

# Annual Report 2024.



System Operator for Waste Electrical and Electronic Equipment  
Management in the Federation of Bosnia and Herzegovina



# Introduction

The modern era has brought numerous benefits to human development. Individuals born in the mid-1980s - millennials - represent the generation that has witnessed the fastest and most significant technological advancements. The complete transition from the analogue to the digital world, the internet revolution, a higher level of global connectivity, and the adoption of smart devices as part of everyday life are just some of the developments that have occurred in less than 50 years.

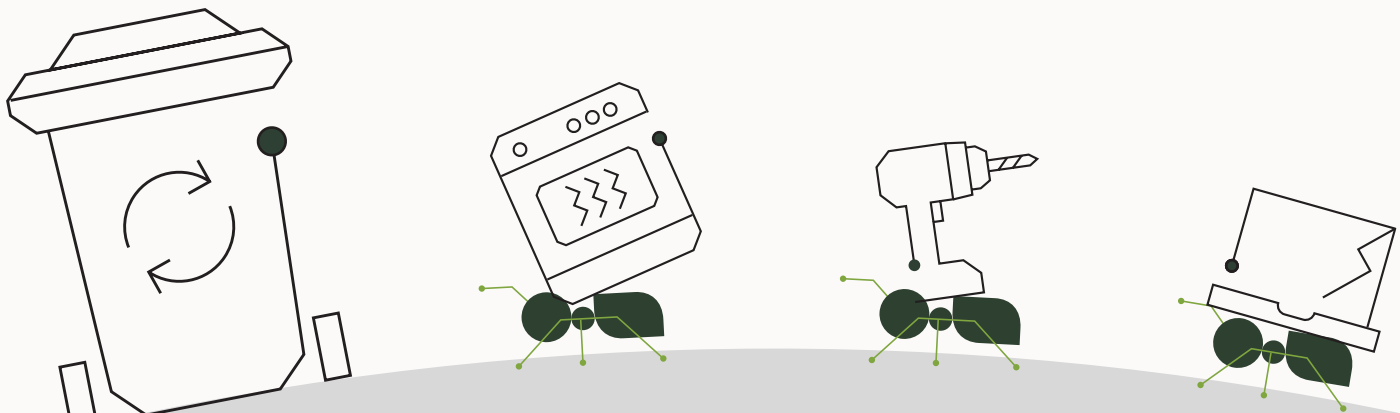
The world is experiencing a substantial degree of electrification and digital transformation, with technologies reshaping how we live, work, learn, entertain ourselves, and do business. It is almost unimaginable to function without smart devices, internet connectivity, or audio-visual streaming services.

However, technology comes at a cost. The growth of technology has simultaneously driven an increase in the production of electrical and electronic equipment - and, consequently, a rise in e-waste. At the same time, the global rate of e-waste collection and recycling is not keeping pace with this trend.

Monitoring electronic waste production and recycling flow is a key step in developing sustainable waste management strategies. It allows not only the setting of realistic and measurable recycling goals but also a concrete assessment of how electronic devices, through their life cycle and disposal process, can contribute to mitigating climate change and reducing pressure on natural resources.

As the demand for electronics continues to rise, so does the volume of e-waste which - if not properly managed - poses a serious threat to the environment and human health. Therefore, developing efficient systems for monitoring, collection, and recycling of this specific waste is of utmost importance, as only through such measures can we close the loop and transform waste into a resource.

When cultivated and developed at the local level, environmental awareness of global challenges becomes a powerful driver of change. Every community that recognises the importance of proper e-waste management contributes to creating a more sustainable and healthier environment - for both present and future generations. Sustainable living begins locally, but its impact reaches planetary dimensions.





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# Legend

The problem of global e-waste is growing at an alarming rate, with an estimated 50 to 60 million tons generated annually—yet only one-fifth is recycled. This trend, driven by increasing consumption of short-lived electronics, leads to significant natural resource losses and hazardous environmental pollution.

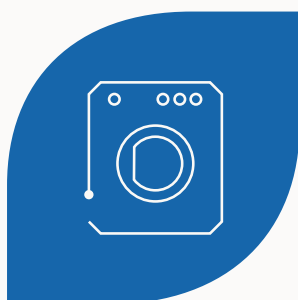
In Bosnia and Herzegovina, ZEOS eko-sistem is at the forefront of addressing this issue, operating as the first licensed system operator for e-waste management.

The 2024 Annual Report provides a detailed overview of collection efforts, infrastructure, results, projects, and plans for the future. The report is available at [www.zeos.ba](http://www.zeos.ba). ZEOS eko-sistem invites all interested citizens, legal entities, and organisations to join efforts in sustainable e-waste management.



