



united  
repair  
centre

# 2025 Threads of Change Report

How we are creating positive impact  
for people and planet.



**Let's repair the  
clothing industry,  
together.**



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# Our Impact at a Glance



## Social Impact

We're creating fair job opportunities to training new tailoring talent.

In 2025, we welcomed

**20 new team mates.**

This includes 9 people who graduated from United Repair Academy and entered paid work at URC in 2025.

## Repair Impact

We reduced waste and extended product life through circular practices – keeping clothes out of the landfill and in use.

In 2025, we repaired

**54,167 garments.**

That's 14,530 loose seams and stitches, 11,500 fixed tears and 9,520 broken zippers and sliders.

## Partner Growth

Our partnerships and operations grew steadily, proving that purpose and profitability can go hand in hand.

In 2025, we partnered with

**12 new brands.**

As of December 2025, we're working with over 30 brand partners.



**2025**

**Report**

At United Repair Centre, social and environmental impact are intrinsically linked. So our 2025 Threads of Change report measures the ways in which we are using our business for positive change.

Every member of the United Repair Centre team plays an important role in this work. And every brand partner and collaborator shares in our achievements.

This report is a testament to everyone who is with us on the journey, to transform a broken industry.

**Who**

**We Are**

United Repair Centre is a social impact company providing high quality apparel repair services to some of the world's leading outdoor and fashion brands.

Through our network of repair hubs in Amsterdam, London and now Paris (Spring 2026 launch), expert tailors, and industry-leading tech solutions, we help extend the life of garments while creating a more inclusive labour market.

In 2025 we took a major leap forward in this work, thanks to 3.2m EUR impact investment to enable new hubs and advances in tech.

As repair demand grows, driven by new legislation and changing consumer behaviour, brands are recognising the need to integrate repair into their operations. URC helps brands build and scale repair services that can support their circularity and sustainability goals.



**Insight from Ellen  
MacArthur Foundation**

*“Circular business models like repair sit at the heart of a more resilient fashion industry – an industry that creates local jobs, anchors value in regional economies, and breaks the link between revenue and virgin resource extraction.*

*“To move from niche to mainstream, we need bold brands ready to scale, policymakers willing to rebalance the economics, and collaboration that lets brands interface with specialist repair partners and scale together.*

***United Repair Centre is already showing what that future could look like.”***

**Mark Buckley**

Fashion & Textiles Lead for Circular Business Models, EMF

# Our Repair Impact

**54,167**  
garments repaired  
in 2025.

54,167 garments =  
**291,960kg**  
CO<sub>2</sub> saved (on average)\*



The apparel industry is a huge polluter: responsible for **10%** of global carbon emissions.

**If an item is used just nine months extra, its footprint in carbon, water and waste reduces by 20–30%.** WRAP's displacement rates research shows, repair prevents the purchase of new garments at a rate of 82.2%. So **for every 5 items repaired, four of them displace a new purchase.**

\*We estimate 5,39kg/CO<sub>2</sub> as a base average for each repaired garment.



# Putting People First

**Our team**

**in 2025.**

We welcomed people from **five new nationalities** in 2025:

**Tibet, Pakistan, Eritrea, Japan and Iraq.**

**Across our two hubs, and including remote workers, in 2025, URC was powered across Europe by team mates from **30 different nationalities.****

# Our Team in 2025...

18



Nationalities represented in our tailor team

63%



of our tailors in the team identified as female

62%



are newcomers with refugee background

10



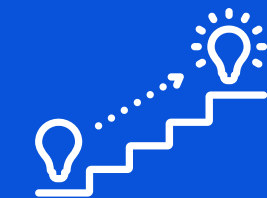
employees left due to (4) no skillset match, (2) return to country of origin, (3) start integration process and (1) starting a new job.

