



Annual Report 2025.

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



Introduction

In a drawer, on a shelf or in a basement, almost every household keeps at least one device that is no longer in use. An old phone replaced by a new one. A laptop that takes longer to start up. A household appliance that is “not quite ready to be thrown away”. These devices make no noise, yet they wait for a decision.

At the moment they are no longer used, electronic devices become a matter of responsibility. A matter of how we relate to the environment in which we live, the resources we consume, and the community to which we belong. A choice between simple disposal and long-term stewardship.

Electronic waste is now one of the fastest-growing waste streams worldwide. If not managed properly, it can endanger soil, water and human health. At the same time, through an organised and functional system, those very devices can acquire new value — through recycling, repair and reuse.

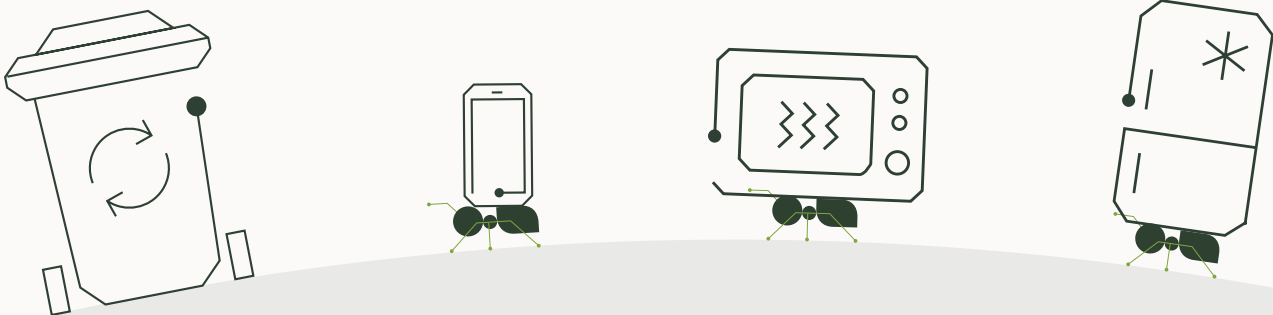
Throughout 2025, the ZEOS eko-sistem focused precisely on making that choice easier. Our objective was to ensure that responsible e-waste management became accessible, understandable and embedded in everyday habits. Through the development of a network of collection points, services, educational activities and targeted projects, obsolete devices ceased to be a burden and became a resource.

Citizens, companies, institutions, and local communities were connected through a shared process in which electronic waste does not signify the end of a product but the beginning of a new value cycle. Every device managed responsibly meant less pollution, preserved resources and a tangible contribution to a healthier community.

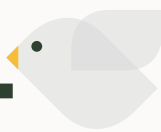
This report provides an overview of the activities, results and insights achieved during 2025. It follows the journey of electronic waste from the moment a device is no longer in use to its responsible end-of-life treatment, demonstrating how an effective e-waste management system is built through everyday decisions and shared responsibility.

A Year Begins Not with a Plan, but with a Question

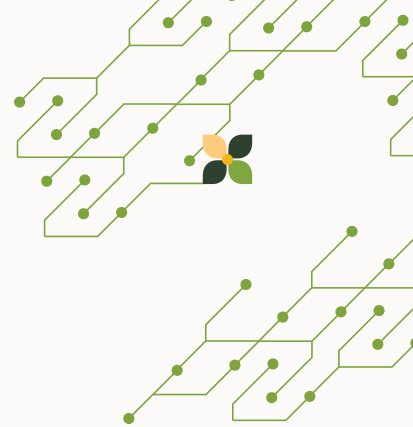
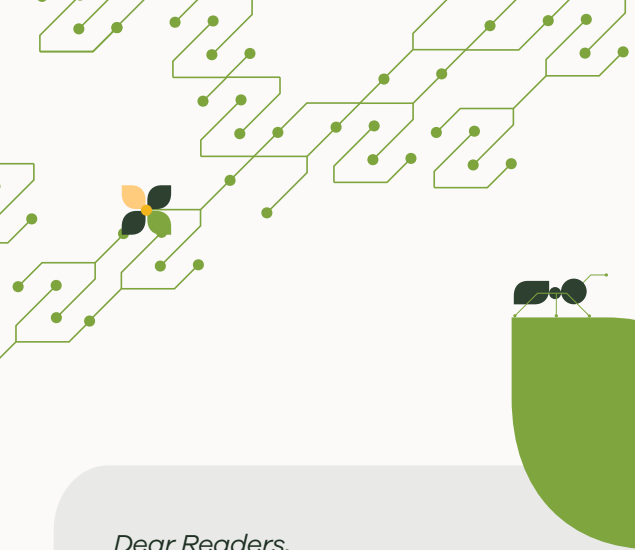
At the beginning of 2025, there was not one overarching question, but many smaller ones. How can we make the system easier for citizens? How can we bring it closer to schools? How can we repair what can still be repaired? The year began with listening — understanding people on the ground, partners, and the everyday needs of the community.



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Dear Readers,

A system for managing electronic waste achieves its full purpose only when it becomes part of everyday life — when an obsolete device is no longer perceived as a problem but as a clear, accessible opportunity to be managed responsibly, repaired, or reused. This is precisely the direction we pursued throughout 2025.

In cooperation with our partners and local communities, we continued to develop a system aligned with the real needs of citizens and businesses — free from unnecessary barriers and focused on practical implementation. Our objective was to ensure that electronic waste management is understandable, accessible and easily applicable in everyday practice.

The results achieved during the year confirm that attitudes towards electronic waste are changing. The collection of 5.8 million kilograms of e-waste and the establishment of a network of more than 500 locations for its proper disposal demonstrate growing confidence in the system and citizens' and organisations' willingness to be part of the solution.

Particular value lies in projects that have connected environmental responsibility with the community's genuine needs. Through the repair and reuse of devices, donations of refurbished equipment and cooperation with schools, electronic waste has gained a new role — as support for education, digital inclusion and solidarity.

Our direction remains clear: to continue developing a reliable, transparent and people-oriented system. A system that is not built from the top down, but together with citizens, partners and local communities.

