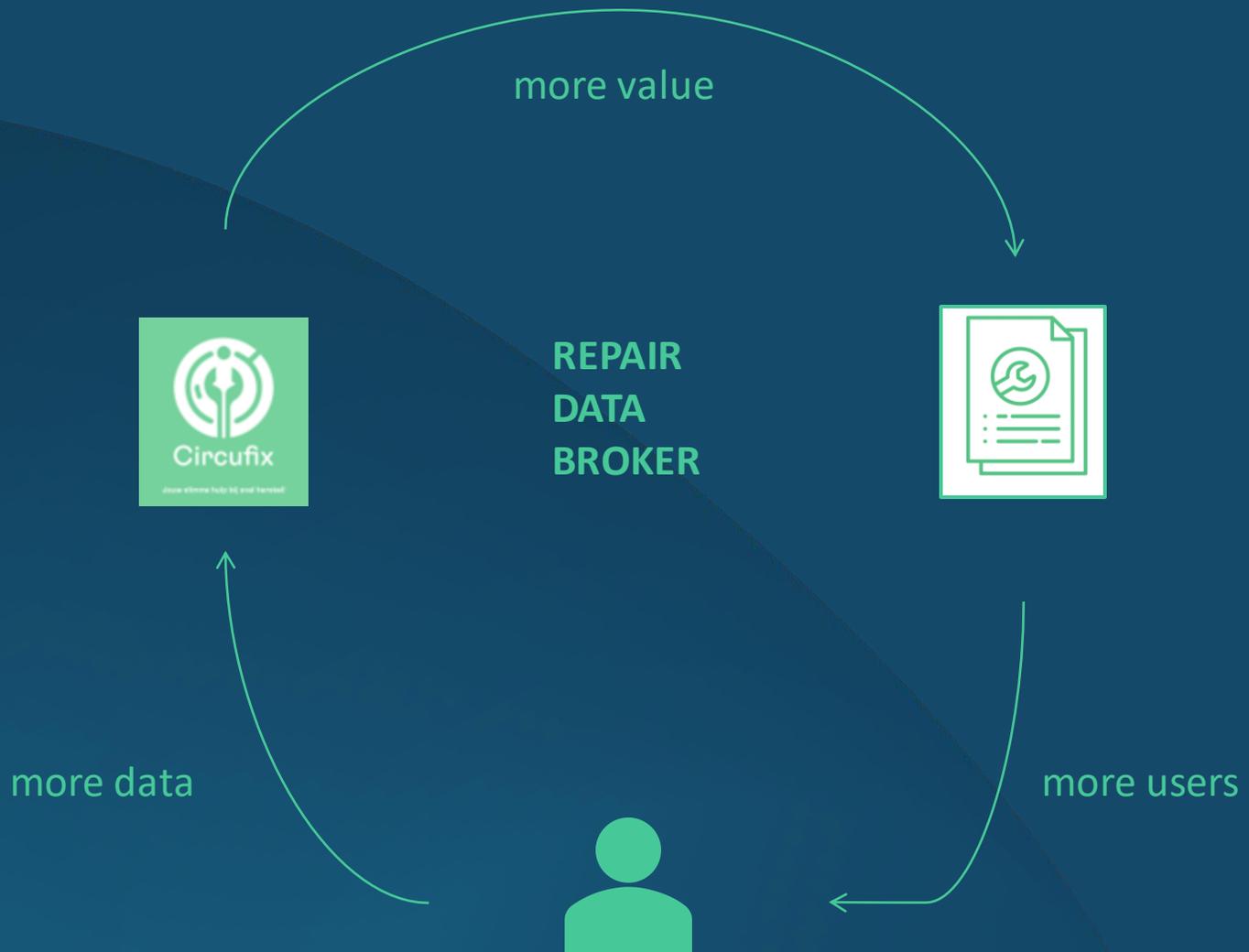
AEG A

[Bekijken op Coolblue.be](#)

Underlying magic



- ✓ Sustainability assessment / Repair ecosystem / Open repair data platform
- ✓ AI / Repair knowledge graph
- ✓ Large language model



Business model: "Repair data broker"



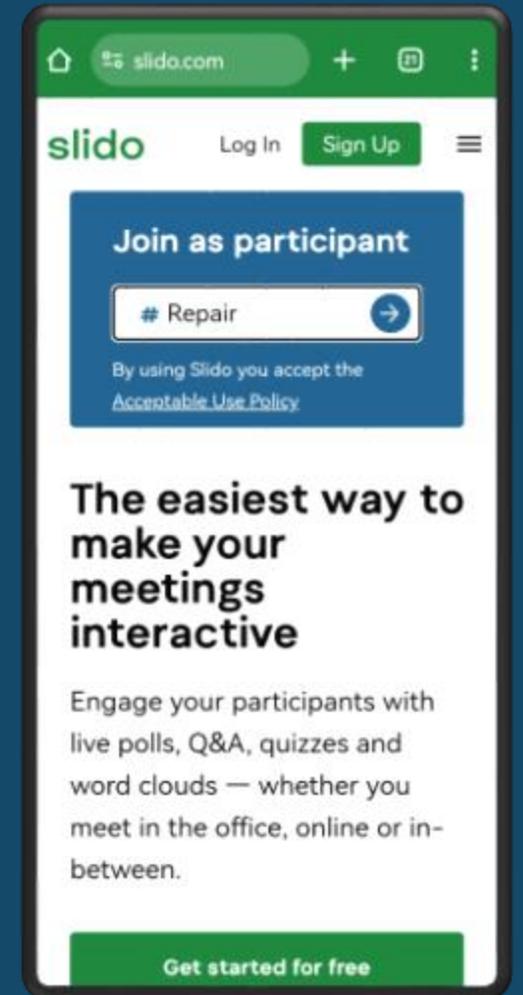
→ Circufix.eu



GO TO SLIDO.COM / #repair

What innovative partnerships in reuse, repair or refurbishment exist in your country?

