



GOOD PRACTICE

SOFIA MUNICIPALITY:

WEEE COLLECTION

September 2014



Content table

| | |
|--|----|
| 1. General information on the good practice (GP) | 3 |
| 1.1 General information | 3 |
| 1.2 Context..... | 4 |
| 1.3 Short description..... | 4 |
| 1.4 Objective | 5 |
| 1.5 Method used to identify the good practice | 5 |
| 1.6 External factors | 5 |
| 2. Implementation..... | 6 |
| 2.1 Preparation phase | 6 |
| 2.2 Technical implementation..... | 6 |
| 2.3 Communicative implementation..... | 7 |
| 2.4 Organisations involved..... | 7 |
| 2.5 Key success factors..... | 7 |
| 2.6 Resources | 7 |
| 3. Results | 8 |
| 3.1 Monitoring of the progress of the GP | 8 |
| 3.2 Other results..... | 8 |
| 4. Lessons learned | 8 |
| 4.1 Negative effects | 8 |
| 4.2 Challenges..... | 9 |
| 5. Pictures and other documentation | 9 |
| 6. Further information | 9 |
| 7. Other regions with similar good practices..... | 10 |

1. GENERAL INFORMATION ON THE GOOD PRACTICE (GP)

1.1 General information

| | |
|---|--|
| Region | Sofia |
| Country | Bulgaria |
| Short name of the good practice | Separately Collected WEEE |
| Geographical level of implementation (country, region, municipality...) | Territory of Municipality of Sofia |
| Target group | Citizens |
| Date of implementation/duration | 2009 |
| Waste stream (and subcategory) | Waste Electrical and Electronic Equipment (WEEE) |
| Legal framework | Law of Waste Management, Regulation on the placing on the market of electrical and electronic equipment, treatment and transportation of waste electrical and electronic equipment |
| Main local instruments involved | Door-to-door collection by request |
| Scale (pilot/partially roll out /roll out) | Roll out |
| Initiator/coordinator | Municipality of Sofia |
| Demography | |
| Population | 1 257 434 (2011) |
| Number of households | 572 510 (2011) |
| Area (km ²) | 1 311 |
| Population density (number of inhabitants/km ²) | 959 (2011) |
| General waste data (Not necessarily related to the GP but to give some background information. Data about the GP should be included under 3.1) | |
| Year of the following waste data | 2011 |
| Sum of all waste streams excl. residual & bulky waste (kg/inhabitant/year) (Use indicator 1 or 2 from the R4R Online Tool) | 39.48 |
| Residual waste (including sorting residues) (kg/inhabitant/year) (Use indicator 8 or 9 from the R4R Online Tool) | 190.07 |
| Total waste (add up the previous two) | 229.55 |
| Sum of all waste streams excl. residual & bulky waste to DREC (kg/inhabitant/year) (Use | 39.48 |

1.2 Context

In relation to the obligation in the new Law on Waste Management, municipal mayors shall organize separate collection of Waste Electrical and Electronic Equipment (WEEE). These obligations shall be implemented together with the producers and importers of electric and electronic equipment applying the Extended Producer's Responsibility principle. The producers/importers have established associations for joint implementation of their obligations – so called Recovery Organisations.

The first such organization - "Eltechresource" was established in 2006 by a decision issued by the Ministry of Environment and Waters granting permit to act as Recovery Organisation of WEEE, according to the Law on Waste Management and to fulfil the obligations of producers and importers arising under the Regulation on the placing on the market of electrical and electronic equipment, treatment and transportation of waste electrical and electronic equipment.

"Eltechresource" is financed by producers and importers which put on the market EEE and it is responsible to fulfil their obligations.

Through its activities "Eltechresource" on one side implements the Extended Producer's Responsibility principle for the companies that place on the Bulgarian market electrical and electronic equipment and on the other side cooperates with Bulgarian municipalities and the Ministry of Environment and Water in the implementation of environmental policy in the country.

