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A vision for the Eco Repair Score®

An independent label for informed and environmentally friendly vehicle repair choices, empowering consumers for the green transition

Eco Repair Score NV

This report is published by Eco Repair Score NV. Eco Repair Score NV is a company created by Expertisebureau Vonck BV for supporting the development of the Eco Repair Score®. Expertisebureau Vonck BV is active in the expertise of vehicles and equipment involving damage assessment, valuation, thorough technical investigation, reconstruction of traffic accidents and fraud investigation. Since its foundation in 1993, Expertisebureau Vonck BV has grown into one of the most important players active in the Belgian market. According to Belgian legislation, it is the duty of car experts to protect consumers in two ways: monitoring the market conformity of repair costs, and the safety of vehicles involved in a claim or accident. Today, Eco Repair Score NV's mission is to democratise a third way of protecting the consumer: providing a transparent label enabling consumers to make more informed and environmentally friendly repair choices.



Eco Repair Score®

To measure the environmental impact and thus the environmental friendliness of a vehicle repair, Eco Repair Score NV and VITO have developed the Eco Repair Score®. The Eco Repair Score® measures and communicates the environmental impact of a vehicle repair by way of a single score. This pioneering calculation method is based on a Life Cycle Assessment (LCA) of the repair of the vehicle's collision body damage. LCA is a science-based and standardised methodology for assessing the environmental impact of a product, process or system over its entire life cycle. Following a collision and evaluation of the different vehicle repair options, the damage is currently estimated in euros alone today. However, such repairs also come with an environmental cost that should not be neglected. The calculation of the Eco Repair Score® for a typical case where a damaged door is replaced with a new part results in a climate change impact of about 200 kg CO₂ equivalents. As an illustrative comparison, this is equivalent to driving 920 km by car¹.

VITO is an independent Flemish research organisation with more than 20 years' experience in performing LCA studies for industry and government. VITO is also closely following new methodological developments and has been actively participating in European initiatives including the Product Environmental Footprint (PEF) pilot phase. Additionally, an independent third-party critical LCA review has been conducted by Prof. M. Traverso, an LCA expert and member of the Technical Advisory Board on Environmental Footprint (Expert group E03710)².

For consumers' ease, the Eco Repair Score® is allocated to categories A to E, and given an associated colour coding (light green to dark red). Vehicle collision damage repairs with an Eco Repair Score® of A have the lowest environmental impact; repairs with an Eco Repair Score® of E have the highest environmental impact. Parameters that can influence the score are: the repair method (replacement with new or second-hand part, repair, spot repair, dent removal without painting, etc.), manufacturing of new parts or products and their packaging, transporting of parts and products to the repair shop, painting of the parts, recycling of parts or products and their packaging after the repair, and the energy consumption of the repair workshop. The calculation of the Eco Repair Score® not only takes into consideration the climate change impact (expressed in CO₂-eq). It takes 18 environmental impact categories into account, including ozone formation, emissions of particulate matter, emissions of carcinogenic substances, acidification, consumption of fossil and mineral resources, water consumption, etc. A concrete example and further details about the calculation of the Eco Repair Score® can be viewed in the Annex.

Contents

Executive summary	4
Introduction	5
The 2027 Vision: Eco Repair Score® is enabling European consumers to make informed vehicle repair choices	7
A set of levers and possible pathway to achieve the vision	9
Next steps and immediate actions	13
Conclusion	15
Annex: Eco Repair Score® calculation model	17
Contributors	20
Endnotes	21

Executive summary

Every year, an estimated 35 million vehicle repairs are carried out in Europe. This results in approximately 7 million tonnes of CO₂ equivalents emitted per year. To align with a 1.5°C scenario, there is an urgent need for the automotive industry to accelerate the uptake of value-retention processes. Reuse, repair, and remanufacturing of vehicles and vehicle parts are already important activities within the value chain. Nevertheless, they are not conducted at the scale and in the way necessary to align the automotive industry with a low-carbon and resource-efficient mobility system. While some isolated actors have started to mitigate the environmental impact of their activities, an independent and common way of measuring environmental performance does not yet exist in the vehicle repair and maintenance industry.

Increasing the lifetime of vehicles and its components is essential from a sustainable production perspective. However, this will only become effective if consumers are empowered to make environmentally friendly choices. Until now, the cost of the repair of vehicle damage caused by a collision has only been estimated in euros. To bridge the current gap between consumers' willingness to engage and their actual engagement in existing green practices, they need to receive complementary and reliable repair information.

To measure the environmental impact and thus the environmental friendliness of a vehicle repair, Eco Repair Score NV and VITO have developed the Eco Repair Score®. This pioneering and innovative calculation method is based on a Life Cycle Assessment of the repair of vehicle collision damage. To increase its intelligibility, the Eco Repair Score® is compiled into a single score and communicated using categories A to E and associated colour coding.

By 2027, we envisage the Eco Repair Score® being an industry-wide environmental impact scoring system for the repair of vehicle collision damage and maintenance, thus enabling all European consumers to make more informed and environmentally friendly repair choices. In the envisaged scenario, the Eco Repair Score® relies on a commonly accepted science-based assessment methodology and uses a trusted and verified database. A suite of tools is used by stakeholders in the automotive collision repair and maintenance industry for monitoring and reducing the environmental impact of their activities. The benefits within the automotive collision repair and maintenance industry are multiple.