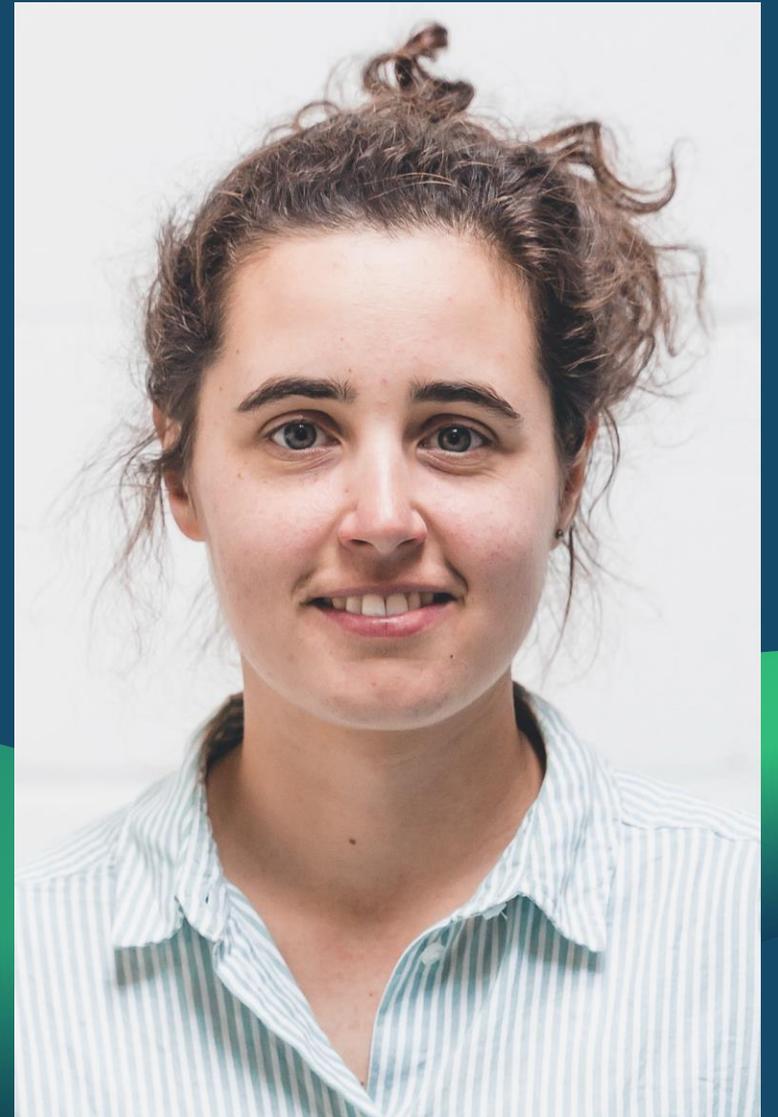
Share them throughout the session via slido!
(you can send multiple answers)



Forging partnerships within a circular economy

Charlotte Vanhoutte
Repair&Share

**REPAIR
& SHARE**



41 MILLION*

discarded electrical and electronic devices were collected in Belgium in 2022

REPAIR
& SHARE

*Recupel Results Belgium: <https://jaarverslag.recupel.be/onze-resultaten/>

17 MILLION*

were thrown away at recycling centres in Flanders

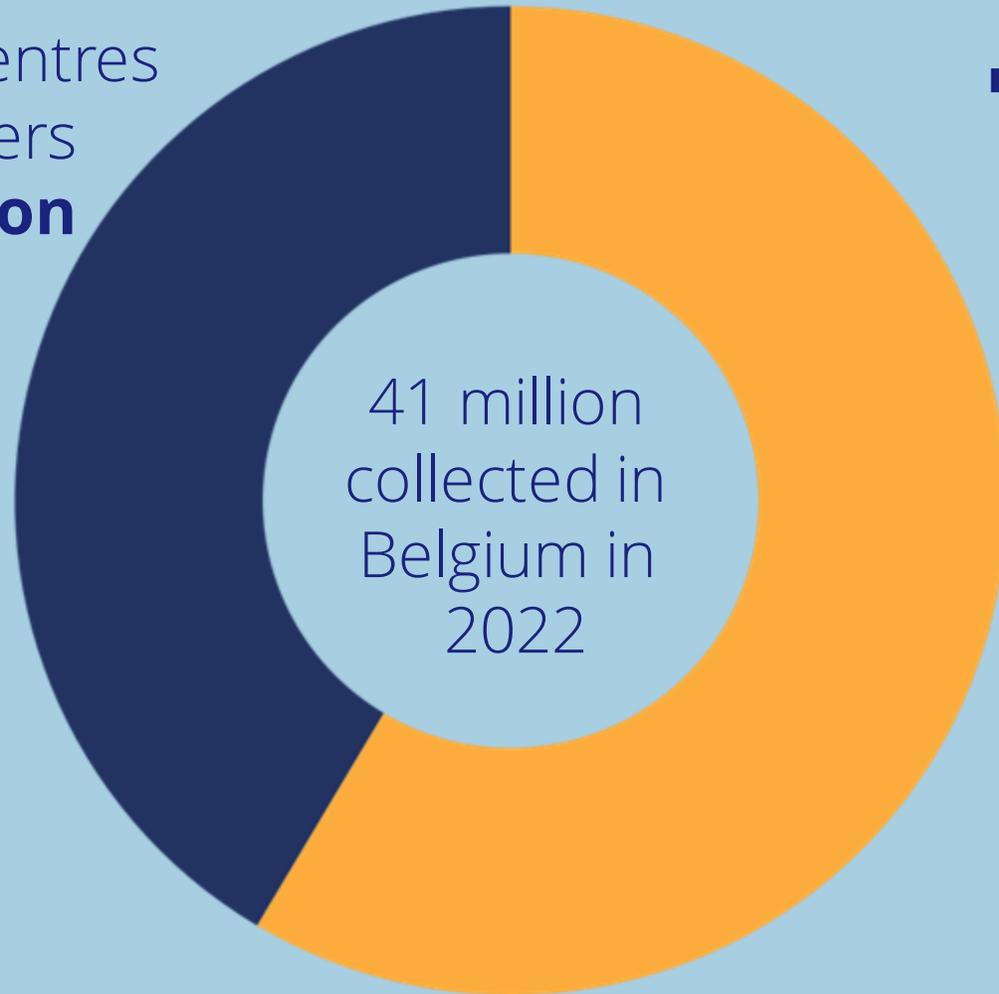


**REPAIR
& SHARE**

*Article Recupel: [Heel wat elektro-apparaten op het recyclagepark zijn nog perfect \(her\)bruikbaar](#)

THAT'S MORE THAN 1 OUT OF 3 DEVICES

Recycling centres
in Flanders
17 million



Other
collection points
24 million

**TODAY THESE DEVICES GO STRAIGHT TO
RECYCLING**

**REPAIR
& SHARE**

**RECYCLED PRODUCTS ARE SHREDDED,
RAW MATERIALS ARE SEPARATED
AND REUSED**

**REPAIR
& SHARE**



BUT WHY SHRED A FUNCTIONING COFFEE MAKER?

BUT WHY SHRED A FUNCTIONING ELECTRIC SHAVER?

BUT WHY SHRED A FUNCTIONING VACUUM CLEANER?

WE ARE REPAIR&SHARE

a non-profit environmental organisation. We coordinate and implement projects around **repair**, as a circular strategy for **prolonging the lifetime of products**. We work in broad partnerships to develop new solutions **across the whole value chain**.



