QUALITY POLICY

ZEOS, LLC.

Through high-quality implementation of Extended Producer Responsibility, we create efficient, transparent and sustainable solutions for a circular economy.



WHO WE ARE

ZEOS, LLC. fulfils, on behalf of producers of electrical and electronic equipment, batteries and accumulators, and grave candles, their so-called Extended Producer Responsibility (EPR), which defines the obligation to collect and manage waste arising from their products.

The company's services primarily focus on establishing an efficient take-back and collection network and ensuring the effective treatment and recycling of such waste streams.

Through our activities, we contribute to the efficient use of resources, the transition to a circular economy, the achievement of environmental objectives, and the creation of sustainable value for producers and society as a whole.



OUR MISSION

Our mission is to provide high-quality, reliable, transparent and cost-effective services that enable producers to fulfil their legal obligations while contributing to environmental protection and the conservation of natural resources.

ISO 9001:2015 COMMITMENT

The company's management is committed to establishing, implementing and continually improving the quality management system in accordance with the requirements of the ISO 9001:2015 standard.

OUR QUALITY PRINCIPLES

1 Stakeholder Focus

- We enable producers to fulfil their legal obligations in a cost-effective and operationally efficient manner, including achieving collection, treatment and recycling targets.
- We identify the needs of waste holders and provide them with an accessible, user-friendly and efficient waste take-back and collection network through collection centres, public utility service providers, retailers and other collectors.
- We ensure a network of professional, reliable and timely waste treatment and recycling operators.
- We build long-term partnerships with stakeholders in the field of the circular economy.
- We carry out awareness-raising activities on proper waste management for both targeted and wider audiences.

2 Efficient Implementation of Extended Producer Responsibility

- We enable producers to fulfil their legal obligations under equal conditions in a cost-effective, transparent and reliable manner.
- We ensure the traceability of waste streams and the quality and credibility of data.
- We monitor the achievement of collection and treatment targets and continuously improve process efficiency.

3 Legality and Compliance

- We consistently comply with applicable legislation and other requirements related to waste management, Extended Producer Responsibility, environmental protection, and occupational health and safety.
- We cooperate with government authorities, local communities and other partners in achieving circular economy objectives.

4 Cost and Environmental Efficiency

- We strive for the optimal use of financial, material and energy resources and for the cost-effective operation of the system.
- By improving logistics processes for waste collection and transportation, we reduce their environmental impacts.
- In our decision-making and solution development, we consider the principles of sustainability, efficiency and long-term environmental and economic effectiveness.

OUR QUALITY PRINCIPLES

5 Support for the Circular Economy

- We promote reuse, preparation for reuse, sharing, repair, refurbishment of components, recycling, and other activities and business models that reduce the consumption of natural resources.
- We participate in the development and implementation of circular economy projects and support innovative business models, technological solutions and research projects that enable more efficient use of resources.
- We contribute to achieving national and European circular economy objectives.

6 Public Awareness and Education

- Through information, communication and educational activities for different target groups, we raise awareness of proper waste management, the importance of separate collection, and the circular economy.
- We cooperate with educational institutions, local communities, companies and other organisations in promoting environmental knowledge.
- We encourage responsible product management throughout their entire life cycle.

7 Employee Development and Partnerships

- Through continuous professional training, we strengthen a culture of quality, responsibility, innovation and cooperation among employees.
- We build a network of competent, reliable and development-oriented partners to effectively deliver our services.

8 Continuous Improvement

- We establish measurable quality objectives, monitor their achievement and use performance indicators to assess service quality, cost efficiency, achievement of environmental goals and stakeholder satisfaction.
- We regularly evaluate risks and opportunities for improvement and ensure the continuous improvement of the quality management system and business processes.

MANAGEMENT COMMITMENT

Through high-quality implementation of Extended Producer Responsibility, we create efficient, transparent and sustainable solutions for a circular economy.

The company's management provides all necessary resources for the effective implementation of the quality management system and for achieving the organisation's business, environmental and social objectives.
We are committed to creating long-term value for producers, end users, collection and waste management operators, and society, while actively contributing to the transition towards a sustainable and circular economy.



Place and Date:
Ljubljana, 1 October 2026

Managing Director:
Emil ŠEHIĆ

ZEOS,
waste electrical and electronic equipment management, LLC.

This policy provides the framework for establishing quality objectives and is binding on all employees while remaining accessible to all interested stakeholders.