

**EMN ANNUAL REPORT 2017 ON MIGRATION AND ASYLUM**  
**(PART 2)**  
**IN CROATIA**

**CONTENTS**

**EXECUTIVE SUMMARY**

The European Migration Network (EMN) is coordinated by the European Commission with National Contact Points (EMN NCPs) established in each EU Member State plus Norway. The National Contact Point Croatia in the EMN is financially supported by the European Commission and the Croatian Ministry of the Interior (hereinafter: MoI).

This is the third annual policy report compiled by the National Contact Point (NCP) Croatia in the EMN, covering the period from 1 January to 31 December 2017. The purpose of the annual policy report is to provide an overview of the most significant political and legislative developments on asylum and migration in Croatia as well as a review of the political and public debates in the area of asylum and migration. A specific emphasis has been placed on changes related to developments at EU level. The report covers these topics: legal migration and mobility, international protection, unaccompanied minors and other vulnerable groups, integration, return, irregular migration, including smuggling, countering trafficking in human beings, and migration and development.

The report also presents selected statistics, which form a separate statistical annex. With respect to the institutional framework, no substantial changes occurred in Croatia in 2017 that would have an impact on Croatia's migration and international protection policies. The development in legislative field refers to adoption of the Amendments of Act on International and Temporary protection (Official Gazette No 127/17)<sup>1</sup> and adoption of new Foreigners Act are highlighted in this report.

**1. INTRODUCTION**

Although, during 2017 there were many significantly changes on political scene they did not have impact on policy on developments in regards to migration and international protection. The main focus of amendments on Act on International and Temporary protection was put on facilitation of ensuring housing to beneficiaries of international protection. Therefore, responsibility for providing housing to the beneficiaries was shared between MDFYSP and CSORH. By adoption of amendments to the Foreigners Act, the area of legal migration witnessed numerous changes. Regarding the labour market, a quota for employment of third

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<sup>1</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_12\\_127\\_2880.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_12_127_2880.html)

country nationals in 2017 was increased by 290% when comparing to year 2016, showing a major increase in the planned number of work permits to be available.

There is still evident trend of increased number of applicants of international protection. We can point to several causes to that and mainly it is important to highlight that Croatia is external border of EU having on mind border with Serbia where there are approximately 6000 migrants with aim to reach the western European member states. According to statistics Croatia remains considered a transit country for applicants of international protection. It is still a high percentage of the applicants who abscond the Croatian territory before of completion of the procedure of international protection. As the consequence of migration crisis took place in 2015/2016 as a consequences of being an external border of EU it is observed increased number of Dublin transfers to Croatia.

Nevertheless, Croatia has directed its efforts to implementation of relocation scheme from Greece and Italy as well as to resettlement scheme of vulnerable persons from Turkey.

### **1.1. Statistical overview**

As it is mentioned above the trend of increased number of the applicants of international protection has also continued during 2017 when 1887 applicants are registered. Top five countries of origin among others were Syrians, Afghanistan, Pakistanis, Iraqis and Iran. Mainly it was single men population in age between 18 and 34 years of age.

By referring to unaccompanied children there is also increased number where most of them were in age of 16-17.

After 2016 Croatia remains with trend of increased number of positive decisions whether asylum or subsidiary protection. During 2017 192 positive decisions were taken in comparison to 2016 when 99 positive decisions were taken.

In relation to relocation programme Croatia was pledging for asylum seekers from Italy and Greece in total of 193 persons of which successfully relocated 81 asylum seekers (60 from Greece and 21 from Italy).

Croatia also participated actively in resettlement scheme and resettled 40 vulnerable asylum seekers from Turkey. All persons are granted asylum. Government has shown the will to continue the implementation of resettlement scheme in 2018 and brought Decision on decision on resettlement third country nationals or stateless persons who meet conditions for granting international protection (Official Gazette No 99/17<sup>2</sup>) binding to accept 100 persons. Regarding the area of legal migration and the work of third country nationals, in 2017, the quota for employment of third country nationals set by the Government of the Republic of Croatia, and subsequently amended in July 2017, was ultimately set at 9 079 work permits. In

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<sup>2</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_10\\_99\\_2276.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_10_99_2276.html)

compare to 2016, when the quota was set at 3115, this shows a major increase in the number of work permits, by 290%, namely by 1000 more permits for the extension of already issued work permits and by 4 964 more permits for new employment.

Permits for new employment have been increased the most and after amendment in July it was set at 7 264 work permits, namely in the field of construction, now set at 4 133 work permits.

By the end of the 2017, a total of 5 960 permits were issued for new employment, out of 7 264, showing a number of 82% of fulfilment of quota, with 511 requests still in the procedure. Also, a total of 1 440 permits were issued for extension of already issued permits (out of 1 800).

When taking into account first residence permits issued in 2017, 9 716 first residence permits were issued in the Republic of Croatia in 2017, with almost 6 987 permits issued for the purpose of remunerated activities, showing that 71% out of total issued permits were issued for work. Family reunification permits issued for the first time in 2017 show a number of 1694 or 17,5%. This could be a result of changes in Croatian quota for employment and practice in regulating the family reunification cases with Croatian nationals.

Other statistical overview can be found in Annex C, namely concerning the valid residence permit at the end of the year, including temporary and permanent residence.

## **1.2. Methodology and Definitions**

The Annual Policy Report 2017 was produced by the NCP Croatia in the EMN following common specifications developed by the EMN, in order to facilitate comparability between the findings from all Member States. At the same time, the format was flexible to a certain degree, so as to allow the production of output that targets the national audience. The terminology used in the context of this report is based on the terms and definitions given in the EMN Glossary (EMN, 2014).

In order to allow concise reporting and to facilitate comparability, the Annual Policy Report 2017 only reflects significant developments and debates. Hence, for the present report, proposals for amended or new legislation or policy changes were considered to be significant developments, while a significant debate was defined as an event that had been discussed in the national parliament, by relevant ministries, political parties or civil society stakeholders and, consequently, had been widely reported in the media. Information (e.g. EMN studies, reports, Ad Hoc Queries) was provided by the NCP Croatia in the EMN through its relevant stakeholders and by informing policymakers has thus contributed towards national policy development. The report is based on desk-based research and no primary research was undertaken. Most of the information was provided by individuals from the relevant sectors of the Ministry of Interior of Republic of Croatia (hereinafter referred as MoI) and the other government departments.

It should be noted that the statistical data provided under abovementioned chapters regarding residence permits may vary when compared to statistical data provided via EUROSTAT, due to the different methodological methods and time difference.

## **2. CONTEXT OF ASYLUM AND MIGRATION POLICY DEVELOPMENTS**

### **2.1. General Political Developments**

After parliamentary elections held on 16 June 2016 the Croatian parliament recalled the Prime Minister Mr. Tihomir Orešković with 125 of 151 parliamentary votes. Mr. Orešković who wasn't a member of any political party, has carried out his duty of prime minister in the shortest time of modern Croatian history. Since Patriotic coalition with HDZ on forehead did not succeed to establish the parliamentary majority in timeframe of 30 days Mr. Tomislav Karamarko the president of HDZ resigned from that position. So to that fact on 16 July 2016 Ms. Kolinda Grabar Kitarović the president of Republic of Croatia announced the call for premature parliamentary elections. The parliament elections were held on 11 September 2016 and HDZ won with small majority of 61 mandates, SDP+HNS get 54, Živi zid 8 and MOST 13 mandates. After Government was established by the coalition of HDZ and MOST, the Government has to decide on opposition proposal about recall of the minister of financial. Since three ministers of MOST voted against the HDZ minister of financial Prime Minister Mr. Andrej Plenković recalled MOST's ministers on 27 April 2017. Two ministers positions were offered to and accepted by HNS (prior to that HNS with SDP had established the opposition) and that guaranteed no new elections will be held in 2017. The stable government was stepping up to an economic progress and attraction the investors as very important for getting out of economic crisis and official. Also it was the indicator of implementation the reforms.

The education reform was the subject to the main public debate since during the previous government was established a working group with purpose to draft the curricula. Despite the fact that consensus has not been achieved during 2017 the Ministry of education announced a pilot project to start in 2018 and just in some schools with regards to introducing more informatics and robotics science from the first grades. Some other debates were organized about the need of demography reforms. Namely because of better both business and life conditions a huge number of Croatian citizens migrated from Croatia to Ireland or to Germany. Additionally, number of newborn children is constantly decreasing.

### **2.2. Broader Policy Changes**

#### **2.2.1. Asylum and Reception center**

As it is known during migration crisis in 2015/2016 more than 660 000 migrants entered Croatia from Serbia. Their transport to Slovenia and further to Austria was organized by Government and in interim agreement between mentioned member states. As a consequence

to that EU court of justice brought two judgments against Croatia in regards to interpretation of status those migrants. Therefore, according to judgment Croatia become responsible for those migrants and they should be return to Croatia. Nevertheless, it hasn't had significant impact on increasing number of Dublin transfers to Croatia. Most of Dublin transfers were carried out by Austria and Swiss. However, it should highlight that accommodation capacities were enough for provision of material reception conditions to the applicants during 2017.

In order to improve life conditions and provision of psychosocial support in reception centers for asylum seekers Croatia has nominated several project funded by AMIF. The project for reconstruction and adaptation of facility in Zagreb has been approved and works should start in 2018. Also the project of purchase of the equipment for both facilities approved in 2017 should start in 2018. During 2017 costs of heating, electricity and water for both facilities were funded by AMIF.

Reception Center for asylum seekers is unit under the Service for Foreigners and Asylum, under the umbrella of the Mol. Reception Center is composed of facilities at two locations in Zagreb and in Kutina town: Zagreb has accommodation capacity of 600 beds and Kutina 100 beds but specially designed for accommodation of vulnerable persons such as single women, families with minor children and exceptionally unaccompanied children.

COI	2017
AFGHANISTAN	619
ALGERIA	100
IRAN	92
PAKISTAN	255
SYRIA	215
Others	606
<b>TOTAL</b>	<b>1887</b>

Reception Center for asylum seekers has 40 employees (13 with university degree, 5 secondary school degree and 10 qualified cooks, cleaners. However, having on mind the capacity of Zagreb location in addition there are some services of Mol engaged to provide support to the Reception center regarding laundry, maintaining, food and security.

Furthermore, with purpose to enhance the provision of social service in Reception Centers Mol made contracts with certain non-governmental organizations such as Croatian Red Cross, Jesuit Service for refugees, Croatian Law center and Medicine du Monde. These NGOs provide language courses, psychosocial support, legal concealing, child friendly space, informatics classroom and others. In Reception center in Zagreb the Department for Asylum is situated along with reception staff. Department for Asylum is responsible for examination of

application for international protection as well as for taking first instance decision. Besides, under this Department there is unit engaged for conducting Dublin procedure and implementation of Eurodac Regulation. In addition, Department for Asylum is composed by unit for integration and COI unit. Department for Asylum employs in total of 31 officials including 15 which were hired during 2017 due to increased number of asylum applications. Officials both of Department for Asylum (decision in substance) and Reception center (decision on detention) represent MoI before an Administrative court in second instance. Officials in charge for asylum and reception continuously passed training through EASO modules.

### **2.2.2. Legal migration and economic migration**

By passing the Amendments to the Foreigners Act, as well as the amendments made to secondary legislation, the legislative framework regarding legal migration witnessed important changes.

It had to be further aligned, namely having in mind new Directive 2014/36/EU of the European Parliament and of the Council of 26 February 2014 on the conditions of entry and stay of third-country nationals for the purpose of employment as seasonal workers (*Seasonal workers Directive*) and Directive 2014/66/EU of the European Parliament and of the Council of 15 May 2014 on the conditions of entry and residence of third-country nationals in the framework of an intra-corporate transfer (*ICT Directive*).

Further alignment was due to better transpose the Directive 2014/67/EU of the European Parliament and of the Council of 15 May 2014 on the enforcement of Directive 96/71/EC concerning the posting of workers in the framework of the provision of services and amending Regulation (EU) No 1024/2012 on administrative cooperation through the Internal Market Information System (the IMI Regulation).

Aside from transposing the relevant directives and aligning with the *acquis*, the amendments to the Foreigners Act also gave the legislators the opportunity to seek and remove certain shortcomings of the current legal texts and improve the implementation of the Act, as well as make certain *nomotechnical* improvements, in order to establish clear and transparent rules on the admission and residence of third country nationals and to facilitate their admission and residence.

Regarding the work of third country nationals, in 2017, the quota for employment of third country nationals set by the Government of the Republic of Croatia, and subsequently amended in July 2017, was ultimately set at 9 079 work permits. In compare to 2016, when the quota was set at 3115, this shows a major increase in the number of work permits, by 290%.