WE TACKLE SHARED CHALLENGES

- How can we get **more repairers** into the workforce?
- How can we make repair **affordable** for consumers and **profitable** for repairers?
- How can we better collect and divert **discarded devices** towards reuse?



Werkt het nog?



Geef het een 2de leven!

BEDANKT



 Kringwinkel

Recupel

We maken er iets moois van



‘CAREFUL COLLECTION’ FOR REUSE

A **new product flow** to prolong the lifetime of small domestic appliances collected at Flemish recycling centres

REPAIR
& SHARE

DISCARDING YOUR UNUSED DEVICES



REPAIR
& SHARE

Oude lampen en
armaturen hier

AT YOUR LOCAL RECYCLING CENTRE



Recupel



Recupel



Beeldbuis-
houdend afv

AEEA
Algemene Elektrische en
Elektronische Apparaten

OK!

Zowel je
werkende
als kapotte
toestellen zijn
hier welkom!



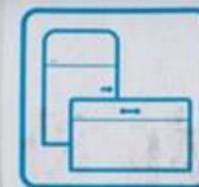
Waar
elektrische toestel nog
herbruikbaar of makkelijk
herstelbaar?

**REPAIR
& SHARE**



Recupel

Recycleer mee voor een mooiere wereld



'CAREFULLY DISCARDING' A DEVICE FOR REUSE



hafb
EEA
Elektrische en
che Apparaten
OK!
• koelkast, diepvries
• wasmachine, vaatwasser,
kookfornuis ...
• tv's en monitoren
gam, radio's, zaklampen, rookmelders ...
verlichtingsapparaten,
armaturen

Zowel je
werkende
als kapotte
toestellen zijn
hier welkom!

BEDANKT

Recupel

WERF
Elektrische toestel nog
herbruikbaar of makkelijk
herstelbaar?

**REPAIR
& SHARE**

Zo geeft de Kringwinkel jouw elektriciteit een tweede leven!

En initiatief van
de Kringwinkel!

“CAN YOUR DEVICE BE REUSED?”



Icons: printer, vacuum, washing machine, iron, lamp

**Zowel je
werkende
als kapotte
toestellen zijn
hier welkom!**

BEDANKT

Recupel
We maken er iets moois van



**REPAIR
& SHARE**

“IS IT BROKEN BEYOND REPAIR?”

KLEIN
ELECTRO



**REPAIR
& SHARE**

REUSE CENTRES PICK UP A QUALITATIVE INFLUX



REPAIR
& SHARE



TARGET GROUP WORKERS REPAIR THESE DEVICES

**REPAIR
& SHARE**

REPAIRED DEVICES GET A SECOND LIFE IN THE REUSE SHOPS



**REPAIR
& SHARE**



QuickPowerWash

Express 20

THEY ARE SOLD WITH ≥ 1 YEAR WARRANTY

Impregneren
— Imperméabilisation

Pompen/Centrifugeren
Vidange/Essorage

Alleen Spoelen/Stijven
Rinçage/Amidonage

**REPAIR
& SHARE**

FORGING PARTNERSHIPS THROUGHOUT THE VALUE CHAIN



Consumer: growing awareness and 'careful discarding' of their device

EPR electrical appliances



Communication, investing in material, improving collection and logistics for reuse

Inter-municipal waste organisations



Communication to residents in area of operation, collection, first triage of qualitative devices, supporting visitors

Reuse centres



Transport and processing of devices, repair, second hand sale



Kickstart, support monitoring & scale-up; address structural bottlenecks

STARTED UP IN 2022 AND 2023



PILOTING IN 2024



A photograph of an electronics repair shop. The room is filled with shelves of old electronic devices, including televisions, monitors, and various components. A large, ornate chandelier hangs from the ceiling. In the background, there is a glass door and a window with a sign that reads "ELEKTRO 1 JAAR GARANTIE". The overall atmosphere is one of a well-stocked repair center.

**IF WE COULD REUSE ONLY 1% OF THESE PRODUCTS,
THAT'S 170.000 DEVICES IN 1 YEAR...**

**REPAIR
& SHARE**

... WHICH COULD RESULT IN 170 FULL-TIME JOBS FOR PEOPLE WITH A DISTANCE TO THE LABOUR MARKET.



**REPAIR
& SHARE**

*A repairer in the social economy repairs around 1.000 devices per year on average (Möbius: Repair and Reuse study 2022)

Removing all frictions to recirculate smartphones

The essential role of local value creation in
scaling the circular economy for smartphones