To demonstrate the feasibility of automating the calculation of the Eco Repair Score®, a pilot project was carried out with two Belgian market-leading insurers. Building on the lessons learned from this project, and inspired by previous and ongoing eco-scoring developments in other sectors, this report presents an analysis of the main barriers and the levers needed to achieve this outlined vision. Improving data access and interoperability, upcoming adoption of breakthrough circular business models, as well as raising stakeholders' awareness, ensuring harmonisation and generating trust, are all deemed as essential for upscaling the Eco Repair Score®. Since initiating a multi-stakeholder collaboration will be a fundamental prerequisite for substantiating the aforementioned levers, a possible pathway for achieving the vision is envisaged.

Based on this analysis, three immediate specific actions are therefore proposed for setting the Eco Repair Score® on the road towards an industry-wide environmental impact scoring system. We aim to initiate a multi-stakeholder European Coalition. For that, we will first identify a core group of committed pioneering stakeholders to co-align and refine the vision. Next, we will pursue and actively engage in dialogue with policy makers. This is to ensure the deployment of an enabling policy framework and to determine possible collaboration mechanisms. Thereafter, we will connect with consumer organisations to raise their awareness about the Eco Repair Score® and guarantee that consumers are truly empowered.



Introduction

As a response to the climate crisis and to meet the global climate objectives of the Paris Agreement, the European Commission (EC) released the European Green Deal in 2019. This new growth strategy aims at transforming the European Union (EU) into a fair and prosperous society, with a modern, resource-efficient and competitive economy, where there are no net emissions of greenhouse gases in 2050 and where economic growth is decoupled from resource use³.



The automotive industry is at the heart of this new growth paradigm. Today, the automotive industry is a driver of Europe's economic value creation, competitive sovereignty, and societal wellbeing. However, road transport is also responsible for 20% of Europe's greenhouse gas emissions⁴. To align with a 1.5°C scenario, the automotive industry needs to target a 50% or so reduction in absolute carbon emissions by 2030⁵. At the same time, car-based mobility is set to grow globally by around 70% by 2030⁶ and emissions from vehicle materials are expected to account for 60% of the total vehicle life cycle emissions by 2040⁷. While powering vehicles with green energy will be key, the entire value chain needs to be fundamentally reimaged to minimise lifetime carbon emissions and resource consumption. It is more than time to accelerate the transition towards a circular automotive industry.

The circular economy is envisaged as an economic system in which the complexity and functionality of a product is maintained for as long as possible, instead of breaking a product down into its base materials, incinerating it, or dumping it as waste once it has been used⁸. The majority

of products (electronics, textiles, packaging, etc.) placed on the EU market today rely mainly on unsustainable and suboptimal use of resources, leading to excessive use of energy and production of waste, and increasing the material use of our economy. With an average lifespan of 11.5 years (in the EU)⁹, car longevity is higher than that of most other products. However, transitioning towards a circular automotive industry requires going beyond just recycling. While value-retention processes such as reuse, repair, and remanufacturing of vehicles and vehicle parts are already an important part of the automotive industry's value chain, they are not conducted at the scale necessary to align the automotive industry with a low-carbon, resource-efficient mobility system¹⁰.



Such a transition needs to be systemic and collaborative. It requires a change in the behaviour of producers and consumers. Increasing the lifespan of vehicles and its components is, from a sustainable production perspective, an essential strategy for increasing automotive industry circularity. However, it will only be effective if consumers are actually engaging in these green practices. To ensure consumers get adequate information on product durability and reparability before purchasing the product, the EC has recently adopted its proposal for a Directive on Empowering Consumers for the Green Transition¹¹. In parallel with and following the example of the Nutri-Score¹², several multi-stakeholder and industrial consortia from different sectors (food¹³, cosmetics^{14 15}, textiles¹⁶) have started to develop harmonised environmental impact assessment and scoring systems. These eco-scores aim at engaging consumers in the green transition by enabling them to make more informed and sustainable purchasing decisions.

Every year an estimated 35 million vehicle repairs are carried out in Europe, of which about two thirds are reported to insurers¹⁷. Using a calculated climate change impact value for a typical repair, this results in 7 million tonnes of CO₂ equivalents emitted per year¹⁸. On an indicative basis, this represents the yearly carbon footprint of about 1 million EU citizens¹⁹. The automotive collision repair industry therefore has a role to play in reducing the environmental impact associated with its activities and contributing to the acceleration of automotive industry circularity. However, an independent and common way of measuring environmental performance does not yet exist in this industry²⁰.

To bridge these gaps, the Eco Repair Score® has been developed with the objectives of informing consumers, becoming an assessment and improvement tool, as well as serving as a basis for European circular economy indicators. This report is written by Eco Repair Score NV for automotive value chain stakeholders and describes a vision for the Eco Repair Score®. This vision is first provided together with the possible benefits for the different stakeholders. Based on identification of the barriers and levers needed to achieve this vision, the next steps and concrete actions are then proposed.



The 2027 Vision: Eco Repair Score® is enabling European consumers to make informed vehicle repair choices

Enhancing consumers' engagement in the transition towards a circular economy is urgent. By 2027, we envisage the Eco Repair Score® being an industry-wide environmental impact scoring system for the repair of vehicle collision damage and maintenance, thus enabling all European consumers to make more informed and environmentally friendly repair choices. In this envisaged scenario, the Eco Repair Score® relies on a commonly accepted science-based assessment methodology and uses a trusted and verified database. A suite of tools is used by stakeholders in the automotive collision repair and maintenance industry for monitoring and reducing the environmental impact of their activities.