A total of 9 716 first residence permits were issued in the Republic of Croatia in 2017, with almost 6 987 permits issued for the purpose of remunerated activities, showing that 71% out of total issued permits were issued for work. Family reunification permits issued for the first

time in 2017 show a number of 1 694 or 17,5%. This could be a result of changes in Croatian quota for employment and practice in regulating the family reunification cases with Croatian nationals.

In addition to these legislative changes, in the beginning of 2017, the new Regulation on the Administrative Fee Tariff entered into force on 1 February 2017 (published in the Official Gazette No. 8/17 on 27 January 2017), as a part of Government Action Plan for Reducing Administrative Burden on the Economy.

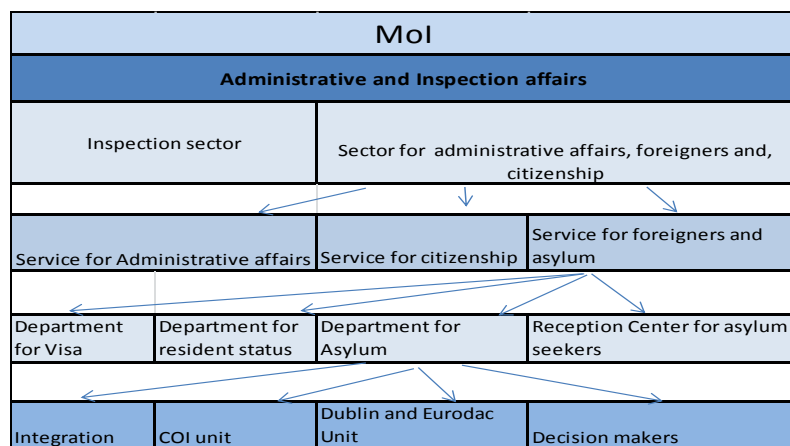
This regulation amended amounts of administrative fee tariffs, including fees for the issuance of residence permits to third country nationals, that were reduced by 30%.

The Government of the Republic of Croatia at its session held on 23<sup>th</sup> November 2017 adopted the Action plan for integration of persons who have been granted international protection for the period from 2017 to 2019. In view of their particular vulnerability and the specific situation in which asylees and foreigners under subsidiary protection find themselves, the measures from this Action Plan were aimed to a large extent at regulating the position and integrating precisely those categories of foreigners. Planned measures include 7 strategic areas: social welfare and health care, accommodation and housing, language learning and education, employment, international cooperation, interdepartmental cooperation and sensitization of the public and professionals to persons who have been granted international protection.

At its session held on 1<sup>st</sup> December 2017, the Government of the Republic of Croatia adopted the Decision on adoption of the National Anti-Discrimination Plan for the period 2017-2022 and the Action Plan for the implementation of the National Anti-Discrimination Plan for the period 2017 to 2019.

In 2017 the Republic of Croatia contributed 200,000 EUR towards the EU Emergency Trust Fund for Africa, and in September 2017 the representative of MoI participated in the Ministerial Conferences of the Brdo Process (Slovenia), a sub regional process in the field of migration, mobility and fight against terrorism, illegal migration and organized crime.

#### Organizational structure of MoI



### **3. LEGAL MIGRATION AND MOBILITY**

#### **3.1. Amendments to the Foreigners Act**

The area of entry, stay and work of foreigners in the Republic of Croatia is regulated by the Foreigners Act (Official Gazette 130/11, 74/13 and 69/17), applicable from 1 January 2012.

Foreigners Act contains provisions regarding the entry and exit of foreigners from the Republic of Croatia, visas, regulation of economic migration, family reunification, secondary education, study and scientific research, EU Blue card provisions, as well as special provisions relating to nationals of the EEA member states and their family members and the status of third-country nationals who have a long-term resident status in another EU Member State.

Foreigners Act was harmonized with a total of 25 directives, recommendations, decisions and resolutions of the European acquis, but having in mind the recent changes on the EU level regarding the legal migration, the Foreigners Act had to be further aligned, namely having in mind new Directive 2014/36/EU of the European Parliament and of the Council of 26 February 2014 on the conditions of entry and stay of third-country nationals for the purpose of employment as seasonal workers (*Seasonal workers Directive*) and Directive 2014/66/EU of the European Parliament and of the Council of 15 May 2014 on the conditions of entry and residence of third-country nationals in the framework of an intra-corporate transfer (*ICT Directive*).

Further alignment was due to better transpose the Directive 2014/67/EU of the European Parliament and of the Council of 15 May 2014 on the enforcement of Directive 96/71/EC concerning the posting of workers in the framework of the provision of services and amending Regulation (EU) No 1024/2012 on administrative cooperation through the Internal Market Information System (the IMI Regulation).

Aside from transposing the relevant directives and aligning with the acquis, the amendments to the Foreigners Act also gave the legislators the opportunity to seek and remove certain shortcomings of the current legal texts and improve the implementation of the Act, as well as make certain nomotechnical improvements, in order to establish clear and transparent rules on the admission and residence of third country nationals and to facilitate their admission and residence.

##### **3.1.1. Issues tackled by the Amendments**

For the purposes of aligning the Foreigners Act with the acquis, the proposed amendments required to:

- define the concepts of researchers, students, pupils, trainees and volunteers, concept of volunteer programs, research, research organizations, educational institutions,



educational projects, universities, host entities and EU programs or multilateral programs that include mobility measures,

- prescribe conditions for the regulation of residence and work for researchers and the conditions under which they can achieve mobility, including long-term mobility,
- prescribe the conditions for the regulation of residence of students and the conditions under which they can achieve mobility and conditions for their work or self-employment or practice,
- prescribe conditions of residence and work of volunteers and trainees,
- prescribe conditions for regulating the stay of students participating in a recognized state or regional education program in the context of a student exchange program or in an educational project run by an educational institution in accordance with a special regulation,
- prescribe the rights of researchers, students, trainees, volunteers and students.

In order to further improve and facilitate admission and stay of the third country nationals, the proposed amendments required to:

- to prescribe that members of the family of Croatian nationals regulate their status in accordance with the provisions regulating the status of third country nationals, while facilitating the regulation of status of this categories of persons,
- introducing a new purpose of temporary residence for the regulation of the status of persons in a life partnership, in line with Law on the lifelong partnership of persons of the same sex,
- to introduce changes relating to family reunification of third country nationals,
- to remedy the shortcomings related to the proof of the amount of income from self-employment when issuing residence and work permits for self-employed persons in their own crafts,
- to define more precisely the categories of foreigners whose residence will not be included in the time needed for the approval of permanent residence,
- to introduce changes regarding the short-term work of foreigners and introducing clear rules on the work of foreigners who obtained EU long term status in another MS,
- to introduce new provisions on the work of volunteers,
- to prescribe conditions for the approval of permanent residence and to clearly determine procedures for providing evidence of knowledge of Croatian language and Latin script,
- to more precisely regulate the application for the accommodation of aliens on short-term stay,
- to elaborate in more detail the provisions on the refusal of entry or exit of foreigners from the Republic of Croatia, as well as the measures taken against foreigner who illegally resides in the Republic of Croatia,
- changes regarding the residence of EEA nationals.

Croatian Parliament adopted the Amendments to the Foreigners Act at its session of 30<sup>th</sup> June 2017, published in Official Gazette No 69/2017, and the amended provisions came into force 22<sup>nd</sup> July 2017.<sup>3</sup>

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<sup>3</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_07\\_69\\_1605.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_07_69_1605.html)

Following the same *rationale*, adequate amendments followed further legislation, including the Ordinance on status and work of foreigners in the Republic of Croatia, published in Official Gazette no 100/2017,<sup>4</sup> and Ordinance on mode of determining conditions for entry and residence in the Republic of Croatia of citizens of EEA Member States and their family members, published in Official Gazette no 132/2017<sup>5</sup>. Amendments to the Ordinance on status and work of foreigners came into force on 19<sup>th</sup> October 2017 and amendments to the Ordinance on EEA nationals was published in the end of December 2017, and came into force in the beginning of 2018.

### 3.1.2. ECONOMIC MIGRATION

#### 3.1.2.1. Directive 2014/66/EU– Intra-corporate transfers

Amendments proposed in 2017 introduced the new category of third country national into national law *intra-corporate transferee* to be able to obtain residence and work permit by prescribing the requirements for admission and residence. Eligible for an intra corporate transfer are third nationals (i.e. managers, specialists and trainees) who are temporarily transferred by their third country employers to a Croatian company, branch office or a representative office belonging to the same group of companies as their foreign employer. The amendments also regulate the legal immigration status of such assignees in cases where the permit for their transfer has already been issued by another EEA member state, having in mind that the ICT Directive aims to facilitate mobility of intra-corporate transferees within the EU and to reduce the associated administrative burden.

In this respect, the following most relevant changes of the Foreigners Act were introduced: exact definition of the term of intra-corporate transferee (further in the text ICTs) (managers, experts and trainees); definition of the conditions for intra-corporate transferee work and residence permit and the maximum duration of stay for intra-corporate transferees; third-country nationals are entitled to work in Croatia up to 90 days within a 180-day period without obtaining a work and residence permit or work registration certificate, provided that an intra-corporate transfer permit is issued by an EEA member or Switzerland; third-country nationals are entitled to obtain a work and residence permit for long-term mobility in Croatia, if an intra-corporate transferee would work for more than 90 days in a business entity in Croatia within the corporate structure of the parent company; intra-corporate transferees are entitled to equal labour rights as Croatian nationals.

Intra-corporate transfer is defined as a transfer within a corporation or a group of corporations, meaning the temporary posting for occupational or training purposes of a third-country national from a corporation established outside the territory of an EEA Member State, and to which the third-country national is bound by a work contract, to an entity belonging to the corporation or to the same group of corporations which is established in the Republic of Croatia, and, where applicable, the mobility between host entities established in an EEA Member State.

<sup>4</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_10\\_100\\_2307.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_10_100_2307.html)

<sup>5</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_12\\_132\\_3041.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_12_132_3041.html)

A group of corporations means two or more corporations recognized as linked in the following ways: a corporation, in relation to another corporation, which directly or indirectly holds the majority of that corporation's subscribed capital; a corporation which controls the majority of the votes attached to that corporation's issued share capital; a corporation which is entitled to appoint more than half of the members of that corporation's administrative, management or supervisory body, or corporations that are under the sole management of the parent corporation.

Eligible for intra corporate transfer is third country national who is a manager, specialist or trainee subject to an employment contract with a corporation, branch office or representative office established in a third country temporarily relocated for professional purposes or for training purposes to a corporation, branch office or representative office established in the Republic of Croatia which belongs to the same corporation or group of corporations.

Amendment to the Foreigners Act also stipulated that ICT transfers will be issued with a residence and work permit pursuant to the annual quota that is determined by the Government Republic of Croatia (i.e. the number of permits to be issued to ICT) therefore it can be seen that Croatia adopted the quota approach and introduced the volume of admission for this categories of person, in line with ICT Directive. For 2017 no quota was determined for ICT transferee.

The longest period of intra-corporate transfer for managers and specialists is three years and for trainees it is one year, after which they shall depart from the Republic of Croatia, unless they regulate their stay on some other grounds. Following the expiration of the longest period of intra-corporate transfer, as set above, the application for the approval of the new residence and work permit for an intra-corporate transferee may be submitted following the expiration of a period of six months.

When it comes to mobility of ICTs, namely short term mobility, Croatia opted not to demand the issuance of a new short term residence permits, stipulating that third country national holding a valid permit issued for intra-corporate transfer purposes by another EEA Member State may work in a host entity established in the Republic of Croatia that belongs to the same corporation or group of corporations for a period of 90 days over any period of 180 days without an obligation to obtain a stay and work permit or work registration certificate.

Regarding the long term mobility, third-country national holding a valid permit issued for intra-corporate transfer purposes by another EEA Member State who intends to work in a host entity established in the Republic of Croatia that belongs to the same corporation or group of corporations for a period in excess of 90 days may be granted the residence and work permit for long-term mobility outside the annual quota.

Amendments also introduced the rights of ICTs, in line with the same rights as Croatian citizens in relation to the following, among other: recognition of degrees, certificates, and other professional qualifications; social security branches, as defined in Article 3 of Regulation (EC) No 883/2004, without prejudice to Regulation (EU) No 1231/2010 and bilateral agreements; payment of old-age pension, disability pension, and pension in the case of death within the framework of pensions arising from previous employment of intra-corporate

transferees and those acquired by intra-corporate transferees moving to a third country or persons surviving after such intra-corporate transferees staying in a third country, who derive their rights from the rights of intra-corporate transferees, in accordance with the legislation set out in Article 3 of Regulation (EC) No 883/2004, under the same conditions as citizens of the Republic of Croatia moving to a third country; access to supplies and services and the offer of supplies and services which are available to the public, other than procedures for the realization of accommodation as envisaged in special legislation, without prejudice to the freedom of contract of the Union law and national legislation, and services provided by public employment offices.

