Committee of the Parties
to the Council of Europe Convention
on Action against Trafficking in Human Beings

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Report submitted by the authorities of Croatia on measures taken to comply with Committee of the Parties Recommendation CP/Rec(2020)07 on the implementation of the Council of Europe Convention on Action against Trafficking in Human Beings

Third evaluation round

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Committee of the Parties
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Recommendation CP/Rec(2020)07
on the implementation of the Council of Europe Conventionon Action against Trafficking in Human Beings
by Croatia

adopted at the 27th meeting of the Committee of the Parties
on 4 December 2020

The Committee of the Parties to the Council of Europe Convention on Action against Trafficking in HumanBeings (hereinafter referred to as "the Convention"), acting under the terms of Article 38(7) of the Convention;

Having regard to the purposes of the Convention to prevent and combat trafficking in human beings, while guaranteeing gender equality, protect the human rights of victims of trafficking, design a comprehensive framework for the protection and assistance of victims and witnesses, ensure the effective investigation and prosecution of the offences related to trafficking in human beings, and promote international co- operation;

Bearing in mind the provisions of Article 36(1) of the Convention concerning the monitoring role of the Group of Experts on Action against Trafficking in Human Beings (GRETA) in the implementation of the Convention;

Having regard to the Rules of Procedure of the Committee of the Parties;

Having regard to the instrument of ratification deposited by Croatia on 5 September 2007;

Recalling Committee of the Parties' Recommendation CP(2016)3 on the implementation of the Council ofEurope Convention on Action against Trafficking in Human Beings by Croatia and the report of the Croatianauthorities on measures taken to comply with this recommendation, submitted on 23 May 2017;

Having examined the third report concerning the implementation of the Convention by Croatia, adopted by GRETA at its 38th meeting (6-9 October 2020), as well as the comments of the Croatian Government received on 24 November 2020;

Bearing in mind the focus of the third evaluation round of the Convention on access to justice and effectiveremedies for victims of trafficking;

Considering the conclusions and proposals contained in chapter V of GRETA's third report on follow-up topics specific to Croatia;

Welcoming the measures taken and progress achieved by the Croatian authorities in implementing theConvention, and in particular:

- the adoption of the National Action Plan to Combat Trafficking in Human Beings 2018-2021, which is supported by a dedicated budget;

- the legislative amendments related to the rights of victims of crime, introducing a mandatory procedure for individual assessment in order to reduce the risks of secondary victimisation;

- the steps taken to ensure child-sensitive procedures for obtaining access to justice and remedies;

- the efforts made to provide access to work, vocational training and education to victims of human trafficking;

- the existence of police investigators specialised in dealing with human trafficking cases;

- the steps taken prevent and combat trafficking for the purpose of labour exploitation, including the inclusion of labour inspectors in the National Committee for Combating Human Trafficking andits Operational Team;

- the active engagement in international co-operation in the investigation and prosecution of human trafficking.

A. Recommends that the Government of Croatia take measures to address the following issues for immediate action[1] identified in GRETA's report:

1. investigate proactively the reasons for the absence of compensation claims and awards to victimsof trafficking, and make efforts to guarantee effective access to compensation for victims of trafficking, in line with Article 15 (4) of the Convention, including by:

- ensuring that the collection of evidence about the harm the victim has suffered, including thefinancial gain from the exploitation of the victim and the financial loss for the victims, is partof the criminal investigation, with a view to supporting compensation claims in court;
- enabling victims of trafficking to effectively exercise their right to compensation, by ensuringaccess to legal assistance and legal aid (primary and secondary) at the outset of the criminalproceedings, and building the capacity of legal practitioners to support victims in claiming compensation;
- including compensation in training programmes for prosecutors and the judiciary, andencouraging them to use all the possibilities the law offers to uphold compensation claims byvictims of trafficking;
- making full use of the legislation on the freezing and forfeiture of assets and international co-operation to secure compensation to victims of trafficking;
- reviewing the eligibility criteria for state compensation, in particular the criterion of serious injury, ensuring that co-operation of the victim with law enforcement does not influence the award of compensation, and making state compensation available to all victims of traffickingwhen the offence was committed in Croatia, regardless of their nationality and residence status (paragraph 82).

Ministry of Justice and Public Administration

As pointed out in earlier comments on the Draft Report (GRETA) concerning the implementation of the Council of Europe Convention on Action against Trafficking in Human Beings by Croatia, the procedure for obtaining primary legal aid prescribed by the Free Legal Aid Act ("Official Gazette", no.743/13 and 93/19) is maximally simplified and is initiated by directly contacting the primary legal aid provider. Also, primary legal aid can be provided in any legal matter. Certain providers of primary legal aid in their projects envisage conducting field visits. For example, providers of primary legal assistance who focus on foreigners and migrants in their work foresee visits to reception centers for foreigners. However, in order to obtain secondary legal aid, which includes representation in civil and administrative court proceedings, exemption from payment of the costs of court proceedings and exemption from payment of court fees, it is necessary to submit a request to the authorized administrative body in accordance with the provisions of the FLAA.

Furthermore, considering the remarks of primary legal aid providers, the Ministry of Justice and Administration has taken steps to enable primary legal aid provides to strengthen their capacities in the coming period, i.e. to retain current and/or hire new persons authorized to provide primary legal aid in order to could provide quality and continuous legal assistance to users of their services. ln this regard, it was proposed that in the Financial Plan of the Ministry of Justice and Administration for 2023 the financial resources for the financing of the projects of the primary legal aid providers are increased in order to increase the individual amounts allocated to primary legal aid providers. Also, possibilities for introducing a model of three-year financing of projects of primary legal aid providers are being considered.

It is possible that the absence of compensation claims and the awarding of compensation to victims of human trafficking occurred for the reason that the consequence of these acts may not have been serious physical injury or severe damage to the victim's health, or this act could not has be classified as a crime of violence in the sense of the Act on the monetary compensation for victims of criminal offences. We do not know whether the criteria of citizenship, severe consequences, and other criteria related to state compensation from this Act have been reviewed for victims of human trafficking, but regarding the mentioned criteria, it should be noted that this Act primarily applies to victims of criminal acts of violence, and it fulfills the obligation from Directive 2004/80/EC and the obligation from the European Convention on the Compensation of Victims of Violent Crimes. As the Act on the monetary compensation for victims of criminal offences. does not specifically treat victims of human trafficking, it is questionable whether the criminal offense of human trafficking from the Criminal Code could be subsumed under the criminal offense of violence in the sense as of the Act on the monetary compensation for victims of criminal offences. lf there is intention to regulate state compensation specifically for victims of human trafficking, then this would also mean defining specific conditions and compensation for victims of criminal offenses of human trafficking.

ln the information system eSpis, which is in use in the courts, there is no data available on litigation proceedings for compensation of damages, which were initiated by the injured party who raised a property claim during the criminal proceedings.

Ministry of the Interior

When it comes to actions taken in relation to victims of criminal offences in general, including identified victims of human trafficking, police officers of the Ministry of the interior of the Republic of Croatia have been informing the victims of criminal offences of their rights in writing, ever since 2014, in line with the provisions of the Criminal Procedure Act which was then in force. ln doing so they take into account the special categories of victims of criminal offences, the so-called vulnerable groups, as well as victims of serious sexual assaults and victims of human trafficking. Likewise, police officers also inform the victims of other national authorities as well as civil society organizations which are in charge of protecting and assisting victims of criminal offences, and of institutions which assist victims in exercising all their rights. Information on the rights of the victim is also translated into relevant foreign languages, given that all victims have the right to be informed of their rights in their mother tongue or a language they understand.

Workshops aimed at further educating and sensitizing police officers to working with victims of criminal offences have been intensively held since 2014, in order ensure that police officers provide all of the necessary assistance to victims of criminal offences, in line with the models of inter-institutional cooperation and cooperation with civil society organizations.

Moreover, the victim receives the "Application form for the compensation of damage to victims of criminal offences".

The Criminal Procedure Act (Official Gazette 152/08, 76/09, 80/11, 121/11, 91/12, 143/12, 56/13, 145/13, 152/14, 70/17, 126/19, 126/19, 80/22) regulates the field of protection of victims of crimes related to human trafficking. In certain provisions, human trafficking victims, and children, as a particularly vulnerable group, have certain rights in addition to the ones referred to in Article 43 and 43(a) of the Criminal Procedure Act, pursuant to Article 44 of the same Act. These include: a proxy financed from the state budget; confidentiality of personal data; exclusion of the public; the court, State Attorney's Office, investigator, and the police are obligated to treat a child who is a victim of a criminal offence with special consideration, bearing in mind his/her age, personality and other circumstances so as to avoid any harmful consequences in his upbringing and development. When treating a child victim, the competent authorities will primarily keep in mind the best interest of the child; if the victim's age is unknown and if there is any possibility that the victim is under eighteen years of age, it will be assumed that they are a child; victims of serious sexual assaults and victims of human trafficking also have the right to: talk to a counsellor prior to the interview, to be paid from the state budget; a proxy financed from the state budget; be interviewed by the person of the same sex at the police station and the State Attorney's Office and, if possible, to be interviewed by that same person if the interview is conducted once again; withhold the answer to questions which are not related to the criminal offence and which intrude on the strictly personal life of the victim; demand that they be interviewed via an audio-video device; demand that the public be excluded from the hearing; - those victims which are determined to be in need of special measures of protection also have the right to the following: speaking to a counsellor prior to the interview, budget.