On behalf of the entire ZEOS eko-sistem team, I want to thank everyone who contributed during 2025—our partners, collaborators, and employees. Their efforts demonstrate that real change occurs when responsibility is turned into tangible actions.

We are especially grateful to all producers and importers who have entrusted us with fulfilling, on their behalf, the legal targets related to e-waste management and extended producer responsibility, and who also finance the entire system.

The priority of the ZEOS eko-sistem is not only to meet the legally defined targets related to collection and treatment/recycling rates, but also to achieve these targets in a cost-efficient and sustainable manner, so that we can ensure the lowest possible long-term costs associated with extended producer responsibility for our producers and importers.

Mag. Emil Šehić,
Director

Systems Are Built Through Repetition

Our experience in 2025 has shown that resilient systems are not created through isolated events, but through consistency. Through daily activities, collecting devices and engaging in conversations with citizens to clearly explaining procedures, trust and system functionality are gradually established. It was precisely this consistency that formed the foundation of its development.



2025 in Figures - What It Means for Nature and Communities

In 2025, the ZEOS ecosystem's activities had a visible impact on the environment and society. Collecting electronic waste, expanding infrastructure, and launching educational programs helped reduce pollution, save resources, and boost awareness of responsible e-waste disposal.



5,796,180 kg of e-waste

→ Diverted from households, institutions and businesses into an organised collection, treatment and recycling system, thereby preventing landfill disposal.



504 collection locations

→ Enabling safe and accessible disposal of electronic waste in local communities across the Federation of Bosnia and Herzegovina.

Hundreds of repaired devices

→ Extending the service life of equipment and reducing the need for procurement of new devices.



859,554 informed citizens

→ Strengthening public awareness of proper e-waste management and reducing instances of improper disposal.

36 schools

→ Engaged in educational activities to foster long-term responsible habits among children and young people.

Every tonne of properly managed e-waste

→ Less pollution, preserved raw materials and reduced environmental pressure.

How the E-waste Management System Works

The waste electrical and electronic equipment management system is based on well-defined roles and responsibilities for all parties involved. Its goal is to ensure that electronic devices reaching their end-of-life are properly collected, processed, and sent for recycling or reuse, in accordance with legal standards and environmental principles.

The System Does Not Speak – People Do

Although we often refer to systems and processes, it is ultimately people who communicate. This includes telephone calls, workshops, meetings, and fieldwork. By 2025, trust was established through availability and patience, rather than relying solely on procedures.



E-EQUIPMENT

Electrical and Electronic Equipment



E-WASTE

Waste Electrical and Electronic Equipment

In the Federation of Bosnia and Herzegovina, the management of waste electrical and electronic equipment (E-Waste) is regulated by key legislative instruments:

- **Rulebook on the Management of Waste Electrical and Electronic Equipment** – Published in the Official Gazette of the Federation of Bosnia and Herzegovina, No. 23, dated 31 March 2023, this Rulebook prescribes in detail the procedures and requirements for E-Waste management.
- **Waste Management Act of the Federation of Bosnia and Herzegovina** – The fundamental legal framework governing waste management in the Federation of Bosnia and Herzegovina, published in the Official Gazette of the Federation of Bosnia and Herzegovina, Nos. 33/03, 72/09, 92/17 and 72/24.
- **Regulation on the Criteria for the Calculation and Payment of Fees for Products that Become Packaging Waste and Waste Electrical and Electronic Equipment After Use** – Published in the Official Gazette of the Federation of Bosnia and Herzegovina, No. 104/22, this Regulation sets out in detail the criteria for calculating and the method of payment of fees for products that, following use, become packaging waste and Electrical and Electronic Waste.

In the Federation of Bosnia and Herzegovina, electronic waste must not be disposed of together with municipal waste; instead, it is required to undergo a dedicated collection and treatment process. For the system to function effectively in practice, it is essential to connect the legislative framework with the everyday behaviour of citizens, businesses and public institutions.

In this process, the following stakeholders play key roles:

OBLIGATED PARTIES (Producers, Importers and Distributors) Obligated parties assume responsibility for the electrical and electronic equipment they place on the market. Their key obligations include: financing the e-waste management system; reporting data on the quantities of equipment placed on the market; ensuring that devices, once they reach end-of-life, are managed in accordance with prescribed requirements.

ZEOS EKO-SISTEM (System Operator) The ZEOS eko-sistem acts as the system operator, linking legal requirements with their practical implementation.

As the central point of the system, ZEOS:

- organises and manages e-waste collection processes;
- enables obligated parties to fulfil their statutory obligations at optimised fee levels;
- provides administrative and informational support;
- develops and maintains a network of collection locations and services accessible to citizens;
- coordinates cooperation with authorised recyclers, local communities and public institutions.

RECYCLERS (Authorised Waste Treatment Operators) Authorised recyclers play a critical role in the final stage of the system. Their activities include: taking over collected e-waste; processing and/or recycling equipment; recovering valuable materials; ensuring the safe removal and treatment of hazardous substances.

CITIZENS AND COMMUNITIES

Citizens and local communities participate in the system through everyday decisions.

Their role includes:

- properly disposing of obsolete devices;
 - using available collection points and services;
 - participating in educational and local initiatives.
- It is precisely their engagement that makes the system visible, functional and sustainable in practice.

ZEOS eko-sistem Today

Today, the ZEOS eko-sistem is a stable and well-established system for managing electronic waste in Bosnia and Herzegovina, built through years of experience, collaboration, and ongoing improvement.

Who we are?



- The first authorised system operator for electronic waste management in Bosnia and Herzegovina
- More than 14 years of experience in developing and managing the e-waste system
- A not-for-profit operating model, in which all funds are reinvested into system development and the community
- A coordination centre connecting obligated parties, recyclers, institutions and local communities
- A reliable framework that translates statutory obligations into practical and functional solutions

What we do?