## EQUIPMENT

electrical and electronic equipment



## E-WASTE

waste electrical and electronic equipment

## Regulatory framework

In the Federation of Bosnia and Herzegovina, the management of electrical and electronic waste (e-waste) is governed by several key legal documents:

■ **Regulation on the Management of Waste from Electrical and Electronic Products:** Published in the “Official Gazette of the Federation of BiH” No. 23 on March 31, 2023, this regulation details procedures and rules for e-waste management.

■ **Law on Waste Management:** The fundamental legal framework for waste management in the Federation of BiH, published in the “Official Gazette of the Federation of BiH” Nos. 33/03, 72/09, 92/17, and 72/24.

■ **Decree on Fee Calculation and Payment Methods:** Published in the “Official Gazette of the Federation of BiH” No. 104/22, this decree prescribes the criteria for calculating and paying fees for products that become packaging or electrical/electronic waste after use.

## Key stakeholders in the e-waste management system

■ **Obligated Parties:** Producers, importers, and distributors of electrical and electronic equipment who place such products on the market in the Federation of BiH for the first time. They are responsible for paying fees and reporting via the System Operator.

■ **System Operator:** A legal entity authorised by the Federal Ministry of Environment and Tourism of BiH to organise and implement the e-waste management system. Responsibilities include:

- Enabling obligated parties to pay reduced fees for equipment placed on the market
- Administrative and informational support related to reporting
- Providing legal and regulatory guidance
- Managing and disposing of e-waste

■ **Recycler:** A legal entity authorised by the System Operator, holding valid waste management permits, responsible for collecting and processing e-waste under a formal agreement.

In summary, these laws and regulations establish the framework within which obligated parties, system operators, and recyclers collaborate to ensure proper e-waste management in the Federation of BiH.



*Dear readers,*

As we enter 2025, ZEOSeko-sistem remains committed to its mission - to preserve the environment for future generations and make it cleaner, healthier, and better.

We are pleased to see progress in fulfilling our mission. Although 2024 was challenging, it brought significant advancements in properly recording and recycling e-waste.

"Think globally, act locally" was the message that inspired us throughout the past year. An active local community is the best path toward a healthier and better environment. We engaged with local communities through numerous projects, especially in our collaboration with the humanitarian organisation Pomozi.ba, through which we donate functioning or repaired appliances to vulnerable groups.

We also announced the launch of the first ZEOSTation - our centre for repair and reuse - which will begin offering a new spectrum of services in March 2025.

We marked International E-Waste Day, organised educational visits with local schools to the recycling yard in Sarajevo, participated in the UN Women project, and much more.

Every activity highlights the importance of proper disposal and recycling through diverse community-based projects.

In the coming period, we aim to pursue even more progressive cooperation with local communities, raise awareness of the importance of e-waste and its proper disposal, particularly within the business sector, and implement educational projects that help citizens understand the benefits of sorting habits and separate e-waste collection.

We thank our long-standing partners, who share our mission and vision, and our employees, whose dedication has made every success possible.

**Mag. Emil Šehić,**  
*director*

# Company structure – ZEOS eko-sistem

## Supervisory Board



**ZEOS d.o.o.**  
Ljubljana



**Gorenje Commerce**  
d.o.o. Sarajevo



**Konzum BH d.o.o.**  
Sarajevo



**General servis d.o.o.**  
Sarajevo

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# Impact of electronic waste

Electrical and electronic waste poses significant challenges for Bosnia and Herzegovina regarding environmental protection and public health risks.

The annual amount of e-waste per capita in BiH shows a notable increase. According to data from the Agency for Statistics in 2020, the volume of e-waste increased by 25% compared to the previous year.

The Federation of Bosnia and Herzegovina has adopted a Rulebook on the management of electrical and electronic waste, aiming to establish a separate collection

and treatment of e-waste to reduce its environmental and health impact. The Rulebook emphasises that e-waste must not be mixed with municipal waste or other materials that are not considered waste and that all e-waste must be collected and treated appropriately.

With this in mind, we recognise the significant and responsible role of ZEOS eko-sistem, which actively promotes proper e-waste disposal and educates the public and legal entities about the importance of recycling processes.

## Improper disposal of e-waste can lead to multiple consequences

### Loss of valuable resources:

Gold, silver, platinum, copper, and palladium are lost if not recycled, and new mining is environmentally damaging, leading to the destruction of natural habitats.



### Accelerated landfill growth:

E-waste occupies large amounts of space.



### Increase in global warming:

Improper burning of e-waste increases CO<sub>2</sub> emissions.



### Soil and water contamination

Lead, mercury, and cadmium are hazardous chemicals harmful to human health.



# Business model – ZEOS eko-sistem

## Vision

To be a reliable leading e-waste system operator in BiH, promoting efficient resource use and environmental protection.

## Purpose

Managing e-waste according to the principles of a sustainable economy.

## Mission

Creating long-term value for clients and employees through financing and recycling e-waste in compliance with legislation and sustainable development.

## Business Principles:

### Sustainability:

Operating based on the principles of the circular economy.