Pursuant to the provisions of the Criminal Procedure Act, Police Duties and Powers Act (Official Gazette 76/09, 92/14,701/9), and the Act on Facilitating Data Exchange between Law Enforcement Authorities of EU Member States (Official Gazette 56/15), etc., the police officers of the Ministry of the lnterior of the Republic of Croatia consistently implement, independently or upon the order of the State Attorney, the provisions of these Acts during search and identification of proceeds of crime. They do so both by using the available databases and data collected by state administration authorities and legal entities with public authority in the Republic of Croatia, and by exchanging information and data

through international police cooperation, including through the Asset Recovery Offices - ARO. All of this is done in order to ensure the preconditions for freezing and seizure of assets by competent authorities and to secure compensation to human trafficking victims.

Police officers of the Ministry of the lnterior of the Republic of Croatia receive ex officio reports of criminal offences, carry out inquiries into criminal offences, and conduct criminal investigations of all criminal offences prosecuted ex officio, including trafficking in human beings. They also inform victims of criminal offences of their rights in writing, regardless of their immigration status, nationality, form of abuse, and other personal characteristics of the victims, and regardless of whether they cooperate with law enforcement authorities or not.

Croatian Bar Association

The Croatian Bar Association ("CBA") as the competent body that regulates the legal profession in the Republic of Croatia, has taken the following measures aimed at ensuring access to justice and effective remedies to victims of trafficking in human beings ("victims of THB") pursuant to recommendations in GRETA's evaluation report published in December 2020 in respect of Croatia for the third evaluation period.

These measures have also taken on board the relevant recommendations CP/Rec(2020)07 adopted on 4 December 2020 at the 27th meeting of the Committee of the Parties to the Council of Europe Convention on Action against Trafficking in Human Beings.

With a view to ensuring access to justice and effective remedies to victims of THB the CBA has established a list of lawyers specialized in providing legal assistance to victims of THB. There are 153 lawyers currently registered on the list which is available to the general public on CBA's official website.

Bearing in mind the fact that the instances of human trafficking are usually not limited to only one location and include the movement of the victim from one area to another the CBA has ensured a nationwide coverage of legal assistance. Along these lines, the above-mentioned 153 specialized lawyers are spread throughout the country to ensure that legal assistance is provided in the majority of counties from the very first contact with the victim.

As regards the type of legal assistance ensured, it is highlighted that specialized lawyers provide comprehensive legal assistance varying from legal advice to legal representation before courts and other competent authorities. In particular, the assistance entails effective exercise of the victim's right to compensation as well as access to justice and effective remedies from the very beginning of criminal proceedings.

With the view to ensuring that legal assistance is provided in line with the applicable national and international framework governing protection of victims of TBC, the CBA has also ensured tailor-made trainings not only for lawyers dealing with victims of TBC but for all lawyers willing to raise their awareness on this matter. According to available data there are 254 certified lawyers that have participated in these trainings from the beginning of 2020 to this date.

2. strengthen the criminal justice response to human trafficking, and in particular:

- ensure that human trafficking offences are promptly investigated, regardless of whether a complaint about the reported crime has been submitted or not, making use of all possible evidence gathered through special investigation techniques and financial investigations, and not having to rely mainly on testimony of victims or witnesses. In this context, the Croatian authorities should take steps to ensure that all complaints of possible human trafficking offences are registered, and that complainants are treated respectfully by the police.
- ensure that property used to commit crimes, or which can reasonably be considered to constitute proceeds of crime, is seized to the greatest extent possible;
- ensure that THB cases are prosecuted as such and lead to effective, proportionate and dissuasive sanctions for those convicted. If an alternative charge is preferred in human trafficking cases, this should be recorded and monitored by the Prosecutor's Office. The plea-bargaining procedure should be used only exceptionally in human trafficking cases, subject toappropriate safeguards, where the reduction of a sentence is clearly outweighed by the advantages offered by the plea agreement (these advantages being indicated in the judicial decision approving the agreement) and the agreement is not in any way detrimental to the rights of the victims, including their access to compensation;
- continue providing training, and encourage the specialisation of prosecutors and judges to deal with human trafficking cases and to ensure that they are not re-qualified as other offences which carry lighter penalties and deprive victims of THB of access to protection, support and compensation (paragraph 98);

Ministry of Justice and Public Administration

Article 332 of the CPC stipulates that if investigations of criminal offenses could not be carried out in another way or would be possible only with disproportionate difficulties, special evidentiary actions can be determined which temporarily limit certain constitutional rights of citizens, namely:1") surveillance and technical recording of telephone conversations and other remote communications, 2) interception, collection and recording of computer data, 3) entry into premises for the purpose of conducting surveillance and technical recording of premises, 4) secret monitoring and technical recording of persons and objects, 5) use of undercover investigators and confidants, 6) simulated sale and purchase of items and simulated giving and receiving of bribes, 7) provision of simulated business services or conclusion of simulated legal transactions and 8) supervised transportation and delivery of criminal items.

Article 206i of the CPC prescribes as a general rule that if there are grounds for suspecting that a criminal offense has been committed, for which criminal proceedings are being initiated ex officio, and that a material benefit has been obtained from that offense, the state attorney is obliged to immediately undertake or order the undertaking of an investigation in order to the value of that benefit has been determined and in order to determine where the thus acquired property is located, while for criminal offenses under the jurisdiction of the county court in which there are grounds for suspecting that a substantial property benefit has been acquired, financial investigators participate in the investigation and urgent evidentiary action of temporary confiscation of the case , state attorney advisors and expert associates from the special department for investigating property benefits acquired through criminal offenses within the state attorney's office. The department conducts investigations in agreement and on the order of the state attorney with the aim of determining the value of property and ensuring confiscation, or finding property acquired through criminal offences. ln this regard, provision 556, paragraph 1 of the CPC, prescribes that confiscated items that must be confiscated by law, emphasizing

that items that can be confiscated by law, can be confiscated even when the criminal proceedings do not end with a verdict declaring the defendant guilty. Furthermore, Article 557 a of the CPC stipulates that in order to ensure the confiscation of property benefits achieved by an illegal act, the authorized prosecutor may, before and after the initiation of criminal proceedings, propose insurance with any temporary measure that achieves this purpose, and which measures are exhaustively listed in the points of the aforementioned article and they concern the prohibition of alienation and encumbrance of real estate and movable property, the confiscation and deposit of cash, securities, the prohibition of the transfer of such acquired property benefits to third parties, the denial of payment by the bank, debtors and other persons.

Article 206e stipulates that the Attorney General may, under the conditions and in the manner prescribed by a special law, dismiss the criminal complaint or waive criminal prosecution during the criminal proceedings if this is proportionate to the gravity of the committed criminal acts and the meaning of the testimony of that person, important for discovering and proving criminal acts and members of a criminal organization, that is, a criminal association, thus depends solely on the individual case and its particularities.

Ministry of the Interior

When it comes to dealing with the issues of trafficking in persons, all police officers authorized for performing police tasks work on issues involving trafficking in persons, whereas only those police officers who work in organized crime carry out criminal investigations in police administrations and regional departments for combating corruption and organized crime (Zagreb, Split, Rijeka and Osijek), in cooperation with police officers for youth if the victim is a child/minor. All available technical resources of the Ministry of the lnterior of the Republic of Croatia are used by police officers in such investigations for performing their duties and tasks prescribed by law.
Pursuant to the Criminal Procedure Act, the State Attorney can carry out inquiries independently or issue an order for the police to complete this task. The State Attorney has a right and duty to monitor how the police carry out the inquiries, whereas the police are obligated to comply with the State Attorney's order or request. The State Attorney can specify the requirements of inquiries or measures in his request/order and he can order the police to notify him without delay of the actions taken. The police are obligated to act on the request/order of the State Attorney. Unless the State Attorney orders otherwise, the police must inform him about the inquiries carried out or measures taken within 30 days from the receipt of the request/order. Pursuant to Article 207 of the above Act, if there are grounds for suspicion that a criminal! offence prosecuted ex officio has been committed, the police have the right and duty to take the necessary measures to: 1) find the perpetrator of the criminal offence, prevent the perpetrator or accomplice from going into hiding or fleeing, 2) detect and secure the traces of the criminal offence and the objects of evidentiary value, and 3) gather all information which might be useful for the successful completion of the criminal procedure. The police will duly notify the State Attorney about the inquiries of criminal offences. If the State Attorney informs the police that he intends to be involved in any inquiries or measures, the police will conduct them in a way that makes this possible. The above Act also specifies the type of (urgent) evidentiary actions and how they are conducted by the police, State Attorney or police investigator' All available information received by police officers, including complaints, petitions, reports from citizens (whether anonymous or made under a pseudonym, etc.), obtained from open sources, unconfirmed crime reports, etc. is treated as a matter of urgency. Any case that might be connected to a potential victim and the criminal! offence of trafficking in human belongs is a matter of urgency for police officers who priorities such cases in

criminal investigations. Such cases are also taken very seriously and are investigated in great detail. When conducting criminal investigations of human trafficking offences, the police may also use the data collected through financial investigations, e.g. on the basis of data about suspicious transactions received from the Croatian financial intelligence unit. inquiries into the initial criminal offence and the criminal offence of money laundering are conducted simultaneously.