### **3.1.2.2. Directive 2014/36/EU–Seasonal workers**

The amendments to the Foreigners Act also set out the conditions of entry and stay of third-country nationals for the purpose of their employment as seasonal workers in Croatia, as well as their rights during their stay and work in Croatia, in line with the Directive, and should contribute to the effective management of migration flows for seasonal and temporary migration and ensure decent working and living conditions for seasonal workers.

The main changes in relation to the seasonal workers include the following: the definition of seasonal workers, special conditions are set out for obtaining work and residence permits, third-country seasonal workers are entitled to work up to either 90 days or 6 months; maximum duration of stay for seasonal workers in Croatia is set at 6 months; one-time extension of work and residence permits for seasonal work is permitted; seasonal workers should be entitled to equal labour rights as Croatian nationals, provisions regarding the judicial protection of seasonal workers.

Amendment to the Foreigners Act introduced the volume of admission for this category of person, stipulating that seasonal workers permits, both the permits for seasonal work up to 90 days and up to six months, will be issued pursuant to the annual quota that is determined by the Government Republic of Croatia (i.e. by the number of permits to be issued to seasonal workers).

Two types of permits were introduced for residence and work of seasonal workers: residence and work permits for seasonal work up to 90 days (also including a visa for short-term stay) or residence and work permits for seasonal work up to six months. During the period of six months a year, a seasonal worker may extend the validity of the stay and work permit for seasonal work with the same or some other employer once. The question of an adequate accommodation for the approval of a stay and work permit for seasonal work was also addressed, and it stipulates providing the seasonal worker with an adequate living standard throughout his or her stay. Technical conditions for adequate accommodation, payment terms regarding the rent paid for the accommodation of seasonal workers, and documents that need to be enclosed to the application referring the accommodation are stipulated in the Ordinance on status and work of foreigners in the Republic of Croatia.

Seasonal worker is entitled to the same rights as Croatian nationals, among others, regarding the employment terms, social security branches, as defined in Article 3 of Regulation (EC) No 883/2004, access to supplies and services and the offer of supplies and services available to

the public, other than housing, without bringing into question the freedom to conclude contracts in accordance with Union law and national law, education and vocational training and recognition of degrees, certificates and other professional qualifications, in accordance with special legislation, tax benefits, to the extent it is regarded for tax purposes that the seasonal worker has temporary residence in the Republic of Croatia.

Seasonal workers who move to a third country or persons who survive after such seasonal persons staying in a third country and who have acquired rights from seasonal workers shall receive pension further to the previous employment of the seasonal worker acquired in accordance with the legislation laid down in Article 3 of Regulation (EC) No 883/2004 under the same conditions as Croatian citizens when they move to a third country.

### **3.1.2.3. Directive 2014/67/EU– Posted workers**

Amendments to the Foreigners Act in the area of work of posting workers include, in addition to the earlier obligation of an EEA employer to submit a posting declaration to the labour Inspectorate prior to posting its workers in Croatia, to designate a person, who will keep certain documents at the place where the posted workers will work (or at another specifically indicated place in Croatia).

It also obliges to give to Croatian authorities, upon request, access to, in paper or electronic form, copies of the employment contract or another act establishing employment, the work permit or some other act proving that the posted worker who is a third-country national is legally employed, the calculation of his or her salary showing all its elements and the method of determining the amount of salary, proof of payment of the salary, a record of the working hours showing the beginning, duration, and the end of the working hours, and other proof necessary for control and supervision purposes and, at the request of the competent authority, submit a translation of such documents into the Croatian language as well as provide the competent authorities with all other required information.

These documents have to be retained for the period of five years after the posting ends. EEA employers that are posting workers in Croatia will also have to appoint a person in Croatia who will act as the contact person for the Croatian authorities with a view of exchanging documents, requests, notices and other letters. Detailed provisions concerning the court protection, access to information, administrative co-operation (namely IMI cooperation) were also stipulated. Also, the new content, form, and appearance of the posting declaration was determined by the new Ordinance on form and substance of posting declaration, which came into force on 4<sup>th</sup> November 2017 (Official Gazette, no 105/2017)<sup>6</sup>.

In this regard, an Ordinance on rules for a general establishment of the temporary nature of the work of posted worker and temporary nature of economic activities of the employer in the Republic of Croatia was also brought in 2017, and came into force on 4<sup>th</sup> November 2017 (Official Gazette, no 105/2017)<sup>7</sup>.

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<sup>6</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_10\\_105\\_2409.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_10_105_2409.html)

<sup>7</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_10\\_105\\_2410.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_10_105_2410.html)

### **3.1.3. Satisfying labour market needs- other amendments to the Foreigners Act and labour market**

Part of the rationalizing and addressing the needs of the labour market was an amendment to the Foreigners Act modifying the categories of third country nationals that can be issued with permits for residence and work outside annual quota for work longer than 90 days (by adding more categories), and setting a clearer period in which a residence and work permit can be granted to volunteers.

New categories of persons that can be issued with the residence and work permit up to 90 days, and even up to one year, if so required, now include artists, authors, technical and other staff participating in the making of high-budget films.

Volunteers may be granted a residence and work permit for a period of validity up to one year and, on an exceptional basis, the period of validity may be extended by six months if required by the volunteering programme.

Also, with new amendments, a clear rule for determining the condition for issuing a residence and work permit in case of self-employment of a third country national in own craft was established, as regard the amount of sufficient funds.

For short term employment (up to 60 days in a calendar year) a new category was introduced and include accompanying reporting, organizational, and technical staff at sporting events and competitions, as well as at fashion editorial or advertising campaign shoots.

### **3.2. Quota system and labour market needs in 2017**

In line with the Foreigners Act, a quota system regarding the employment of third country nationals is in place in the Republic of Croatia. The Government of the Republic of Croatia sets (by a number) the annual quota for the employment of foreigners by the Decision for each year, for extension of the already issued work permits within quota and for new employment, in line with the situation on labour market.

Several authorities are involved in the process of determining the annual quota. Ministry responsible for labour affairs makes a proposal for the annual quota for employment of foreigners on the basis of the opinion of Croatian Employment Institute, Croatian Chamber of Economy, Croatian Chamber of Crafts and representatives of social partners, and is determined in accordance with the migration policy and taking into account conditions on the labour market.

Within the annual quota, activities and professions where employment is to be permitted and the number of work permits for each of these activities are determined. With this Decision, a quota for seasonal employment can also be determined, as well as quota for ICTs.

In 2017, we witnessed some major changes regarding the labour market of the Republic of Croatia and increase in quota system for employment of third country nationals.

Number of activities were carried out before setting the annual quota for employment of third country nationals, including an analysis of the number of issued residence and work permits, an analysis of the number of unemployed persons, as well as a detailed analysis of employment ability, i.e. real possibilities of employing of such categories of persons that are registered as unemployed at the Croatian Employment Service.

After consultation between all actors, and especially having in mind the increased scope of contracted work in the shipyard industry and lack of domestic labor force in that area, as well as in the area of the construction industry and due to major and important investment announcements in tourism, the Government of the Republic of Croatia at its session held on 14<sup>th</sup> December 2016 set the annual quota for the employment of third country nationals for 2017. The Decision on annual quota came into force on 17<sup>th</sup> December 2016, published in Official Gazette, no 118/2016<sup>8</sup>.

The total quota for 2017 was set at 7 026 permits, including the permits for new employment (5 211) and for the extension of already issued work permits (1 800). An additional 15 work permits for seasonal work was also set, having in mind the situation in labour market. Out of 5 211 work permits for new employment, 2 320 permits were planned for shipbuilding sector and 2 080 in the field of construction sector. For comparison, the total annual quota for 2016 was set at 3 115 work permits (2 300 for new employment and 800 for extension, with additional 15 for seasonal employment), showing an increase of 225% in the number of permits in 2017. In July 2017 the Government of Croatia amended the Decision on annual quota<sup>9</sup>, published in Official Gazette, No 74/2017, by additional 2 053 work permits for new employment in the field of construction<sup>10</sup>, thus showing an increase of 290% when comparing to 2016.

According to the data of the MoI of 12<sup>th</sup> July 2017, out of total number of 2 080 for permits in the field of construction, the total of 1 992 permits were already used up to date (almost 95%). Having in mind announced investment in construction and tourism, Croatian Employers' Association, Croatian Chamber of Commerce and the Croatian Chamber of Trades and Crafts submitted a request to increase the number permit in the field of construction. The Ministry of Labor and Pension System and the Croatian Employment Service did an analysis of the number of unemployed persons in the occupations for which the permits were sought. It resulted in conclusion that according to the data from Croatian Employment Service, there were not enough skilled workers in its records, and that a significant number of unemployed people were not available for work. The representatives of employers, the Croatian Chamber of Economy and the Croatian Employers' Association also stresses out that, regardless of repeated job offers, in co-operation with The Croatian Employment Service, there were no qualified workforce necessary to enable planned activities to be carried out in accordance with agreed deadlines. Having this in mind, the amendments suggest an increase of 2 053 permits in the field of

<sup>8</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2016\\_12\\_118\\_2589.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2016_12_118_2589.html)

<sup>9</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_07\\_74\\_1805.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_07_74_1805.html)

<sup>10</sup>

<https://vlada.gov.hr/UserDocsImages/Sjednice/2017/07%20srpanj/50%20sjednica%20Vlade%20Republike%20Hrvatske/50%20-%206.pdf>

construction. An increase in number also included some professions that were not stipulated in and annual quota before amendments, namely plumber and welder.

An increase in annual quota for new employment can be seen in the table below:

Annual quota 2017 before amending (new employment)		Annual quota 2017 after amending (new employment)	
agriculture and forestry	20	agriculture and forestry	20
shipbuilding sector	2320	shipbuilding sector	2320
<b>construction sector</b>	<b>2080</b>	<b>construction sector</b>	<b>4133</b>
tourism and catering	175	tourism and catering	175
Culture	23	culture	23
transportation sector	300	transportation sector	300
health sector	15	health sector	15
processing industry	40	processing industry	40
metal industry	200	metal industry	200
computer science	38	computer science	38
<b>total</b>	<b>5211</b>	<b>total</b>	<b>7264</b>
		increase of almost 140%	

With the amendment, the total quota for 2017 was set at 9 079 work permits, resulting in an increase of work permits for new employment now set at 7 264 work permits, namely in the field of construction, now set at 4 133 work permits.

Comparing to the 2016, it can be seen that the total quota for employment of third country nationals in 2017 was increased by 5 964 permits, by 1000 more permits for the extension of already issued work permits and by 4 964 more permits for new employment.

Annual quota for 2016	number
<b>annual quota for extending</b>	<b>800</b>
<b>annual quota for new</b>	<b>2300</b>



<b>employment</b>	
<b>annual quota for seasonal work</b>	<b>15</b>
<b>total</b>	<b>3115</b>

Annual quota for 2017	number
before amending	
<b>annual quota for extending</b>	<b>1800</b>
<b>annual quota for new employment</b>	<b>5211</b>
<b>annual quota for seasonal work</b>	<b>15</b>
<b>total</b>	<b>7026</b>

Annual quota for 2017	number
after amending	
<b>annual quota for extending</b>	<b>1800</b>
<b>annual quota for new employment</b>	<b>7264</b>
<b>annual quota for seasonal work</b>	<b>15</b>
<b>total</b>	<b>9079</b>

By the end of the 2017<sup>11</sup>, a total of 5 960 permits were issued for new employment, out of 7 264, showing a number of 82% of fulfilment of quota, with 511 requests still in the procedure. Also, a total of 1 440 permits were issued for extension of already issued permits (out of 1 800).

In the end of 2017, the Government of the Republic of Croatia set the annual quota for the employment of third country nationals for 2018<sup>12</sup>, published in Official Gazette, No

<sup>11</sup> <http://stari.mup.hr/UserDocsImages/Dokumenti/stranci/statistika/2018/kvote%20stranci%202.1.2018..pdf>

<sup>12</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_12\\_122\\_2783.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_12_122_2783.html)

122/2017), which came into force on 16 December 2017. With this Decision the annual quota for the employment of the third country nationals was set at 31 000 permits.

Out of this number, 9 000 permits were set for extension of already issued permits, 21 210 permits were set for new employment (construction and tourism sector having the largest number of permits), with 540 seasonal worker permits and 250 ICT permits.