### Adaptability:

Responding to ecological and market



### Transparency:

Conducting business in accordance with the law, with publicly available online reports.

### Equality:

All stakeholders have equal terms.



### Non-profit orientation:

Profits are reinvested into system development.



### Partnership:

Collaborating to protect the environment.



### Quality:

Ensuring safe e-waste disposal processes.



### Innovation:

Developing efficient e-waste management practices.

### Social Responsibility:

Caring for the environment and community.

### Professionalism:

Operating according to standards and expertise.

**ZEOS eko-sistem** aims to ensure sustainable e-waste management in Bosnia and Herzegovina, maintaining transparent and professional operations, respecting legal requirements, and promoting environmental protection.

Waste collection and recycling in Bosnia and Herzegovina encompass the whole cycle - from collection, sorting, and processing to reuse - ensuring that all steps occur within national borders whenever possible.

The sorting and recycling process is carried out locally, thereby contributing to environmental preservation and strengthening the domestic recycling industry.

For categories of e-waste that cannot be processed domestically due to lack of infrastructure, export abroad is arranged in compliance with prescribed environmental standards.



# Our mission in 2024

E-waste represents one of the most pressing environmental issues globally, as well as in Bosnia and Herzegovina. A study conducted in 2020 by ZEOS eko-sistem revealed that 53% of respondents know where electronic waste should be disposed of to ensure environmentally sound management, 31% do not know, and 16% are unsure. About 33% of citizens in the Federation of BiH dispose of e-waste by handing it over to street collectors or municipal services. When considering different categories of e-waste, large household appliances, televisions, and monitors are typically given to street collectors, whereas smaller consumable e-waste, like light bulbs, is often left next to general waste bins or discarded with municipal waste.

With these insights in mind, we defined our priorities and target groups for 2024:

- **Educating the public** on the importance of proper electronic waste disposal
- **Emphasising the role of local communities** in environmental action
- **Improving and expanding infrastructure** that enables proper collection and disposal of e-waste in line with global ecological standards
- **Organising cooperation with associations and institutions** at both local and national levels to support environmental activities and raise awareness about e-waste handling
- **Encouraging individual proactive behaviour** to increase awareness of responsible collection and disposal
- **Inspiring companies to take the initiative** and promote environmental responsibility among their employees, both during and outside of working hours

## Target Groups

**Individuals** - citizens of BiH, including students, employees across all sectors, and retirees

**Legal entities** - encourage environmental action within companies, associations, small businesses, etc.



# Sustainable business practices

## ZEOS eko-sistem

ZEOS eko-sistem has been committed to sustainable business practices since its inception, a dedication affirmed by the 2023 Business Leader for Sustainable Development award in the micro-enterprise category under "Resources and Environment."

The company achieves sustainability through effective internal and external communication and partnerships, collaborating with individuals, institutions, producers, and other businesses.

Sustainable business operations are also achieved through transparency, i.e., actively sharing company

initiatives and promoting sustainable solutions for e-waste. This business model also involves working with organisations that share common environmental goals with ZEOS eko-sistem.

In addition, ZEOS eko-sistem actively promotes sustainable business practices across Bosnia and Herzegovina.

Through its activities, ZEOS eko-sistem positively impacts the economy, environment, and society by promoting sustainable e-waste management.

### **Economic Development:**

Creating new jobs and supporting recycling, processing, and material reuse.



### **Awareness Raising:**

Campaigns and educational programs on the importance of proper e-waste disposal.



### **Waste Reduction:**

Promoting repair and recycling to reduce the need for new production.



### **Environmental Protection:**

Reducing e-waste in landfills, protecting the environment and human health.



### **Reuse:**

Encouraging repair and product lifespan extension through the 2R Center – ZEOSTation.



### **Partnerships:**

Collaborating with organisations and institutions for shared sustainability goals.



# E-waste as a resource for the future

**Managing e-waste** is a key component of the circular economy. By efficiently recycling and reusing materials, we can reduce environmental impact, preserve natural resources, and create new jobs. Cooperation among stakeholders - individuals, governments, and industry - is essential to ensure sustainable e-waste management.

## E-Waste Management and the Circular Economy

E-waste management is increasingly important and crucial in promoting a circular economy. Recycling e-waste is not only a method for reducing ecological footprints but also an efficient way to recover valuable raw materials, decreasing the need for new mining and exploitation.

## Economic and Environmental Significance of E-Waste Recycling

Proper recycling can transform e-waste, from old mobile phones to obsolete washing machines, into valuable resources. This helps preserve natural resources and reduces the need for new material extraction, thereby protecting the environment. In addition, e-waste recycling creates new jobs in the collection, sorting, and waste processing sectors, contributing to the local economy.