6



employees with disability or reduced work capacity

9



Academy students have graduated with MBO diplomas / certificates and entered paid employment at URC

## Learning & Development



**“I feel at home, because I can speak my own language, and at the same time I’m learning Dutch”**

– Nouh, URC Tailor



**Specialist repair training was provided in bags, tents and denim. We now have three teammates in Amsterdam who are experts in bag repair.**

# 91%

employees/newcomers report improved Dutch skills through their work at URC.

# 92%

report to have improved their sewing and repairing abilities.

\*We ran a survey that reveals how we’ve supported newcomers’ integration and well-being, highlighting our successes and areas for growth.

**A Sense of**

**Belonging**

**8.6**

Perceived job security at URC



**“Now, after working at URC for nine months, I feel more confident and can go grocery shopping by myself. My daughter doesn't have to come along anymore. I am very happy here.”**

**- Hamida, URC Tailor**

**62%**

of tailors say they feel more positive since joining URC.

**6x**

**United by food** - every second month we gather to cook and share dishes from different cultures, inspired by the diverse backgrounds of our amazing colleagues.

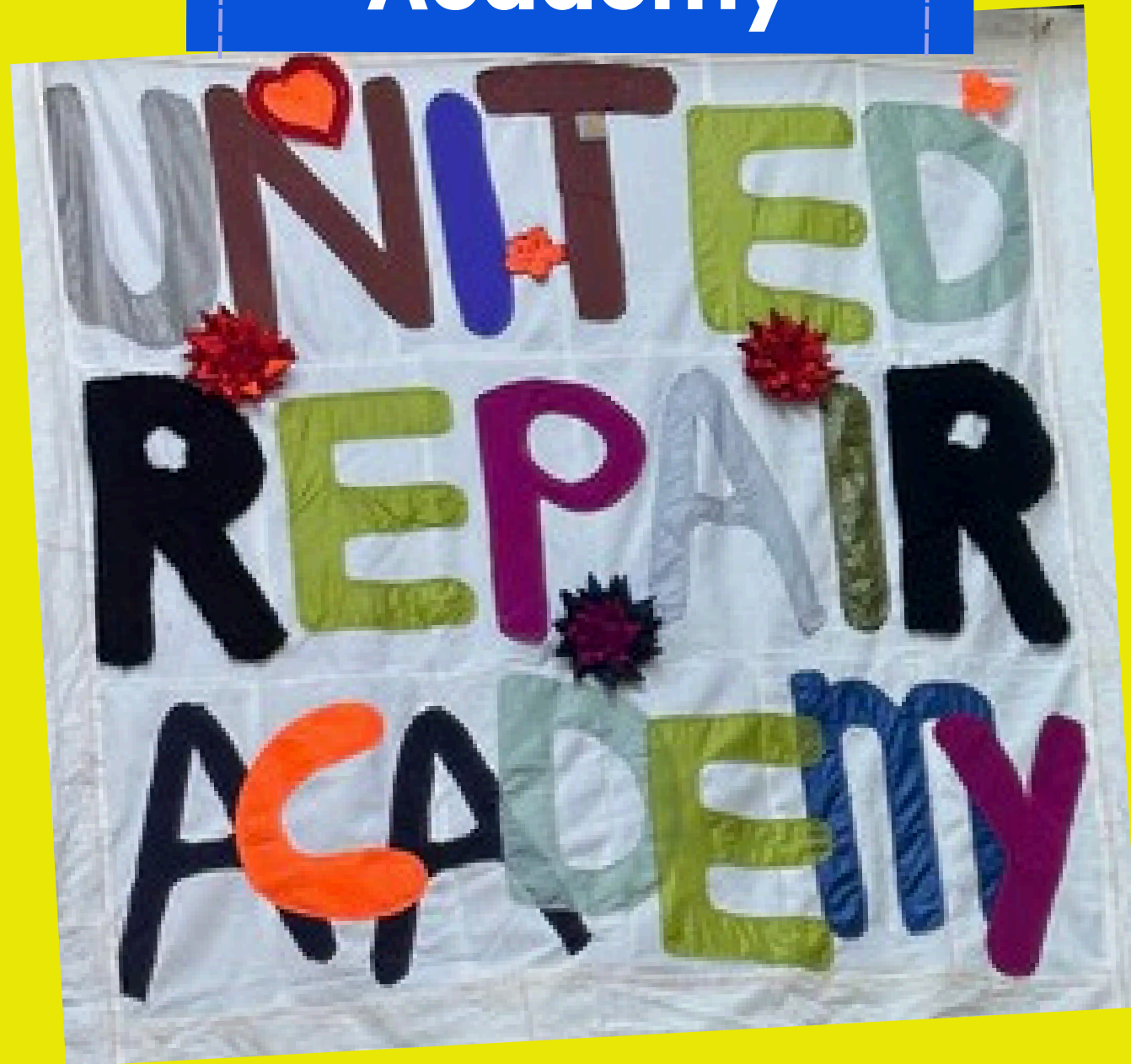


**8.2**

Employee satisfaction with URC

United Repair

Academy



**United Repair Academy** operates in our Amsterdam hub (from 2026 in Paris too). It provides repair skills and training to students who often have no prior knowledge of repair and have challenges in gaining employment.

Every student completes this **free course** at their own pace (generally around 12 months, part-time). At the end of their studies they are offered a job at URC.