### **3.3. Highly qualified workers**

Amendments to the Foreigners Act entered into force on 22<sup>nd</sup> July 2017 regarding the highly qualified workers includes a few changes concerning the issuance of EU Blue card. The amendments are aimed to further clarify the nature of work to be done as well as clarifying the legal entities in the Republic of Croatia with which the work can be concluded. In addition, it aimed to clarify the provision regarding the amount of annual average gross salary to the applicant for EU Blue card.

### **3.4. Efforts to avoid social dumping and labour exploitation of third country nationals**

With the amendments to the Foreigners Act, new rules were introduced regarding the discretionary clause to allow competent authority to reject an application for residence and work permit.

It is stipulated that an application for the approval of the residence and work permit may be rejected where: the employer does not fulfil obligations in relation to social security, rights of workers, work and employment conditions, and tax liabilities or the collective agreement that binds the employer, if any: a bankruptcy procedure is or was under way against the employer in accordance with special legislation or the employer does not perform an economic activity; the third-country national is in breach of the provisions of this Act relating to entry, stay or work, or the third-country national or employer has not settled a fine issued.

Aside from regulating the rights of seasonal workers and ICTs in Foreigners Act in line with the relevant EU law in July 2017, the amendments to Foreigners Act included provisions regarding the posted workers in order to be better aligned with Directive 2014/67/EU. Provisions include better clarifying the right of posted workers to protection of their rights, obligation to designate domestic authorized recipient in Croatia, as well as administrative cooperation via IMI system. In 2017, new form of posting declaration has been introduced with the passing of Ordinance on form and of the posting declaration.

Also, the amendments to Foreigners Act in 2017 were introduced regarding the provisions regulating the sanctions of employer and third country national in cases of undeclared work.

Regarding the tackling of labour market exploitation, the Ministry of Labor and Pension System, as the main beneficiary of the IPA 2012 Twinning Project: "Strengthening Policies and Capacities for Reducing Undeclared Work (Black Work)", is planning in the beginning of 2018 to start a campaign aimed at strengthening public awareness of the negative effects of undeclared work.

### **3.5. Other considerations regarding the Amendments to the Foreigners Act**

#### **3.5.1. Family reunification**

Family reunification rules, especially concerning the family member of Croatian nationals, were subject to great changes, applying a different set of rules on this category of persons, but also, providing for facilitation of their residence in the Republic of Croatia.

For this category of third country nationals, family reunification conditions were facilitated, as they do not have to provide for proof of means to support.

In addition, their family reunification is further facilitated as they are excused from the obligation to provide for valid travel document, but only in exceptional cases where they do not have valid travel documents and can provide evidence that the travel document cannot be issued in diplomatic mission or consulate office of their country of origin, and their identity can be established beyond doubt, in other manners.

Regarding the family reunification of third country nationals, with the new amendments to the Foreigners Act, a scope of sponsors who do not have the right to family reunification have been broadened. Excluded from the family reunification now are sponsors who have temporary residence permits for the purpose of seasonal employment and additional cases: temporary residence for other purposes, posted workers, worker providing services on behalf or in the name of a foreign employer and cross-border workers.

Provision regarding the non possibility of family reunification when a sponsor has residence and work permit issued pursuant to annual quota but before two years has elapsed, still remain valid.

#### **3.5.2. Long term residence and national long term residence**

Regarding the access to the EU long-term residence changes were introduced in 2017 also with the amendments to the Foreigners Act.

Main changes include broadening the cases of temporary residence permits and residence and work permits that shall not be taken into account for the purposes of calculating the period of 5 years of legal and continuous residence.

Cases include: stay further to a residence and work permit issued to seasonal workers, service providers, cross-border workers, posted workers, intra-corporate transferees, other indispensable persons as defined in the Protocol on the Accession of the Republic of Croatia to the Marrakesh Agreement Establishing the World Trade Organization as well as stay approved to the family members of intra-corporate transferees and family members of other indispensable persons as defined in the Protocol on the Accession of the Republic of Croatia to the Marrakesh Agreement Establishing the World Trade Organization.

Furthermore, third country nationals who apply for EU long-term residence do not have to prove knowledge of the Croatian culture and the social system of the Republic of Croatia by filing a questionnaire in the permanent residence application procedure. They still have to provide that they have the knowledge of the Croatian language and Latin script, but via

courses of the Croatian language and Latin script organized by higher education institutions, secondary school institutions and adult education institutions holding Croatian language courses on the basis of an approval of the line ministry for education.

Regarding the access to the national long-term residence, in 2017 changes in legislation were introduced in order to facilitate access to national long-term residence for third country nationals who do not have a valid travel document, but only if such travel document cannot be obtained at a diplomatic mission or consular post of the foreign state in the Republic of Croatia and his or her identity can be established beyond any doubt in some other way.

### **3.5.3. Intra-EU mobility of third-country nationals between (Member) States**

Changes in legislation were introduced in 2017 in the field of mobility within EU, namely:

#### **a) access to the labour market for mobile EU long-term residents**

In order to clarify the situation of labour access in the Republic of Croatia of EU long-term resident granted such residence by other MS, the provision of amended Foreigners Act introduced now clearly states that such third country national shall be issued with the residence and work permit outside annual quota.

#### **b) mobile ICTs**

Long term mobile ICTs are issued with residence and work permit outside annual quota. For short term mobility no additional residence and work permit is needed.

ICTs issued with another MS ICT permit may work up to 90 days based only on ICT permit issued by another MS.

### **3.5.4. New provisions concerning the Croats abroad in Foreigners Act**

In 2017 legislative changes were introduced by amending the Foreigners Act to allow for Croats abroad facilitating their stay and work in the Republic of Croatia.

The provision stipulates that persons holding the status of Croat without Croatian citizenship are not regarded as foreigners within the meaning of Foreigners Act and they exercise their status and rights arising from special legislation on the relations between the Republic of Croatia and Croats outside of the Republic of Croatia.

### **3.5.5. New purpose of stay introduced in Foreigners Act- temporary residence for the purpose of life partnership**

In 2017, legislative changes to Foreigners Act were introduced to allow for a new purpose of residence. Temporary residence for the purpose of life partnership may be granted to a third-country national who fulfils the general conditions laid down in above mentioned Act and who is the life partner or the informal life partner of a Croatian citizen, third-country national with granted permanent or temporary stay or who was granted international or temporary protection under special legislation.

### **3.6. Changes regarding the administrative fees in the field of legal migration**

As a part of government Action Plan for Reducing Administrative Burden on the Economy, in the beginning of 2017, the new [Regulation on the Administrative Fee Tariff](#) entered into force on 1 February 2017 (published in the Official Gazette No. 8/17 on 27 January 2017)<sup>13</sup>.

This regulation amended amounts of administrative fee tariffs, including fees for the issuance of residence permits and residence and work permits to third country nationals, that were reduced by 30%.

### **3.7. Managing migration, including visa policy and Schengen Governance**

Actions of the Republic of Croatia in the 2017 were aimed at its future entrance into Schengen area, as accession to the Schengen area is one of the strategic priorities of the Government of the Republic of Croatia. In that sense, it continues to intensify preparations for entry into Schengen.

In this context, in order to effectively combat illegal migration, new technology has enhanced the surveillance of state and maritime borders. In January 2017, the use of funds from the Schengen Financial Instrument was completed. According to the preliminary calculation, out of these funds, a total of about 116 million EUR was spent or 97.5% of the total of 120 million available.

Following the successful implementation of the Decision of the Council of the European Union, the Republic of Croatia joined the Schengen Information System in June 2017.

The evaluation of the application of the Schengen acquis in the Republic of Croatia in the SIS-SIRENE area took place from 18<sup>th</sup> to 22<sup>nd</sup> September 2017.

From 27<sup>th</sup> November to 1<sup>st</sup> December 2017, evaluation of the application of the Schengen acquis took place in the external borders management area.

The Republic of Croatia has its own national VIS system, named Croatian Visa Information System. In 2017 legislative changes to the Regulation on the Croatian Visa Information System has been introduced (Official Gazette, No 105/2017<sup>14</sup>), in order to allow to the competent civil servants of the Ministry of the Interior to have access to the data collections of the visa authorities responsible for issuing the visa, in order to decide on the justification of the visa application at the border and monitoring of border crossings.

As of June 11, 2017, citizens of Ukraine, holders of biometric passports, do not need a visa to enter Croatia. In 2017 the Republic of Croatia issued a total of 57 593 visas.

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<sup>13</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_01\\_8\\_232.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_01_8_232.html)

<sup>14</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2017\\_10\\_105\\_2403.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2017_10_105_2403.html)

## **4. INTERNATIONAL PROTECTION INCLUDING ASYLUM**

### **4.1 Institutional Changes**

Reception Center for asylum seekers employs a total of 28 employees on both locations in Kutina and Zagreb. Out of 28 officials there are 14 officials with BA degree in Law and social workers including 6 new hired during 2017 on temporary position; 6 administrative staff and 8 persons working on maintaining and in kitchen.

Out of 31 officials employed in Department for Asylum 15 officials were hired during 2017. Out of 31 employees 28 are with BA degree mostly in Law and only 3 administrative staff.

The training programme for the officials working in asylum procedures is focused on following areas: interview techniques organized by UNHCR and core EASO modules regarding inclusion, COI and Dublin procedure.

### **4.2. International Protection Procedure**

#### **4.2.1. Access to the Procedure**

Third-country nationals or stateless persons in a reception center, at a border crossing or in a transit zone of an airport, sea port or inland water port who wish to express their intention to apply for international protection have right on all necessary information on the procedure of international protection. The information is provided by police officers in a language which third-country nationals or stateless persons may justifiably be expected to understand and in which they are able to communicate.

Intention to apply for international protection (made application) can be expressed during border control at a border crossing points. Also if a third-country national or stateless person is already in the territory of the Republic of Croatia, expression of intention for application of international protection can be made at the police administration, a police station or a reception center for foreigners during detention and return procedure.

Police officers immediately following the intention for application of international protection was expressed, fingerprint the applicant's (applicants older than 14) and photograph him, establish his identity, how he entered the Republic of Croatia, the travel route from the country of origin to the Republic of Croatia, and personal circumstances of importance for assessing the private and procedural guarantees. This information is immediately proceeded to the Department for Asylum and Reception Center for asylum seekers. Police officers have also obligation to register the applicant in the records of the Ministry no later than 3 working days from the day application for international protection has been made. If the intention is expressed before the Reception Center which is exceptionally registration of the applicant will be made within 6 working days from the day of application has been made. Upon the registration police officers issue a certificate of registration of the applicant in the records of


the Ministry, and, as necessary, set a time limit in which the applicant must report to the Reception Centre to lodge an application. In practice mostly it was 2 days having on mind the distance to Reception Center and other individual circumstances of the applicant. Also, depending on individual circumstances of the applicant (e.g. pregnant women, single parent, elderly persons, unaccompanied minors, and persons with disabilities) police can accompany him to Reception Center. From the moment application for international protection is made third country national or stateless gets status of an applicant and has right on reception conditions. It is important to stress that for the purpose of ensuring right on access to the procedure of international protection access to transit zone of an airport, sea port or inland water port as well as to detention or Reception Center is guaranteed to UNHCR and other organizations dealing with refugee protection rights.

#### 4.2.2. Reception


Material reception conditions provided in Reception Center are stipulated by Act on International and Temporary protection (Official Gazette No 70/2015) and Regulation on realization of material reception conditions (Official Gazette No 135/2015<sup>15</sup>): accommodation in the Reception Center, food and clothing and personal hygiene provided in kind, remuneration of the cost of public transport for the purpose of the procedure for the approval international protection, and financial assistance (pocket money).

Applicants who possess enough means to ensure adequate standard of living and with the necessary prior consent of the MoI may stay at any private address in the Republic of Croatia at his own expense. Upon arriving to Reception Center an applicant is provided with basic information on House rules and activities and social services ensured in facility. The information is provided orally and in written on a language that applicant understands.

All reception and leisure activities are coordinated together with Croatian Red Cross which also introduces to the applicant an organization of the Reception Center.




Waste can be a source of food, water, people, animals, or environment contamination. Rubbish bins should remain closed at all times to prevent entrance to insects or rodents, which are searching for easily available food, and can be carriers of different infectious disease.





Cleaning is the activity of removing dirt (by washing, scrubbing, brushing) from work surfaces, floors, objects, and other things that are around us. Cleaning is the principal measure of prevention done in order to stop the transmission and spreading of infectious diseases.

Air pollution can also be harmful to life and health of all living beings. The sources of air pollution can be natural (windborne) or caused by human activity (traffic, industry).



Large groups of people travelling, moving, and staying in a confined space together can pose additional health risk. People can travel using different modes of transport, but walking is the most difficult. Walking for a long time requires adequate clothes and footwear, drinking water, food, and occasional rest. Since fatigue frequently causes accidents, eight hours of sleep a day are recommended.