With the available material and technical base and well organized team of professionals the "Eltechresource" organizes, promotes and supervises the implementation of a system for separate collection, storage, transportation, recovery and/or recycling of WEEE.

1.3 Short description

As mentioned above, according to the Extended Producer's Responsibility principle and the national Bulgarian legislation the producers/ importers of EEE have to organize and finance the collection, dismantling and recycling/recovery of WEEE. Currently in Bulgaria there are 5 associations of EEE producers/ importers (so called Recovery Organizations) that have obtained permits by the Bulgarian Ministry of Environment and Waters. They are in competition (including price competition) in order to attract more producers and importers. All of them may operate on national level but may choose the method of collection and the settlements where they collect WEEE from, provided that they achieve the targets for collection and recycling/recovery according to their market share. The usual way of collection is through take-back systems at stores or by collection points operated by private companies and financed by the Recovery Organizations through payment for each tonne of WEEE collected. As this practices of WEEE collection are not convenient enough for the population, Sofia Municipality decided to streamline the collection on its territory. In 2009, Sofia Municipality has started a system for separate collection of WEEE, with the assistance of the recovery organization "Eltechresource". In April 2011, a contract with another recovery organization "Ecobultech" has been signed for service on 2 of the 24 regions of Sofia Municipality. Both Organizations are obliged to establish systems for separate collection on request in the regions of Sofia Municipality where they operate as described below.

WEEE are collected from households on request by citizens and according to officially approved schedule that includes two dates per month for each region of Sofia Municipality. The collection schedule is uploaded on the website of Sofia Municipality. There are no restrictions regarding the quantity or the type of equipment for which each household may submit a request. However, currently the collection on

request of small WEEE is still not at the desired level as it is not recognized by the general population as waste that needs special way of collection. In order to overcome this problem the efforts both of the Recovery Organizations and Sofia Municipality are focused on awareness raising and education. Another option that the citizens have is to return their WEEE at the store which sells devices of the same kind. Some market chains offer incentives (price discounts) for returning of equipment (including small WEEE) on one-on-one basis. For the convenience of the citizens they can return their WEEE even during the weekend. The service is funded by the Recovery Organizations and is free of charge.

The categories electrical and electronic equipment which are accept by both organizations are:

1. Large household appliances;
2. Small household appliances;
3. IT and telecommunications equipment;
4. Consumer equipment;
5. Fixtures;
6. Electrical and electronic tools (except large-scale stationary industrial tools);
7. Electrical and electronic toys, articles for entertainment or sport;
8. Medical devices (with the exception of components which were implanted or contaminated with biological agents);
9. Monitoring equipment;
10. Machines.

1.4 Objective

WEEE contains hazardous elements which are dangerous for people's health and environment, especially when they are thrown in the household waste stream. Through this good practice Sofia Municipality aims to reduce the amount of WEEE in the general waste stream, by creating a working system that provides for separate collection of WEEE generated.

1.5 Method used to identify the good practice

This good practice is identified through evolution. Before we start operating the system for separate collection of WEEE, this waste had not been collected separately and had been sent directly to the municipal waste landfill except the large household appliances that had not been treated in a proper way. After signing the contracts with Sofia Municipality, the Recovery Organizations initiated separate collection systems that implement the advanced practices applied in countries with traditions in collection of such waste. So after starting the system, it has a very good development as the quantities collected are increasing but it is still not used widely by the population.

1.6 External factors

The system started after the adoption of specific national legislation requiring implementation of Extended Producer's Responsibility principle.

2. IMPLEMENTATION

2.1 Preparation phase

This good practice has been launched as a pilot project, in which it was included in the deployment of containers for WEEE, one in each of the 24 districts of Sofia Municipality, located near the administrative buildings of the district administration. Consequently, it was decided that this is a suitable option, and based on this approach the system for separate collection of WEEE was extended to cover the collection of WEEE from households through applying an approved schedule for WEEE collection from each region of Sofia Municipality. The time schedule contains the dates for collections on request from each region (2 times per month for each region) and it is an Annex to the contracts between Sofia Municipality and the Recovery Organizations. The Annex is reviewed every year.