- Provide a clear and secure pathway for electronic waste — from the moment a device reaches end-of-use to its responsible end-of-life management
- Develop a network of solutions including collection points, free-of-charge services, repair and reuse initiatives
- Open the system to citizens through simple and free access to services
- Facilitate compliance for obligated parties through transparent and efficient fulfilment of statutory requirements

Small Decisions Make the Difference

Not all decisions are strategic. Some are operational, daily and seemingly invisible. Which collection point should be added? Which service can be simplified? How should we respond to a citizen, for the first time, asking where e-waste should go? Collectively, these small decisions shape trust in the system.

For Importers, Distributors and Producers of Electrical and Electronic Equipment

For Importers, Distributors and Producers of Electrical and Electronic Equipment

In accordance with the applicable Rulebook on the Management of Waste Electrical and Electronic Equipment, all importers, producers and distributors of electrical and electronic equipment in the Federation of Bosnia and Herzegovina (FBiH) are legally required to participate in the waste management system.

Failure to comply with these legal obligations may result in substantial financial penalties, inspection procedures and additional financial liabilities. Non-compliance may

lead to fines ranging from BAM 6,000 to BAM 8,000, and up to BAM 10,000 for repeated offences. Responsible persons within legal entities may face fines ranging from BAM 2,000 to BAM 4,000, and up to BAM 5,000 for repeated offences. In addition, inspection supervision may be initiated at any time. Should irregularities be identified, this may result in further costs and obligations towards the Environmental Protection Fund. Any breach of statutory requirements may negatively affect your company's reputation and operating costs.



Key Obligations

- Reporting quantities of equipment placed on the market and paying the prescribed fees.
- Ensuring the responsible management of e-waste through an authorised system operator.
- Maintaining records and submitting annual reports to the competent authorities.
- Labelling products with the symbol indicating separate collection of waste.

Legal Compliance: ZEOS eko-sistem ensures that your company fulfils all statutory obligations related to the management of e-waste.

Environmental Responsibility: ZEOS eko-sistem promotes environmentally responsible e-waste management and contributes to the development of a circular economy.

Cost Efficiency: Participation in the ZEOS eko-sistem is financially more advantageous than independently meeting obligations through direct payments to the Environmental Protection Fund

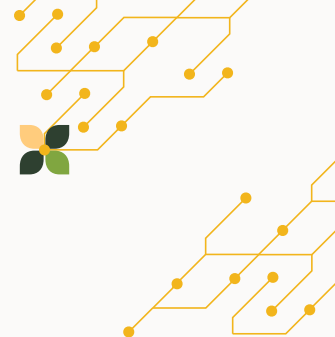
Operational Simplicity: ZEOS eko-sistem assumes responsibility for all aspects of e-waste management, including reporting, collection, storage and recycling — enabling you to focus on your core business activities with confidence.

Placement of equipment by the System Obligor

No.	Category Name	2023 kg	2024 kg	2025 kg
1	Temperature Exchange Equipment	3.157.592	4.317.841	4.462.047
2	TVs and Monitors	658.904	874.723	751.458
3	Lamps	37.504	54.382	63.128
4	Large Equipment	4.187.559	5.594.237	7.538.363
5	Small Equipment	1.439.472	2.272.388	2.325.767
6	Small IT Equipment	254.057	357.803	292.916
	TOTAL	9.735.089	13.471.372	15.433.679



ZEOS eko-sistem Company Structure



Management Board



ZEOS d.o.o.
Ljubljana



Gorenje Commerce
d.o.o. Sarajevo



Konzum BH d.o.o.
Sarajevo



General servis d.o.o.
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The ZEOS eko-sistem Business Model

Vision

To be a reliable and leading e-waste system operator in Bosnia and Herzegovina, focusing on promoting efficient resource utilisation and environmental protection.

Purpose

Sustainable e-waste management aligned with sustainable economy principles.

Mission

To generate long-term value for clients and employees by financing and recycling e-waste, fully adhering to legislation and sustainable development principles.

Principles of Operation:



Adaptability:

Responsiveness to environmental and market developments.



Sustainability:

Operating in line with circular economy principles.



Social Responsibility:

Commitment to environmental protection and community wellbeing.



Equal Treatment:

Equal conditions for all obligated parties.



Transparency:

Compliance with legislation and publication of public online reports.



Professionalism:

Operating in accordance with recognised standards and professional best practice.



Not-for-Profit Orientation:

Surpluses are reinvested into system development.



Quality:

Ensuring a safe and controlled e-waste management process.



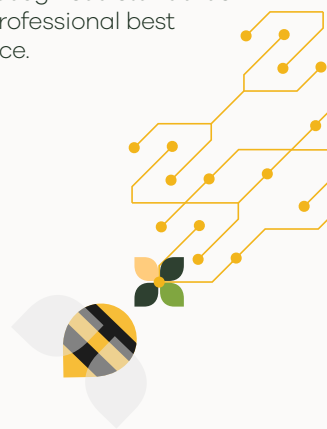
Partnership:

Collaboration to advance environmental protection.



Innovation:

Continuous development of efficient e-waste management solutions.



ZEOS eko-sistem is dedicated to sustainable e-waste management in Bosnia and Herzegovina, functioning transparently and professionally, while adhering to legislation and supporting environmental protection.

Waste collection and recycling in Bosnia and Herzegovina cover the full process, from collection and sorting to treatment and reuse, with a strong focus on keeping these activities within the country whenever possible. Sorting and recycling are done locally, supporting environmental conservation and bolstering the domestic recycling sector.

For certain e-waste categories that cannot be handled locally due to inadequate infrastructure, exports are managed in accordance with established environmental standards.

Since its establishment, the ZEOS eko-sistem has prioritized sustainable operations and a not-for-profit model, emphasizing people and the environment over profits. A large part of its activities includes support for humanitarian and socially beneficial initiatives and organizations.

Corporate sustainability is attained through clear internal and external communication and strategic alliances, involving collaboration with individuals, legal entities, public institutions, producers, and other business stakeholders.

Sustainable operations are further reinforced through transparency — including the active sharing of information regarding company initiatives and the promotion of sustainable e-waste solutions. This business model also includes collaboration with organisations that share common environmental objectives with ZEOS eko-sistem.