Geoffroy Van Humbeeck
aSmartWorld







Service

B2B

**Smartphon
e Fleet**

Service

B2B

**Smartphon
e Fleet**

Impact

SOCIAL

**Reducing
Digital divide**

Service

B2B
**Smartphon
e Fleet**

Impact

SOCIAL
**Reducing
Digital divide**

Software



Success factors

- **Key decisions**
- **Partnership**
- **Solving problems**
- **Skills**

Enabler of change

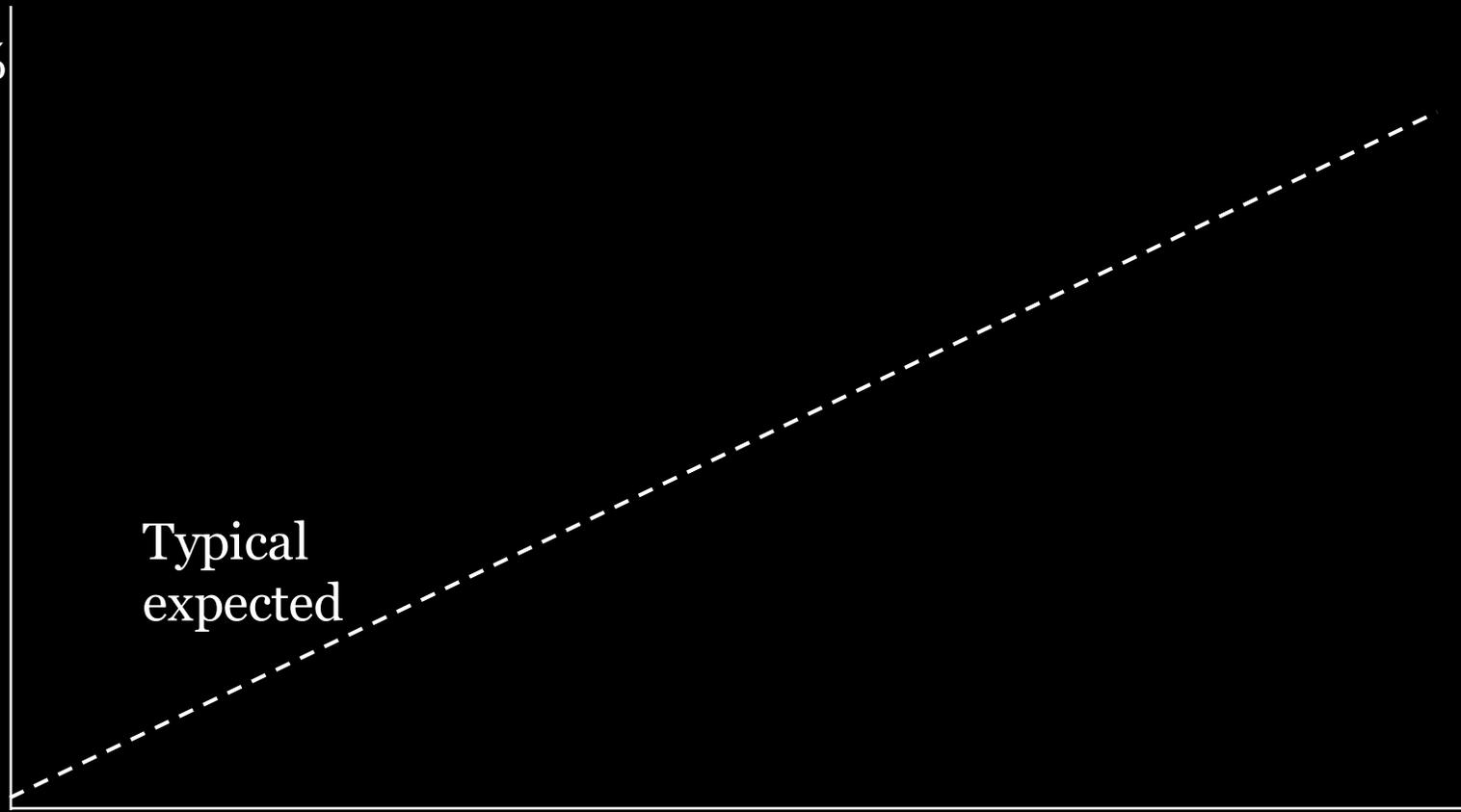
Managing the process of change

Cumulative
adopters

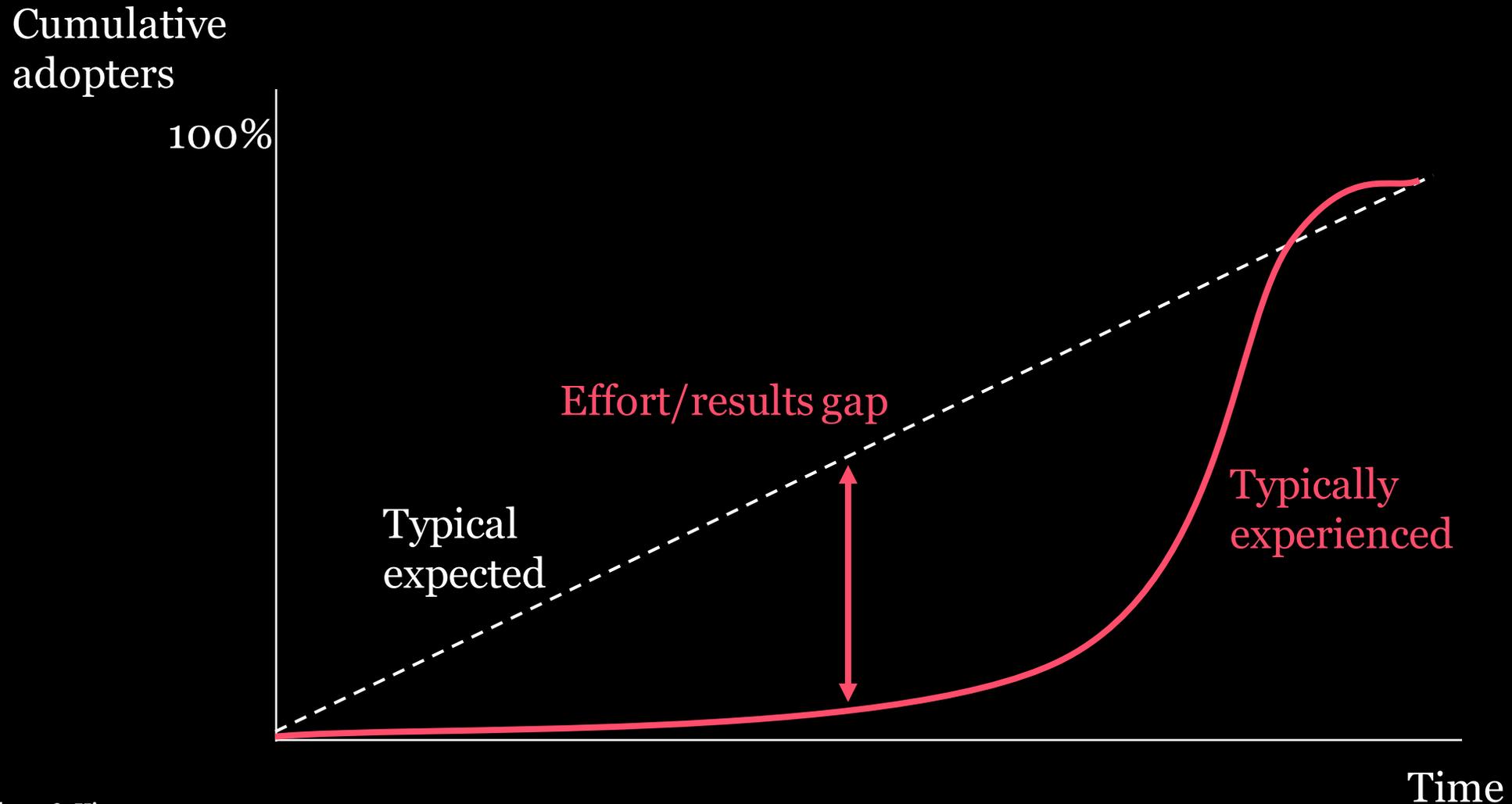
100%

Typical
expected

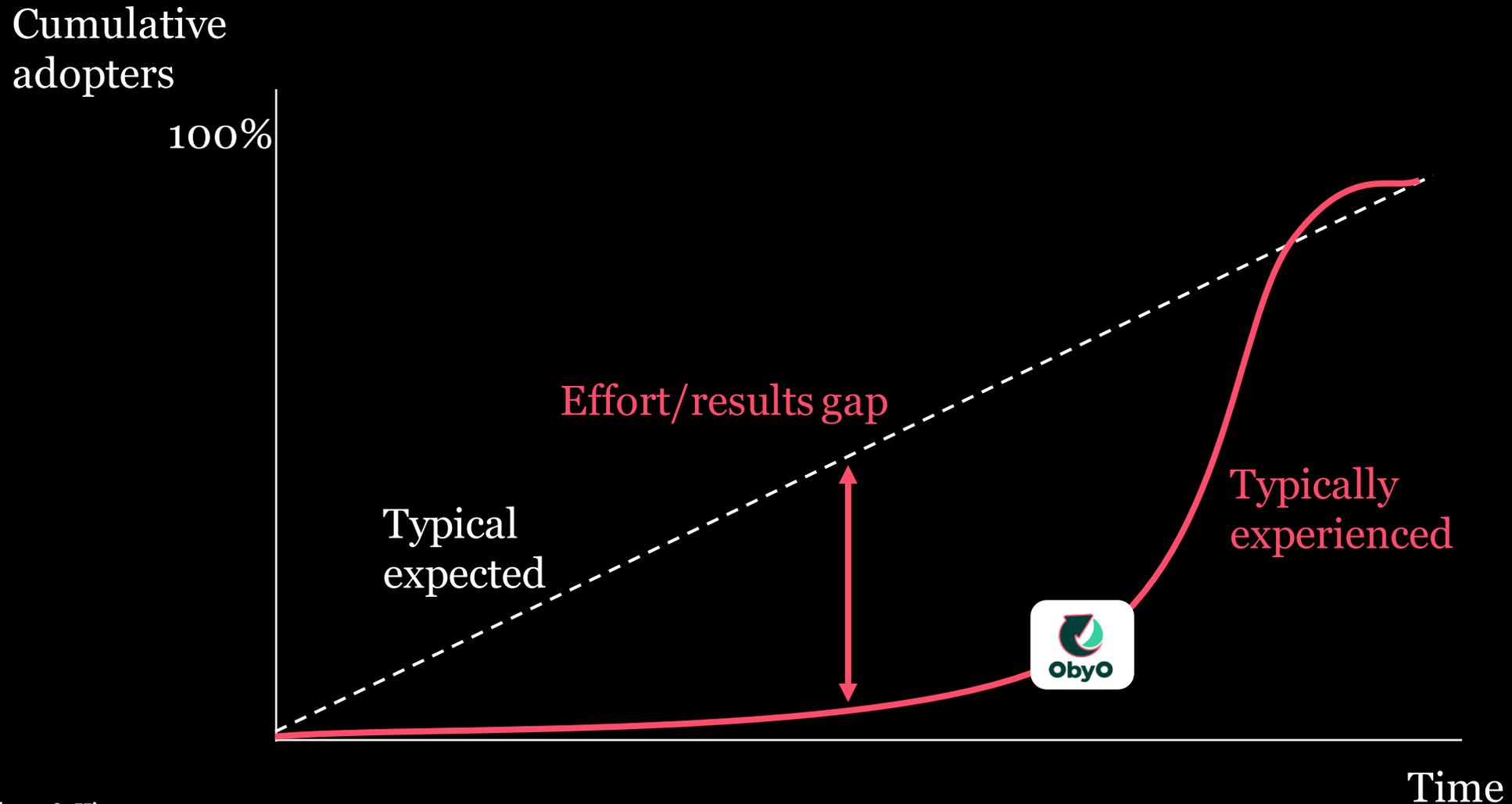
Time



Managing the process of change



NEVER GIVE UP !