The benefits are multiple along the repair value chain. Thanks to an intelligible label, consumers receive reliable and transparent information to make informed repair choices. Using a tool focused on products and operations, repairers identify their main sources of environmental impact and implement mitigation measures. When scaled up over time and applied to a larger number of repairs and repairers, the dedicated tool allows insurers, fleet owners and lease companies to manage their portfolio of authorised repairers based on a 'minimum score' requirement. Companies rely on the Eco Repair Score® for complying with their non-financial reporting obligations. Additional upscaling to the sectorial level allows policy makers to develop indicators and monitor the impact of their policies. Figure 1 conceptualises this 2027 vision and the associated benefits for the stakeholders involved.



2027 Vision: the Eco Repair Score®

Industry-wide environment impact scoring system, relying on a science-based methodology, using a trusted database and proposing a suite of tools.

It enables ...

... management of portfolios

... monitoring of the impact of policies

... mitigated impact

... compliance with reporting obligations

... increased transparency

... informed choices

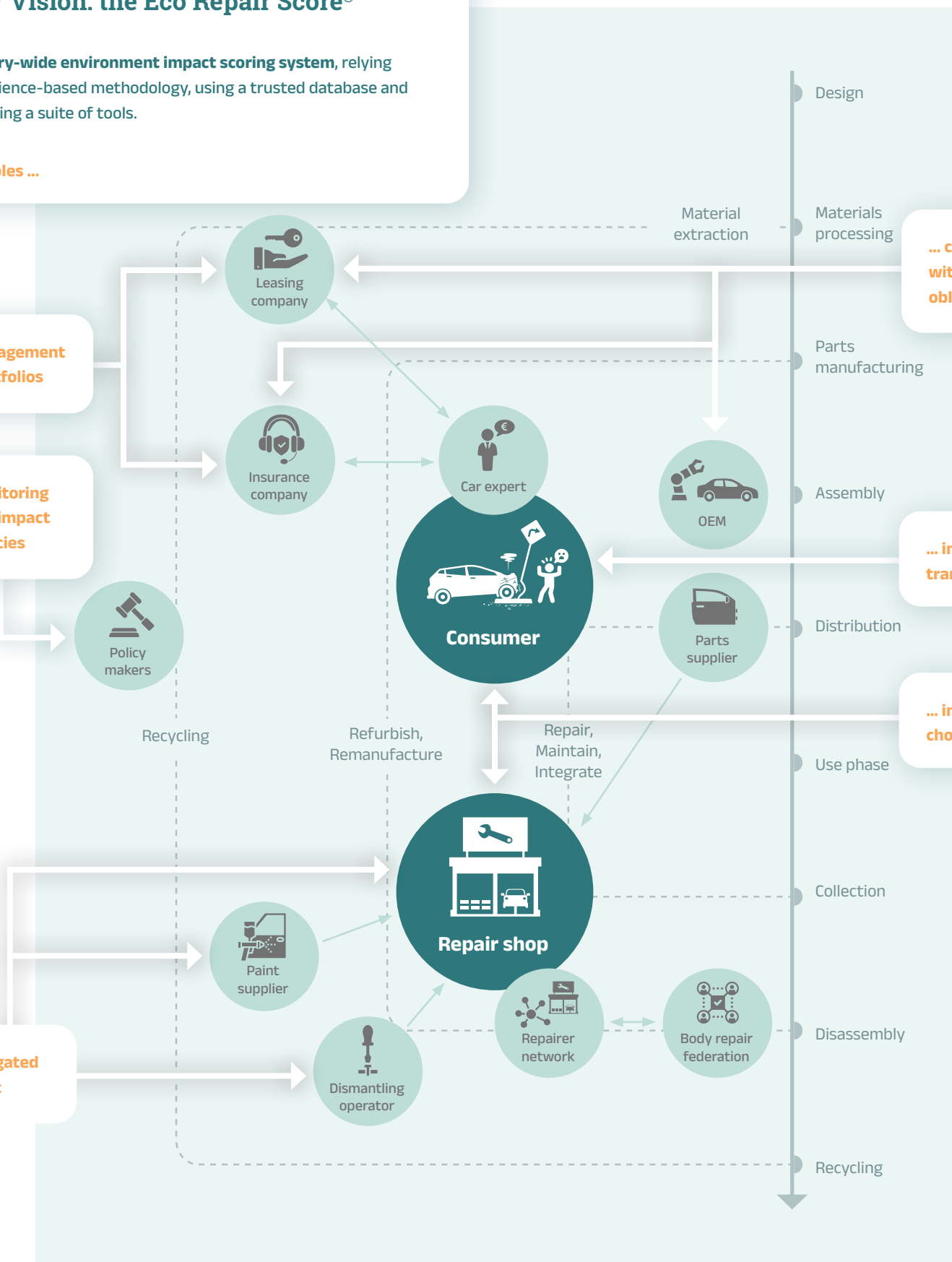



Figure 1: Conceptualised 2027 Vision for the Eco Repair Score®, displaying associated stakeholders' benefits

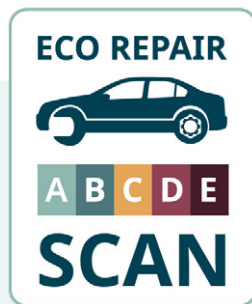


A set of levers and possible pathway to achieve the vision

The Eco Repair Score® was introduced in 2021. A proof of concept was first developed in collaboration with VITO. To demonstrate the feasibility of automating the calculation of the Eco Repair Score®, a pilot project was then initiated with two Belgian market-leading insurers during 2022. This pilot project has been successful. An Eco Repair Score® can be automatically generated each time the repair costs are estimated, independently of the repair estimation software used. The calculator can be used securely via an Application Programming Interface (API). Calculation of the Eco Repair Score® for about 13,000 claims was automatically generated and provided to the two insurers.