When conducting financial investigations, police officers of the Ministry of the lnterior of the Republic of Croatia also search for and identify property which can reasonably be considered to constitute proceeds of crime.

3.ensure compliance with Article 26 of the Convention through the adoption of a provision on the non-punishment of victims of trafficking for their involvement in unlawful activities, to the extent that they were compelled to do so, and/or the development of guidance for prosecutors (paragraph103);

Ministry of Justice and Public Administration

Regarding the recommendations of GRETA marked as "urgent", which refers to the need to harmonize the Criminal Code with Article 26 of the CE Convention on the Suppression of Trafficking in Human Beings (Each party, in accordance with the fundamental principles of its legal system, will ensure the possibility that sentences are not imposed on victims) for their participation in illegal activities, to the extent that they were forced to do so), we inform you that the harmonized provisions in question will be considered in the framework of the next broader amendments to the Criminal Code.

Ministry of the Interior

Police officers of the Ministry of the lnterior of the Republic of Croatia have informed all operational units that crime tracking carried out in the field of organized crime, more precisely "Trafficking in Human Beings" under Article 106 of the Criminal Code has shown that a certain number of victims of this crime, both minor and adults, are exploited in the Republic of Croatia for the commission of unlawful activities. When it comes to the exploitation of human trafficking victims for the commission of unlawful activities, so far this mostly involved the abuse of dependence, recruitment and forcing persons (victims) to commit theft (from shops, shopping malls, etc.), burglary, fraud, aggravated theft, as well as misdemeanor offences against public peace and order, such as begging, prostitution, etc. When conducting criminal investigations of human trafficking offences where the victim was exploited for the commission of unlawful activities, police officers investigate whether the exploited victim has any record of previous commission of misdemeanor/criminal offences which are a direct consequence of their exploitation by the perpetrator, and they provide the competent State Attorney's Office with a comprehensive report on their investigation, as part of the filed criminal charges. They also send separate notifications to the competent courts/State Attorney's Offices, informing them about the criminal charges filed which show that the suspect (now victim) had committed the previous misdemeanor/criminal offences under certain duress or against his will, thereby informing in due time the competent authorities which have the power not to initiate criminal or misdemeanor procedures or not to sanction human trafficking victims for their participation in criminal activities that they were forced to commit.

4. take additional steps to protect victims of human trafficking, and in particular:

- make use of the available measures to protect vulnerable victims and witnesses of human trafficking and to prevent intimidation during the investigation, as well as during and after thecourt proceedings;

- build the awareness of all actors in the criminal justice system on how to avoid re-victimisation and stigmatisation of victims of trafficking through training and awareness-raising, as well as prioritising the rights, needs and interests of victims;

- ensure that cross-examination (direct confrontation) of victims of trafficking and offenders does not take place in order to avoid re-victimisation and ensure the psychological integrity of the victim;

- avoid repeated and lengthy questioning of victims of trafficking by setting up adequate procedures and internal regulations (paragraph 114);

Ministry of Justice and Public Administration

Cross-examination was abandoned in the Croatian legal system in 2013, and the criminal procedure does not recognize such a method of examination. Protection of victims of human trafficking can be secured through remote hearings, respectively Criminal Procedure Code stipulates that the victim of criminal offenses against sexual freedom and the victim of the criminal offense of human trafficking may request to be questioned via an audio-video device. The victim has the same right in relation to whom special protection needs have been determined (determined through an individual assessment of the victim, for example a special way of questioning the victim, the use of communication technologies to avoid visual contact with the perpetrator and other measures prescribed by law.

Article 292 paragraph 4. of the CPC, for the purpose of protecting victims in individual cases, prescribes that the questioning of a witness as a victim of a criminal offers of human trafficking and a victim in relation to whom special protection measures have been established may, if the victim's condition requires it, be conducted by questioning the victim in his or her own apartment or other place in where they are staying in such a way that the parties can ask questions without being present in the room where the witness is, and if necessary, the examination will be recorded using an audio-video device with the emphasis that such a witness can only be re-examined exceptionally, if the court deems it necessary, the examination will be recorded using an audio-video device with the emphasis that such a witness can only be re-examined exceptionally, if the court deems it necessary.

Ministry of the Interior

When conducting criminal investigations, police officers also individually assess the victim, in line with the provisions of the Criminal Procedure Act and the Ordinance on the manner of conducting individual assessments of victims (Official Gazette 106/17). The current "Form on the conducted individual assessments of the victim's need for protection" and the form containing the "information on the rights of the victim" are delivered to the competent State Attorney's Office as an integral part of the file, in order to ensure timely exchange of information and provide for a comprehensive assessment of the needs of victims of criminal offences in each individual case. Pursuant to Article 43(a) of the Criminal Procedure Act, prior to interviewing the victim, the authority which conducts the interview carries out an individual assessment of the victim in cooperation with the authorities, organizations or institutions in charge of providing assistance and support to victims of criminal offences. The individual assessment of the victim involves determining whether there is a need for applying special

measures for the protection of the victim and, if there is, determining which special protection measures need to be applied (special interviewing technique, using communication technologies in order to avoid visual contact with the perpetrator, as well as other measures for protecting the victim, as laid down by law; for example, having a person of trust present, the right to efficient psychological and other expert assistance, determining the measures of protection referred to in Article 99 of the Police Duties and Powers Act, etc.). When a victim of a criminal offence is a child, it is assumed that there is a need for applying special measures of protection and it is determined which special measures in particular need to be applied. Before interviewing the victims about the circumstances of the criminal offence, it is determined whether they need to be interviewed by a police officer of the same sex and/or have someone present who they are close with. ln order to preserve the dignity of the victims, their mental and physical condition has to be taken into account (whether they need to be provided with emergency medical assistance) as well as the potential concern the victims may have for persons that are in their care or who depend on them (in terms of involving the competent social welfare center which could take them in). When familiarizing the victim with the rights, the intention of the victim to exercise each individual right in the later phases of the criminal procedure is recorded in the form "information on the rights of the victim", whereas the needs that the victim might have in the next phase of the procedure are listed in the conclusion of the "Form on the conducted individual assessment of the victim's need for protection", for example, a special manner of conducting the interview, whether the victim wishes to be informed about the suspension of police detention or custody, escape of the defendant and release of the convict from prison, as well as the measures that are taken to protect the victim, whether the victim requires escort by a person of trust or further expert assistance from court units for providing support to victims and witnesses, etc. Furthermore, the conclusion of the "Form on the conducted individual assessment of the victim's need for protection" lists the measures of protection provided to the victim by the police, for example interview with the person of the same sex, presence of a person of confidence, notification sent to the competent social welfare center about the provision of care to children while the victim is under medical care, the application of measures of protection pursuant to Article 99 of the Police Duties and Powers Act, arrest of the suspect and bringing the suspect to the detention officer, etc. Individual assessment of the victim's needs for protection is carried out for all victims of criminal offences. However, when it comes to victims who do not need protection and are not vulnerable or victims of serious crimes and other crimes which fall under special categories, only a note is made in the form stating that there is no need to apply special measures of protection, with no further explanation. On the other hand, when it comes to victims who are determined to be vulnerable due to their personal characteristics and/or are victims of serious crimes and other crimes specifically indicated in Article 7 of the said Ordinance, and who have not been determined to be in need of protection, the type of vulnerability determined must be specifically explained/indicated in the form, as well the fact that the assessment was made by taking into account the victim's personal characteristics. The explanation section of the form is always filled out for children and victims who have been determined to have the need for special measures of protection. ln general, victim/witness protection procedure in the Republic of Croatia can be systematized in several categories: 1. protection of victims of criminal offences and other persons; 2. procedural measures for victim and witness protection; 3. witness protection programmers. The said procedures represent a unified whole when viewed from the perspective of the victim/witness protection. The differentiation between these procedures arises from variety of threats that a particular victim/witness faces and aims to ensure adequate protection.