Croatian Red Cross provides public health promotion and assistance to migrants and refugees during their stay in transit reception centres, as well as to persons seeking international protection and persons under international protection in asylum seekers' reception centres in the Republic of Croatia in order to protect and promote health and prevent disease.


CROATIAN RED CROSS

CROATIAN INSTITUTE OF PUBLIC HEALTH

## HYGIENE AND HEALTH

### PERSONAL HYGIENE


One of the most important ways to protect oneself from infectious diseases and their spreading is by following hygiene practices regularly and properly. Personal hygiene practices include regularly maintaining the cleanliness of hands, hair, beard and moustache, teeth, and other body parts as well as clothes and shoes. If personal hygiene practices are not regularly maintained, this can lead to infectious diseases whose causative agents are mostly transmitted by hands and enter the body as drops through mouth, nose, mucous membrane of the eye or damaged skin.



1 x day


Personal hygiene practices for the body include taking a shower or bathing in warm water and using soap. Use a towel to dry the body and another towel to dry your hands. The towels should be dry and not shared with others.

Wash your hair with warm water and shampoo once or twice a week. Beard and moustache should be washed (and trimmed). The razor blade used for shaving should be for personal use only and should not be lent or shared with others. Fingernails and toenails should be trimmed regularly and scrubbed with a nail brush.



2 x day

Teeth should be cleaned using toothpaste and a toothbrush twice a day (morning and evening), and if possible after every meal. The toothbrush should not be shared with others or lent to them. After using the toothbrush allow it to air-dry.



20 sec

Washing your hands regularly and properly is a very efficient measure of protecting yourself from getting or spreading infectious diseases that are transmitted by unclean hands and in contact with other persons, animals, or contaminated objects. Before you wash your hands, take off all your jewellery (rings, bracelets) and your watch.

To properly wash your hands use warm water and soap (rub your palms with interlaced fingers for about twenty seconds), rinse them under running water and dry thoroughly (hot air, paper towel).

**IN EMERGENCY CALL TOLL FREE NUMBERS:**

European emergency services number **112**

Emergency medical service **194**

Police **192**

Fire service **193**

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Always wash your hands: before and after a meal, after using a toilet, after blowing your nose, coughing and sneezing, after contact with a person who is ill, before and after baby care, after touching animals or leafing through a newspaper, before and after preparing food, as well as after cleaning the house or handling rubbish. After washing your hands, use the paper towel with which you dried your hands to turn off the tap and then throw it in the bin.



When you cough or sneeze use a paper tissue to cover your mouth and nose and not your hands. In this way you are avoiding spreading infectious secretions and transmitting diseases (e.g. cold, flu) to others. Make sure you always avoid direct contact between your hands or other body parts and bodily fluids including blood.

### CLOTHES AND FOOTWEAR



One should change their clothes as needed in accordance with the possibility of their washing. Underwear should be changed daily, it would be best to change it after body hygiene practices. Winter clothes should protect from the cold (gloves, winter hats, thermal socks).



Summer clothes should be made of lightweight and airy fabrics in order to allow the body to cool. To protect yourself from the sun additionally wear a hat and sunglasses.



Clothes and underwear should be washed regularly with water and washing powder at adequate temperatures, the recommended temperature for underwear (whites) is 90°C. Leave the laundry to air-dry or use a drier. Avoid borrowing and using other people's clothes.



Footwear should be your own and light if possible, and it should firmly grip your foot and lower legs. It must not be tight, otherwise it can cause calluses, whereas if it is too big, your footing becomes uncertain. Do not lend your used footwear or share it with others. Clean and air out your footwear regularly.



Always wash your hands: before and after a meal, after using a toilet, after blowing your nose, coughing and sneezing, after contact with a person who is ill, before and after baby care, after touching animals or leafing through a newspaper, before and after preparing food, as well as after cleaning the house or handling rubbish. After washing your hands, use the paper towel with which you dried your hands to turn off the tap and then throw it in the bin.



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Lodging the application is organized at latest within the 3 days of arriving with respect to applicant with special procedural and reception needs and availability of interpreters. The applicant is invited officially in written to lodge the application at Reception Center. Before lodging reception official provides the applicant with information on rights and duties in details both orally and in written.

**13 Who else can I also turn to for assistance?**

If you need assistance, you can contact UNHCR and other organisations which deal with the protection of refugees, for example:

**UNHCR (OFFICE OF THE UNITED NATIONS HIGH COMMISSIONER FOR REFUGEES)**  
tel: (00385) (0)137-13-555  
web: [www.unhcr.hr](http://www.unhcr.hr)  
email: [HRVZA@unhcr.org](mailto:HRVZA@unhcr.org)

**HRVATSKI PRAVNI CENTAR (CROATIAN LAW CENTRE)**  
Hladnogova 21, Zagreb  
tel: (00385) (0)148-73-965  
web: [www.hpc.hr](http://www.hpc.hr)  
email: [hpc@hpc.hr](mailto:hpc@hpc.hr)

**HRVATSKI CRVENI KRIŽ (CROATIAN RED CROSS)**  
Ulica Crvenog križa 14/1, Zagreb  
tel: (00385) (0)146-55-814  
web: [www.hck.hr](http://www.hck.hr)  
email: [azilhck@hck.hr](mailto:azilhck@hck.hr)

**ISUSOVAČKA SLUŽBA ZA IZBJEGLICE (JESUIT REFUGEE SERVICE)**  
Jordanovac 110, Zagreb  
tel: (00385) (0)1235-40-29  
web: [www.jrs.hr](http://www.jrs.hr)  
email: [jrs@jrs.hr](mailto:jrs@jrs.hr)

**CENTAR ZA MIROVNE STUDIJE (CENTRE FOR PEACE STUDIES)**  
Selska cesta 112a, Zagreb  
tel: (00385) (0)148-20-094  
web: [www.cms.hr](http://www.cms.hr)  
email: [cms@cms.hr](mailto:cms@cms.hr)

**PRAVNA KLINIKA PRAVNOG FAKULTETA U ZAGREBU (LAW CLINIC OF THE FACULTY OF LAW IN ZAGREB)**  
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**INFORMATION FOR SEEKERS OF INTERNATIONAL PROTECTION IN THE REPUBLIC OF CROATIA**

European Union (EU) Countries

1 Austria	10 France	19 Malta
2 Belgium	11 Germany	20 Netherlands
3 Bulgaria	12 Greece	21 Poland
4 Croatia	13 Hungary	22 Portugal
5 Cyprus	14 Ireland	23 Romania
6 Czech Republic	15 Italy	24 Slovakia
7 Denmark	16 Latvia	25 Slovenia
8 Estonia	17 Lithuania	26 Spain
9 Finland	18 Luxembourg	27 Sweden
		28 United Kingdom

ENGLISH

UNHCR The UN Refugee Agency



So long as third country national or stateless person has asylum seeker status he realizes his right to stay in accommodation of Reception Center. This also means that asylum seeker is allowed on this kind of accommodation during second instance procedure and even positive decision is taken as a beneficiary is allowed to remain in Reception Center as long as he needs to find apartment on free trade market or other words until he is offered such an apartment adequate to his needs.

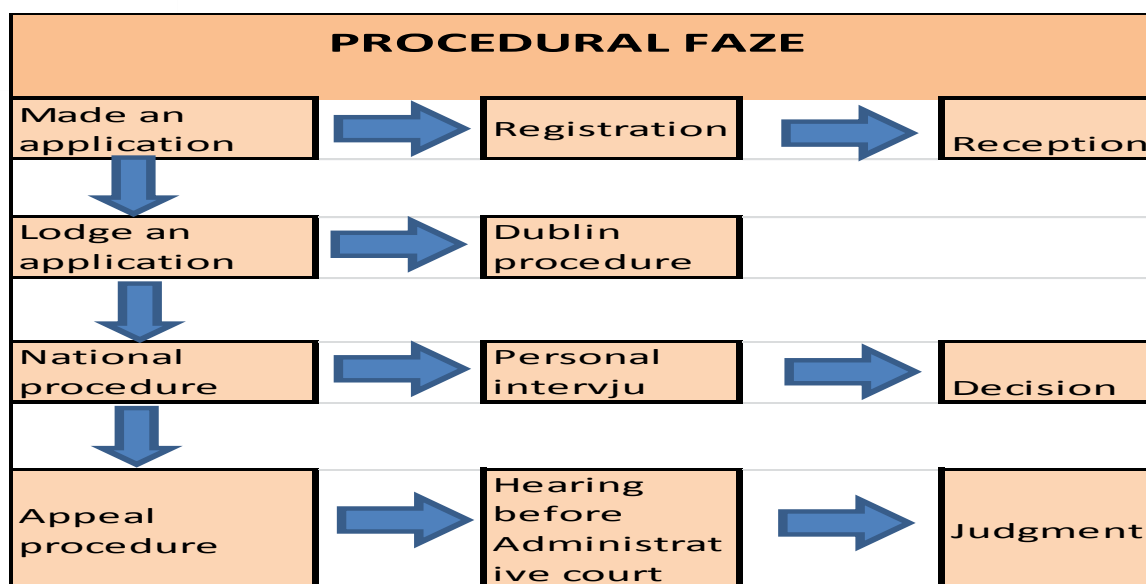
#### **4.2.2. International protection procedure**

Regularly the application for international protection can be lodged in Reception Center for asylum seekers. However, in case of unaccompanied children accommodated in social facilities for children lodging takes place mainly in facility of accommodation. Timeframe for lodging is limited within 15 days from registration of the status in the records of the MoI. In practice lodging of applicants was organized within 3 days from arriving in Reception Center. This statement given orally for the record contains all information useful for the implementation of Dublin procedure.

Submitting the application, orally for the record, denotes, start the procedure of international protection. Just before lodging the applicant is provided with all detailed information regarding the rights and obligations as well as information on procedure of international protection and Dublin procedure.

If possible, the lodging can be conducted by an official of the same sex in order to ensure a full explanation of the application or for other justified reasons.

As soon as possible after lodging the personal interview is scheduled and it is under obligation of regular procedure. An interview can be omitted only in case of positive decision can be made on the basis of the available evidence, when applicant is unfit or unable to be interviewed owing to enduring circumstances beyond his/her control and when the admissibility of a subsequent application is being assessed. Timeframe for taking decision is no latest than 6 months from the lodging. However it can be extended on maximum 9 months.



Apart from regular procedure as described above Croatia also applied an accelerated procedure where an application is obviously unfounded. According to Act on International and Temporary protection (Official Gazette No 75/15, 127/17) decision needs to be render within two months from the day application has been lodged taking into account all procedural guarantees.

During 2017 Croatia applied concept of safe third country of origin following the list brought by Mol and prior consent of MoFA (Official Gazette No 45/2016<sup>16</sup>). The List includes neighboring countries such as Serbia, Bosnia and Herzegovina, Montenegro, FYROM as well as on Tunisia, Turkey, Algeria, Morocco, Albania and Kosovo.

As far as border procedure is concerned it was not applied during 2017 even though it is prescribed by Act on International and Temporary protection.

## 5.UNACCOMPANIED MINORS AND OTHER VULNERABLE GROUPS

### 5.1. Applicants with special reception and procedural needs

Identification the applicants with special reception or procedural starts upon the making the application in police station or police administration as well as in border crossing points. Since the identification is understood as continuously process and shared responsibility among reception staff and decision makers as well.

<sup>16</sup> [https://narodne-novine.nn.hr/clanci/sluzbeni/2016\\_05\\_45\\_1166.html](https://narodne-novine.nn.hr/clanci/sluzbeni/2016_05_45_1166.html)

Vulnerable groups mean persons divested of legal capacity, minors, unaccompanied minors, elderly and infirm persons, seriously ill persons, persons with disabilities, pregnant women, single parents with minor children, persons with mental disorders and victims of trafficking in human beings, victims of torture, rape or other psychological, physical and sexual violence, such as victims of female genital mutilation.

Applicants in need of special procedural and/or reception guarantees are those who, in view of their personal circumstances, are not completely capable of exercising their rights or obligations as they are applicants. Appropriate support was provided for applicants in relation to their personal circumstances, amongst other things their age, gender, sexual orientation, gender identity, disability, serious illness, mental disorder, or as a consequence of torture, rape or other serious forms of psychological, physical or sexual violence, for the purpose of exercising the rights and obligations referred to in this Act.

## **5.2. Unaccompanied children**

Immediately upon unaccompanied child has been found in the territory or at the border police starts with identification however prior to this police will inform local center for social welfare in charge for appointment of guardian ad litem. According to Act on International and Temporary protection guardian ad litem has to be trained to work with children, and does not have a conflict of interest with the child. Since guardian ad litem has the most important role in child in international procedure he is present always with child in all procedural stages due to protect child's right.