Today, the Eco Repair Score® allows the environmental impact of individual repairs to be evaluated. Additional developments are foreseen and already on-going. Targeting insurers, fleet owners, lease companies as well as individual repairers, the Eco Repair Scan groups together the Eco Repair Score® of multiple repairs. In this way, it allows 'scanning' of the overall environmental performance of individual repairers and/or portfolios. In the next stage, it can also serve as the basis for an improvement tool and associated training programmes. The Eco Repair Index is a concept that aims to support policy makers in their need for circular economy indicators²¹. It represents the totality of all Eco Repair Scores® over a long period for the entire sector. So far, the Eco Repair Score® has limited its scope to collision repair activities. The inclusion of maintenance activities is also expected.





Eco Repair Scan

The Eco Repair Scan calculates the environmental impact of your portfolio.



Eco Repair Index

As soon as we have sufficient scores, this allows you to monitor the market situation at close quarters.

For pursuing these developments and achieving the 2027 vision, a transition pathway can be envisaged. For that, it is necessary to first identify the main barriers to upscaling the Eco Repair Score® and then to determine the associated levers for overcoming them. This analysis is performed on the basis of lessons learned from the pilot project and draws inspiration from previous and ongoing eco-scoring developments in other sectors (see Introduction).

Lack of data availability and interoperability were significant obstacles (time and cost) during the pilot project and are foreseen as important barriers to upscaling the Eco Repair Score®. Due to the current competitive industry landscape, access to parts data (i.e. materials composition, mass or size) or specific data such as energy consumption from individual repairers is still confidential, fragmented or unavailable. Today, several repair estimation software packages are also used by insurers and leasing companies. The consent of the data provider is required to ensure that the data exchange between the dedicated software package and the Eco Repair Score® is secure and trustworthy. In the future, access to not only static but also dynamic data (e.g. condition and state of health of parts) could hamper the uptake of the Eco Repair Score®. Improving data access and interoperability is therefore critical for upscaling the Eco Repair Score®. **Collaborative projects under non-disclosure agreements can act as intermediary solutions.** However European policy makers can actuate the necessary levers, as existing policy instruments such as the End-of-Life Vehicles Directive could be strengthened to increasingly **require the disclosure of necessary data**. Additionally, they can support and coordinate collaborative efforts from the industry in developing European data spaces (e.g. Cate-na-X²²) and digital product passports (e.g. battery pilot project²³).

Prevailing sales-based business models are identified as a major barrier to convincing several stakeholders of the benefits of upscaling the Eco Repair Score®. Currently driven by the Original Equipment Manufacturer (OEM) and its suppliers, the value chain is today mostly optimised for sales, focusing on reducing product costs and optimising internal operations. In recent decades, **the repair market has therefore shifted more towards replacement of a damaged part with a new part rather than repairing it**. In that way, repairers also reduce their labour cost as replacement can be carried out by less qualified staff. On the other hand, in the future circular, low-carbon scenario, re-used, remanufactured, refurbished, repaired and low-carbon parts are a common option for new vehicle production and are prioritised for repair operations in workshops.

The initiated transformation towards a circular automotive value chain and **upcoming adoption of breakthrough business models will be a lever** catalysing the need for and uptake of the Eco Repair Score®. In a circular value chain, the focus indeed shifts to maximising the lifetime value of the vehicle and its components. Business growth is thus

orientated towards increasing lifetime revenues and profitability per vehicle instead of only producing and selling a larger number of vehicles and parts. OEMs are therefore particularly exposed. However, they also have a central role in the value chain for actively and collaboratively shaping this transformation. Expanding into and operating more service-based business models (i.e. as-a-service offerings such as subscription-based ownership and lifecycle services) is an opportunity already seized by several key players for capturing these new and shifting revenue streams²⁴.

In parallel, different underlying mechanisms could also be implemented to **favour repair over replacement**. A **'true' labour cost**, not only taking into account the labour rate and time but also the workforce qualification in performing high-quality and environmentally friendly repairs could be proposed by insurers and leasing companies. For further unlocking the potential of value-retention processes, policy makers can also support repairers. **Value Added Tax reductions** could be considered for environmentally friendly repair services, remanufactured and refurbished products or, for instance, spare parts with recycled content. Funding could be allocated to the digitalisation of second-hand marketplaces, for better demand-supply matching. **Existing regulations on access to vehicle repair and maintenance information**²⁵ **could be adapted** to include refurbishment, remanufacturing, and repair-related information on a parts level (not only for the vehicle as a whole).



Lack of stakeholder awareness, harmonisation and methodological trust are additional barriers to surmount for establishing an industry-wide environmental impact scoring system. Raising consumers' awareness about their free choice of repairers and the possibility of adopting green behaviour options, as well as increasing industrial players' awareness about their changing roles in a circular value chain, are important levers. **Establishing a collaborative multi-stakeholder initiative is essential** for subsequently achieving an industry-wide impact, and **avoiding the proliferation of divergent scoring systems** that could themselves be relying on different data and assessment methodologies. Relying on an independent, leading scientific partner and ensuring methodological transparency and data verification in the calculation of Eco Repair Score® will be critical. **Implementing transparency programmes** relying on third-party verification and **actively following methodological developments** from the PEF of the EC²⁶ will be key additional levers.