Protection of victims of criminal offences and other persons

Articles 170 to 176 of the Code of Practice for Police Officers (Official Gazette 2O/2O22) lay down the general rights of victims. Accordingly, police officers are required to treat the victims of criminal offences with due care, and to give appropriate consideration to their rights and best interests, protection of privacy, and specific needs. During the initial contact, police officers are obligated to inform the victim, in a comprehensive and appropriate manner, of his/her rights under the law and on how to exercise those rights. When informing victims about their rights, particular attention is paid to certain categories of victims with special rights (child victims, victims of criminal offences against sexual freedom, victims of trafficking in human beings, victims of violence, foreign victims, victims with disabilities, victims of terrorism, victims of hate crimes, victims of gender-based violence). After the victims are informed verbally, police officers give them a written notice of their rights, as well as all the available information about victim protection and support services, and victim support hotline, regardless of whether they wish to report the crime' or not. Police officers assess the victims individually in order to establish their specific needs for protection, and to take appropriate measures to ensure such protection. The decision on providing protection is made on the basis of threat assessment which is carried out by the organizational unit to which the report was filed or which was otherwise informed about the threat that the person faces. A head of a police administration or a head of a directorate at the General Police Directorate of the Ministry of the lnterior of the Republic of Croatia submits a justified proposal for the application of protection measures to the General Police Director. After being informed of the threat, the relevant official will order that measures be taken to protect the person until a decision is issued on the application of measures of protection, which takes 48 hours at the most. The General Police Director will be immediately informed about the introduction of temporary measures of protection. The General Police Director proposes the adoption of a decision on the application of measures of protection to the Minister of the lnterior of the Republic of Croatia on the basis of a justified opinion provided by the Operational Group for the application of measures of protection. The competent police administration bears the responsibility. The General Police Director proposes the adoption of a decision on the extension or suspension of protection to the Minister of the lnterior of the Republic of Croatia on the basis of a justified opinion provided by the Operational Group.

Procedural measures for victim and witness protection

Procedural measures for the protection of victims and witnesses of criminal offences are laid down in the Criminal Procedure Act. They consist of special instructions for the interview and participation in the procedure, as well as the measures for the protection of witnesses and those close to them who are not part of the procedure. These measures are taken precisely in order to protect certain categories of vulnerable witnesses and victims of criminal offences.

Inclusion of victims as witnesses in protection proqramme

A victim of a criminal offence may also be included in the Witness Protection Programme, pursuant to the Witness Protection Act (Official Gazette 163/03, 18/11 and 73/17) in cases where proving a criminal offence is connected with disproportionate difficulties or in cases where it cannot be done in any other way without the testimony of this person as a witness who will not be able to testify freely in the criminal procedure due to possible threats. This includes crimes:
1. against the Republic of Croatia;
2. against values protected by international law,
3. in organised crime, and
4. for which a prison sentence of 5 or more years may be imposed in line with the law.

The Attorney General of the Republic of Croatia may, upon a proposal of the competent state attorney or threatened person, submit a request to the Commission for the inclusion of a threatened person in the Protection Programme. The proposal of the competent state attorney to the Attorney General of the Republic of Croatia must, inter alia, contain a description and assessment of threat to the threatened person' The Witness Protection Programme consists of measures and activities which can be Iong-lasting and which are carried out and organized by a special! Organizational Witness Protection Unit at the General Police Directorate of the Ministry of the lnterior of the Republic of Croatia (set up in March 2004). A basic condition for the inclusion in the Witness Protection Programme is the principle of voluntariness by the person who is to be included in the Protection Programme, whereas from the perspective of the state it relies on the importance of the testimony by the witness in proving the crime in the criminal procedure.

Procedure and manner of inclusion of witnesses in the Protection Programme

The Protection Programme consists of measures and activities which are carried out and organized by the Witness Protection Unit and the authority responsible for prison system at the ministry competent for justice, on the basis of the Witness Protection Act, for the purpose of protecting the persons included. A request for the inclusion in the Protection Programme may be submitted by the Attorney General of the Republic of Croatia, a judge or a directly threatened person.

The measures for the protection of threatened persons include the following:
1. close and technical protection,
2. relocation,
3. measures to cover one's identity and ownership,
4. change of identity.

One or more measures can be applied in the procedure of protecting threatened persons. A decision on the type of measure to be applied is made by the Witness Protection Unit, except for the measure of change of identity which is decided upon by the Commission. The Witness Protection Unit organizes and carries out the measures independently. ln case of persons deprived of liberty, this is done in cooperation with the Prison System Directorate of the ministry competent for justice.

Provision of assistance to a person included in the Proqramme

The Witness Protection Unit will provide the necessary psychological, social and legal assistance to the person included in the Programme. lt will provide economic and social support to this person until the moment he/she becomes independent. The economic and social support given to the threatened person cannot exceed the amount sufficient to cover living expenses and the inclusion in the new environment. lf the victim is included in the Witness Protection Programme, the Witness Protection Unit will inform him/her in a timely manner about the progress of his/her case, and provide information on, e.g. the escape of the defendant or the release of the convict from prison, as well as on the measures taken for the victim's protection. So far, there were no cases of inclusion of victims of trafficking in persons in the Witness Protection Programme, since no such request has been made so far.

ln cooperation with the Ministry of Justice and Public Administration of the Republic of Croatia and in line with the established minimum standards, rights, support and protection of victims of criminal offences, the police also provide to each victim contact information of the Victim and Witness Support Office, as well as the National Call Centre for Victims of Criminal Offences and Misdemeanors for the area in their territorial jurisdiction, together with the prescribed forms containing the information on the rights of the victim. ln addition to the said contact information, each organizational police unit (police administration) provides the victim with the names and the contact information of the state administration authorities and civil society organizations which deal with victim protection and support in the area of each individual police administration and which have been recognized by these police administrations as a valid partner in the protection of certain categories of vulnerable victims (for example, social welfare centers, civil society organizations acting within the framework of county teams for preventing and combating domestic violence and violence against women, as well as protection of children in the criminal justice system).

Furthermore, all police administrations have to cooperate continuously with presidents of competent county courts (with regard to the procedures related to appointing a defense counsel when the defense is mandatory), as well as with representatives of the Croatian Bar Association competent for the jurisdiction of a particular police administration in order to obtain updated lists of defense counsels: list of counsels for victims of criminal offences, list of proxies for children, list of lawyers for youth, list of lawyers on duty, and list of ex officio defense counsels.

Individual assessments of victims are also carried out during criminal investigations, as described above. Child victims have the right to a special interview technique to be conducted by the judge in charge of the investigation during which the child's statement is recorded. ln doing so, the child avoids direct contact with other subjects of the criminal procedure, thereby excluding the possibility that a witness might meet the child or that the child might be cross-examined, as it is only in exceptional circumstances that a child can be interviewed once again as a witness. Any actions taken by the police with regard to a child or a minor are taken with special care, keeping in mind the age, personality and other circumstances in order to avoid any harmful consequences for the education and development of a child, primarily by taking into account the best interest of the child. lf the victim's age is unknown and if there is any possibility that the victim is under eighteen years of age, it will be assumed that the victim is a child. Actions are taken in the presence of a parent or a guardian, while respecting the child's dignity and privacy, and while taking into account the best interest of the child.

A coordinated approach has been adopted with regard to the actions taken by police officers who deal with youth and those police officers who work on organized crime and are specialized in combating human trafficking, with the aim of preventing and combating human trafficking, particularly of women and children as well as in actual criminal investigations.

Police officers who work with youth are specially trained. They make sure that various types of threats to the rights of the child are recognized and that children victims are provided with support, starting from the use of specially equipped rooms adapted for interviewing children, the possibility of interviewing children at home, ensuring that, in addition to the guardian and if the child so wishes, there is a person of trust present with him, a social welfare center employee (when the parent / guardian is unavailable or a suspect), making certain that the child's privacy is protected and that the inquiries remain secret.

When it comes to the manner in which police officers ensure that child victims of trafficking in persons are treated in a sensitive manner and are provided protection before, during and after the judicial procedure in line with the guidelines of the Council of Europe, and the measures that are taken to ensure a limited number of interviews, please note that, within the framework of the project entitled "strengthening the capacities in the area of combating sexual exploitation and sexual abuse of children and provision of support by police to vulnerable victims of crime" and in part also with its own funds, the Ministry of the lnterior of the Republic of Croatia has equipped 60 rooms for interviewing children in the territory of the entire Republic of Croatia. The rooms are specially equipped with furniture adapted to children. The interviews with traumatized children are conducted by specially trained police officers for youth who received training on how to conduct interviews with children based on good practices by police departments all over the world.

When it comes to child victims, actions are taken in line with the provisions of Article 114 of the Juvenile Courts Act (Official Gazette 84/11, 143/12, 148/13, 56/15, 126/19), pursuant to which cases involving criminal and legal protection of children are handled by specialized police officers for youth. Specialized police officers undergo special training where they are educated on national and international legal and procedural specificities of actions taken when it comes to child victims of criminal offences; new modalities of commission of crimes against children, as well as the emotional development of children; interpectoral cooperation and competences of other authorities which might provide assistance and support to children. The training specifically focuses on actions taken by police in cases of sexual abuse and exploitation of children, including child prostitution and all forms of child trafficking.