In 2025, 12 students enrolled in the United Repair Academy, and **9 finished the programme**, earned a certificate and moved into paid roles at URC.

For three of them it was the **first certificate of their lives** - a real confidence boost.

6 more students are on the programme today.



**Thank you so much. You gently pushed me to keep going, and now I have a great paid job and my diploma!"**

– Noor,  
Academy Graduate



**"The best thing about this course is the learning itself – you learn to sew and your Dutch gets better. And in the end, you get to work in a great team!"**

– Nataliia,  
Academy Graduate



# Repairing the Broken Industry Together

# Repairing the

# Broken Industry Together

Repair is a tool for collaboration and action. Our partners play an important role in scaling this work and building a repair revolution across Europe.

In 2025 we onboarded 12 new brand partners across outdoor and fashion and continued to increase repairs year on year for our existing partners.

We work with them through full service, tech facilitation and bespoke tools, tailored to each brand's needs and those of their customers.



# Key Moments

This year we've shown up beyond our hubs, bringing live repairs and the URC story with us.

Whether it's been pop-ups in-store, hands-on workshops, conferences, summits or circular fashion round tables – our impactful message is a leading voice, inspiring industry change.

We took part in over **15** events in 2025, **7** repair education workshops and **4** pop-up repair services in-stores or at live events.