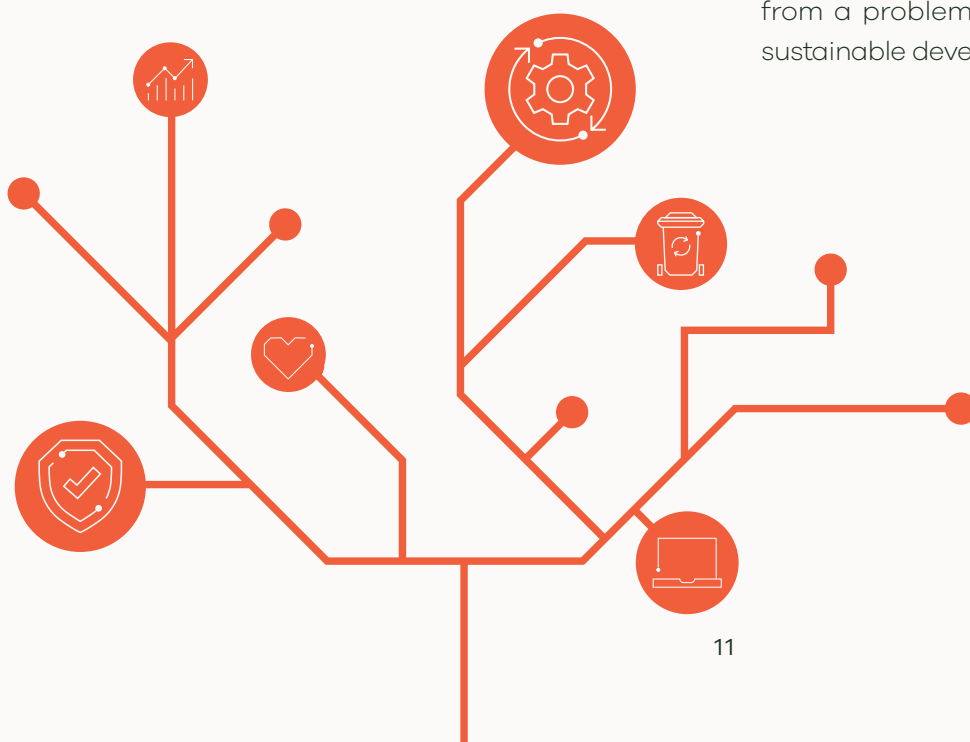
## Challenges and Solutions

While e-waste recycling offers numerous benefits, it also presents challenges. Lack of awareness about the importance of recycling, insufficient infrastructure, and inadequate legislation can hinder effective e-waste management. Solutions include:

- **Education and awareness:** Informing the public about the dangers of improper e-waste disposal and the benefits of recycling.
- **Infrastructure development:** Investing in collection, sorting, and recycling networks.
- **Enforcement of legal regulations:** Implementing and enforcing laws governing e-waste management.
- **Encouraging innovation:** Developing new technologies for more efficient recycling and material recovery.
- **Extended Producer Responsibility (EPR):** A policy where producers bear significant responsibility for post-consumer product treatment and disposal.

## The Role of the Circular Economy

The circular economy aims to minimise waste and maximise resource efficiency. E-waste represents a significant source of secondary raw materials that can be reused to produce new devices. By applying the circular economy principles, e-waste is transformed from a problem into a resource, contributing to sustainable development.







# Our services

ZEOS eko-sistem operates as an authorised operator of the e-waste management system in accordance with legal regulations and offers an economical solution for manufacturers, importers, and distributors of electrical and electronic equipment in

the Federation of BiH, enabling them to fulfil their legal obligations more easily. ZEOS Eko-sistem enables efficient and economical e-waste management while promoting environmental protection and sustainable

## What We Offer?

### Education

Education about e-waste is our free service that is essential for raising awareness of its proper disposal and treatment, reducing its negative impact on the environment, and preserving natural resources. The

education of young people about e-waste is critical, as it plays a key role in creating more responsible generations that will adequately dispose of e-waste and contribute to environmental protection.

### ZEOSTation

ZEOSTation is a repair and reuse centre equipped with tools for volunteers, schools, organisations, and individuals. It is a free service that introduces new concepts such as MajZEOSstor and Repair Café, enabling a circular economy through the repair, reuse, and donation of devices. Devices submitted by users

or companies through ZEOSTation can be donated further or returned to the user after repair. This way, we extend the life of devices, reduce CO<sub>2</sub> footprints, and address digital poverty through donations to those in need.

### E-Waste Recycling

E-waste recycling is a free service provided by ZEOS that is vital for reducing the negative impact of electronic devices on the environment. It helps reuse valuable materials and prevents hazardous chemicals from being contaminated. Through proper e-waste management and the use of a legal recycling

system, we ensure sustainability, provide information, protect natural resources, reduce the risk of soil and water contamination, and prevent landfill dumping. Infrastructure and recycling options can be found at [www.zeos.ba](http://www.zeos.ba).