2.2 Technical implementation

Each year Sofia Municipality approves a schedule for collecting of WEEE and publishes it on the websites of the municipality and the two organizations. For the convenience of the public possibilities were given to the citizens to convey their WEEE even in non-working days. In additions Recovery Organizations shall organise WEEE collection on requests by citizens submitted through a public phone number:

1. For all regions of Sofia Municipality (excluding Ovcha Kupel and Krasna Polyana) requests are accept on a national telephone:

- From Monday to Friday - from 8.30 to 19.30;
- Saturday and Sunday - from 10.00 to 17.00.

If the line does not work due to technical or other reasons, or people would like to submit requests outside those hours, there is an automatically recording answering machine at their disposal. The team of " Eltechresource" will contact people who have requested the answering machine to confirm the request as soon as possible.

Mobile groups of the company serve citizens every day (including weekends) from 9.00 to 19.30 . WEEE is transported from the addresses given in the request.

2. The other two regions are served by "Ecobultex". Requests for transportation of WEEE are accept from Monday to Saturday - 9.00 to 17.30.

Both regions are serviced daily Monday to Saturday if there are received and recorded requests within the time frame of the collection schedule approved by Sofia Municipality.

In addition to these services, citizens can give their WEEE, batteries and accumulators, and other type of waste on four sites within the territory of Sofia Municipality, which are opened from Monday to Saturday - 9.00 to 17.30.

Citizens can obtain more information about the types of waste through the phone numbers of these sites.

The Recovery Organizations are responsible for further treatment of the WEEE collected and the achievement of the recovery/ recycling targets laid down in the national legislation.

2.3 Communicative implementation

The Recovery Organizations of WEEE "Eltechresource" and "Ecobultex" organize and implement information campaigns in accordance with the provisions of the agreement with Sofia Municipality and according to their legal obligations. They make regular advertisements in public media, conduct awareness raising campaigns in schools and public places such as commercial centers and participate in public events organised by Sofia Municipality. The national legislation requires that at least 5% of their budget shall be spent for awareness raising.

2.4 Organisations involved

Organizations involved in the good practice are Sofia Municipality and the Recovery Organizations of WEEE "Eltechresource" and "Ecobultech" which finance and organise the separate collection and treatment of WEEE. The Recovery Organisations assign the collection and treatment of WEEE to companies having the necessary permits for carrying out such operations. Retailers are also involved in collection (taking back on one-for-one basis) of WEEE in their shops.

2.5 Key success factors

- The legal requirement for implementation of Extended Producer's Principle for WEEE played an important role in the implementation of this good practice.
- The effort of the Sofia Municipality and the Recovery Organizations "Eltechresource" and "Ecobultech" to design and implement a system for separate collection of WEEE from households and turning it into a successful good practice.
- A successful information campaign organized by the Recovery Organizations.
- Feedback as there is direct contact on the visited addresses between the holders of WEEE and the collection company there is a possibility for receiving the public opinion on the quality of the services provided.

2.6 Resources

Funding is provided entirely by the Recovery Organizations of WEEE - "Eltechresource" and "Ecobultech". The companies that put EEE on Bulgarian market are obliged to pay a fee to one of the Recovery Organisations. They chose the Recovery Organization based not only on the amount of the fee and the reliability of the services the respective Recovery Organization provides – availability of contracts with municipalities and with well-established on the market collection, treatment and recycling enterprises. The Recovery Organisations are non-profit organisations and the amount of the fee is calculated in order to be enough to cover the costs for collection and treatment as well as the information and awareness raising campaigns.