**Join us in
Transforming an Ecological
Challenge into massive
Economic Opportunity**

From R-strategies to winning business models

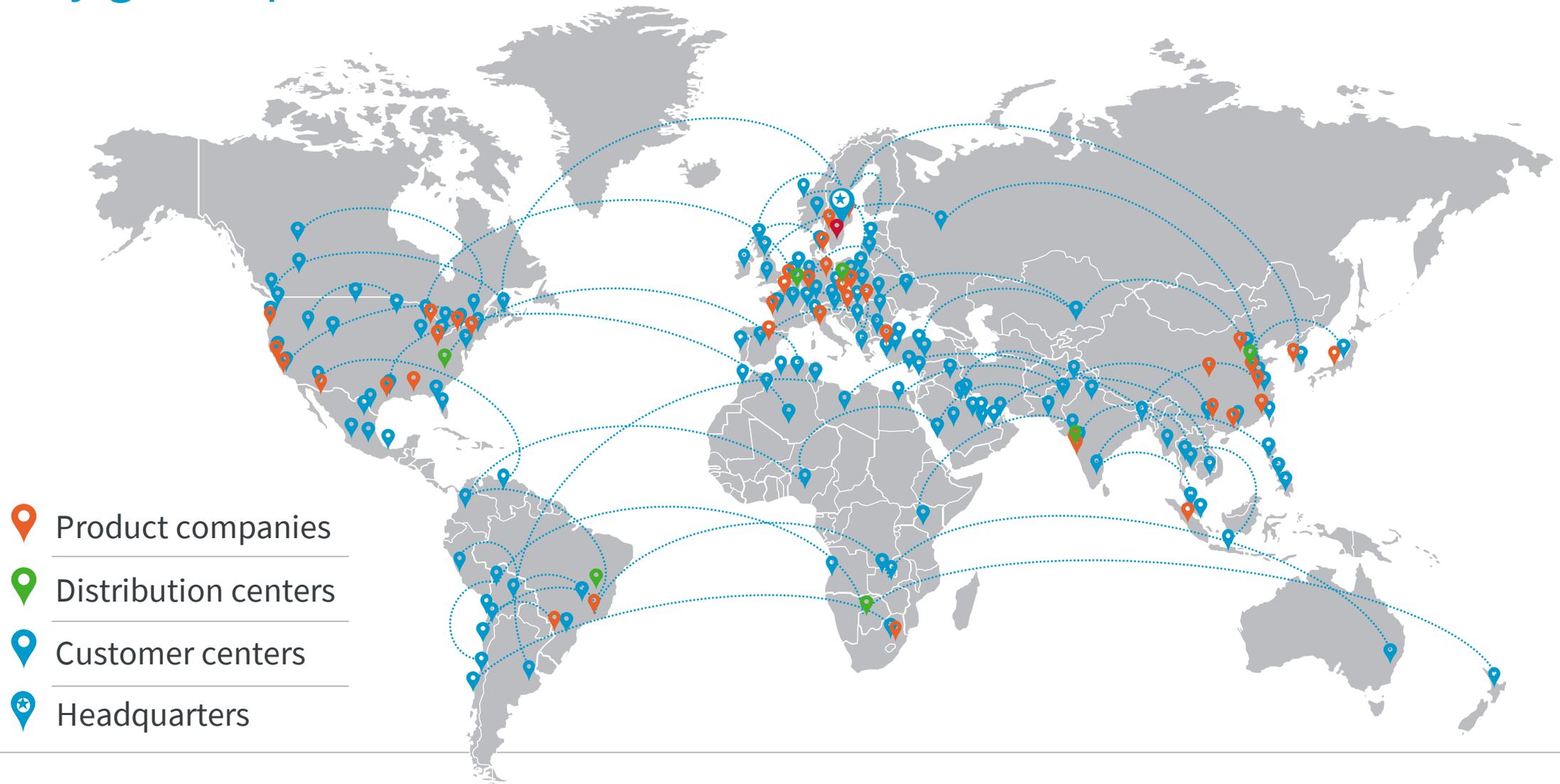
Evi Bultinck
Atlas Copco



Customers in all industries



A very global presence



Atlas Copco Group targets

		KPIs	Targets
	Financial	Revenue growth measured over a business cycle A sustained high return on capital employed Earnings as dividends to shareholders	8% annually About 50%
	People	Atlas Copco employees agree there is opportunity to learn and grow in the company. Atlas Copco employees believe we have a work culture of respect, fairness and openness. Atlas Copco employees agree that they feel a sense of belonging in the company. An improved gender balance, with an increase in female Atlas Copco employees.	Above global benchmark and continuous increase Above global benchmark and continuous increase Above global benchmark and continuous increase 30% by 2030
	Ethics	Atlas Copco employees confirm compliance with the Group Code of Conduct. Atlas Copco employees participate in the Group's ethics training. New Atlas Copco employees participate in the Group's ethics training within 12 months of joining. Significant suppliers confirm compliance with the Group Code of Conduct. Significant distributors confirm compliance with the Group Code of Conduct.	100% annually 100% every other year, starting 2022 100% annually 100% annually 100% annually
	Products and service	Projects for new or redesigned products have clear and specific targets set for reduced carbon impact . Development of a Group-common approach to measuring product circularity .	100% By 2024
	Safety and well-being	Atlas Copco employees agree that the company takes a genuine interest in their well-being. A balanced safety pyramid.	Continuous increase, measured in employee survey. More reports of risk observations than near misses, more reports of near misses than minor injuries and more or equal reports of minor injuries relative to recordable injuries.
	The Environment	To keep the global temperature increase well below 2°, reduced CO ₂ e* emissions (tonnes) from scope 3 . To keep the global temperature increase to maximum 1.5°, reduced CO ₂ e* emissions (tonnes) from scopes 1 & 2 . Reduced water consumption in relation to cost of sales. Significant direct suppliers have an approved Environmental Management System. Reused, recycled or recovered waste from internal operations.	-28% by 2030 , compared to our 2019 baseline -46% by 2030 , compared to our 2019 baseline Continuous year-on-year reduction Continuous increase 100% by 2030

R-strategies in Atlas Copco

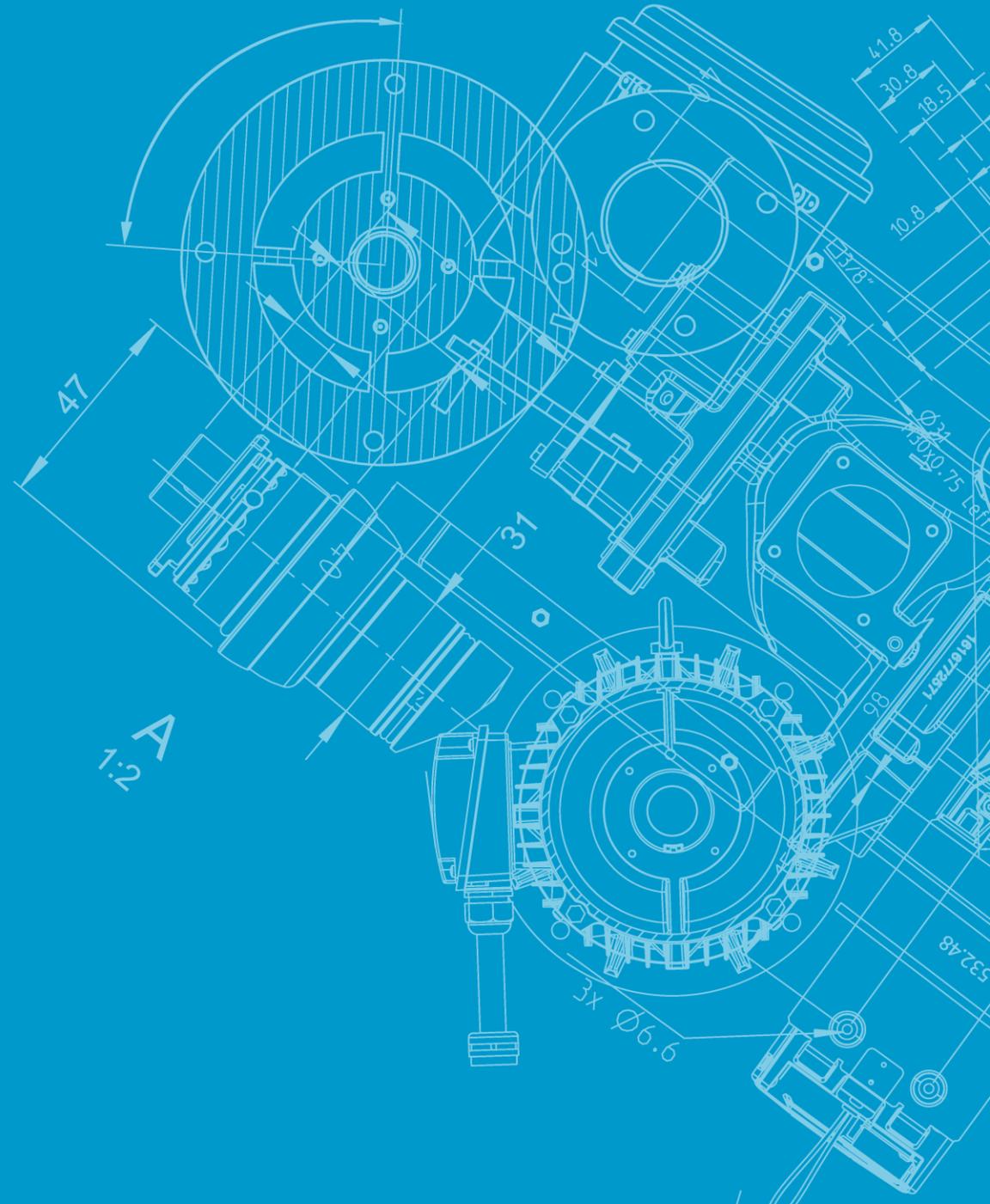
			<i>Atlas Copco solution</i>	Redesign
Use less		Use fewer resources per product and/or function		
Narrow	R0 Refuse	Make product redundant by abandoning its function or by offering the same function with a radically different product	Packaging Component integration	
	R1 Rethink	Make product use more intensive (e.g. by sharing the product)	Rental Airplan(+): as-a-service	
	R2 Reduce	Increase efficiency in product manufacture or use by consuming fewer natural resources and materials	Product weight & waste reduction Better materials (recycled, recyclable,...)	
Use longer		Slowdown of resource consumption		
Slow	R3 Re-use	Re-use by another consumer of discarded product which is still in good condition and fulfills its original function	Packaging	
	R4 Repair	Repair & maintenance of defective product so it can be used with its original function	Service offering Smartlink: preventive maintenance	
	R5 Refurbish	Restore an old product and bring it up to date	OriginAir: machines	
	R6 Remanufacture	Use parts of discarded product in a new product with the same function	OriginAir: components	
	R7 Repurpose	Use discarded product or its parts in a new product with a different function		
Use again		Recycle to close the loops		
Close	R8 Recycle	Process materials to obtain the same or lower quality	Production waste	
	R9 Recover	Incineration of material with energy recovery	Production waste	