Repair Pop-Ups



ISPO



Repair Workshops

**New Partners 2025**



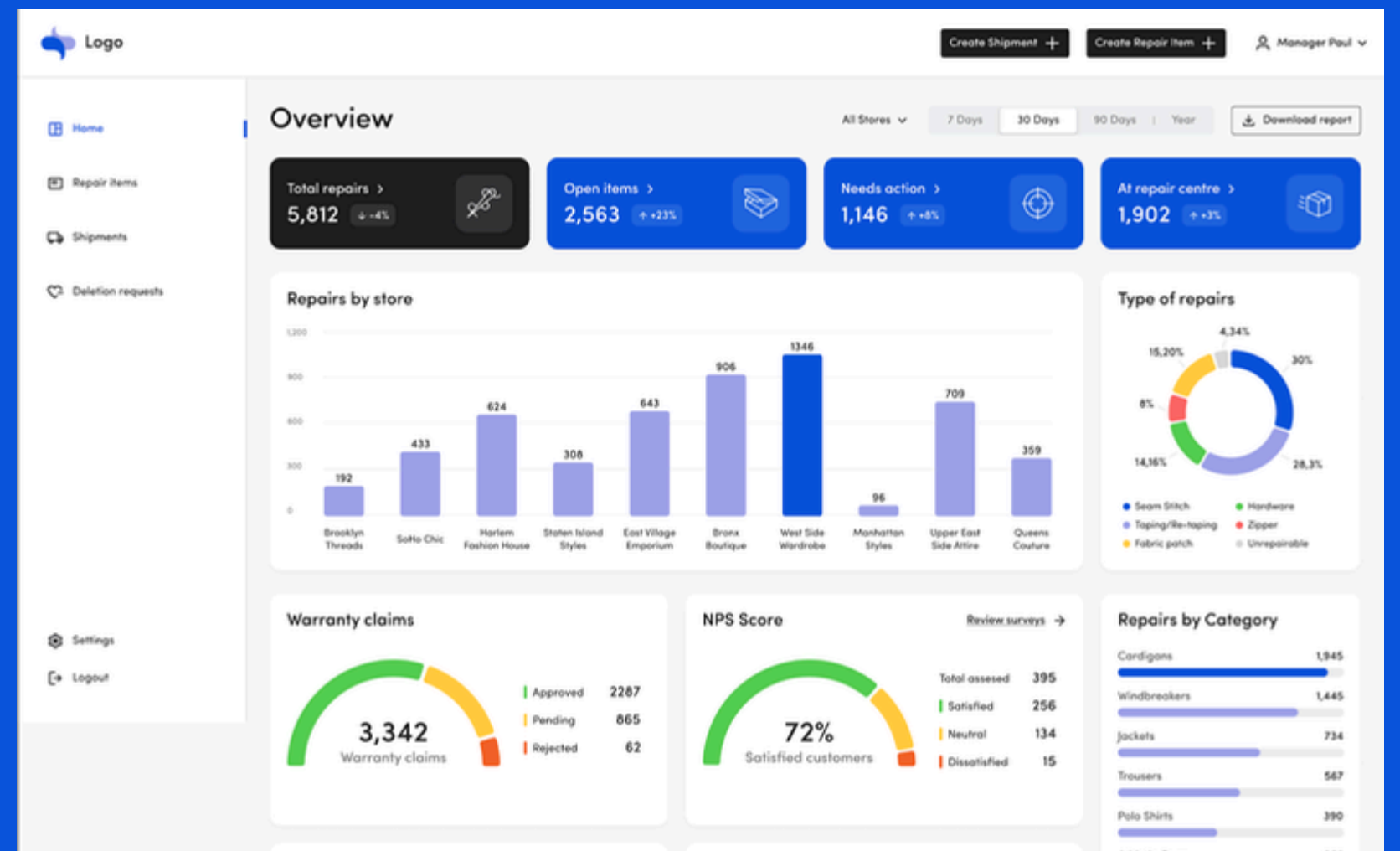
**We welcomed 12 new brands.**





Craftsmanship

Meets Technology.