3. RESULTS

3.1 Monitoring of the progress of the GP

| Source Reports of Recovery Organizations to Sofia Municipality | 2009 (kg) | 2010 (kg) | 2011 (kg) | 2012 (kg) | 2013 (kg) |
|---|----------------|----------------|------------------|------------------|------------------|
| Eltechresource | 722 320 | 653 553 | 1 477 342 | 1 867 279 | 1 811 830 |
| Ecobultech | - | - | 26 158 | 20 393 | 19 255 |
| All | 722 320 | 653 553 | 1 503 500 | 1 887 672 | 1 831 085 |

3.2 Other results

Significant benefits to the environment and health of people were achieved, because before the introduction of the system all WEEE from households (not rich in metals) were sent directly to landfills. The collection and environmentally sound dismantling of hazardous containing appliances such as CRT tubes and refrigerators was started providing for removal and proper treatment of hazardous substances and recovery not only of metals but also CRT glass and plastic types contained in the WEEE. Significant private investments were attracted for establishment of modern WEEE treatment facilities as well as new employment opportunities were created including qualified jobs.

4. LESSONS LEARNED

4.1 Negative effects

So far, there are no negative effects of the implemented system of separate collection of WEEE from households.

4.2 Challenges

The most significant challenge is that all citizens realize their responsibility towards the environment and health of surrounding people and to make efforts not to throw their WEEE in residual waste bins.

5. PICTURES AND OTHER DOCUMENTATION



6. FURTHER INFORMATION

| | |
|----------------|---|
| Organisation | Sofia Municipality |
| Address | Moskovska 33 Sofia 1000 Bulgaria |
| Contact person | Plamen Kazakov |
| Phone | +359 29377550 |
| E-mail address | p_kazakov@sofia.bg |
| Website | http://www.sofia.bg/ |

| | |
|--------|--|
| Others | |
|--------|--|

7. OTHER REGIONS WITH SIMILAR GOOD PRACTICES

The following partners of the R4R-project have a good practice similar to the good practice described in this factsheet:

| | |
|--|--|
| Organisation | Municipality of Lisbon |
| Address | Rua da Boavista, nº 9, 1200-066 Lisbon PORTUGAL |
| Region | Lisbon |
| Country | Portugal |
| Contact person: | Inês Cristóvão |
| Phone | 00351 213 253 599 |
| E-mail address | ines.cristovao@cm-lisboa.pt |
| Website | http://www.cm-lisboa.pt/viver/higiene-urbana/recolha-de-residuos |
| Others | http://www.amb3e.pt/ https://www.erp-recycling.pt/ |
| Short description of the main differences. | In Lisbon, the WEEE is collected as well through an on demand service (bulky waste). As in Sofia, citizens can deliver their used WEEE in stores or supermarkets that sell new EEE. The schools have their own WEEE bins and there are 15 municipal sites that receive this waste stream. At national level, the companies <i>AMB3E</i> and <i>ERP Portugal</i> are both responsible for the integrated management system of WEEE, under the extended producer responsibility. |

| | |
|--|---|
| Organisation | Southern Regional Waste Management Office |
| Address | Limerick City & County Council, Lissanalta House, Dooradoyle, County Limerick IRELAND |
| Region | Limerick/Clare/Kerry Region (now part of the larger Southern Region) |
| Country | Ireland |
| Contact person: | Philippa King/Carol Sweetnam |
| Phone | 00353 61 496842/00353 61 496841 |
| E-mail address | philippa.king@limerick.ie carol.sweetnam@srwmo.ie |
| Website | www.srwmo.ie |
| Others | |
| Short description of the main differences. | <p>WEEE in Ireland is regulated under Ireland's European Union (Waste Electrical and Electronic Equipment) Regulations, 2014. Two Department of Environment approved collective compliance schemes, ERP Ireland and WEEE Ireland, arrange the collection of household WEEE in Ireland from retailers, civic amenity facilities and pre-organised one-off collection events. Householders can deposit WEEE free of charge at any one of the above locations (need to be purchasing a similar item from the retail premises).</p> <p>Commercial premises generating WEEE can either return it to the retail premises if purchasing a similar item or engage the services of an authorised collector. They are not permitted to use the civic amenity facilities or pre-organised one-off collection events as these</p> |

| | |
|--|-----------------------------|
| | are for household WEEE only |
|--|-----------------------------|

REGIONS FOR RECYCLING