R-strategies in Atlas Copco

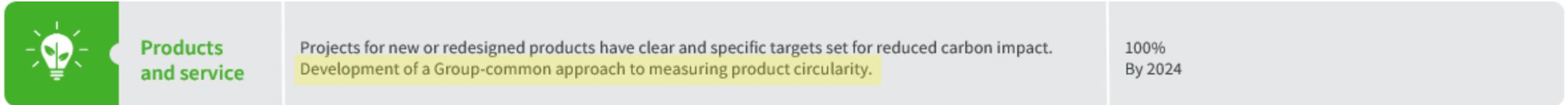
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	R2 Reduce	Increase efficiency in product manufacture or use by consuming fewer natural resources and materials	Product weight reduction Better materials (recycled, recyclable,...)	
Use longer		Slowdown of resource consumption		
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	R6 Remanufacture	Use parts of discarded product in a new product with the same function	OriginAir: components	
	R7 Repurpose	Use discarded product or its parts in a new product with a different function		
Use again		Recycle to close the loops		
Close	R8 Recycle	Process materials to obtain the same or lower quality	Production waste	
	R9 Recover	Incineration of material with energy recovery	Production waste	

REDESIGN

Tools for circular design



Boosting circularity starts in the design phase



- AC scope on circularity
 - Integrate [design-for-circularity](#) into our product developments
 - [Measure](#) product circularity → determine [KPI's](#) → [improve](#) product circularity
 - Calculate [CO₂ footprint](#) of CE strategies
 - [Report](#) on circularity and CO₂ footprint
- [Design-for-circularity monitoring framework](#): partnership VITO
 - CE design [manual](#) (how to design-for-R)
 - CE measuring [tool](#) (see session on CE indicators)
 - CE [checklist](#) (R strategies that cannot be calculated)

REMANUFACTURE - REFURBISH



OriginAir Operational Flow



BUY BACK

Offer **trade in value**
Starting point for **quality**
Handled in house by
Sales team
Check in test (incl.
functional test)

TECHNICAL RECONDITIONING

Full refurbishment of
machine as **standard**
Refurbished or new
elements
Trained CTS workforce
VSD & Motor Upgrades
Coolers tested

REFINISHING & PAINTING

Bodywork inspected and
refurbished, **repainted** or
replaced
Castings, housings
cleaned and **recoated**
Refoaming where needed

TESTING

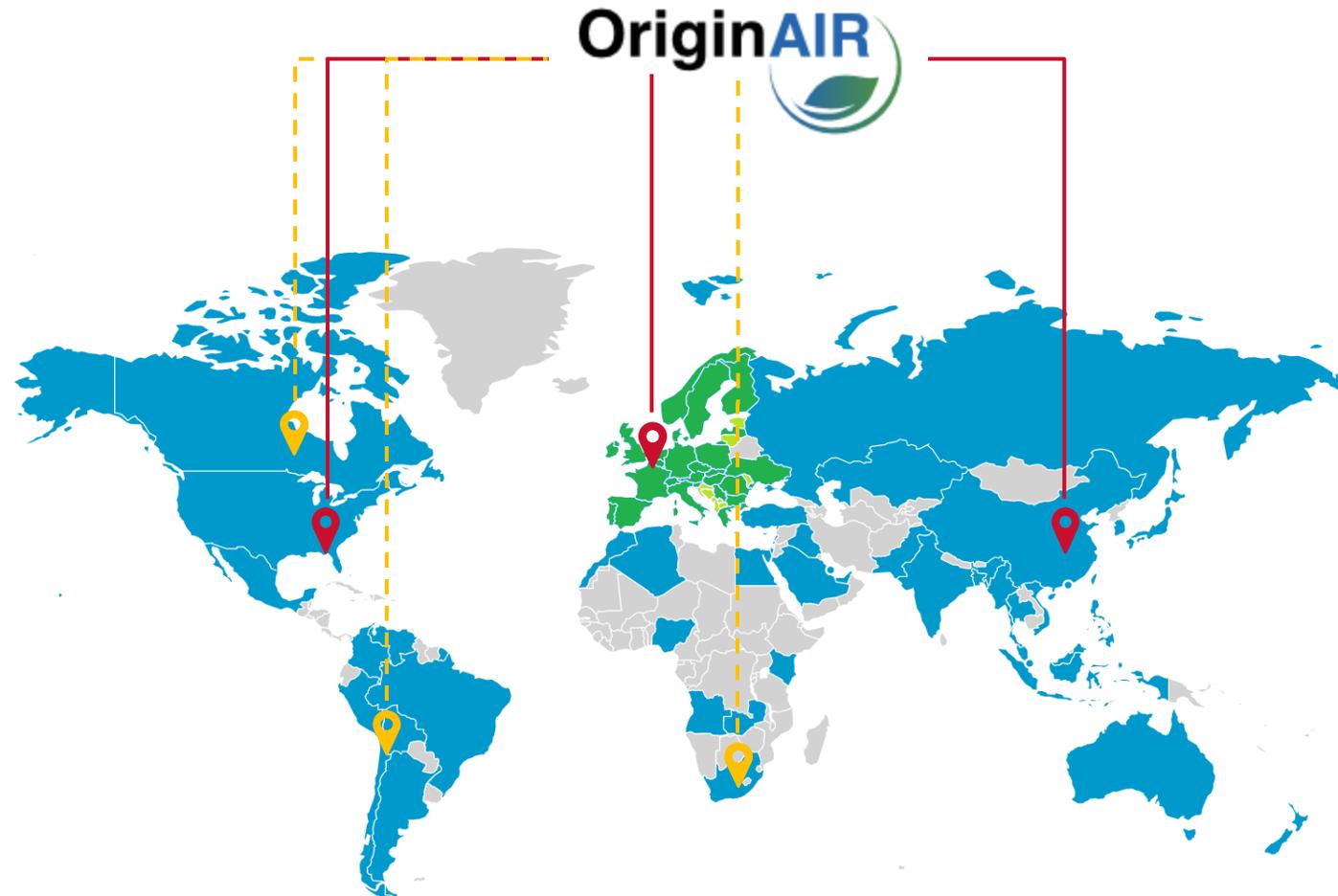
Functional test several
hours
Vibration test using CTS
sensor (incl. report)
Motor test certificate
High res. **P log** &
Elektronikon log
Thermal imaging coolers