Our services

ZEOS eko-sistem functions as an authorized e-waste system operator under applicable legislation, providing a cost-effective solution for producers, importers, and distributors of electrical and electronic equipment in

the Federation of Bosnia and Herzegovina. Our services help obligated parties meet their legal obligations more efficiently, while also supporting environmental protection and sustainable development.

Extended Producer Responsibility for Producers, Distributors and Importers – Delegation of Obligations



Under current regulations, any legal entity involved in producing, importing, or distributing electrical and electronic equipment is responsible for its management. This includes submitting reports, paying required fees, and properly handling e-waste once the equipment is no longer usable. These duties encompass compliance reporting, waste collection and treatment, financing collection and recycling systems, and contributing to environmental fees. The ZEOS eko-sistem takes on this responsibility for its clients by registering companies, offering administrative, professional, and technical support, reducing compliance costs, and providing prompt documentation. This enables clients to concentrate on expanding their business rather than managing complex legal procedures.

Education



Our free education on e-waste is essential for raising awareness about proper disposal, responsible handling, minimizing environmental impact, and conserving resources. We particularly focus on teaching young people, as they are vital in shaping future generations who will manage electronic waste responsibly and promote environmental conservation.

ZEOSTation



ZEOSTation operates as a repair and reuse hub, offering tools and facilities for volunteers, schools, organizations, and individuals. This free service promotes circular economy principles through initiatives like the "MajZEOSTor" and the "Repair Café," encouraging the repair, reuse, and donation of devices. Devices submitted by individuals or companies can be repaired and either reused or donated to those in need. This approach helps extend the lifespan of equipment, lowers CO₂ emissions, and fights digital poverty by providing refurbished IT devices to underserved communities.

E-Waste Recycling



E-Waste recycling is a free service provided by ZEOS, essential for reducing the environmental impact of electronic waste. It enables the recovery and reuse of valuable materials while preventing pollution from hazardous substances. By adopting proper e-waste management and adhering to established recycling laws, we support sustainability, transparency, and environmental protection. This approach conserves natural resources, lowers the risk of soil and water contamination, and avoids improper landfill disposal. For details on collection infrastructure and available recycling options, visit: www.zeos.ba.

ZEOSHUB



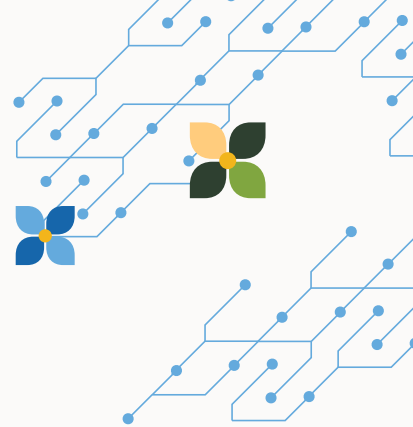
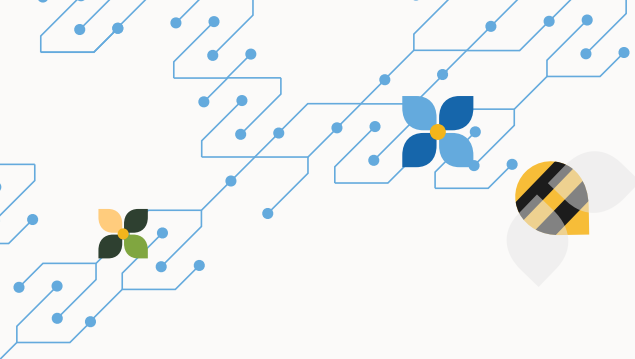
ZEOSHUB provides free workspace access, modern IT tools, and technology tailored for small businesses, educational institutions, and NGOs. Our mission is to support local economic growth by focusing on green transition, sustainable development, and resource sharing. To utilize the space, interested individuals should send an email request to info@zeos.ba, including their contact details and the purpose of use.

Library of Things



The Library of Things is a ZEOS initiative designed to transform the use of gadgets and equipment. Instead of purchasing devices that may sit unused and be discarded later, we offer on-demand access to premium tools. This strategy encourages sustainable consumption by enabling users to obtain only what they need, when they need it, thus reducing overuse and waste.

Trust is rarely spoken aloud but is easily observed. It becomes evident when individuals cease questioning whether the system works and instead start exploring ways to participate. These signs indicate that the system is becoming a natural part of everyday life.



2025: Creating New Value from E-Waste

In 2025, electronic waste transitioned from being seen solely as a problem to being acknowledged as a valuable resource. A greater number of devices were integrated into a coordinated system of collection, repair, treatment, and reuse, rather than ending up in landfills or sitting unused at home.

This shift signaled a move away from isolated initiatives toward a unified system that integrates infrastructure, expertise, and practical solutions.

What Changed in 2025



- The e-waste collection network was expanded, facilitating easier access to the system across a greater number of local communities;
- Approximately 5.8 million kilograms of electrical and electronic waste were collected, indicating growing trust in the system;
- Educational activities were further strengthened, with particular focus on children, young people and educational institutions;
- Public perception increasingly shifted towards recognising e-waste as a resource rather than merely waste material.

Projects that Shaped the Year

In 2025, several initiatives successfully aligned environmental goals with community needs. The development of the ZEOStation repair and reuse center extended the life of electronic devices, minimized waste, and enhanced local skills in device maintenance.

Refurbished computer donation projects, including 'Technology for Hope,' repurposed hundreds of devices for households in need, turning electronic waste into a symbol of solidarity and digital inclusion.

Additionally, street collection containers in Sarajevo Canton were upgraded, and collaborations with schools, communities, and partners led to targeted e-waste collection drives and educational workshops. Participation in international projects facilitated knowledge sharing and improved practices related to extended producer responsibility.

New solutions for citizens



In 2025, efforts focused on developing services that simplify and make electronic waste management more accessible to the public.

zeos
e-taxi

The launch of the free ZEOS E-TAXI service allowed citizens to have e-waste collected directly from their homes, eliminating significant barriers to involvement.