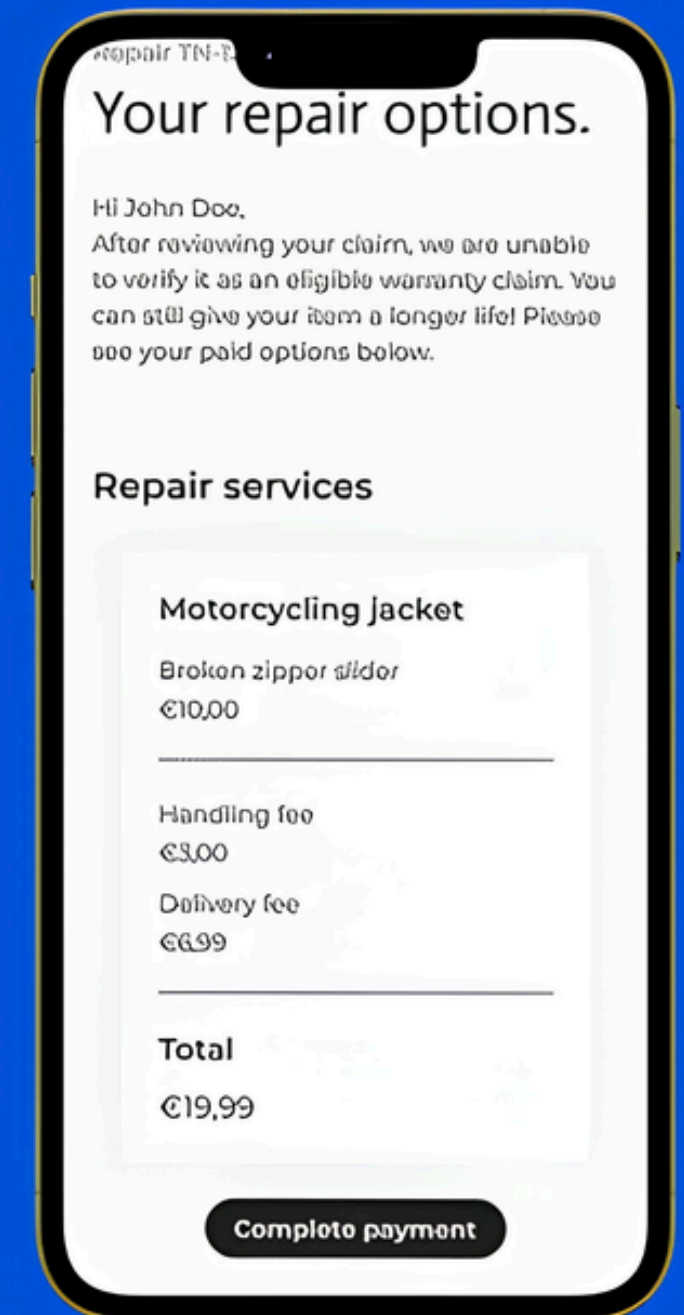
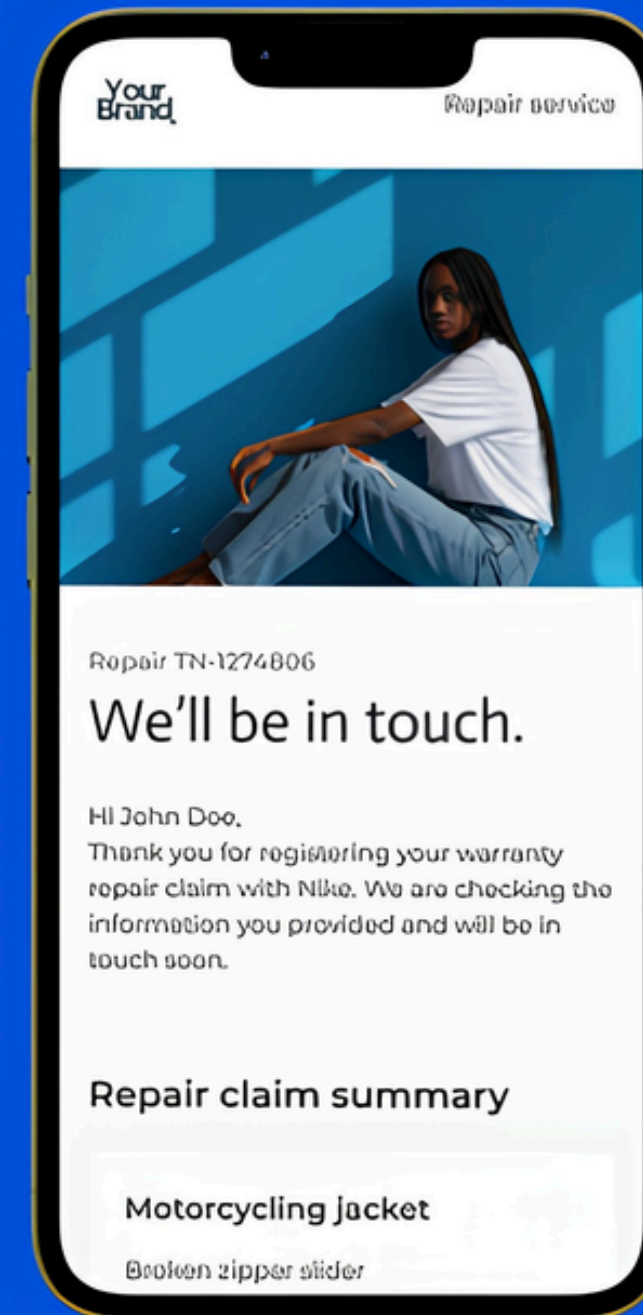
# Investment

