There are **67 e-waste management initiatives** led by mobile network operators (MNOs) in 40 of the 85 countries studied in Africa, South and Southeast Asia.
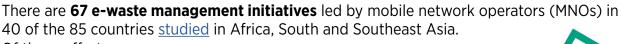Of these efforts:

- 38 are customer awareness programmes;
- 43 are programmes based on collecting different types of e-waste;
- 30 are programmes based on only collecting more mobile phones; and
- 25 are related to the management of e-waste from MNO towers and office locations.

Types of MNO activities

Some MNOs have small scale customer-facing e-waste projects

- These initiatives only cover a particular segment of the customer base
- The MNOs:
  - Collect old or used phones from their customer-facing projects
  - Repair the reusable phones and resell them to customers who can't afford new ones
  - Work with a recycling partner in country to recycle phones that can't be reused
- In South Africa, when Vodacom created the first smartphone only village, they collected discarded feature phones and recycled them

Some MNOs have strong management systems for e-waste collected from internal processes

- These initiatives are usually linked to an environment management system (EMS)
- E-waste from the MNO network and office sites is recycled
- The MNOs:
  - Usually work with a recycling partner within their country
- In Egypt, Orange has a strong e-waste management initiative that is linked to the EMS

In some countries, MNOs focus purely on mobile waste only – including phones/ batteries/chargers

- The MNOs:
  - Run strong public awareness and collection campaigns
  - Collect mobile waste in their offices
  - Usually work with a recycling partner within their country
  - Export any remaining parts to be recycled responsibly elsewhere
- AIS in Thailand and Starhub in Singapore have set-up strong mobile waste management efforts

In some instances, MNO led mobile waste initiatives have inspired a national e-waste process

- Dialog in Sri Lanka started its mobile waste project in 2008, which led to the Central Environment Authority of Sri Lanka creating a private sector led e-waste collection channel

In very specific examples, MNOs have not been limited to mobile waste and have expanded their collection to all types of e-waste

- The MNOs:
  - Run public awareness and collection campaigns
  - Collect all types of e-waste in their offices
  - Work with many collection partners
  - Usually work with a recyclying partner within their country
  - Export any remaining parts to be recycled responsibly elsewhere
  - Plan to involve the informal e-waste management sector in their projects at some stage
- Safaricom in Kenya and Globe in the Philippines are examples of mature e-waste management projects