This analysis allowed the identification of the main levers for achieving the 2027 vision for the Eco Repair Score®. It becomes clear that initiating a multi-stakeholder collaboration will be a fundamental prerequisite for substantiating these levers. **Policy makers have an essential role in ensuring a level playing field and setting the right enabling framework for the Eco Repair Score®.** Such an initiative has stronger credibility for acting as a common voice and collaborating with European and national policy makers. By acting as a mental compass and collective working base, intermediate short- and medium-term envisaged situations can therefore be proposed. This possible trajectory for the Eco Repair Score® is illustrated in Figure 2.

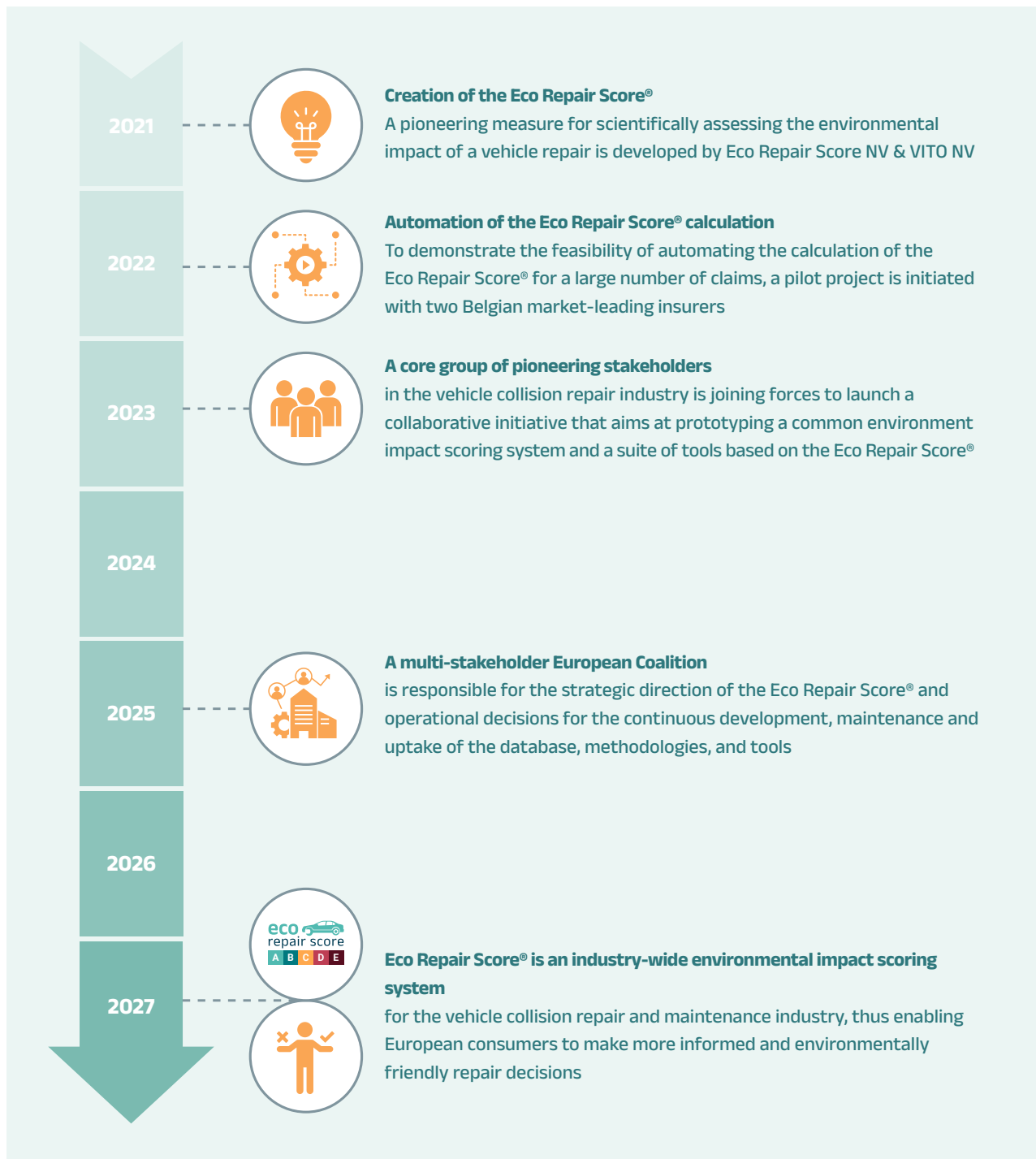


Figure 2: Possible pathway for achieving the 2027 vision for the Eco Repair Score®



Next steps and immediate actions

Based on an analysis of the main barriers and identification of the levers necessary for upscaling the Eco Repair Score®, a potential trajectory has been envisaged for achieving the 2027 Vision. **Three immediate and concrete actions** are therefore proposed for setting the Eco Repair Score® on the road towards an industry-wide environmental impact scoring system.

1. Initiate the Eco Repair Score® Coalition

It is clear that collaboration is fundamental - not only for improving data access and interoperability - and that a one-actor effort will not be successful in upscaling the Eco Repair Score® to an industry-wide environmental impact scoring system. Collaboration has already been initiated with VITO, as well as two Belgian market-leading insurers. Through this action, we intend to lay the foundations of a multi-stakeholder European Coalition. As a first step, we will identify and create a core group of committed pioneering stakeholders. This core group will join forces to co-align and refine the vision for the Eco Repair Score®. It will also define the technical framework (e.g. suite of tools foreseen developments, data access and transparency, etc.) and future Coalition governance.