# in Impact

New investment enabled URC to increase our technology capabilities and accelerate growth across Europe.

Today, our operations in Amsterdam, London, and Paris are supported by a best-in-class, expanded technology team and a suite of purpose-built tools that enable seamless repair integration for our partners.

Beyond repairs, we work closely with brands and organisations across the industry to drive systems-level change, helping make circular fashion more accessible, scalable, and impactful.



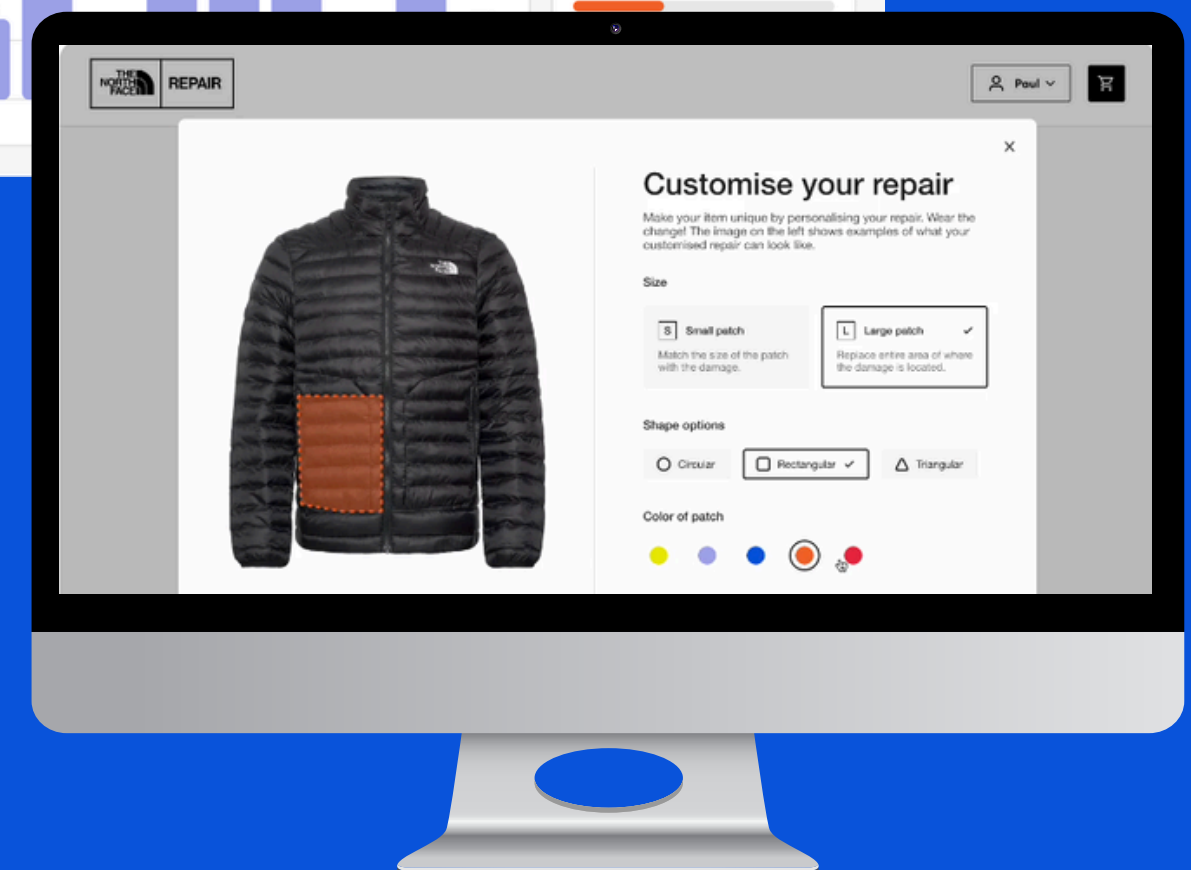
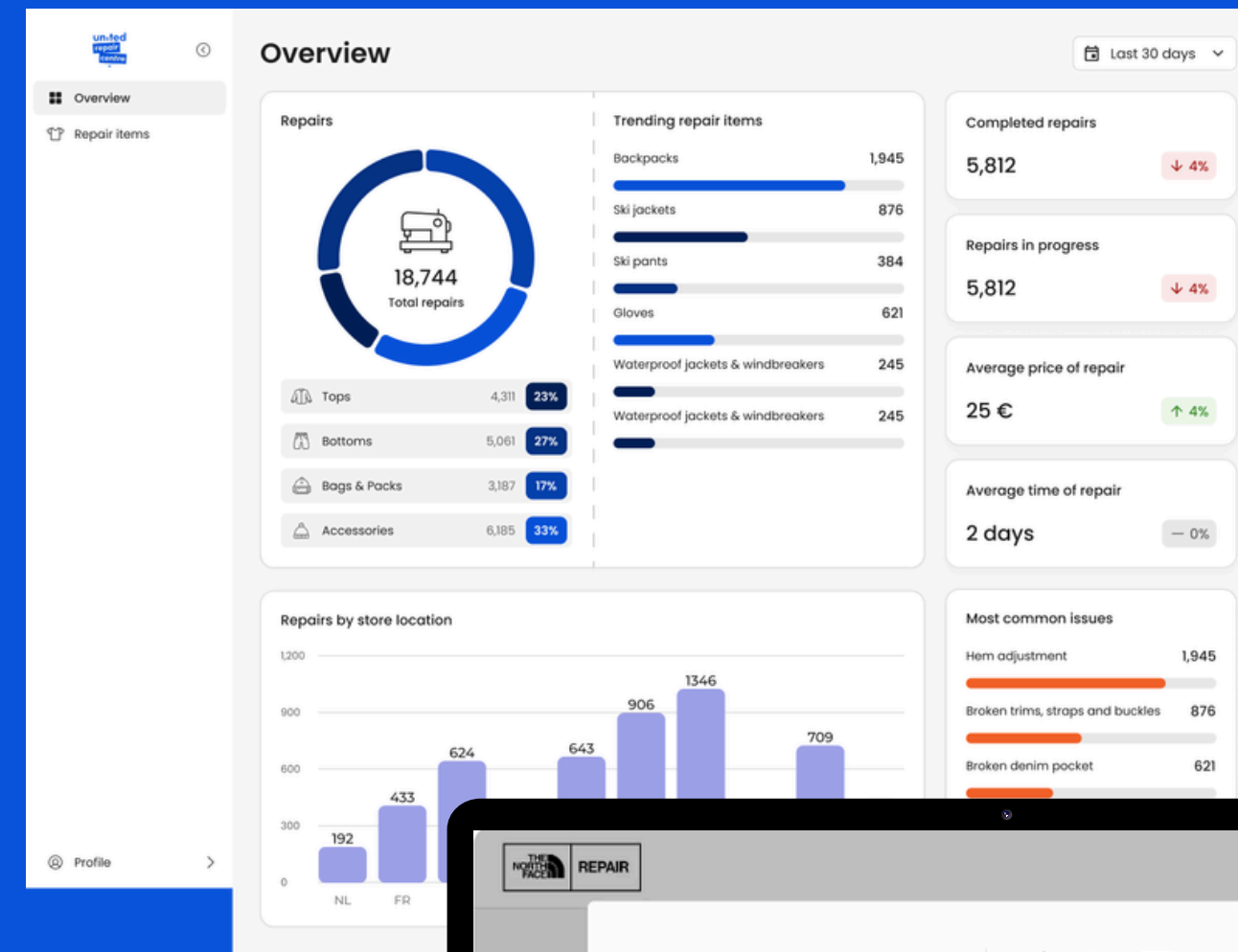
# Smarter Systems, Greater Impact