Unaccompanied minors are accommodated in special social welfare facilities for children respecting the availability of accommodation capacity where child is provided with all material reception conditions. Before accommodation child has to be medical examined.

In exceptional case unaccompanied child above the 16 may be placed in Reception Center for asylum seekers when it is assessed in the best interest of child.

According to Act on International and Temporary protection unaccompanied minors has right on health care according to their specific needs not just on emergency. In terms of education they have right to elementary and secondary education and can exercise it under the same conditions as Croatian citizens within 30 days from lodging application.

Compared to unaccompanied children border procedure for international protection and accelerated procedure are not applicable. In terms of this category of applicants as a vulnerable persons application for international protection is prioritized.

The same trend of increasing number of applicants in general reflected on the trend of unaccompanied minors. Top five country of origin are Afghanistan, Pakistan, Syria, Libya and Turkey. Despite Croatia still remained just a transit country and not destination even though for unaccompanied minors. So to that they absconded Croatia in significant number. Taking

into account just a small number those who stayed during 2017 only 6 positive decisions were taken.

Below is data on unaccompanied children by age during 2017:

AGE	UAM
0-13	25
14-15	65
16-17	171
<b>TOTAL</b>	<b>261</b>

Table below shows the trend of increased number of unaccompanied children per year:

YEAR	TOTAL
2016	171
2017	261
<b>TOTAL</b>	<b>432</b>

## 6. INTEGRATION

### 6.1. Introduction

An integral part of the Croatian migration policy is the integration of foreigners into Croatian society, as the dynamic, bilateral process of mutual adjustment of both foreigners and Croatian citizens, as a consequence of the post-migration processes.

Due to the importance of integration for the successful functioning of the community, the Government of the Republic of Croatia in 2013, adopted the Decision on the Appointment of the Chairperson and Members of the Permanent Commission for Implementation of Integration of Foreigners into Croatian Society. The Working Group for the Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society was appointed on 15 April 2013 by the Head of the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia, whose job is the operative implementation of the planned tasks, and reporting to the Permanent Commission on the course of the implementation and any problems related to the implementation of what was planned.

The members of the Working Group were representatives on an operative level of the departmental bodies represented in the Permanent Commission and civil society organizations, and was supplemented over the year with new members as necessary, and it now comprises permanent representatives of the competent ministries, central state offices, the Croatian Employment Service, the Government Office for Cooperation with NGOs, representatives of civil society organizations - the Croatian Red Cross, the Centre for Peace Studies, and many other international and civil society organizations, who are directly

involved in work with these categories of foreigners, as follows: UNHCR, IOM, the JRS - the Jesuit Refugee Service, and others as necessary.

The obligations of the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia were defined by the Act on International and Temporary Protection which states that the Office is the competent body for coordinating the work of the Permanent Commission for implementation of the integration of foreigners into Croatia society, and it conducts the coordination of the work of all the ministries, NGOs and other bodies participating in the process of inclusion in society of asylees or foreigners under subsidiary protection.

## **6.2. Action plan for integration of persons who have been granted international protection for the period from 2017 to 2019**

The Government of the Republic of Croatia at its session held on 23<sup>th</sup> November 2017 adopted the Action plan for integration of persons who have been granted international protection for the period from 2017 to 2019<sup>17</sup>.

In view of their particular vulnerability and the specific situation in which asylees and foreigners under subsidiary protection find themselves, and having in mind the high number of seekers of international protection in the Republic of Croatia in relation to the previous years (2016 was 2 234, compared to number in 2014 – 454 and 2015 –210), the participation of the Republic of Croatia in the European programme of relocation and resettlement, the measures from this Action Plan were aimed to a large extent at regulating the position and integrating precisely those categories of foreigners.

The Working Group for the operative implementation of the tasks of the permanent commission for implementation of the integration of foreigners into Croatian society defined strategic areas and measures to ensure optimal conditions for integration. State of play in the area of immigration policy has been taken into account, as well as the fact that Croatia is participating in European programme of relocation and resettlement of third country nationals or persons without citizenship, who meet the requirements for approval of international protection.

Planned measures include several strategic areas: social welfare and health care, accommodation and housing, language learning and education, employment, international cooperation, interdepartmental cooperation and sensitization of the public and professionals to persons who have been granted international protection.

### **6.2.1. Access to social security and healthcare**

In order to provide persons who have been granted international protection with the appropriate assistance and support in the area of social welfare and health care and ease the situation in which they find themselves, it will be necessary to acquaint them in an

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<https://ljudskaprava.gov.hr/UserDocsImages//dokumenti//AKCIJSKI%20PLAN%20ZA%20INTEGRACIJU%202017-2019.pdf>

appropriate manner with the environment and society in which they now live, from a cultural, historical and economic point of view. In this context, it is necessary to overcome all language barriers and acquaint them with all the rights they may exercise on the basis of their status in the Republic of Croatia. It is particularly important to provide them with the appropriate health care and psychological assistance and support, especially for vulnerable groups of foreigners, and this support must be sensitive in terms of cultural and religious aspects.

Planned measures in the area of social security were aimed to acquaint people who have been granted international protection with their rights from the social welfare system and traditions, culture and cultural norms in the Republic of Croatia and to ensure the requirements are met for life and co-existence in the local community. Measures include:

- educational presentations in reception centers for asylum seekers on the rights of persons who have been granted international protection, and the traditions, culture and cultural norms of the Republic of Croatia (continuously),
- thematic and educational workshops and counselling on the rights and obligations of persons who have been granted international protection, for the purpose of their integration into the Republic of Croatia, (continuously),
- appointment of experts responsible for realization of the rights of persons who have been granted international protection in the social welfare system,
- to undertake activities aimed at raising the quality of life of persons who have been granted international protection (continuously),
- to send a recommendation to meal centers to provide food appropriate for the cultural and religious convictions of foreigners and persons who have been granted international protection (continuously).

For the most successful integration possible of persons who have been granted international protection, the Ministry of Health, in cooperation with other bodies of state administration, shall undertake measures to make the best possible health care possible, overcoming certain barriers, which mainly relates to language and cultural barriers, in the provision of health care of these categories of foreigners. The aim is to acquaint people who have been granted international protection with their rights from the health care system, to provide access to health care, as well as to improve the system of access to health care. Measures include:

- informing people who have been granted international protection about using health care services pursuant to the Act on Mandatory Health Care and Health Care of Foreigners in the Republic of Croatia (continuously),
- systematic provision of information (on a monthly basis) to health care workers on the framework of rights under the Act on Mandatory Health Insurance and Health Care of Foreigners in the Republic of Croatia, for persons who have been granted international protection,

- to adjust the IT system (CEZIH) for the more efficient definition of the manner and procedures for exercising rights to health care by persons who have been granted international protection,
- provision of mediation and chaperones in health care institutions for persons who have been granted international protection, to ease their understanding of the scope of their work, and overcome language and cultural barriers (continuously),
- monitoring the implementation of the exercise of rights by persons who have been granted international protection prescribed by the Act on Mandatory Health Insurance and Health Care of Foreigners in the Republic of Croatia(continuously).

Also, in 2017 the amendments to the Law on obligatory health insurance and health care for foreigners in the Republic of Croatia were initiated to tackle the problems that persons granted international protection face in everyday life.

### **6.2.2. Accommodation and housing**

The procedure for recognition of the right to accommodation is launched by the filing of a request to the competent social welfare center, and MDFYSP is obliged to provide accommodation. However, the practical application of this Act has thrown light on some problems that arise in providing accommodation for persons to whom the Republic of Croatia has granted international protection, that is, problems finding accommodation units, so work has begun to amend the existing legislation whereby the Central State Office for Reconstruction and Housing (hereinafter: the CSORH) would be responsible for providing facilities for accommodating persons who have been granted international protection, and who have been granted the right to accommodation.

People who have been granted international protection will be accommodated pursuant to the Relocation Plan (and the current possibilities) which will be adopted by the Working Group for the Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society. On the basis of the pace of decision-making by the Ministry of the Interior granting international protection, the Central State Office for Reconstruction and Housing shall provide housing facilities according to one of three planned models: a) using the available, habitable and furnished housing units in state ownership in the locations defined by the relocation plan, b) collecting offers on the free market according to a Public Call for Tenders for lease of housing pursuant to the relocation plan, if there is not a sufficient number of habitable and furnished housing units in state ownership in the locations from the relocation plan, c) using offers for housing units advertised in the press and electronic media, and from agencies who deal in leasing accommodation.

Provision of housing for persons who have been granted international protection in the later phases shall be ensured by the allocation of housing units in state ownership available to the Ministry of State Property (hereinafter: the MSP), and the Central State Office for Reconstruction and Housing (hereinafter the CSORH), bearing in mind the fact that this property must be first modified and equipped, that is, adapted for housing purposes. These

bodies shall cooperate, in the sense of finding accommodation which can be adapted for housing purposes for people who have been granted international protection.

In order to provide appropriate accommodation for people who have been granted international protection, it is extremely important to continually develop and strengthen the cooperation of all competent bodies, especially the Ministry of Demographics, the Family, Youth and Social Policy, the Ministry of the Interior and the Ministry of Health, with particular emphasis on vulnerable groups and acceptance of people with serious health problems. Measures aimed to improve the legislation related to the field of housing, to ensure cooperation and implementation and monitoring of the Relocation Plan include:

- the adoption of the Act on Amendments and Supplements to the Act on International and Temporary Protection, which will define the competence of the Central State Office for Reconstruction and Housing, and this also relates to provision of housing units to persons who have been granted international protection-mentioned Act came into force in January 2018.
- active cooperation between the Ministry of Demographics, the Family, Youth and Social Policy and the Central State Office for Reconstruction and Housing, in order to provide housing urgently to accommodate persons who have been granted international protection (continuously),
- active cooperation with the Ministry of State Property in order to continue to provide accommodation owned by the Republic of Croatia (activities related to equipping and adaptation of flats owned by the Republic of Croatia) (continuously),
- publication of a Public Call for Tenders for Lease of furnished flats or houses pursuant to the Relocation Plan and pursuant to decisions by the Ministry of the Interior to grant international protection, or by making use of offers in the press and electronic media in cases when there is an insufficient number of housing units, (continuously),
- drawing up and keeping records of persons who are exercising the right to accommodation (continuously),
- employment of the optimum number of staff in the Central State Office for Reconstruction and Housing to work on providing accommodation for persons who have been granted international protection.

### **6.2.3. Language learning and education**

Up to 2015, the Ministry of Science and Education, pursuant to the Elementary and High School Education Act, the Aliens Act, and the Asylum Act, adopted a series of regulations whereby asylum seekers, asylees, foreigners under temporary protection and foreigners under subsidiary protection were enabled to learn the Croatian language, history and culture, for the sake of inclusion in the educational system of the RC or inclusion in Croatian society.

In order to integrate these categories of people as well as possible into the education system and Croatian society, it is especially important to provide support and professional training to educational workers, to continually promote education and training in tolerance of people



who have been granted international protection, to conduct civic education and training, and to encourage cooperation with civil associations who run a variety of projects for intercultural education and education in civic and human values. With that aim in mind, the Ministry of Science and Education, in the coming period, will use resources from European Funds in order to provide the best opportunities to people who have been granted international protection, and for further training of teaching staff.

**Planned measures regarding education include:**

- in the shortest time period to include children and young people in the education system at all levels (pre-school, elementary and high school, higher education) (continuously),
- to enable people who have been granted international protection, and who have enrolled in institutions of higher education in the RC, to apply for student accommodation and state scholarships for students with lower social and economic status, under the same conditions that apply to citizens of the RC (continuously),
- adjust the IT system for enrolment in institutions of higher education for persons who have been granted international protection,
- ensure recognition of educational qualifications and competences acquired previously by persons who (due to the crisis and unsafe situation in their country of origin) are not able to obtain their diplomas and other documents to confirm their previous level of education-(continuously),
- -to enable persons older than 15 years who did not have the opportunity to complete their education in their own countries, to finish elementary or high school education free of charge within the adult education system-(continuously),
- to provide persons older than 15 year with free retraining and training to improve their social inclusion and entry onto the labour market -(continuously),
- to inform educational establishments, institutions of higher education and adult education of the rights and obligations of persons who have been granted international protection-(continuously),
- to conduct professional training and provide support to educational and adult education staff for inclusion of children and young people in the education system, and adults in the adult education system -(continuously),
- to strengthen the partnership of civil society organizations and educational and training establishments in implementation of projects for intercultural education and education in civic and human values-(continuously).

**Measures to enhance language skills**

It is especially important to provide support and professional training to educational workers, to continually promote education and training in tolerance of people who have been granted international protection, to conduct civic education and training, and to encourage

cooperation with civil associations who run a variety of projects for inter-cultural education and education in civic and human values. The Ministry of Science and Education, in the coming period, planned to use resources from European Funds in order to provide the best opportunities to people who have been granted international protection, and for further training of teaching staff.