2. Engage in dialogue with policy makers about the Eco Repair Score® Coalition's ambitions

In 2022, an introduction to the Eco Repair Score® was given to Belgian legislators. Proposals for a review of the ELV Directive, for a Corporate Sustainability Reporting Directive, for a Directive on empowering consumers for the green transition, for substantiating green claims, for establishing a right to repair, etc. are now important EU policy actions and initiatives that could facilitate the deployment of the Eco Repair Score®. Following these ongoing and future policy-making processes and closely collaborating with European and national policy makers will be essential. Through this action, we aim to raise policy makers' awareness about the Eco Repair Score® Coalition's ambitions, the benefits for policy implementation and the role of these in setting the right enabling legal frameworks. Once the Coalition governance has been defined, communication channels with high-level policy makers will be determined for discussing possible collaboration and support mechanisms.



3. Raise consumer organisations' awareness about the Eco Repair Score® Coalition's ambitions

Raising stakeholder, and particularly consumer, awareness has been identified as an essential lever for ensuring the uptake of the Eco Repair Score®. European and national consumer organisations have objectives that cover the protection and promotion of consumers' interests. They are important stakeholders in EU policy-making processes and can organise public awareness campaigns. They can therefore act as impactful messengers for ensuring the uptake by consumers of the Eco Repair Score®. Today, the Eco Repair Score® website already allows consumers to calculate the environmental impact of their vehicle repairs. Upon the initiation of the Coalition, contacts will be established with specific consumer organisations for informing them about the Coalition's ambitions.

In addition to these immediate and concrete actions, further next steps can also be identified. With the engagement of more than 100 global organisations and 250 executives, the Circular Cars Initiative aims at accelerating the automotive circularity transition²⁷. This collaborative ecosystem can act as a possible platform for disseminating our vision and future Coalition ambitions. Similarly, we will actively follow-up on the development of the recently launched Circular Economy Indicators Coalition²⁸ for connecting with relevant stakeholders and, specifically, developing the Eco Repair Index. It will also be important to raise automotive collision repair and maintenance industry awareness about its role in increasing automotive circularity and reducing its environmental impact. A targeted dissemination strategy will be considered.



Conclusion

To achieve climate objectives, the entire automotive value chain needs to be fundamentally reimagined. To accelerate the transition towards a circular automotive industry, it is necessary to expand the current focus on recycling and unlock the potential of value-retention processes. While the repair and maintenance of vehicles and vehicle parts are already important activities within the automotive industry's value chain, they are not conducted at the scale and in the way necessary to align with a 1.5°C scenario.

Reused, remanufactured, refurbished, repaired and low-carbon parts need to become the default option for new vehicle production and prioritised for repair operations in workshops. While some isolated green practices have started to appear within the value chain, there is no common way of measuring environmental performance in this industry yet. It is therefore difficult for individual companies to capture and reliably report on the benefits associated with implemented mitigation measures. It is clear that such systemic transformation also requires rethinking our consumption system. Consumers are willing to engage in such a transition and make environmentally friendly choices. Even today, vehicle collision damage repairs are estimated in euros alone.

The Eco Repair Score® has been developed for providing complementary and transparent information to the consumer, as well as enabling companies to assess, improve and report on their environmental performance. It is a pioneering and innovative calculation method that measures and communicates the environmental impact of a vehicle repair by way of a single score.

This report has described a vision for the Eco Repair Score®. Today, a pilot project has already shown the feasibility of automating the calculation of the Eco Repair Score® for a large number of claims. By 2027, we envisage the Eco Repair Score® being an industry-wide environmental impact scoring system for the repair and maintenance of vehicles.



This transparent score will enable European consumers to make more informed and environmentally friendly repair choices. Building on lessons learned from the conducted pilot project and inspired by previous and ongoing eco-scoring developments in other sectors, we have identified several levers and a possible pathway for achieving this vision.

We see multi-stakeholder collaboration as fundamental for upscaling the Eco Repair Score®. During 2023, we will initiate such a European Coalition. We will first identify a core group of committed pioneering stakeholders and co-refine the ambitions. We will then engage in dialogue with policy makers for both, ensuring the deployment of an enabling policy framework and determining possible collaboration mechanisms. Thereafter, we will also connect with consumer organisations for raising their awareness and guaranteeing that consumers are truly empowered.

The transition towards a circular automotive industry will be collaborative. Making environmentally friendly repair and maintenance activities the norm will be necessary. We see this report as a preliminary work, but far more is needed for this vision to truly materialise. We are therefore calling on all interested pioneering stakeholders to join in with this important endeavour.

ANNEX

Eco Repair Score® calculation model

As explained above, the Eco Repair Score® is determined based on a LCA of the repair of the vehicle collision damage. The calculator model takes into account the body parts that are affected in the majority of damage cases but also includes windows, lights, wheels, tyres and coolers. The life cycle inventory is conducted based on Eco Repair Score NV's experience in the area of automotive expertise. VITO gathered environmental impact data on the inventoried inputs (materials and energy) and outputs (waste and emissions) from databases (i.e. Ecoinvent) and literature. Calculations are performed using the SimaPro software suite and use the impact indicators of the ReCiPe 2016 method, more specifically the Hierarchist version v1.04²⁹. At the endpoint level, the impact is further aggregated into indicators of damage to three areas of protection, i.e. human health, ecosystem quality and resource scarcity, and then weighted into a single score³⁰. To illustrate this Eco Repair Score® calculator model, an example is provided for the replacement of a damaged door on a BMW 3 (from 2015) with a newly produced door. The resulting environmental impact associated with this replacement is shown in the three following figures (respectively shown through environmental impact categories, damage categories and total weighted impact). These figures show that, for this illustrative example, for all indicators, the energy used for the repair (both electricity and natural gas) and the production of the new door are the main contributors to the environmental impact.