### ZEOSHUB

ZEOSHUB offers free space, modern IT equipment, and technology for small businesses, educational institutions, and NGOs. Our mission is to support the growth of the local economy, with a focus on green

transition, sustainable development, and sharing our own resources. To use the space, send an application via email to [info@zeos.ba](mailto:info@zeos.ba) with user details and intended use.



### Tech Lending Library

Tech Lending Library is a ZEOS service that enhances how we use technology and devices! Instead of purchasing appliances that often end up in the trash, we offer the possibility to borrow high-quality

equipment when needed. This means you only use what you genuinely need, reducing consumption and creating less waste.

# Facilitating compliance with legal obligations

Following the current Regulation on Waste Management from Electrical and Electronic Products, all importers, manufacturers, and distributors of electrical and electronic equipment in the Federation of Bosnia and Herzegovina (FBiH) have a legal obligation to participate in a waste management system.

Failure to comply with the law may result in significant fines, inspections, and additional financial obligations. Non-compliance can lead to fines ranging from BAM

6,000 to 8,000 and up to BAM 10,000 for repeated offences. For responsible individuals within legal entities, fines range from BAM 2,000 to 4,000 and up to BAM 5,000 for repeat violations. Additionally, there is always the possibility of inspection, which, if it reveals irregularities, can result in further costs and obligations toward the Environmental Protection Fund. Any breach of the law can also negatively affect your company's reputation.

## Key Obligations:



Reporting the placement of equipment on the market and paying prescribed fees.



Ensuring responsible e-waste management through an authorised system operator.



Keeping records and submitting annual reports to competent institutions.



Labelling products with a symbol for separate waste collection.

**To ensure timely and proper e-waste disposal, join ZEOS eko-sistem, which offers numerous benefits:**



### **Regulatory Compliance:**

ZEOS eko-sistem ensures that your company meets all legal obligations related to e-waste management.



### **Operational Simplicity:**

ZEOS eko-sistem handles all aspects of e-waste management, including reporting, collection, storage, and recycling.



### **Environmental Responsibility:**

ZEOS promotes environmentally responsible e-waste management and supports the circular economy.



### **Cost Reduction:**

Participation in ZEOS eko-sistem is more cost-effective than independently fulfilling obligations through the Environmental Protection Fund.



### **Sustainability:**

ZEOS eko-sistem provides a long-term sustainable solution for e-waste management.

# Collection network for e-waste in Bosnia and Herzegovina

23

municipal utility  
companies

499

total e-waste drop-off locations  
(329 at business entities, 133 public  
collection sites)

14

e-waste collectors and  
processors

## Infrastructure for E-Waste Collection and Results

Proper organisation of collection, categorisation, and recycling of e-waste requires adequate infrastructure to carry out these activities effectively. By the end of 2024, ZEOS eko-sistem had procured 848 infrastructure units, of which 771 had been deployed.

Infrastructure Type	Total Units
Green furniture	103
Mesh pallets for small appliances	140
Pallet for light bulbs	100
Street container	133
E-waste bin	286
Wire pallets for large appliances	1
7m³ container	5
Recycling yard	37

\* The term "Recycling yard" includes the total number of free disposal sites, i.e., municipal utility companies and e-waste collectors/processors. The number of legally defined recycling yards that include the whole collection process is 3.





*\*map of Bosnia and Herzegovina showing the municipalities with ZEOS infrastructure in 2024.*

# 848

**Infrastructure units**

ZEOS eko-sistem's infrastructure covers 74 out of 79 municipalities in BiH, representing 94% national coverage. High infrastructure coverage makes us an industry leader, a reliable and trusted