In July 2017, the Croatian Parliament adopted the amendments to the Criminal Procedure Act, thus implementing in the national Act the provisions of Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime. When applying the Directive, police provide all child victims with a notification of their rights and information on associations and organizations which provide support to child victims. Likewise, in order to provide the necessary support and assistance to child victims, police cooperate with social welfare authorities. Immediately after finding out about sexual or other serious abuse of a child, they exchange the information received, with the aim of providing protection and all the necessary assistance to the child ensured by the family law.

ln order to prevent secondary victimization, police officers are obligated to treat victims with care and to give due attention to their rights and best interests, protection of privacy, as well as the specific needs of each victim. ln this regard, special care should be taken of particularly vulnerable groups of victims - children, persons with disabilities and the elderly. When providing assistance and protection to victims, especially vulnerable categories of victims, it is necessary to bring down to a minimum any interviews, interrogations, medical examinations, etc. and to ensure, if possible, that they are conducted in adequately equipped rooms and in appropriate conditions. interviews should be conducted separately by avoiding the contact between the victim and the perpetrator. ln case of minor victims, they should be conducted in adequately equipped rooms. Police officers for youth play an important

role when taking any measures or actions in relation to child victims as they have received appropriate training to work with children and other vulnerable groups of victims.

Moreover, workshops aimed at combating human trafficking and specialist courses for juvenile delinquency and crime against youth and family are conducted at the Police Academy with continuous focus on raising the awareness of how human trafficking victims can avoid revictimisation and stigmatization and on informing the victims of their rights and interests. The focus of these workshops is also on avoiding victimisation through direct confrontation between the victim and the perpetrator through, for example, cross-examination and by avoiding repetitive and extensive interviews with victims of human trafficking.

Ministry of Labour, Pension System, Family and Social Policy

Protection of victims and witnesses:

The first assessment of the needs of the victims of human trafficking is carried out by the members of the mobile teams immediately after identification and it includes the provision of the first forms of assistance and protection: the organization of emergency medical assistance if necessary, the provision of transportation and safe accommodation, food, rest, personal hygiene as well as clothing and footwear and other forms of assistance depending on the individual needs of the victim. Mobile team members are available 24 hours a day.

If a victim of human trafficking accepts the assistance and protection program, acquires the right to accommodation in a national shelter for victims of human trafficking. The deadline for accepting the program is 60 days for an adult victim, and 90 days for a child. When the victim is a child, the legal representative decides on inclusion in the assistance and protection program with the prior opinion of the child victim.

Regional coordinators are obliged to inform both the adult victim of trafficking and the child about the assistance and protection program. The social welfare center, together with the regional coordinator, prepares an Individual Plan for changes in the victim's life situation and behavior based on a comprehensive assessment of needs, difficulties and resources in order to overcome unfavorable life circumstances, in agreement with the user and family members.

Assistance and protection of victims of human trafficking under the jurisdiction of the social welfare system includes the provision of information on rights from the social welfare system and the procedures for exercising those rights, as well as accommodation services and other rights in accordance with regulations under the jurisdiction of social welfare.

We also emphasize that during police actions or possible retaliation, as well as after court proceedings, a victim of human trafficking can be provided with accommodation, with service providers in the social welfare system. The list of service providers for such a purpose is available to the coordinator of the Ministry of Labour, Pension System, Family and Social Policy (hereinafter: the Ministry) and the regional coordinator who will take actions to protect the victim.

All procedures carried out as part of the aid and protection program are secret. When the victim accepts the assistance and protection program, placement in a shelter, concludes an Agreement on confidentiality and signs an Agreement on the use of shelters for victims of human trafficking. With the agreement, victim undertakes to keep confidential the address of the shelter, telephone number, information about employees and personal information and other persons who were at the shelter at the same time, and after leaving it. Victims also sign an Agreement on the use of the shelter for victims of human trafficking, in which they commit to comply with the house rules, about which they must be informed in advance and must cooperate with the employees of the shelter.

Professional associates in social welfare centers, coordinators and employees in shelters for victims of human trafficking in the social welfare system are obliged to protect all data of victims as a professional secret.

5. adopt measure to ensure that the identity of child victims of trafficking is not made publicly known,through the media or by any other means (except in order to facilitate the tracing of family membersor otherwise secure the well-being and protection of the child) (paragraph 142);

Ministry of the Interior

The Criminal Procedure Act governs the protection of victims of criminal offences related to human trafficking. In certain provisions, human trafficking victims and children, as a particularly vulnerable group, have certain rights in addition to the ones referred to in Article 43 and 43(a) of the Criminal Procedure Act, pursuant to Article 44 of the same Act. These also include confidentiality of personal data and exclusion of the public. During the entire procedure involving identified victims of human trafficking, police officers from the Criminal Police Directorate at the General Police Directorate consistently apply all relevant legal provisions in order to protect their personal data and the confidentiality of inquiries.

Ministry of Justice and Public Administration

Article 44 paragraph 4 of the CPC stipulates that a child as a victim of the criminal offense of human trafficking has, in addition to the general rights that belong to the victim in accordance with Article 43 of the Criminal Procedure Code, the right, among others, to demand the exclusion of the public from the hearing and the right to secrecy personal data.

The Agency for Electronic Media

Pursuant to Article 12, paragraph 3 of the Electronic Media Act (on October 22, 2021, the new Electronic Media Act entered into force, so it is now Article 24, paragraph 5) it is not allowed to publish information revealing the identity of a child under 18 years of life involved in cases of any form of violence, nor present details from the child's family relationships and private life.

In 2021 and 2022, the Agency imposed several measures on media service providers for violating the above-mentioned provision, but in no case was it about the protection of personal data of identified victims of human trafficking.

Croatian Journalists' Association

In the Code of Honor of Croatian journalists, there are several items that warn journalists that they are obliged to protect victims of criminal acts:

Paragraph 15: Special attention, consideration and responsibility are required when reporting on suicides, accidents, personal tragedies, illnesses, deaths, and acts of violence. Journalists should avoid interviewing and portraying persons who are directly or indirectly affected by these events, except when it is of exceptional public interest. In this case, the journalist is obliged to consider the honor, reputation,

and dignity of the person he/she is reporting on.

Paragraph 17: The constitutional principle of the presumption of innocence of the accused and the dignity, integrity, and feelings of all parties to the dispute should be respected in the attachments on court proceedings. In criminal proceedings, journalists are obliged to respect the right to protect the identity of protected witnesses, confidants, whistleblowers, and injured parties, which they may not reveal without their consent, except in cases of exceptional public interest.

There is a special emphasis on protecting the identity of a child as a victim of a violent crime, which is highlighted in paragraph 20 of the Code: "A journalist must not reveal the identity of a child or minor involved in cases of sexual abuse or any other form of violence or crime, regardless of whether child or minor is a witness, victim, suspect or defendant. Media coverage of such cases must not enable the identification of a child or minor. The identity of a child or minor may only be revealed exceptionally, when it is in the public interest and does not endanger the well-being of the child or minor, and with the consent of the parents or guardians of the child or minor, or when it is requested by the state authorities for the benefit of the child.

In cases of violations of the Code, the Croatian Journalists' Association publicly warns colleagues that in cases of criminal offenses they are obliged to report objectively, without sensationalism, protecting the right to privacy.

6. take additional steps to ensure that all victims of human trafficking are identified as such and can benefit from the assistance and protection measures contained in the Convention, and in particular:

- increase the training provided to members of the mobile teams, border police officers and staff working in facilities for asylum seekers and migrants to enable them to identify victims of trafficking;

- institutionalise and implement procedures for screening migrants for indicators of human trafficking;

- systematically inform all asylum seekers, in a language they can understand, about their rightsin the framework of the asylum procedure, and the legal rights and the services available to victims of trafficking;

- ensure that risk assessments prior to all forced removals from Croatia fully assess risks of trafficking or re-trafficking on return, in compliance with the obligation of non-refoulement;

- secure adequate funding for specialised NGOs to enable them to effectively take part in the identification performed by mobile teams and to undertake outreach work in order toproactively identify victims of trafficking, including through having regular access to facilities for asylum seekers and detained migrants (paragraph 187);

Ministry of the Interior

The Border Police Directorate has been continuously organising training for border police officers in cooperation with the Criminal Police Directorate and the Croatian Red Cross, aimed at combating human trafficking with special focus on identifying victims of human trafficking. All police officers who undergo the basic border police course at the Police Academy are also trained to combat human trafficking. The Border Police Directorate participated in the preparation of training for combating

human trafficking which was organised by Frontex for members of the Frontex standing corps and border police officers in Member States.

The Police Academy continuously organises trainings on combating human trafficking for criminal and border police officers. Since 2019, a total of 283 border police officers have received training (total of 11 courses), as well as 11 criminal police officers (working on organised crime), and 45 criminal police officers (working on general crime - specialised police officers for youth). The segment on human rights which includes the topic of human trafficking, from identification to taking action, is covered during 20 teaching hours per course.

All border police officers have to undergo a border training course with the aim of learning about cultural difference between various countries, cultural standards, inter-cultural relationships, multiculturalism, nations, ethnicity, multicultural differences, xenophobia, ethnocentrism, hate crimes and human trafficking. There are also additional trainings to educate them about human trafficking and the potential indicators of human trafficking when working with migrants.