Planned measures include:

- provide classes in Croatian language, history and culture in all cities where persons who have been granted international protection are accommodated immediately after receiving international protection (continuously),
- to ensure the implementation of preparatory and supplementary classes for elementary and high school pupils who do not speak Croatian or who do not speak it sufficiently well (continuously),
- to enable people who have been granted international protection, and who have enrolled in institutions of higher education in the RC, to apply for student accommodation and state scholarships for students with lower social and economic status, under the same conditions that apply to citizens,
- adjust the IT system for enrolment in institutions of higher education for persons who have been granted international protection (in December 2017),
- ensure recognition of educational qualifications and competences acquired previously by persons who (due to the crisis and unsafe situation in their country of origin) are not able to obtain their diplomas and other documents to confirm their previous level of education (continuously),
- to enable persons older than 15 years who did not have the opportunity to complete their education in their own countries, to finish elementary or high school education free of charge within the adult education system,
- to provide persons older than 15 year with free retraining and training to improve their social inclusion and entry onto the labour market,
- to inform educational establishments, institutions of higher education and adult education of the rights and obligations of persons who have been granted international protection and conduct professional training and provide support to educational and adult education staff for inclusion of children and young people in the education system, and adults in the adult education system,
- to strengthen the partnership of civil society organizations and educational and training establishments in implementation of projects for intercultural education and education in civic and human values.

Also, in 2017 the Ministry of Science and Education concluded the contracts with the institutions in cities Zagreb, Velika Gorica, Kutina, and Crikvenica regarding the implementation of Croatian language, history and culture learning Program for asylum seekers and foreigners under subsidiary protection to be included into Croatian society.

#### **6.2.4. Employment- Integration into the labour market**

The successful integration of persons who have been granted international protection is only possible if they are enabled to become the part of labour market. The first step is to establish the level of knowledge of the Croatian language. In that context, the Croatian Employment Service will cooperate with the Ministry of Science and Education in order to select language learning programmes according to the needs of the job the person who has been granted international protection is looking for. For job-seekers, it is necessary to identify the barriers to their integration into the labour market, and encourage them to focus on the competences which will most quickly lead to employment, i.e. drawing up a job profile through an interview and counselling, and a job seeking plan, the realization of which should be monitored by the appointed employment counsellor.

Planned measures include:

- during individual counselling in the Croatian Employment Service (CES) to activate, motivate and guide people who have been granted international protection to take a Croatian language course (continuously),
- to inform persons who have been granted international protection about their rights and obligations within the employment system (continuously),
- counselling and professional orientation of persons who have been granted international protection (continuously),
- to educate the staff of the Croatian Employment Service, as part of their regular training, about the needs and rights of persons who have been granted international protection(continuously),
- inclusion of persons who have been granted international protection in active employment policies(continuously),
- to draw up a professional plan of work, taking into consideration the person's qualifications and their previous work experience, and the needs of the labour market, and plan possible further education of the person who has been granted international protection(continuously),
- on the basis of the established needs for education, to finance the education of unemployed persons who have been granted international protection (continuously).

#### **6.2.5. International cooperation**

The new Action Plan foresees the continuation of the system of cooperation between the Republic of Croatia and other states and international organizations, and participation by

representatives of state administration bodies and civil society organizations in international initiatives in the field of the integration of persons who have been granted international protection. The aim of the measures is to ensure the transfer and exchange of experience in facing the problems of integration of persons who have been granted international protection between EU members.

#### **6.2.6. Inter-departmental cooperation**

The integration of persons who have been granted international protection is a process that requires the active involvement of all the competent bodies of state administration, but also bodies of units of local and regional self-government, in provision of support and assistance to all people in all the relevant field. The aim is to establish and systematically strengthen cooperation between all these bodies, and civil society organizations, international organizations and religious institutions, who regularly work in the field of protection and promotion of the rights of person who have been granted international protection.

Planned measures include monitoring the implementation of the Action Plan, adoption of a Relocation Plan once a year, in line with the established needs of persons who have been granted international protection, establishing network of contact persons for realization of the rights of persons who have been granted international protection on a local level, creation of a Protocol on procedures in relation to persons who have been granted international protection, creation of a new implementation framework for integration policies on a local level.

##### **6.2.6.1. Promoting integration at local level**

In March 2017 the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia presented the project "Support to the Implementation of Migration Policy Integration" under the EU Program for Croatia IPA 2012. The project is carried out in cooperation with the consortium consisting of Wyg savjetovanje d.o.o. and Teched savjetodavne usluge d.o.o.

The overall objective of the project is to develop a comprehensive framework for improving the implementation, monitoring and measurement of the effectiveness of integrative migration policy measures in the Republic of Croatia. The purpose of the project is to carry out the necessary evaluation and education activities and to develop, establish and test a web platform for monitoring the implementation of the Action plan for migration integration and to create a tool for evaluating the effects of migration policies. The project duration is 15 months, in the period January 2017 until April 2018.

Under this project, two public debates were held in October 2017 in Rijeka and in Zagreb in November 2017, with the aim of presenting the results of the evaluation of the implementation framework of integration migration policy in the Republic of Croatia.

Within the project "Support to the Implementation of Migration Policy Integration", and in line with the new Action Plan for integration, a creation of a new implementation framework for integration policies on a local level is also envisaged. Working group held several meetings in 2017 with the purpose to draw up a framework for the for integration policies on a local

level. The local integration framework will be developed in a participatory process involving representatives of ministries, the Office for Human Rights and the Rights of National Minorities of the Government of Croatia, the civil sector and representatives of regional and local self-government.

First meeting was held on 2 and 3 November 2017 in Zagreb, while the second meeting took place in Split on 13 and 14 November 2017 with the purpose to define general and specific objectives and indicators of achievement in the areas of integration. Third meeting was held in Rijeka in the end of November, and meeting in Osijek was planned in the beginning of 2018.

#### **6.2.7. Sensitization of the public and professionals to persons who have been granted international protection**

Although the Republic of Croatia has traditionally been a country of emigration, the current number of immigrants, as well as those who will come to the Republic of Croatia as a member of the European Union (hereinafter: the EU) indicates a gradual change in the traditional migration pattern, when, as well as emigration, Croatia is also showing its immigration potential. Since it may be expected that due to the possible new migration trends, prejudice against persons who have been granted international protection may increase, it is important to work to raise awareness of these matters and the various aspects of the post-migration process, through provision of information and sensitization of the public and state and public officials to the presence and rights of various categories of foreigners in Croatia. However, it is necessary to act both preventively and pro-actively in order to make a real legal and social framework possible for inter-cultural dialogue and integration of foreigners into Croatian society.

Measures are aimed at sensitization of the public and reducing social prejudice towards people who have been granted international protection, sensitization of professional staff, and to support initiatives by the media, civil society, and citizens to create space for meeting, exchanges and provision of basic information about integration and inclusion in Croatian society.

### **6.3. NON-DISCRIMINATION**

At its session held on 1st December 2017, the Government of the Republic of Croatia adopted the Decision on adoption of the National Anti-Discrimination Plan for the period 2017-2022 and the Action Plan for the implementation of the National Anti-Discrimination Plan for the period 2017 to 2019.

National Plan for Combating Discrimination is a strategic document that sets out the priorities of the Government of the Republic of Croatia, proposes targets and directs its efforts to build a comprehensive system of protection against discrimination in the Republic of Croatia for a six-year period, while the Action Plan for implementation of the National Plan for the fight against discrimination for the period 2017-2019 presents a following operational document that sets out specific measures for the implementation of the National Plan for the first three years.

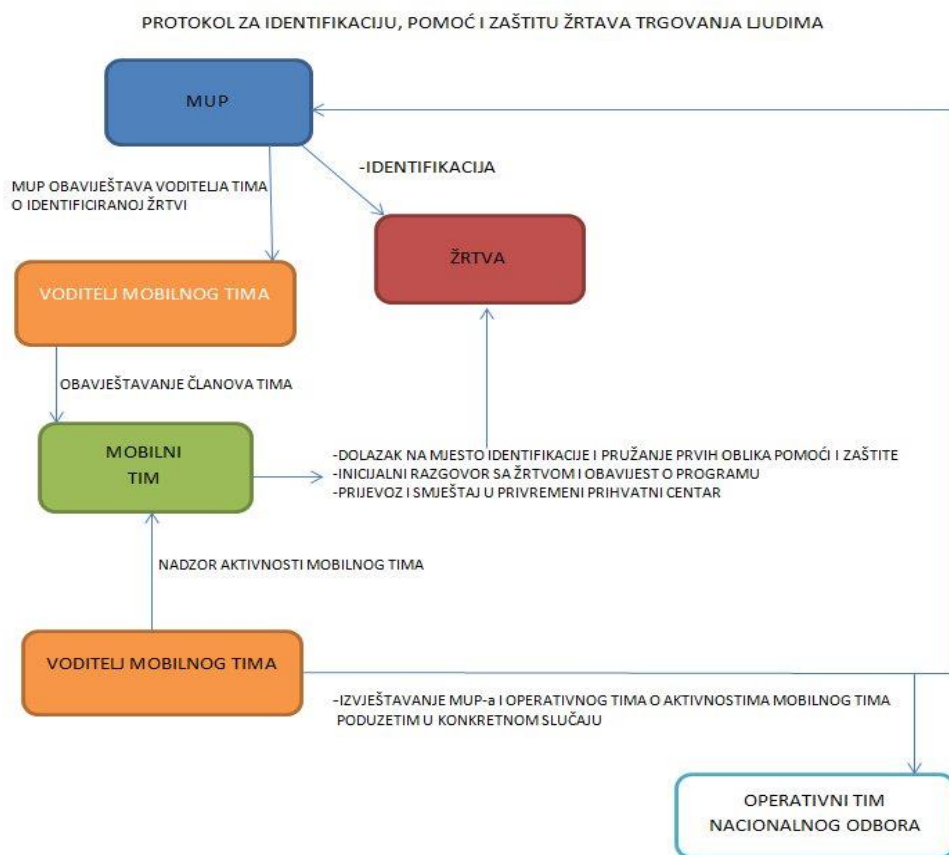
76 measures were planned in the field of work and employment, education and science, social welfare and family matters, health insurance, housing, public information and media.

In order to monitor the implementation of the National Anti-Discrimination Plan 2017 to 2022, a Working Group is to be set up to monitor the implementation of the National Plan and report to the Government of the Republic of Croatia.

## 9. ACTIONS AGAINST SMUGGLING IN HUMAN BEINGS

During 2017 regarding to legislative there were no changes however it is worth to mention that Protocol for identification, assistance and protection victims of trafficking of human beings was developed. It was established interagency working group with special purpose to develop national strategic plan for combating trafficking in human beings for period 2017-2020.

Below is illustration of national referral system for combating trafficking in human being in case of identification the victim. In this review all activities of Mol and mobile teams from the moment of identified victim till Operational team of National committee for combating trafficking in human beings is informed on actions undertaken.



In addition several projects were exercised with purpose of provision of education and information on victims of trafficking human beings with focus on civilians and police officers to be informed and trained (Project "Together"). Also the project "I have a choice" was implemented having in focus on education/workshops for school children and their teachers

on trafficking. This project included 50 children. Additional project named “Stop to trafficking” also was conducted in cooperation with school population targeted of 540 pupils.

International festival the “Blue Carpet” was organized in Zagreb in joint project with German region Baden- Wurttemberg. Festival took place in cinema “Europa” in Zagreb in duration of 4 days and each day was dedicated to a specific topic so last day of festival was dedicated to trafficking issue.

During 2017, 18 employees of Department for Asylum together with 6 employees of Reception Center and Croatian Red Cross were trained on identification victims of trafficking human beings.

## **10. IRREGULAR MIGRATION INCLUDING SMUGGLING**

### **10.1. Legislative**

Matters concerning irregular migration are regulated by Foreigners Act and several Books of rules. Criminal Code of the Republic of Croatia (Official Gazette, No 125/11, 144/12, 56/15, 61/15) prescribes as a criminal act the act of enabling or helping, out of self-interest, of illegal entry, movement and residence of other person in the Republic of Croatia, other Member State of the EU or signatory State of Schengen Agreement.

For the purpose of further harmonization with Directive 2008/115/EC of the European Parliament and of the Council of 16th December 2008 on common standards and procedures in Member States for returning illegally staying third-country nationals, amendments to the Foreigners Act are planned in 2016.

Border control is regulated by State Border Surveillance Act, Regulation on border crossings in the Republic of Croatia, Book of rules on methods of conducting state border surveillance, and other Regulation and Books of rules.