# 771

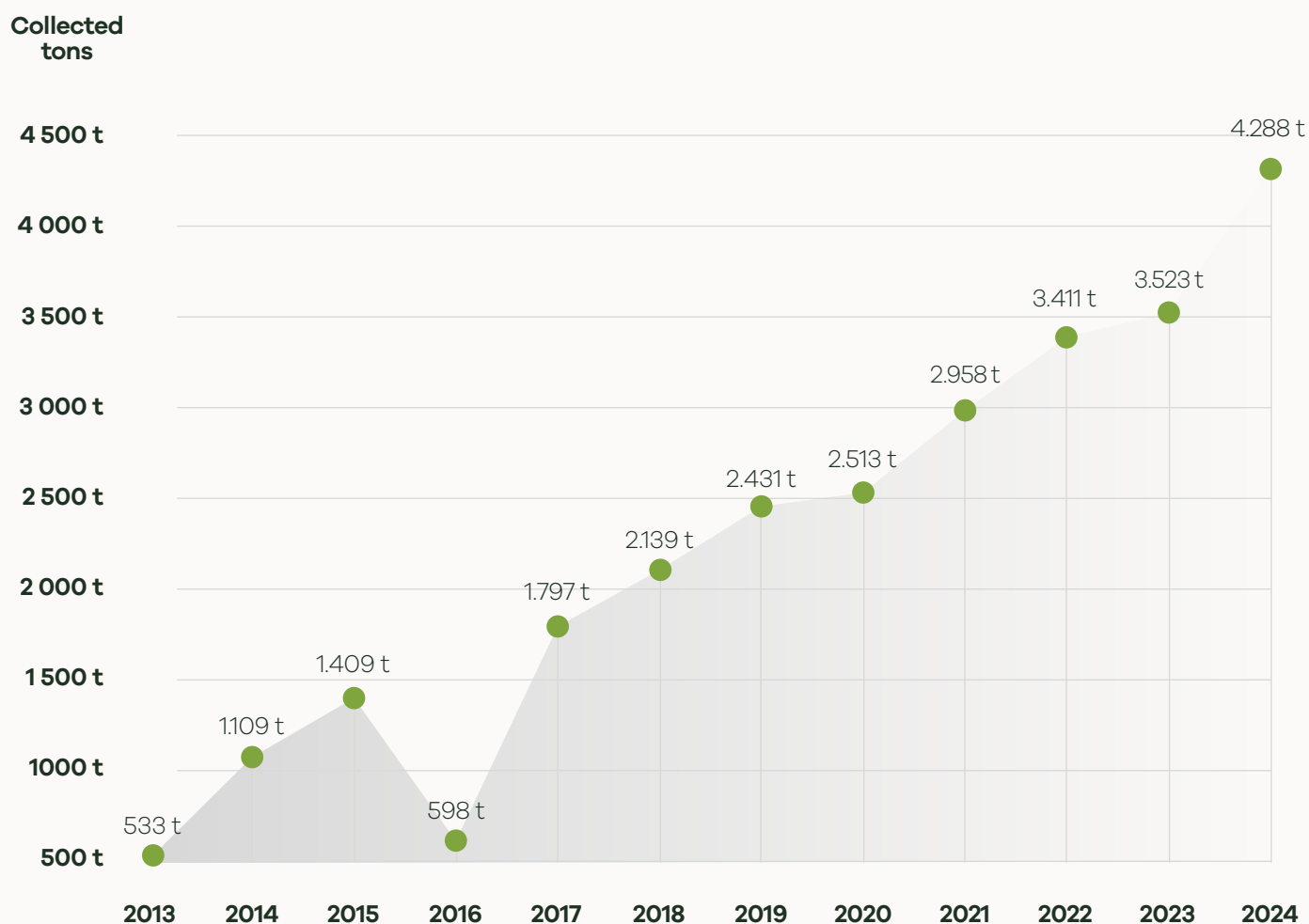
**Number of installed infrastructure**

partner, and a company capable of addressing the complex challenges of collecting, disposing of, and properly recycling e-waste.

ZEOS eko-sistem has developed an electronic data documentation system to ensure systematic record-keeping and proper collection and recycling of e-waste.

R	Category	Quantity
1	Temperature exchange equipment	337,487
2	Screens and monitors	49,154
3	Light bulbs	6,833
4	Large equipment	3,558,614
5	Small equipment	234,569
6	Small IT and telecommunications equipment	101,788
	Total	4,288,445

## Collected E-Waste



An analysis of collected waste data from the first year of operations compared to 2024 reveals that the volume of collected e-waste in 2024 increased by approximately 705% compared to 2013.

Considering the total amount of e-waste collected since the company began operations and the amount collected in 2024, we find that 16.05% of all e-waste

was collected in 2024 alone. We consider this an exceptional success, especially given that the tonnage of accumulated waste has been increasing yearly.

An interesting fact, and one we are particularly proud of as it best demonstrates our dedicated efforts, is that ZEOS infrastructure collects an average of 6,000 kg of e-waste daily.

● **82,98%** Large equipment

● **7,87%** Temperature exchange equipment

● **5,47%** Small equipment

● **2,37%** Small IT and telecommunications equipment

● **1,15%** Screens and monitors

● **0,16%** Light bulbs

*The collection and analysis of this data have been one of our primary tasks in the past period and have helped guide our planning for the coming year.*

# Partnerships for a better planet

The role of local communities in environmental systems is of the utmost importance. While change begins with the individual, a greater impact is achieved when groups of individuals unite to create positive outcomes for their communities.

In 2024, we aimed to raise awareness among businesses and leadership about the dangers of improper e-waste

disposal and highlight the importance of sustainable alternatives.

Since its founding, ZEOS eko-sistem has worked continuously to expand its “eco-family”—a community of companies committed to improving environmental conditions and promoting responsible e-waste collection and disposal.