Considering the relationship between illegal migration and human trafficking and in order to systematically prevent crime with special focus on various forms of human trafficking, border police officers from police administrations along the coast cooperate with the competent police stations near the border with Bosnia and Herzegovina. The aim is to join forces when it comes to encountering potential victims of human trafficking and perpetrators of criminal offences related to human trafficking. Police officers working on illegal migration and criminal police officers cooperate with the employees of tourist boards and labour inspectors from the Croatian State Inspectorate to collect useful information on the basis of inspections carried out with regard to the registration of foreigners at the tourist accommodation where they are staying.

In addition to the above said, and given the geographical position of police administrations bordering the neighbouring countries, police officers are obligated to enhance their activities regarding the issues of illegal migration and human smuggling, with special emphasis on a more efficient recognition of indicators related to victims and perpetrators of a criminal offence of “Human Trafficking” among migrants and their smugglers.

Decisions related to return including decisions on forcible removal are issued on the basis of an individual assessment in accordance with the principle of proportionality. When applying the measures for ensuring return, the best interest of the minor and the needs of other vulnerable persons will be taken into account, as well as the family life and health of a third-country national who is subject to the relevant measures.

The Aliens Act (Official Gazette 133/20) prescribes that it is prohibited to forcibly remove a third-country national to a country in which his life or freedom are jeopardized due to his race, religion or nationality, affiliation to a particular social group or political opinion or to a country in which he may be subject to torture or inhumane and degrading treatment or punishment or in which he may be subject to death penalty, as well as to a country in which he faces threat of being forcibly removed to such a country. The Ministry of the Interior ensures that the monitoring of forcible removals is in line with the common standards and procedures in Member States for returning illegally staying third-country nationals, for the purpose of which it may conclude agreements with other state authorities, international organisations and civil society organisations.

In order to ensure that forcible removals are carried out in compliance with the fundamental human rights of third-country nationals who are being forcibly removed, the Ministry of the Interior may record forcible removals by technical devices. Third-country nationals will be informed of the purpose of such recording.

Ministry of Labour, Pension System, Family and Social Policy

Services for victims

The social welfare system is an integral part of the national mechanism for combating human trafficking and as such operates at the national, county and regional levels. At the national level, the coordinator of the Ministry is involved, who is also a member of the Operational Team of the National Committee for Suppression of Human Trafficking of the Government Office for Human Rights and Rights of National Minorities. At the regional and county level, 4 regional coordinators (Zagreb, Rijeka, Osijek, Split) and 21 county coordinators were appointed at the social welfare centres, who are in charge of counselling and helping victims of human trafficking. National and regional coordinators have the obligation to be on duty 24 hours a day and coordinate activities in the social welfare system in every single case of a victim of human trafficking, and if action from the jurisdiction of other systems is necessary, they include coordinators from other systems or ensure actions from other systems.

For each victim of human trafficking, an individual action plan is created based on a comprehensive assessment of needs, difficulties and resources, in consultation with the victim of human trafficking.

All victims of trafficking and their families exercise the right to benefits prescribed by the Social Welfare Act ("Official Gazette", number: 18/22 and 46/22): benefits intended to combat poverty (guaranteed minimum benefit, one-time allowance) and categorical benefits (personal disability allowance, allowance for assistance and care, the status of parent caregiver or the status of caregiver).

Also, victims of human trafficking have the right to the following social services: first social service, comprehensive assessment and planning service, counselling, expert assessment, psychosocial counselling, social mentoring, family mediation, psychosocial support, early development support, home assistance, help in inclusion in education programs, residence/stay, organized housing and accommodation.

Furthermore, according to the provisions of the Family Law ("Official Gazette", number: 103/15, 98/19 and 47/20), in 2021. and 2022. family legal protection measures were imposed on the families of the victims in accordance with the assessment of the expert team of the centre for social welfare: warning of errors and omissions in providing care for the child, measures of professional assistance and support in providing care for children, emergency measures for separating and placing the child outside the family. Also, social welfare centres have appointed special guardians.

We also emphasize that the Ministry received a letter from the Government Office for Human Rights and Rights of National Minorities, regarding possible victims of human trafficking in the context of the war in Ukraine.

The Ministry has delivered to the providers of accommodation and other social services the received letter and the document “Indicators supporting the identification of victims of human trafficking from Ukraine“ so that experts and other workers of institutions who come into direct contact with users are familiar with them.

Financing of civil society organizations:

The Ministry of Labour, Pension System, Family and Social Policy financed the operation of shelters for adults in 2021 with HRK 275,850.81, and HRK 174,481.79 was paid for the same purpose in 2022. As for shelters for children, HRK 162,330.71 was paid in 2021, while HRK 245,088.19 was paid in 2022. The Ministry has a contract with non-profit organizations to provide accommodation services for adults and children.

Also, in the period from September 1, 2019 to August 31, 2020, the Ministry financed 6 projects aimed at informing and raising public awareness about the problem of human trafficking through a campaign at the national level (labour, sexual and etc. forms of exploitation), with a total value of HRK 422,000.00 within the framework of the implementation of the Call for Applications for projects aimed at reducing and preventing social exclusion and social inclusion and integration of socially vulnerable groups.

Furthermore, as part of the Call for Project Proposals Development, expansion and improvement of the quality of non-institutional social services in support of the deinstitutionalization process, co-financed by the European Social Fund, in 2021, 3 projects of centres for social care were contracted in the amount of HRK 7.2 million through which social services are provided in the community for all disadvantaged persons, including victims of human trafficking. The mentioned projects are also being implemented in 2022.

7. take further steps to strengthen the identification and assistance of child victims of trafficking, andin particular:

- institutionalise and implement procedures for screening unaccompanied children for trafficking indicators;
- ensure that relevant actors take a proactive approach and increase their outreach work to identify child victims of human trafficking by paying particular attention to children in care institutions, Roma children and unaccompanied children;
- train all professionals working with child victims of trafficking to recognise and respond appropriately to their needs (paragraph 203).

Ministry of the Interior

When it comes to the manner in which police officers ensure that child victims of trafficking in persons are treated in a sensitive manner and are provided protection before, during and after the judicial procedure in line with the guidelines of the Council of Europe, as well as whether interviews with children take place in rooms which are specially designated and adapted and are conducted by experts trained for interviewing children, and the measures that are taken to ensure a limited number of interviews, please note that, within the framework of the project entitled “Strengthening the capacities in the area of combating sexual exploitation and sexual abuse of children and provision of support by police to vulnerable victims of crime” and in part also with its own funds, the Ministry of the Interior of the Republic of Croatia has equipped 60 rooms for interviewing children in the territory of the entire Republic of Croatia. The rooms are specially equipped with furniture adapted to children. The interviews with traumatised children are conducted by specially trained police officers for youth who received training on how to conduct interviews with children based on good practices by police departments all over the world.

When it comes to child victims, actions are taken in line with the provisions of Article 114 of the Juvenile Courts Act, pursuant to which cases involving criminal and legal protection of children are handled by specialised police officers for youth. Specialised police officers undergo special training where they are educated on national and international legal and procedural specificities of actions taken when it comes to child victims of criminal offences; new modalities of commission of crimes against children, as well as the emotional development of children; intersectoral cooperation and competences of other authorities which might provide assistance and support to children. The training specifically focuses on actions taken by police in cases of sexual abuse and exploitation of children, including child prostitution and all forms of child trafficking.

The forensic equipment for searching mobile devices and computers procured within the framework of IPA 2009 project is used every day for detecting, proving and processing criminal offences of child sexual exploitation with the use of knowledge acquired at trainings of police officers on the manners of finding and storing the content of child pornography.

In July 2017, the Croatian Parliament adopted the amendments to the Criminal Procedure Act, thus implementing in the national Act the provisions of Directive 2012/29/EU of the European Parliament and of the Council of 25 October 2012 establishing minimum standards on the rights, support and protection of victims of crime. When applying the Directive, police provide all child victims with a notification of their rights and information on associations and organisations which provide support to child victims. Likewise, in order to provide the necessary support and assistance to child victims, police cooperate with social welfare authorities. Immediately after finding out about sexual or other serious abuse of a child, they exchange the information received, with the aim of providing protection and all the necessary assistance to the child ensured by the family law.

Police officers are trained to work with children through a specialist course on juvenile delinquency and crime against youth and family. The course, which is an integral part of the curriculum, is held continuously, in addition to training on how to interview children with special focus on treatment of vulnerable child victims of sexual exploitation and sexual abuse and unaccompanied minors - migrants. It also covers topics related to human trafficking and recognising trafficking of children through various forms of other types of crime. The Ministry of the Interior of the Republic of Croatia is also investing great efforts in preventive and educational activities. Those activities also include active participation and organisation of interdepartmental trainings on national and regional levels. Trainings are conducted as basic training of police officers with secondary school qualifications, through the programmes of the Police College, as part of the training on actions to be taken by police officers in case of domestic violence, as part of the specialist course on juvenile delinquency and crimes against family and youth, professional development of heads of police stations and their assistants, regular additional professional development in police administrations, as well as during police briefings in police stations and during control and guidance activities.