The ZEOSHub space was created to assist students, young people, and small businesses by providing a dedicated environment for learning, collaboration, and innovation in technology and sustainability.

A system that continually learns stays relevant

Not all solutions are perfect initially. Some go through testing, refinement, and adjustments over time. By 2025, practical experience proved more valuable than assumptions. Learning became a significant part of our work.

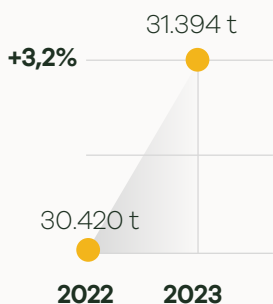
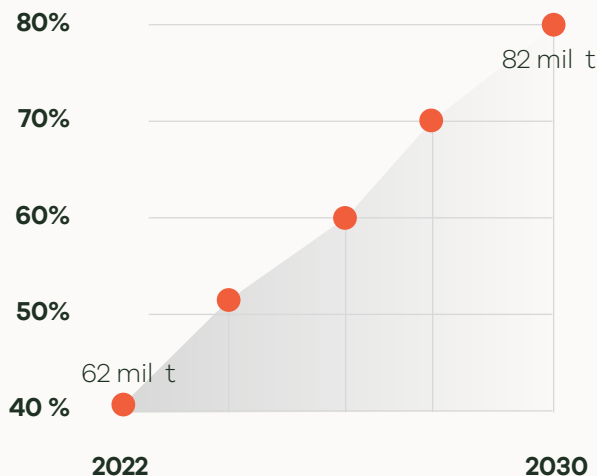


The Environmental Impact of Electronic Waste

Waste electrical and electronic equipment commonly known as e-waste, is one of the most urgent and rapidly increasing environmental issues both worldwide and in Bosnia and Herzegovina. It encompasses everyday devices such as mobile phones, computers, TVs, refrigerators, and household appliances that, once their lifespan ends, turn into waste needing specialized disposal.

According to the **Global E-Waste Monitor 2024**, the world produced 62 million tonnes of e-waste in 2022, averaging 7.8 kilograms per person. Since 2010, this has increased by over 80%, with forecasts suggesting the volume could reach 82 million tonnes by 2030.

Alarmingly, only about 22% of global e-waste is officially documented as properly collected and recycled. The rest ends up in landfills, informal waste streams, or is processed in ways that threaten the environment and human health.



Bosnia and Herzegovina exemplifies these trends. According to the Agency for Statistics, the country produced 31,394 tonnes of electrical and electronic waste in 2023, reflecting a 3.2% rise from 2022. Per capita e-waste generation is also gradually increasing, reaching 9.2 kilograms per person in 2023—11% more than the previous year.



Why is E-waste dangerous?

Electronic waste is different from ordinary waste because it contains hazardous substances like lead, mercury, cadmium, and other heavy metals that can have long-term impacts on human health and the environment.

Improper disposal can lead to:

- soil and groundwater contamination as toxic substances leach from discarded devices
- air pollution—especially when burned uncontrolled
- increased landfill pressure due to its significant volume, and
- health risks for children and workers in informal waste sectors.

What Actions Can We Take?

- Extend device use as long as they remain functional
- Prefer repairing over replacing
- Select equipment built for durability and ease of repair
- Buy second-hand or refurbished devices
- Use the ZEOS eko-sistem services at end-of-life for proper disposal.

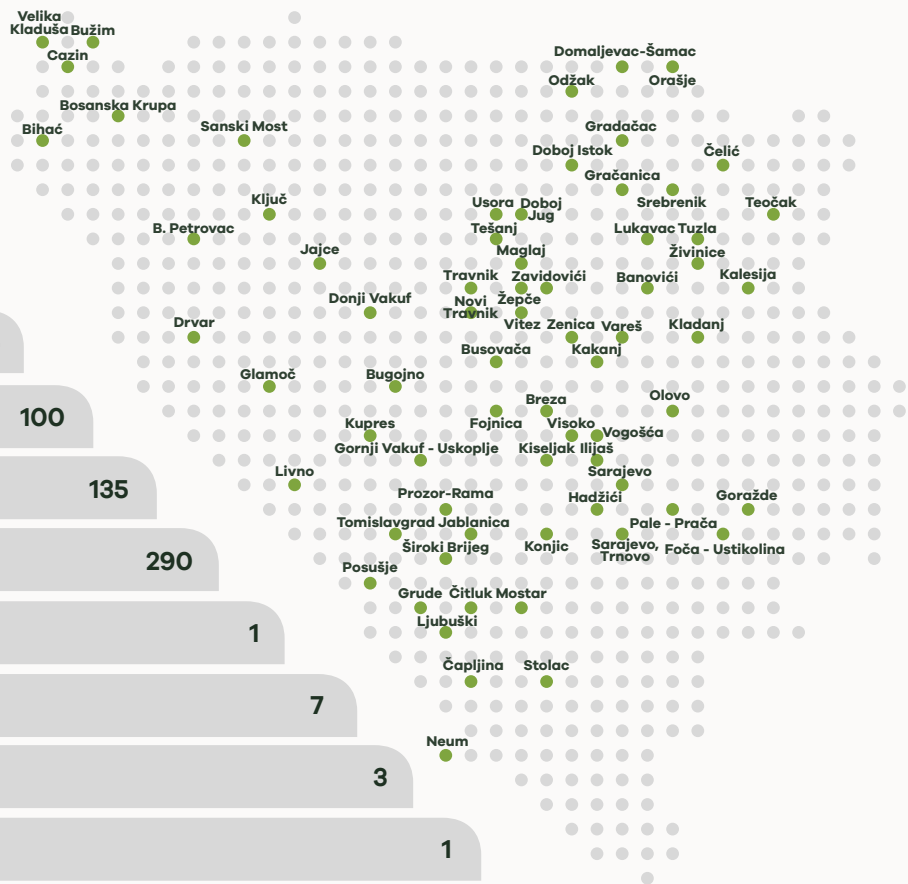
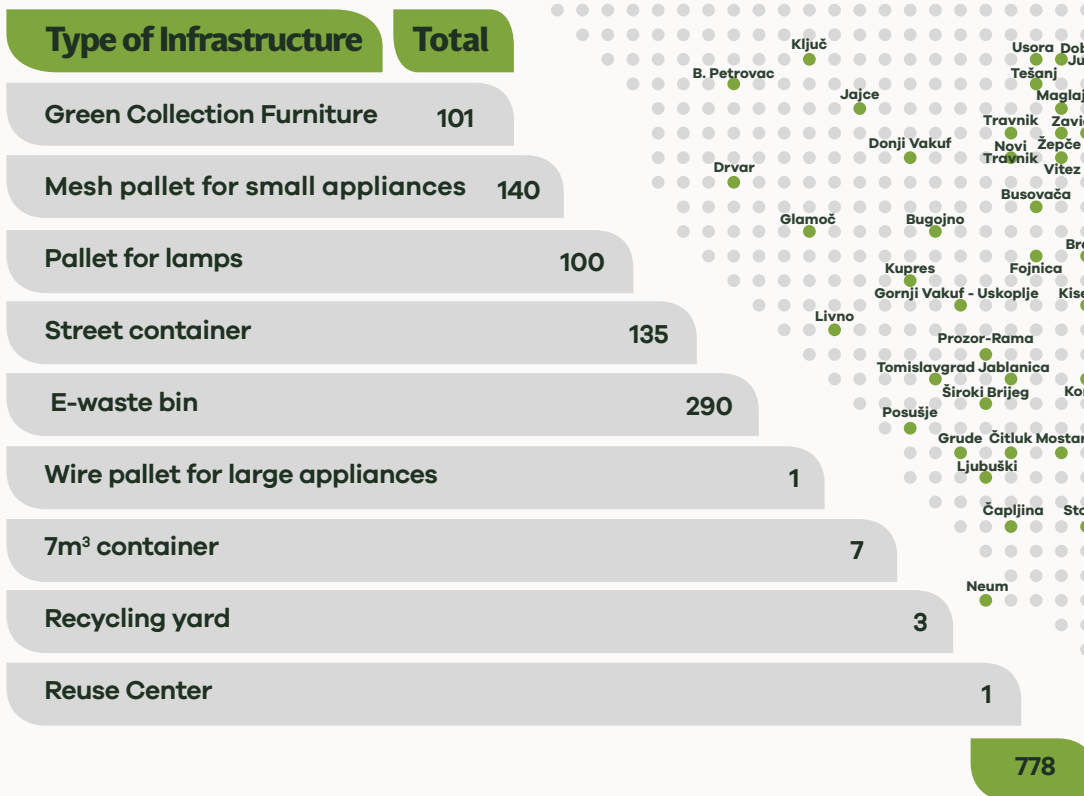