## Projects that Supported Our Mission

ZEOS eko-sistem has consistently recognised the importance of sustainable operations. Every proactive effort we’ve made has reflected this commitment. Thanks to our continued dedication to our mission, we successfully implemented several projects with both environmental and social benefits:

### Project: Collaboration with Pomozi.ba

**In partnership with the Pomozi.ba organisation and Duh Časa**, ZEOS launched a donation campaign of 110 computers for families and institutions affected by the 2024 floods in Jablanica, Fojnica, Kiseljak, and other municipalities. These devices support education, work, and social connectivity, empowering recipients to build a better future. Donations were made to schools, religious institutions, and other beneficiaries, who may return the equipment for recycling once it is no longer usable.

This initiative is part of the broader vision of the 2R Centre, set to open in March 2025. It focuses on repair and reuse, extending the lifespan of electronics while reducing e-waste. The centre aims to become a hub for sustainable circular economy practices, contributing to environmental protection and social inclusion.







## Project: Recycling Yard

A new recycling yard was opened in Sarajevo Canton in collaboration with KJKP Rad, EKOPAK, and ZEOS eko-sistem. Citizens can freely dispose of various waste types, including electrical and electronic devices, packaging (glass, plastic, paper, metal, wood), car tyres, construction waste, organic waste, and bulky waste.

A REUSE station is also available for old appliances and items that others can repurpose.

The yard is located at Paromlinska 64 and is open daily from 08:00 to 20:00.

## Project: International E-Waste Day - ZEOS as BiH Representative

The seventh annual International E-Waste Day, under the slogan "Return, Recycle, and Revive" on October 14, 2024, focused on devices still in working condition that are often tucked away and forgotten after purchasing new ones—such as mobile phones, chargers, laptops, computers, tablets, gaming consoles, and other small electronics. ZEOS eko-sistem proudly represented Bosnia and Herzegovina at this global event. Through our participation, we aimed to show that recycling unused electronics is not complicated and that it is a crucial step in conserving resources and protecting the environment.



## Project: 2R Centre – Repair and Reduce

The 2R Centre project aims to prevent pollution and promote a circular economy by reusing and repairing old or broken electrical devices. The centre will enable individuals to take functional or easily repairable devices free of charge or repair them independently using the centre's tools.

It will also offer education sessions, group workshops, and volunteer repair work, with the goal of donating refurbished devices to social service users or public institutions.

By revitalising devices that would otherwise be discarded, the project significantly reduces e-waste. Non-repairable parts will be appropriately recycled. The project is co-financed by the Swedish International Development Cooperation Agency – SIDA. It runs from May 28, 2024, to May 28, 2025, with a total budget of BAM 129,084.78, of which 45.45% is co-financed.

# Proactive action in 2024

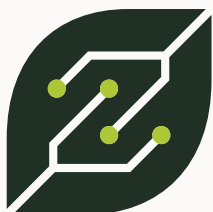
In exploring ways to overcome challenges and enhance proactivity among our target groups, we identified a key obstacle - insufficient information - affecting both individuals and businesses.

To address this, we focused on media visibility and regular website updates and on distributing high-quality content through social media platforms.



Over the past 365 days, the official ZEOS eko-sistem Facebook page recorded **over 876,000 views** and reached **439,200 users**. Around 7,100 users interacted with the content, and **over 16,500** clicked links shared via the page. The page also gained **527 new followers**.

Meanwhile, our official Instagram page reached **269,200 users** and was **viewed 256,500 times**. During this one-year period, **1,800 users** interacted with the content, **15,100 clicked** on links, and the page gained 314 new followers and **5,600 visits**.



Additionally, the ZEOS eko-sistem website recorded **36,000 active users**.

Distributing information in this way strengthens public awareness of the importance of environmental action, especially regarding e-waste. In today's world, timely information delivery,

continuous social media activity, consistent media outreach, and maintaining a regularly updated website are crucial in building an educated, informed, productive, and proactive local community.



# Goals for the future

When reviewing ZEOS eko-sistem's performance in 2024, the data is encouraging—particularly regarding collected waste volumes and expanded infrastructure.

ZEOS eko-sistem has positioned itself in the market as a reliable and trustworthy partner in environmental protection, particularly in the area of e-waste.

## Goals set for 2025 include:



1

Continuing the development of domestic and international projects with proactive social media engagement and targeted communication focused on raising awareness about selective e-waste collection.

Creating communication strategies aimed at legal entities to motivate them to participate and behave

responsibly and actively within their organisations.

Launching online campaigns that inspire citizens to act in an environmentally responsible way, emphasising that proper e-waste disposal is free of charge and benefits the local community.

2



Increasing outreach and education efforts targeting legal entities about their legal obligations in e-waste management. Through targeted campaigns, direct

contact, and collaboration with relevant institutions, we aim to grow the base of obligated stakeholders and enhance awareness within the business sector.



3

Improving and developing new mechanisms for collecting e-waste to boost overall volumes of properly collected and processed materials. Awareness will be

raised through both online and offline campaigns, expanding collection points and emphasising the benefits and accessibility of proper disposal.