When identifying child victims of criminal offences, police officers comply with the provisions of international and national legislation. Specially trained police officers for youth work on cases involving protection of children under criminal law. If there is any suspicion that the child is a victim of human trafficking, they cooperate with the support of specialised police officers for combating human trafficking. These police officers make sure that various types of threats to the rights of the child are recognised and that child victims are provided with support, starting from the use of specially equipped rooms adapted for interviewing children, the possibility of interviewing children at home, ensuring that, in addition to the guardian and if the child so wishes, there is a person of trust present with him, a social welfare centre employee (when the parent / guardian is unavailable or a suspect), making certain that the child’s privacy is protected and that the inquiries remain secret, etc. All cases

involving suspicion of abuse and exploitation of children are treated as a matter of urgency and in accordance with the best interests of the child. This includes that any action has to be taken with special care and that further support to the child has to be provided through the social and health care system, and civil society organisations working to provide assistance and support to victims. Particular attention is paid in cases of threats to children from vulnerable groups such as unaccompanied minors, or children accommodated in institutions. Missing children are considered to be a particularly vulnerable group. For this reason, when these children are found, police officers take special care to determine the circumstances of a child's disappearance and the possibility that the child became a victim of a criminal offence while on the run. Being aware that those who enter into marriage at an early age are at a particular risk of slave labour or a similar type of relationship, forced labour or services, sexual exploitation, prostitution or other criminal offences, special attention is also paid to the said circumstances whenever conducting criminal investigations.

As regards exploitation of minors for the commission of unlawful activities, we have encountered cases of recruitment, coercion and exploitation of children by parents, adoptive parents, guardians or other persons entrusted with their care. Children are forced to beg and to commit criminal offences related to property crime (burglaries, shoplifting, etc.). They are coerced to behaviours that are detrimental to their development, which can be considered within the context of the criminal offence "Violation of the Rights of a Child" under Article 177 of the Criminal Code (Official Gazette 125/11, 144/12, 56/15, 61/15, 101/17, 118/18, 126/19, 84/21), in relation to which they may be identified as victims of human trafficking.

Police officers for youth exchange information relevant to identifying child victims of criminal offences, including child victims of human trafficking, in the context of intensive cooperation with the expert staff in the education, health care and social welfare system. As it is essential to institutionalise cooperation on the local level when it comes to addressing and preventing high risks and crisis situations, local teams have been established on the basis of the Agreement on cooperation between the competent ministries - municipal (county) teams in charge of preventing and combating violence and other threats. During their meetings, they also exchange information on potential threats to children.

Targeted trainings of tourist staff and security staff at local tourist camps are also held on local levels about possible ways of committing criminal offences against children, in particular by using hidden or special devices for recording nude children on beaches along the Adriatic.

Ministry of Labour, Pension System, Family and Social Policy

Identification and assistance to child victims of human trafficking

A total of 10 children were identified as victims of human trafficking in 2021, and a total of 3 in 2022. There is currently 1 child victim of human trafficking in the accommodation. During the accommodation service, they attend school or distance learning programs. Also, counseling and psychotherapy services are provided to child victims of human trafficking in shelters.

According to the Protocol on the treatment of unaccompanied children, in the part of the procedure for the identification of an unaccompanied child and the procedures that precede placement, it is prescribed that special attention should be paid to risk indicators - in terms of whether the unaccompanied child is a victim of human trafficking and the expert worker of the social welfare center reports the suspicion to a police officer in order to initiate the procedures of the national referral mechanism for cases of identification of victims of human trafficking.

In accordance with the Protocol on the treatment of unaccompanied children, the identification procedure is conducted by a police officer in the police department/police station with the participation of a translator (provided by the Ministry of the Interior), an expert worker of the social welfare center and/or a special guardian.

The Protocol on the treatment of unaccompanied children in chapter 12. „Treatment in case of suspected human trafficking“ refers to special procedures when, during the treatment of children, there is a justified suspicion that it is a matter of human trafficking, which should be taken into account.

Education

The coordinator of the Ministry of Labour, Pension System, Family and Social Policy for the protection of victims of human trafficking participated as a panellist on behalf of the Republic of Croatia at the Regional Expert Group Meeting: "Addressing Trafficking in Children, particularly for the purpose of forced criminality in South Eastern Europe", on July 7, 2021, on the topic "Solving the problem of child trafficking, especially for the purpose of exploitation for forced criminality".

Also, in October 2021, the coordinator of the Ministry was an educator at the Education for licensing members of mobile teams to help adult victims of human trafficking, in which regional coordinators from social welfare centres also participated. The training was financed by the Government Office for Human Rights and the Rights of National Minorities.

Please note that on April 1, 2021, the Minister of Labour, Pension System, Family and Social Policy issued a Decision on the appointment of county and regional coordinators and their replacements at social welfare centers in charge of dealing with victims of human trafficking. A total of 40 professional workers have been appointed and they are mostly experts with many years of experience in the subject area, who have also completed training on this topic.

Furthermore, in April 2022, the Ministry organized an education entitled "Approaches in work with victims of human trafficking". The education was aimed at professional workers in the social welfare system. The goals of the education were the acquisition of theoretical and practical knowledge on the issue of human trafficking, in accordance with international standards, positive legal regulations and by-laws of the Republic of Croatia, and the application of acquired knowledge, through mastering the practical skills needed to work with victims of human trafficking in the social welfare system. A total of 36 professional workers participated in the mentioned training.

The participants of the training were presented with the National System for Suppressing Human Trafficking and the obligations according to international and national documents, with a special focus on actions under the jurisdiction of the social welfare system. Through the documentary film „Bordel Deutschland“, the phenomenon of human trafficking was presented to the participants. A special review was focused on the psychological consequences of the trauma experienced and the importance of legal representation of victims of human trafficking.

In the practical part of the training, participants worked in small groups on profile cases of victims of human trafficking, applying the principles of empowerment and interviewing techniques.

We emphasize that as part of the training, the educators were also representatives of civil society organizations, which record significant activity in the field of protection of victims of human trafficking.

B. Recommends that the Croatian authorities take measures to implement the other proposals for action listed in Appendix 1 of GRETA's third evaluation report.

Ministry of the Interior

Recommendations relating to the reception and accommodation of international protection applicants

These recommendations are implemented through several measures, including additional trainings of staff working in reception centres for international protection applicants in order to identify human trafficking victims in a timely manner. It should be pointed out that the number of trainings was significantly reduced in the period between spring 2020 and the beginning of 2022 due to the restrictions that were in place in accordance with the epidemiological measures against COVID-19. Trainings on early identification of human trafficking victims will be intensified in the upcoming period.

Employees of the reception centres for international protection applicants consistently implement the Protocol for the identification, assistance and protection of human trafficking victims. According to this Protocol, employees of the Ministry are the first to act on identifying human trafficking victims in cooperation with the Croatian Red Cross and civil society organisations. If the victim is a child, the employees have to cooperate with the ministry competent for social welfare during their identification.

Upon their reception and accommodation at the centre, all international protection applicants are provided with information about their rights under the asylum system, the procedure for granting international protection, and all organisations which are not part of the Ministry of the Interior but which they can contact for assistance or support. This information is available in writing, in a language for which it can be reasonably assumed that they speak and/or understand. All employees at the reception centres for international protection applicants are available to provide any information to applicants at all times, whereby the principle of confidentiality, privacy and data protection is complied with, especially in communication with vulnerable groups, including human trafficking victims.

Employees working on international protection who are in close contact with international protection applicants for whom there are indicators that they might be victims of human trafficking have received specialist training by the European Union Agency for Asylum (EUAA) - "Trafficking in Human Beings" and other trainings on similar topics, such as EUAA training on "Interviewing Children and Interviewing Vulnerable Persons". Employees working on international protection are continuously trained and undergo professional development. Trainings on preventing human trafficking will continue to be held in the future, and the number of experts trained to work with potential human trafficking victims will be increased.

All international protection applicants who approach employees working on international protection regarding human trafficking or who are identified by the employees as potential human trafficking victims are familiarised with their rights, and further formal identification of persons as victims of human trafficking is handed over to the Criminal Police Directorate.

State Inspectorate

In regard to the GRETA`s Recommendation CP/Rec(2020)07 on the implementation of the Council of Europe Convention on Action against Trafficking in Human Beings, State Inspectorate continues to take and implement proposed measures according to the recommendations listed in Appendix 1 GRETA`s Third Evaluation Report.

From 2020 Chief State Inspector and Head of Labour Inspection Sector, as high ranging staff, have been appointed as member and deputy member of National Committee for Suppression of Trafficking in Human Beings, and two senior labour inspectors are still member and deputy member of Operational Team for Suppression of THB.

In 2020 in Hague (just before the lock-down in Europa) and 2022 in Bratislava and Madrid senior labour inspector-specialist together with the police official form the Ministry of Interior attended meetings on organization and evaluation of Joint Action Days for suppression of THB for labour exploitation, which is one of the EMPACT`s operational activities (European Platform Against Criminal Threats). Meetings of labour inspectors and law enforcement officials from EU member states, UK, Switzerland and Norway were organized with the support of Europol and in 2021 the meeting was held on-line due to the COVID pandemic. In 2020 during Joint Action Days 58 labour inspectors conducted inspection supervisions at 144 employers in sectors of agriculture, construction, HORECA, beauty salons/massage parlours, car washes, etc. In 2021 47 labour inspectors conducted inspection supervisions at 144 employers and 53 labour inspectors conducted inspection supervisions at 135 employers in 2022. During the inspection supervisions labour inspectors were accompanied by police officers and after Joint Actions Days report on found violations and imposed measures by labour inspectors together with the data of police officers was sent to EUROPOL via Ministry of Interior.