E-waste Collection network in Bosnia and Herzegovina



To properly organize e-waste collection, categorization, and recycling, the right infrastructure must be in place to support these activities in line with legal and environmental standards. By the end of 2025, the total number of collection units for e-waste reached 778.

Overview of the Infrastructure Installed in 2025



The company ZEOS eko-sistem covers 74 out of 79 municipalities in Bosnia and Herzegovina through its infrastructure, representing 94% of total territorial coverage. This extensive infrastructure coverage positions us as a leader in the sector, a reliable and trustworthy partner, and a company capable of addressing the complex challenges of e-waste collection, disposal, and proper recycling.

**Map of Bosnia and Herzegovina showing municipalities with ZEOS infrastructure in 2025.*



Addressing the E-Waste Challenge

During the reporting period, through an organised system of collection and treatment, the ZEOS eko-sistem collected a total of 5,796,180 kg of waste electrical and electronic equipment (WEEE). This represents a significant contribution to reducing the negative environmental and public health impacts of e-waste.

The largest share of the total volume collected relates to large equipment, amounting to 5,150,726 kg (89%). This category includes appliances such as washing machines, cookers, dishwashers and other large household and commercial devices.

The results achieved confirm the functionality of the extended producer responsibility system and contribute to:

- reducing the disposal of e-waste in landfill;
- preventing the release of hazardous substances into the environment;
- recovering valuable secondary raw materials for reintegration into production cycles;
- strengthening circular economy principles within the Federation of Bosnia and Herzegovina.

Through the continuous improvement of the collection network, logistics and cooperation with obligated parties, the ZEOS eko-sistem continues to reinforce sustainable e-waste management across the territory of the Federation of Bosnia and Herzegovina.

No	Equipment Category	In kg	In %
1	Temperature Exchange Equipment	296.337	5,11%
2	Screens and Monitors	36.486	0,63%
3	Lamps	5.682	0,10%
4	Large Equipment	5.150.726	88,86%
5	Small Equipment	157.562	2,72%
6	Small IT and Telecommunications Equipment	149.387	2,58%
	Total	5.796.180	100%

The increase in the total amount of e-waste collected compared to the previous year **amounts to 35.16%**.
15,880 kg – average daily amount of e-waste collected

Year	Collected (kg)
2013	532.686
2014	1.108.727
2015	1.409.144
2016	597.658
2017	1.797.347
2018	2.138.833
2019	2.430.612
2020	2.512.863
2021	2.958.461
2022	3.410.929
2023	3.523.201
2024	4.288.445
2025	5.796.180
Total	32.505.086

A System Connecting Local Communities

We integrate municipalities and cities into a common network of WEEE collection points, making sure the system is accessible where residents live and frequent. Local collaboration guarantees that solutions are near the community, practical in everyday use, and easily visible.

Schools and Young People



We link educational institutions with the e-waste management system through education and collaborative initiatives. Schools serve as environments for fostering responsible attitudes towards electronic devices, enabling young people to actively participate in shaping future habits and behaviours.

Companies



We link the business sector to legal regulations and practical solutions. By working with companies, we make it easier for them to comply with legal requirements and support their participation in collection, repair, and reuse programs.

International Projects



We link the local system to international best practices and expertise. Through partnership projects, we build institutional capacity, share knowledge, and improve models of e-waste management and extended producer responsibility.