## **11. MAXIMISING DEVELOPMENT IMPACT OF MIGRATION AND MOBILITY**

### **11.1. Progress towards mainstreaming migration in development policies**

The Republic of Croatia in 2017 contributed 200,000 EUR towards the EU Emergency Trust Fund for Africa, created to fund projects addressing the root causes of instability, forced displacement and irregular migration and composed by three windows: the North Africa window, the Sahel and Lake Chad window and the Horn of Africa window.

In September 2017 the representative of MOI participated in the Ministerial Conferences of the Brdo Process (Slovenia), a sub regional process in the field of migration, mobility, fight against terrorism, illegal migration and organized crime, that brings together Slovenia, Croatia, Serbia, Bosnia and Herzegovina, Macedonia, Montenegro and Albania.

### **11.2. Working with diaspora**

In 2017 legislative changes were introduced by amending the Foreigners Act to allow for Croats Abroad to facilitate their stay and work in the Republic of Croatia.

State Office for Croats Abroad, established to improve relations with Croatian nationals' worldwide through connecting the domestic educational and scientific institutions and individuals with the Croatian associations, institutions and individuals outside the Republic of Croatia in order to enhance the mutual cooperation and utilization of the potentials of the Croatian scientists and experts, in 2017 provided for numerous initiatives to support relations with the Croats outside the Republic of Croatia.

In 2017, G2.3 conference was held in Zagreb, aimed at connecting the businessperson of Croatia's homeland and emigration.

Also, first international conference "Immigration Tourism - National and Global Perspective" was organized in June/July 2017 in Zadar, under the auspices of the State Office for Croats Abroad, Ministry of tourism and the City of Zadar and in cooperation with the Croatian Emigrants' Institute for Migration, Institute for Social Sciences Ivo Pilar and Centre for Culture and Information Maksimir.

The aim of the conference was to bring together scientists and tourists from different countries of the world, in particular the Mediterranean, with the aim to exchange experience from their countries, and cooperation in development and access to emigrant tourism.

State Office and the University of Zagreb, promoting the care for Croats outside the Republic of Croatia, concluded a Cooperation agreement and mutual understanding of the improvement of relations between the Republic Croatia with Croats outside the Republic of Croatia in the field of education and science.

The agreement provides for the promotion of the preservation, strengthening and development of educational and scientific progress of Croats in Croatia and Croats outside Croatia, and provides an opportunity for achieving stronger cooperation between the Republic of Croatia and Croats outside the Republic of Croatia in the field of education and science. The Agreement includes, inter alia, the development of study programs aimed at the integration and strengthening of Croat community outside of Croatia, promotion of scientific and research work on Croatian emigration, Croat minorities and Croats in Bosnia and Herzegovina, as well as on migration trends, as well as the design and support of student exchange projects.

In 2017, on the initiative of the State Office and in cooperation with Croaticum - Centre for Croatian as second and foreign language of the Faculty of humanities and social sciences of the University of Zagreb, an open e-course of the Croatian language was developed - the A1 level was intended primarily for Croatians outside the homeland, interested in learning the Croatian language.

On October 19, 2017, the ceremony of awarding a scholarship/ fee for teaching Croatian language was organized in Split at the Centre for Croatian Studies. On that occasion, contracts were signed with 15 participants of the Croatian language course in the winter semester, who



were entitled to a scholarship for the academic year 2017/18. and who mostly come from South American countries.

In July 2017 a sports competition named Croatian World Games took place, in which Croats from all over the world participated. Over a thousand people from five continents participated in the games. To all of them, more important than sports results, was the gathering and meeting of their fellow citizens from all over the world.

In order to provide support for Croatian language and culture teaching, the State Office organized seminars and workshops in Canada in April 2017 for teachers and students. This event was organized at the invitation and in co-operation with the diplomatic and consular missions of the Republic of Croatia, teachers of the Croatian language and Croatian parishes in Canada, and in cooperation with other competent institutions: The Ministry of Education and Science, the Education Agency and the Croatian Emigrant's Office.

**ANNEX C: NATIONAL STATISTICS****Table 1.****Family members of Croatian nationals with valid temporary residence on 31.12.2017.-top ten nationalities**

Nationality	PURPOSE OF STAY	
	Family reunification	total
<b>Bosnia and Herzegovina</b>		<b>3328</b>
<b>Serbia</b>		<b>1474</b>
<b>Macedonia</b>		<b>752</b>
<b>Kosovo</b>		<b>699</b>
<b>Russia</b>		<b>318</b>
<b>USA</b>		<b>257</b>
<b>Ukraine</b>		<b>242</b>
<b>Philippines</b>		<b>98</b>
<b>Montenegro</b>		<b>91</b>
<b>Brazil</b>		<b>83</b>
<b>.....</b>		
<b>Total</b>		<b>8416</b>

Table 2.

**Family members of Croatian nationals with valid permanent residence on 31.12.2017.-top ten nationalities**

Nationality	PURPOSE OF STAY	
	PERMANENT RESIDENCE	total
<b>Bosnia and Herzegovina</b>		<b>1543</b>
<b>Serbia</b>		<b>605</b>
<b>Macedonia</b>		<b>368</b>
<b>Kosovo</b>		<b>309</b>
<b>Russia</b>		<b>149</b>

<b>USA</b>		<b>107</b>
<b>Ukraine</b>		<b>76</b>
<b>China</b>		<b>66</b>
<b>Montenegro</b>		<b>44</b>
<b>Australia</b>		<b>28</b>
<b>.....</b>		
<b>Total</b>		<b>3650</b>

Table 3.

Third country nationals with valid temporary residence on 31.12.2017.

Nationality	PURPOSE OF RESIDENCE								
	Family reunification	Work	Study	Scientific research	Humanitarian	Use of real estate	Autonomous stay	Other	Total
BOSNIA AND HERZEGOVINA	594	5153	114	-	196	12	5	38	6112
SERBIA	100	767	17	3	69	9	-	55	1020
UKRAINE	61	433	37	1	-	3	-	3	538
KOSOVO	188	169	30	-	23	-	1	10	421
MACEDONIA	93	181	30	-	13	1	2	20	340
CHINA	132	150	31	1	-	-	3	5	322
USA	62	156	42	2	1	10	-	35	308
RUSSIA	125	122	26	1	5	3	-	19	301
ALBANIA	3	255	5	-	5	-	-	1	269
TURKEY	34	84	53	1	-	-	-	-	172
MONTENEGRO	8	55	24	-	10	1	-	10	108
KOREA	37	42	21	-	-	-	-	7	107
ISRAEL	11	10	56	-	-	1	-	1	79
CANADA	6	31	12	-	-	1	-	10	60
INDIA	10	42	1	2	-	-	-	-	55
JAPAN	5	22	21	1	-	-	-	2	51
THAILAND	-	44	1	-	2	-	-	1	48
BRAZIL	10	23	9	-	-	-	-	3	45

AUSTRALIA	4	16	3	-	2	-	-	8	33
SYRIA	23	2	1	-	1	-	-	1	28
ARGENTINA	1	7	1	-	-	-	-	14	23
MEXICO	1	4	15	-	-	-	-	2	22
BELARUS	7	4	2	-	-	-	-	2	15
PHILIPPINES	3	10	1	-	-	-	-	-	14
CHILE	2	2	3	-	-	-	-	6	13
IRAN	3	2	5	2	-	-	-	1	13
NIGERIA	-	11	2	-	-	-	-	-	13
KAZAKHSTAN	3	1	7	1	-	-	-	-	12
JAR	2	5	4	-	-	-	-	-	11
UZBEKISTAN	4	1	6	-	-	-	-	-	11
NEPAL	-	4	4	-	-	-	-	-	8
BENIN	-	6	1	-	-	-	-	-	7
IRAQ	5	1	1	-	-	-	-	-	7
MOLDOVA	2	2	2	-	-	-	-	1	7
NEW ZEALAND	-	7	-	-	-	-	-	-	7
PERU	-	1	2	-	-	-	-	4	7
EGYPT	1	4	-	-	-	-	-	1	6
COLOMBIA	-	2	4	-	-	-	-	-	6
MOROCCO	1	2	3	-	-	-	-	-	6
PAKISTAN	-	4	2	-	-	-	-	-	6
ECUADOR	1	2	2	-	-	-	-	-	5
INDONESIA	2	1	2	-	-	-	-	-	5
CAMEROON	-	3	2	-	-	-	-	-	5
LEBANON	-	-	3	-	-	-	-	2	5
VENEZUELA	-	1	2	-	-	-	-	2	5
ALGERIA	2	1	1	-	-	-	-	-	4
AZERBAIJAN	1	2	1	-	-	-	-	-	4
stateless	1	-	-	-	3	-	-	-	4
CONGO	-	3	1	-	-	-	-	-	4

MALAYSIA	-	1	2	1	-	-	-	-	4
MYANMAR	-	4	-	-	-	-	-	-	4
GAMBIA	-	2	1	-	-	-	-	-	3
HONDURAS	-	2	-	-	-	-	-	1	3
JORDAN	-	2	1	-	-	-	-	-	3
KENIA	-	3	-	-	-	-	-	-	3
SOMALIA	3	-	-	-	-	-	-	-	3
SRI LANKA	1	2	-	-	-	-	-	-	3
BANGLADESH	-	1	1	-	-	-	-	-	2
BOLIVIA	-	-	2	-	-	-	-	-	2
GHANA	-	2	-	-	-	-	-	-	2
YEMEN	-	1	1	-	-	-	-	-	2
TAJIKISTAN	-	-	2	-	-	-	-	-	2
TURKMENISTAN	-	-	2	-	-	-	-	-	2
URUGUAY	2	-	-	-	-	-	-	-	2
AFGHANISTAN	-	-	1	-	-	-	-	-	1
ARMENIA	1	-	-	-	-	-	-	-	1
BELIZE	-	-	1	-	-	-	-	-	1
BURKINA FASO	-	1	-	-	-	-	-	-	1
DOMINICAN REPUBLIC.	-	1	-	-	-	-	-	-	1
GEORGIA	-	1	-	-	-	-	-	-	1
GVATEMALA	-	1	-	-	-	-	-	-	1
KUBA	1	-	-	-	-	-	-	-	1
KUWAIT	-	1	-	-	-	-	-	-	1
LAOS	-	1	-	-	-	-	-	-	1
LIBERIA	1	-	-	-	-	-	-	-	1
MAURICIJUS	-	-	1	-	-	-	-	-	1
NAMIBIA	-	-	1	-	-	-	-	-	1
UNKNOWN	-	-	-	-	1	-	-	-	1
PARAGUAY	-	-	-	-	-	-	-	1	1

SAN MARINO	-	1	-	-	-	-	-	-	1
SAUDI ARABIA	-	1	-	-	-	-	-	-	1
SVETA LUCIJA	-	1	-	-	-	-	-	-	1
TANZANIA	-	1	-	-	-	-	-	-	1
TUNISIA	-	-	-	1	-	-	-	-	1
UGANDA	-	1	-	-	-	-	-	-	1
VIJETNAM	-	1	-	-	-	-	-	-	1
ZAMBIA	-	-	1	-	-	-	-	-	1
ZIMBABVE	-	-	1	-	-	-	-	-	1

**TABLE 4.****THIRD COUNTRY NATIONALS WITH VALID PERMANENT RESIDENCE ON 31.12.2017.**

Nationality	
BOSNIA AND HERZEGOVINA	4711
SERBIA	766
KOSOVO	657
MACEDONIA	495
CHINA	437
RUSSIA	187
USA	124
UKRAINE	60
MONTENEGRO	48
poult	24
AUSTRALIA	24
CANADA	21
UNKNOWN	20
JAPAN	19
KOREA	14
WITHOUT BUILDING	14

SYRIA	10
CHILE	9
BELARUS	9
ALBANIA	9
BRAZIL	9
ISRAEL	8
MOLDOVA	8
INDIA	6
SOUTH AFRICA REPUBLIC	5
IRAN	4
ARMENIA	4
PHILIPPINES	3
ALGERIA	3
VENEZUELA	3
UZBEKISTAN	3
TANZANIA	2
NEW ZEALAND	2
NIGERIA	2
INDONESIA	2
AZERBAIJAN	2
JORDAN	2
LEBANON	2
MALAYSIA	2
MEXICO	1
COLOMBIA	1
CAMEROON	1
IRAQ	1
ARGENTINA	1
GUATEMALA	1

GEORGIA	1
EGYPT	1
PANAMA	1
PAKISTAN	1
MONGOLIA	1
MOZAMBIQUE	1
SINGAPORE	1
SIJERA LEONE	1
PERU	1
PARAGUAY	1
TAIWAN	1
TUNISIA	1
THAILAND	1
UGANDA	1