In 2025, United Repair Centre continued investing in technology and talent to deliver the highest quality repair services, without this technology we cannot scale our impact.

We expanded our team with new senior hires and developed innovative proprietary tools to improve efficiency and support future growth.

A major milestone was the launch of our Warranty Claims Portal, which streamlines the repair submission process and reduces CS time.

Nearly all brand partners are using the URC platform to log and track repairs, creating a more seamless and scalable repair experience.





# Being a Responsible Business

**Commitment to**

**Impact**

Four years from launch, and with the **impact investment of 3.2 million Euros**, from DOEN Ventures/Parrot Eyes, PhiTrust, Make Sense and ROM InWest, United Repair Centre's focus is on healthy path of growth.

This investment enables our responsible business to expand, **building for the long-term** and **scaling across markets**.

Underpinning everything is our **unwavering commitment to delivering environmental and social impact**.

With our mission lock, B Corp certification, and bi-annual anonymous employee satisfaction surveys, we ensure that circularity and social inclusion go hand in hand. Combining these core aspects of the business, we help to create a world where everyone and everything can thrive and co-exist in unity.

Certified



Corporation

A man with a beard, wearing a grey and yellow striped sweater, is working in a repair shop. He is holding a piece of fabric and looking towards the camera. The background shows shelves with various items and a workbench.

# Bright Futures

## at URC

**United Repair Centre is committed to being a great employer, whatever role you hold in the business.**

*"The B Corp movement is more important than ever in the current landscape. It not only holds responsible businesses accountable for their own actions but provides a town square where we can come together to build resilience and enshrine our values for the long term."*

*"Organisations such as URC play a crucial role here, as they are natural collaborators and can convene industries in ways that far exceed commercial competition. As purpose-led organisations we have serious work to do, and it will only have true impact if we work together."*

**Daan van Apeldoorn, Head of B Corp Impact & Engagement,  
B Lab Benelux**





# Apparel's Waste Problem

Waste is a fundamental issue for the apparel industry. Garments are thrown away – sometimes before even being sold – and countries such as Ghana bear the negative impacts of the overproduction problem. To understand this more, **United Repair Centre team mates visited Accra**, Ghana, home to **Kanatamanto Market**, one of the biggest second-hand clothing markets in the world.

Our partnerships with clothing brands play a meaningful role in reducing textile waste and its impact on people. We will continue to work on this in future – using repair as a catalyst for collective, system-level action and empathy.

*"Accra is where this industry becomes real. Every garment we keep in use is one less landing on a beach there. Repair will not fix this alone, yet it can be the meeting point where the industry starts to change it."*

**Thami Schweichler, Founder, URC**

So that was 2025! When we set out on day 1 of **United Repair Centre** with an audacious mission: “Fix the broken apparel industry by building a repair movement” we could never have imagined where it would take us – or how fast.

Yes, we are driving positive social change. We are helping our partners to achieve their circularity goals. And we are cleaning up fashion’s waste problem.

None of this would work without the highest quality repairs, every time, and industry-leading technology.

Our United Repair Centre team are most proud of this – the exceptional service we are providing to brands and customers.

Our journey is only just getting started and we have innovations in store for 2026 as we continue to grow and scale across Europe. Let’s get to work!

**Last Word from**

**Paul & Thami**





**united  
repair  
centre**

**repair**

**is the**

**new cool**

**Want to know more?**  
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[unitedrepaircentre.com](http://unitedrepaircentre.com)