TRANSPORT

Dedicated logistical point
of contact
Organised in house
Machines packed on
pallet in protective cover
Packaging on demand



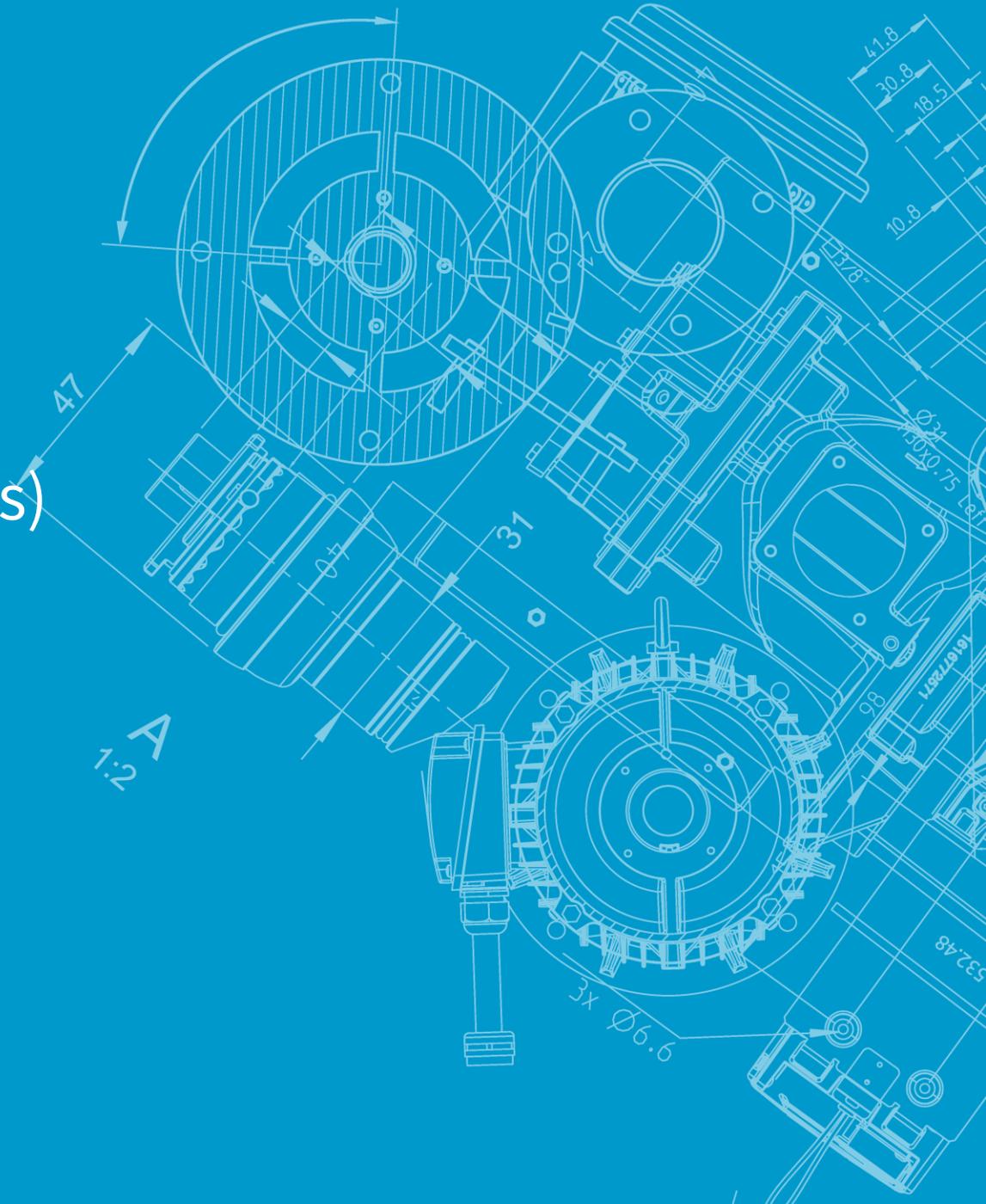
The global nr 1 Brand in the refurbished compressor marketplace



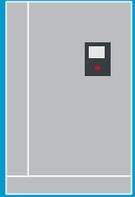
RETHINK (selling solutions not products)

Rental & Airplan

AIRPlan



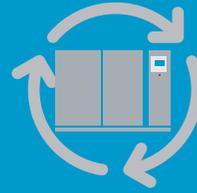
Overcoming boundaries



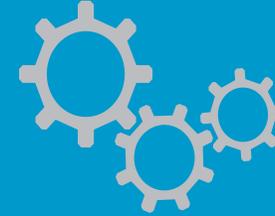
INVESTMENTS



EFFICIENCY



SUSTAINABILITY



OPERATIONAL
PROCESS



FLUCTUATING
PRODUCTION

**LOW
PERIODICAL
FEE**

**MOST
EFFICIENT
EQUIPMENT**

**ASSET
MANAGEMENT &
UP/DOWNGRADE**

**MACHINE &
SERVICE
AVAILABILITY
GUARANTEE**

**PAY
PER
USAGE**

RENTAL (typically short period)

AIRPlan (minimal 15-24 months)

Successes and Challenges

Redesign

- Circular design tools
 - Started
- Circular design
 - Harvest, create value

Rethink

- Rental
 - Very extended
 - Also distributors
- Airplan
 - Selling solutions (Airplan) i.s.o. products is challenging for sales force, investors, customers
 - Not really beneficial for CE compared to Rental (real “sharing” of compressor not possible)

Repair

- Service
 - Very extended: different contracts
 - Connected for pro-active maintenance
- Possible reparability requirements
 - Legal framework to avoid compromising business confidentiality
 - Legal framework to allow for repair by business itself

Refurbish & Remanufacture

- OriginAir
 - Started-up & profitable
- OriginAir
 - Scale-up: business case challenging for low-volumes & high-skilled activities
 - Legal framework for transporting “waste” across EU borders

Conclusions

- Atlas Copco taking steps to become circular
 - Integrate **circular design** in our product design processes & **increase** circularity of our products and company
 - Very extensive **repair** offering
 - Extending the offer to circular solutions
 - Rental: **renting**
 - Airplan: **air-as-a-service**
 - OriginAir: **refurbished/remanufactured**
 - **Scale-up, valorization, legal frameworks** might be challenging
- Atlas Copco wants to be **part of the solution**



Let's tackle some of those burning questions