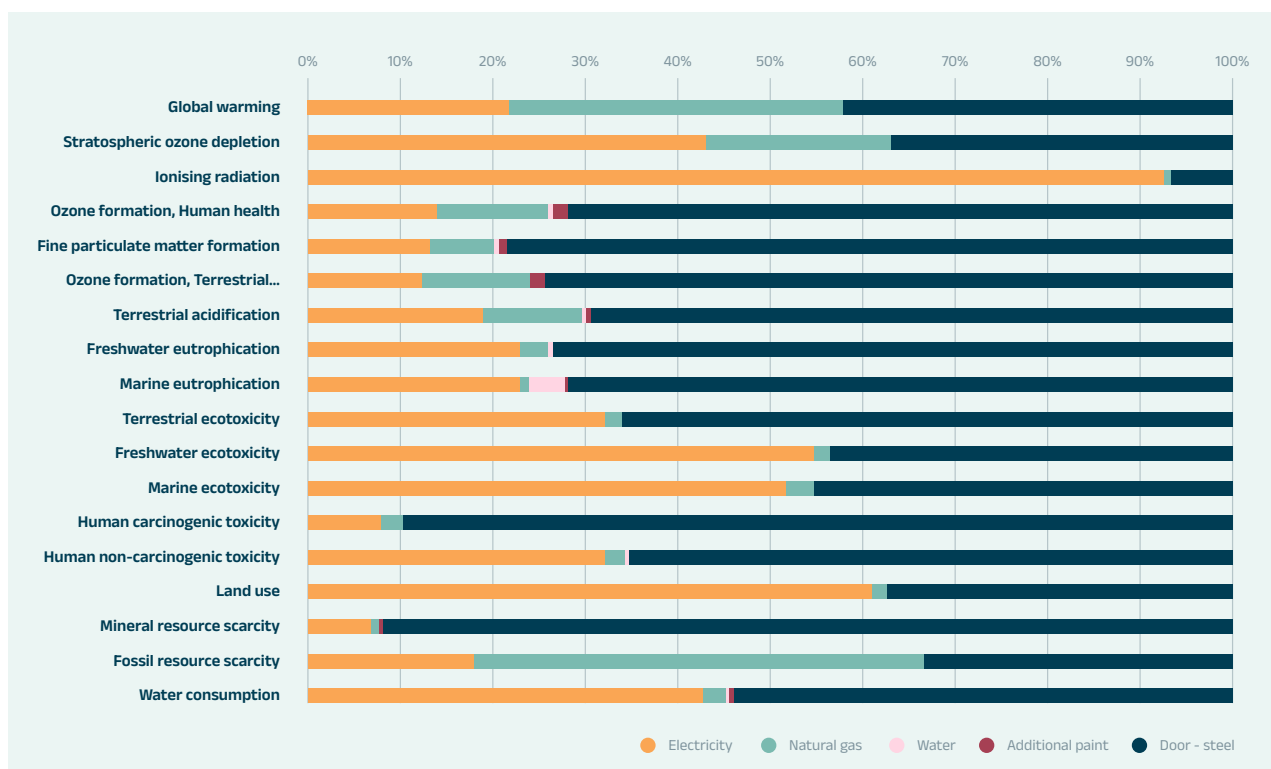


Figure 3: Environmental profile of vehicle repair. Result: environmental profile vehicle repair — Impact categories