Nothing meaningful is created alone

Over the year, more activities have developed through collaboration with schools, institutions, municipal utility companies, and organizations. While partnerships can be complex, they are crucial for integrating the system into the community rather than keeping it separate.

Projects



Project Title:

Management of “Invisible” E-Waste in Sarajevo Canton

Duration:

12 February 2025 – 12 October 2025

To improve the separate collection system for waste electrical and electronic equipment, ZEOS eko-sistem initiated a project to refurbish and redesign street collection containers in Sarajevo Canton.

Our “green guardians of the environment” were repaired, restored, and visually updated to be more recognizable and ready to serve their purpose — helping citizens dispose of e-waste correctly and reducing its negative effects on nature and health.

This project helped extend the lifespan of existing containers, minimized the need for new units, and delivered a straightforward message: proper disposal and recycling are the responsible choices we must make.



Project Title:

My Eco School

Duration:

10 March 2025 – 22 April 2025

Participants: Primary schools in Central Bosnia Canton

In spring 2025, the ZEOS eko-sistem launched the My Eco School project aimed at primary schools in Central Bosnia Canton to promote proper e-waste management as part of daily school activities.

During this brief yet intensive period, pupils and teachers worked with educational materials and hands-on activities to learn how and why electronic waste should be sorted and handled correctly.

The project effectively merged knowledge, practical participation, and a competitive aspect, encouraging schools to actively involve students, parents, and the local community. A key feature was that schools independently devised their own e-waste collection methods, while all waste collected was sent to ZEOS eko-sistem via the established collection system.

Results from the collection directly affected school rankings and award distribution, aimed at enhancing school facilities and providing real benefits to students.

The My Eco School initiative established a basis for sustained collaboration with educational institutions and serves as a scalable model for expansion to other cantons, with the aim of cultivating environmentally conscious future generations.



Project Title:

KJKP2025 Project

Duration:

1 August 2025 – 31 December 2025

E-Waste Collection Campaign in Cooperation with Municipal Utility Companies in FBiH

In the second half of 2025, ZEOS eko-sistem launched the "Together for a Clean Future" project, a large-scale e-waste collection campaign in partnership with 12 municipal utility companies across the Federation of Bosnia and Herzegovina. The goal was to offer citizens an easy and accessible way to responsibly dispose of outdated electrical and electronic equipment via local infrastructure.

Citizens were encouraged to hand their e-waste over to their municipal utility companies, helping to prevent illegal dumping and ensuring waste was properly recycled. The initiative emphasized the important role of local communities and individuals in environmental protection, while also providing incentives for utility companies through recognition of top performers and increased capacity in waste management.

The project will conclude with a joint review of outcomes and planning for 2026, reaffirming that sustainable e-waste management depends on ongoing cooperation and active stakeholder engagement.



Project Title:

2R Centre – Repair & Reduce Centre "ZEOSTation"

Duration:

2024/2025

Through the ZEOSTation project, the first repair and reuse centre in Bosnia and Herzegovina, and our socially responsible initiative "Technology for Hope", ZEOS eko-sistem gives electronic devices a new purpose while simultaneously supporting those who need technology the most. Functional devices, as well as those requiring minor repairs (up to 7 years old), are collected from citizens or legal entities, inspected, prepared for reuse, and donated for further use.

In cooperation with partner organisations, such as Pomozi.ba, refurbished devices are donated to households, educational institutions, and organisations in need. In this way, the lifespan of equipment is extended, the amount of e-waste is reduced, and digital inclusion within the community is strengthened.

The initiative is open to cooperation with partners and citizens who wish to contribute by donating devices or spare parts, providing logistical support, volunteering in repair activities, or organising humanitarian initiatives.

Citizens can use ZEOSTation free of charge with prior notice. The application or donation process is very simple and can be completed through the website www.ZEOS.ba



Rethink, Reuse, Revive – A New Life for Old Items

In May 2025, ZEOS eko-sistem participated in the public event **“Rethink, Reuse, Revive – A New Life for Old Items”**, organised by the **Faculty of Economics, University of Sarajevo** within the framework of the Interreg Euro-MED project **REPper – Repair Perspective**.

The event opened dialogue on the challenges of e-waste management in Bosnia and Herzegovina, with particular focus on the role of education, practical experience and innovation in developing sustainable solutions.

As an expert partner, ZEOS eko-sistem:

- participated in a panel discussion on WEEE management challenges in Bosnia and Herzegovina;
- contributed to knowledge exchange between academia, students and industry professionals;
- organised on-site e-waste collection at the faculty premises;
- presented practical and digital solutions aimed at improving system efficiency.

Through active participation, ZEOS eko-sistem strengthened awareness among young people and the wider public regarding responsible e-waste management, reaffirming the importance of linking knowledge and practice in the development of sustainable policies.



REPper – Promoting a Culture of Repair and Reuse

At the beginning of 2025, ZEOS eko-sistem joined the European project REPper – Repair Perspective, implemented under the Interreg IPA Adrion programme and bringing together partners from eight European countries.

The objective of REPper is to promote a culture of repair and reuse of electrical and electronic equipment as key elements of the transition towards a circular economy. The project connects local authorities, academia and practitioners to develop models and policy recommendations aimed at extending product lifespans and reducing waste generation.

As an organisation with practical experience in repair and reuse initiatives, ZEOS eko-sistem contributes to the exchange of applied knowledge and participates in the development of recommendations and solutions applicable at both local and regional levels.

Participation in REPper further strengthens the role of ZEOS eko-sistem in promoting sustainable operational models and circular economy principles.

Marking International E-Waste Day 2025

On **International E-Waste Day**, celebrated annually on **October 14**, ZEOS eko-sistem successfully carried out activities **to raise awareness about the importance of recycling e-waste** in Bosnia and Herzegovina.

The 2025 global theme centered on **Critical Raw Materials**—valuable metals and elements in electronics that are vital for the green and digital transitions. Citizens and businesses were educated on the significance of collecting and recycling these materials properly, rather than leaving them in unused devices.