4



Expanding and improving infrastructure for e-waste collection through new locations, mobile collection points, and specialised containers across both urban and rural areas. In cooperation with local communities

and the public and private sectors, we aim to make e-waste disposal more accessible for citizens and businesses.



5

Enhancing export processes and capacities for e-waste to authorised recyclers outside Bosnia and Herzegovina in line with legal frameworks and international standards. Strengthening logistics,

technical, and administrative systems will ensure safe, transparent, and efficient export processes, thereby reducing improper disposal and aligning with hazardous waste transport regulations.

6



As part of our strategic plan, ZEOS eko-sistem will continue developing key free services that will contribute to sustainable e-waste management and circular economy development in Bosnia and Herzegovina. Educating the public, especially young people, remains a cornerstone in raising awareness and protecting natural resources. The ZEOSTation initiative will continue as a hands-on platform for volunteering, repair, reuse, and donations to extend device lifecycles and reduce digital inequality.

Through e-waste recycling, we will ensure safe and

environmentally responsible disposal of hazardous components and reuse of valuable materials. ZEOSHUB will continue to offer technical and spatial support to small businesses and organisations, promoting green innovation and transition. The Library of Things will further encourage responsible technology use by offering borrowing instead of purchasing. All these activities represent a systemic approach to reducing waste, supporting local communities, and building a sustainable e-waste management ecosystem.



7

Looking ahead, ZEOS eko-sistem plans to enhance the promotion of its initiatives through various communication channels, focusing on video content. Educational and entertaining videos will be published on the YouTube channel MajZEOSTor, aiming to

creatively and accessibly raise public awareness of the importance of proper e-waste disposal. This strategy will help us connect with different audiences, especially young people, and inspire individuals and businesses to act environmentally responsibly.

# ZEOS eko-sistem

## your partner for a healthier future

In today's dynamic business environment, integrating sustainable practices is necessary for long-term success. ZEOS eko-sistem positions itself as a key strategic partner for companies aiming to comply with regulatory frameworks while demonstrating corporate responsibility through efficient e-waste management.

As a non-profit organisation, ZEOS eko-sistem ensures full compliance with the applicable Regulation on Waste Electrical and Electronic Equipment Management, eliminating the risk of financial penalties and reputational damage. Our expertise in monitoring and implementing regulatory changes enables our clients to focus on their core business activities while entrusting us with e-waste management.

Through a partnership with ZEOS eko-sistem, companies achieve significant financial savings compared to fulfilling legal obligations individually. Our operational efficiency and resource optimisation model delivers maximum value for investment while minimising environmental impact.

ZEOS eko-sistem empowers companies to actively contribute to the Sustainable Development Goals through transparent and measurable e-waste management practices. Our initiatives to promote

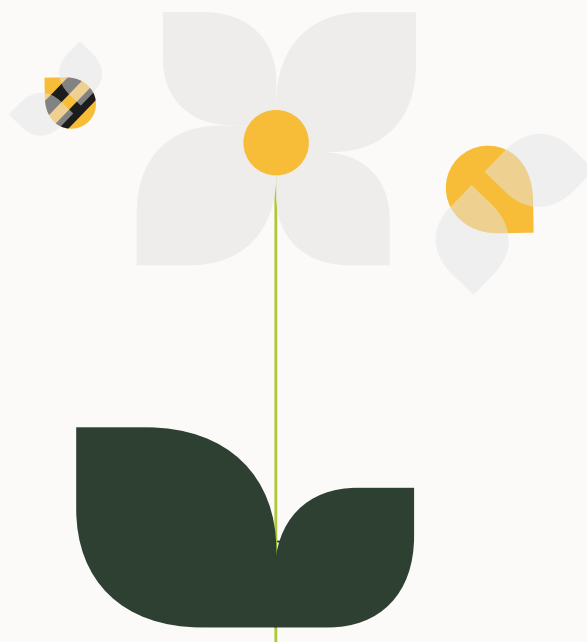
the circular economy and responsible waste handling strengthen corporate image and partner trust.

We provide comprehensive solutions encompassing logistics, recycling, and reporting to ensure a seamless and transparent e-waste management process. Our developed infrastructure and partner network guarantee reliability and efficiency across all operational stages.

ZEOS eko-sistem exports hazardous e-waste for further processing abroad and has a well-established infrastructure and partner network for e-waste collection. We offer free e-waste pickup services from legal entity addresses for large volumes and free disposal points for the general public.

ZEOS eko-sistem not only manages e-waste but also envisions a future where technology and nature coexist in harmony. Every device we recycle and every campaign we implement is a step toward a world where waste becomes a resource, and environmental responsibility is the foundation of our mission.

We don't just follow regulations - we set new standards in sustainable business, inspiring others to join us toward a greener and healthier future for all.





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For more information about our operations, please see our annual reports from 2014 to 2024, available electronically on our website, [www.zeos.ba](http://www.zeos.ba).

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