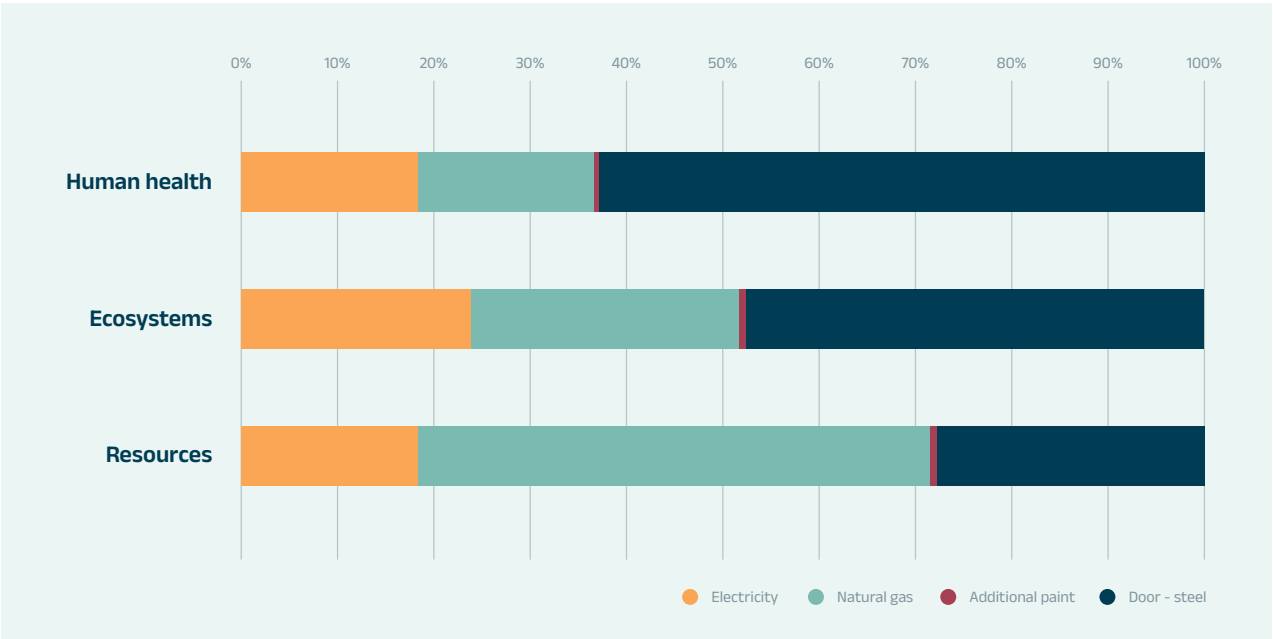


Figure 4: Result: Environmental profile vehicle repair — Damage categories

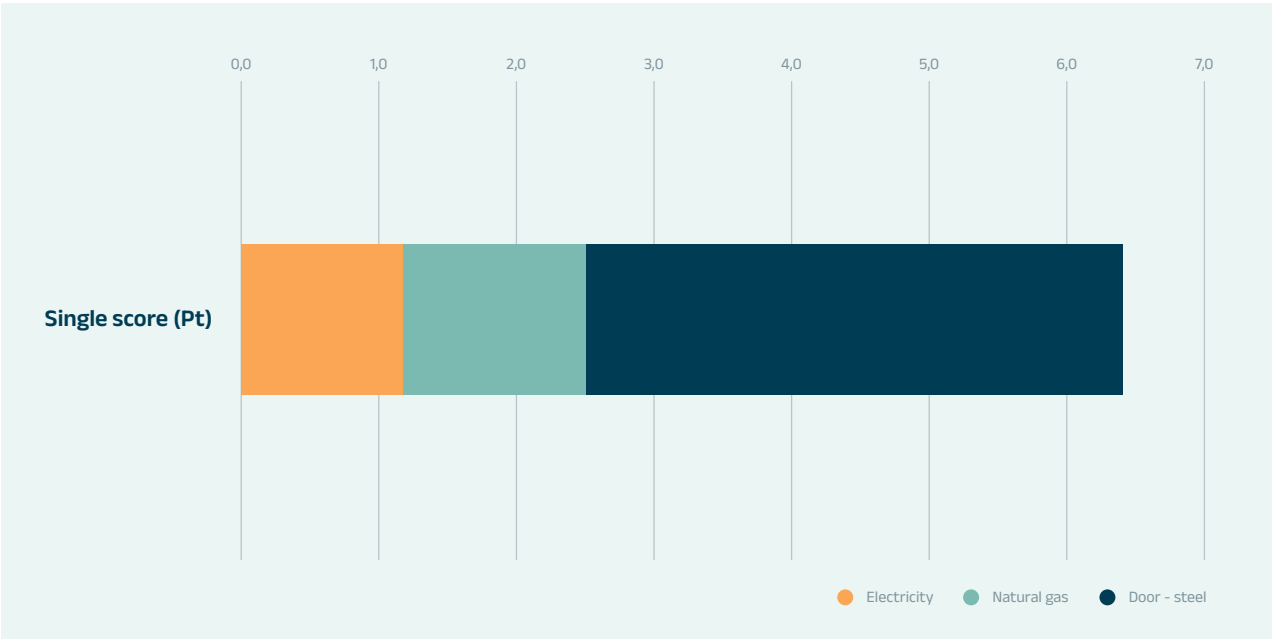


Figure 5: Result: Environmental profile vehicle repair — Weighted single score

Table below provides the current scoring system categorisation for the Eco Repair Score®.

A	Repairs with an 'A' Eco Repair Score® have the lowest impact on the environment. This refers to typically minor damage, with repairs carried out by using 'smart repair', or sprayless dent removal. In doing so, no parts are replaced and no parts are recycled. Paint consumption is very minor or even zero.
B	Repairs with a 'B' Eco Repair Score® have a below average environmental impact. In this case, parts are repaired rather than replaced. Where parts are replaced using second-hand parts, the environmental impact is generally much lower than when they are replaced with new parts.
C	Repairs with a 'C' Eco Repair Score® have an average environmental impact.
D	Repairs with a 'D' Eco Repair Score® have an environmental impact that is greater than average. In this case, parts are more likely to be replaced than repaired. New parts need to be manufactured, transported and spray painted. The replaced parts and packaging need to be recycled.
E	Repairs with an 'E' Eco Repair Score® have the greatest environmental impact. This includes the larger damage, where extensive body parts need to be replaced with new parts. New parts need to be manufactured, transported and spray painted. Replaced parts and packaging need to be recycled.

Contributors

Eco Repair Score NV, ir. Wout Van Den Abbeele, Managing Director

VITO NV, Philip Marynissen, Business Development Manager

Le Blévennec Consulting, Kévin Le Blévennec, Independent Circular Economy Strategist

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An aerial photograph of a dense forest with vibrant green foliage. In the center of the image, there is a large, dark, curved structure that appears to be a tunnel or a covered walkway, possibly made of wood or metal, winding through the trees. The structure is illuminated by sunlight, creating a strong contrast with the surrounding greenery.

Eco Repair Score NV

Sparrenhofstraat 8
9250 Waasmunster
Belgium

info@ecorepairscore.com
www.ecorepairscore.com