Special focus was given to **critical raw materials** like **palladium**, used in capacitors to ensure stable performance of electronic devices such as phones and laptops. As Bosnia and Herzegovina’s representative in observing this environmental day, ZEOS **highlighted e-waste’s resource potential** and urged the public to bring obsolete devices to authorized recycling centers or use ZEOS collection services for responsible disposal.



When Information Drives Change

Throughout 2025, ZEOS eko-sistem's communication strategy focused on one key question: how to provide people with information that leads to concrete action. Rather than relying on general messages, the emphasis was placed on clear and practical answers — where to dispose of electronic waste, how to use available services and what happens to devices once they enter the system.

Digital channels became an extension of the WEEE management system itself. Social media platforms and the official website served not only as information sources, but also as tools for removing uncertainties that often represent the greatest barrier to responsible behaviour.

Communication analysis conducted during the year confirmed that insufficient information remains

one of the main reasons why electronic waste is not incorporated into the system in a timely manner.

In 2025, content published on ZEOS eko-sistem's digital platforms reached hundreds of thousands of users. The value of this communication was measured not only in reach, but in engagement — reflected through reactions, interest in services, clicks on informational links, citizen enquiries and increased use of available infrastructure.

The official website, **www.zeos.ba**, played a particularly important role as the central source of verified information for citizens and businesses. The number of active users throughout the year demonstrated a continuous need for clear, reliable and easily accessible information regarding electronic waste management.



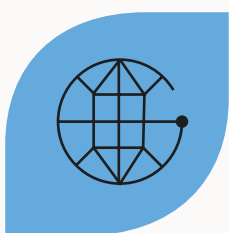
Facebook

496,824 user accounts reached; content viewed 6,983,742 times



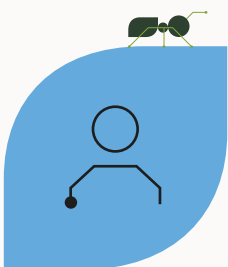
Instagram

299,625 user accounts reached; content viewed 2,087,003 times



Google / Website users:

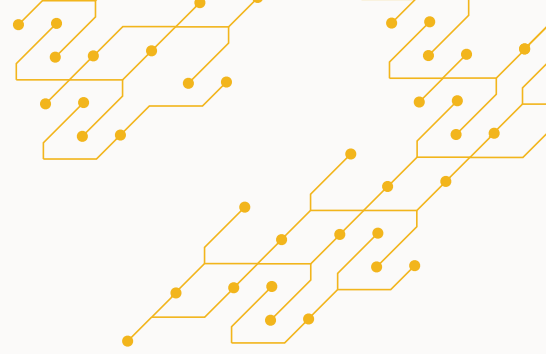
51.835



Total digital reach:

848,284 users





The Road Ahead



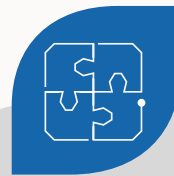
The year 2025 was a year of learning through practice. Beyond the results achieved, it provided valuable insights into how the e-waste management system functions under real conditions and what is required to ensure that change is sustainable in the long term. Experience from the field demonstrated that public interest in the proper management of WEEE exists, but that simple and clear access to the system is decisive. When information is understandable and services are easily accessible — through an established network of locations and practical solutions — citizen participation increases significantly.



At the same time, 2025 highlighted ongoing challenges. Changing habits requires time, continuity and a sustained presence within communities. Although awareness of the importance of proper e-waste management is growing, a portion of the population still faces uncertainty or lacks sufficient information — underscoring the need to continue educational activities. System growth also requires further investment in infrastructure to ensure that collection, storage, and treatment capacities keep pace with increasing e-waste volumes.



Work with schools and young people confirmed that responsible habits are most effectively developed from an early age. Young people become agents of change within their families and local communities, transferring knowledge and raising awareness about the responsible use and disposal of electronic devices. At the same time, repair and reuse projects demonstrated that extending the lifespan of equipment generates both environmental and social benefits — reducing waste volumes while improving access to technology for those most in need.



Field experience also revealed variations in the level of engagement among local communities. While certain municipalities and cities are proactively developing the system, others face limited resources and capacities, making the strengthening of local partnerships an ongoing priority. The development of repair and reuse initiatives likewise requires additional investment in technical capacity, staff training and logistics, yet remains a segment with considerable potential.



The results achieved throughout the year also reaffirmed the importance of partnerships. No segment of the system can function in isolation. Cooperation with local communities, schools, companies and international partners proved essential for developing solutions with tangible and measurable impact. Continuous engagement, transparent processes and open communication formed the foundation for building trust among citizens and stakeholders. When results are visible, willingness to participate increases.



Furthermore, practical experience confirms the need for continuous improvement of the regulatory framework and its adaptation to emerging technologies and market developments. Ongoing cooperation with institutions and relevant stakeholders remains essential for the continued advancement of the system.





Acknowledgements – The People Behind the System

Every result in this report is the outcome of people. An electronic waste management system doesn't operate on its own; it is created through daily effort, collaboration, and trust among various stakeholders united by a shared goal.

We sincerely thank the ZEOS eko-sistem team for their expertise, responsibility, and dedication, which laid the groundwork for all activities in 2025. Their efforts included field operations, administrative support, educational programs, reuse initiatives, and continuous communication with system users. Thanks to their expertise and persistence, the system kept evolving and adjusting to the community's needs, staying dependable and operational in daily use.

We extend our heartfelt thanks to all our partners who supported the system's development throughout the year — including local communities, educational institutions, companies, public authorities, and international organizations. Their willingness to collaborate made it possible to implement many projects and expand solutions for effective electronic waste management.

Partnerships played a key role in connecting environmental goals with community needs, thereby enhancing the system's social relevance.

Special thanks go to the field collaborators—collectors, recyclers, educators, and civil society organizations—who contributed daily to the system's success. Their involvement ensured electronic waste was correctly collected, processed, and directed for recycling or reuse.

Their efforts kept the system visible within local communities and accessible to citizens eager to participate in the responsible management of their devices.





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For more information about our operations, please see our annual reports from 2014 to 2025, available electronically on our website, www.zeos.ba.

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