Most of violations found by labour inspectors were employers failure to register workers for mandatory pension insurance, to conclude written work contract with the worker prior to the start of work or to deliver to the worker letter of engagement prior to the start of work, or hiring third country citizens without stay and work permit or work registration certificate (offence pursuant Article 172 paragraph 2 subparagraph 5 and paragraph 3 of the Pension Insurance Act "Official Gazette" No 33/15, 93/15, 120/16, 18/18, 62/18, 115/18 and 102/19, hereinafter: PIA, offence pursuant Article 229 paragraph 1 subparagraph 3 and paragraph 2 of the Labour Act "Official Gazette" No 93/14, 127/17 and 98/19, hereinafter: LA, and offence pursuant Article 247 paragraph 2 subparagraph 1 of Aliens Act, "Official Gazette" No 130/20, hereinafter: AA), which are all common offences when "undeclared work" is in question.

Labour inspectors submitted to Misdemeanour Courts 36 motions to indict against 36 employers and issued 10 oral decisions on the record prohibiting employers to perform their activities for 20 or 30 days (depending on whether the undeclared work of Croatian or third country citizen was established). Three oral decisions on the record were revoked pursuant Article 240 paragraph 3 of AA, because employers paid to the State Budget 150.000,00 HRK (19.908,42 EUR), or 30.000,00 HRK (3.981,68 EUR) for each found third country citizen, also three oral decisions on the record were revoked pursuant Article 171 paragraph 3 of PIA, because employers paid to the State Budget 60.000,00 HRK (7.963,36 EUR), or 20.000,00 HRK (2.654,46 EUR) for each domicile citizen (Croatian citizens and those who can work in Croatia without stay and work permit or work registration certificate).

In the period from 1 January 2021 to 31 December 2021 during inspection supervisions labour inspectors established that 189 third country citizens have worked for 81 employers without stay and work permit or a work registration certificate and according to their competences labour inspectors issued 81 oral decisions on the record pursuant Article 240 of AA, prohibiting employers to perform business activities for 30 days, out of which 31 oral decisions on the record were revoked pursuant Article 240 paragraph 3 of AA, because employers for each illegal worker/ third country citizens paid 30.000,00 HRK (3.981,68 EUR) to the State Budget, which is in total 2.370.000,00 HRK (314.553,05. EUR). Labour inspectors also submitted motions to indict against employers for the offence pursuant Article 88 paragraph 1 of AA. In the same period labour inspectors determined that 128 employers did not register 182 Croatian citizens/workers to mandatory pension insurance, so inspectors issued 128 oral decisions on the record pursuant Article 171 of PIA, prohibiting employers to perform business activities for 15 days. 47 employers paid 20.000,00 HRK (2.654,46 EUR) for each found unregistered Croatian worker to the State Budget, which is total of 1.160.000,00 HRK (153.958,46 EUR). Labour inspector also filled motions to indict to Misdemeanour Courts for the offences pursuant Article 172 paragraph 2 subparagraph 5 and paragraph 3 of PIA and offence pursuant Article 229 paragraph 1 subparagraph 3 and paragraph 2 of LA, etc.

In the period from 1 January 2022 to 1 September 2022 labour inspectors issued 96 oral decisions in the inspection reports pursuant Article 240 of AA, prohibiting 96 employers to perform their business activities for 30 days, because labour inspectors found that 159 third country citizens have worked for 96 employers without stay and work permit or a work registration certificate, 58 oral decisions are revoked because employers paid to the State Budget total of 2.490.000,00 HRK (330.479,79 EUR). Labour inspectors also determined that 109 employers did not register 159 Croatian citizens/workers to mandatory pension insurance (what a coincidence, number is the same as of foreign workers). Inspectors issued 109 oral decisions on the record pursuant Article 171 of PIA, prohibiting employers to perform business activities for 15 days, out of which 60 employers paid 20.000,00 HRK (2.654,46 EUR) for each unregistered Croatian worker to the State Budget, which is total of 1.480.000,00 HRK (196.429,76 EUR). Labour inspectors also filled motions to indict to Misdemeanour Courts for the above mentioned offences.

Finally it should be noted that Croatian authorities are preparing Law on Suppression of Illegal Work in order to increase the efficiency in the suppression of illegal work, which among other novelties foresees public list of employers who are using undeclared work.

Ministry of Defence

Even though dealing with trafficking in human beings and handling victims of trafficking is not a primary task of the Croatian Armed Forces (CAF), the Croatian legal framework including through relevant provisions in the Defence Act enables the engagement of CAF to support the Croatian Ministry of the Interior in protecting national borders, upon prior request by the Ministry of the Interior.

Education and training programmes, including for redeployment courses (whose prime target audience are military/civilian personnel preparing to be deployed to missions or operations abroad), contain content in which the subject of (combatting/eradicating) trafficking in human beings is addressed to the extent and as per the relevant requirements, standards and existing training materials/modules.

Furthermore, in order to meet the requirements outlined in the National Plan for Combatting Trafficking in Human Beings, and within the scope of responsibilities of the CAF (noting previous amendments to the Croatian legal framework enabling the engagement of CAF to support the Croatian Ministry of the Interior in controlling the border, upon their request), education and training programmes conducted by CAFs education and training institutions incorporate the subject of trafficking in human beings into relevant existing topics of national and international courses, including for redeployment courses, as appropriate and in consideration of the scope of responsibility of the armed forces, and the global concern of the subject matter, such as:

Croatian Defence Academy "Dr. Franjo Tuđman" (CDA)

The CDA incorporates the subject of trafficking in human beings in various topics at various levels (strategic, operational and tactical) of military education for officers and non-commissioned officers (NCOs) as well as military cadets:

- War College – as a part of the topics related to National Security and International Security
- Inter-Service Staff Command School – as a part of the topic on Contemporary Military Concepts
- Basic Officer School for MP – as a part of the topic on MP Engagement Tactics
- Sergeant Major Academy – as a part of the topic on Contemporary Military Concepts
- Undergraduate Study programme in Military Engineering – as a part of the topics on International Law – Selected Chapters; and Military Ethics
- Undergraduate Study Programme in Military Leadership and Management – as a part of the topic on Contemporary Military Concepts.

International Military Operations Centre "Josip Briški" (IMOC)

The training courses provided by IMOC are aligned with the official training modules and standards of international organisations, of which Croatia is a member (namely UN, NATO as well as EU). The subject of human trafficking is incorporated into numerous courses, as noted below, to the extent required, as per the current training materials/modules of the aforementioned organisations.

- UN Military Observer Course (UNMOC)
- UN Staff Officer Course (UNSOC)
- UN Protection of Civilians in PSOs Course (UNPOC)
- NATO Staff Officers Course (NATOSOC)
- Tactical Civil Military Cooperation Course (TCIMIC) and
- Pre-training for Key Personnel / and predeployment training

Noting that the subject of human trafficking is addressed to varying degrees in a number of the lectures, such as: International Humanitarian Law/Law on Armed Conflict (IHL/LOAC); (protection of) Human Rights (HR); gender equality; protection of civilians (women and children); conflict-related sexual violence (CRSV); sexual exploitation and abuse (SEA); gender perspective; NATO Bi-SC Directive 40-1 (noting the NATO Policy on combatting trafficking in human beings); UNSCR 1325 on Women, Peace and Security.

The target audience for the mentioned courses are primarily military/civilian personnel preparing for deployment to missions/operations/command posts abroad.

Croatian Navy Training Centre "Petar Krešimir IV."(CNTC)

The CNTC provides training on the subject of trafficking in human beings as a part of the overall predeployment training for naval troops preparing for international missions/operations. The training programme includes use of all relevant and ratified international documents, as well as current situational awareness.

Noting that the Croatian Navy deploys personnel mainly to the following operations:

- EU NAVFOR MED IRINI;

- EU NAVFOR ATALANTA;
- NATO Operation SEA GUARDIAN (OSG), cooperative NATO mission to the operation EU NAVFOR MED IRINI.

According to relevant Croatian laws, the Ministry of the Interior/Croatian Police Forces are responsible for the State's border security and its surveillance, in order to prevent the illegal migration of suspicious persons and migrants from neighbouring countries. The Ministry of the Interior is well equipped for this purpose, with adequate assets and equipment, such as: vehicles; helicopters; fast patrol boats; infra-red cameras; etc., which has to a great extent been acquired through EU funding. The earlier noted changes in the Croatian legal framework now enable the engagement of CAF to support the Croatian Ministry of the Interior, upon request, in controlling and suppressing illegal migrations.

Since 2019, in accordance with the relevant OPLAN of the CAF General Staff, the Croatian Navy has an updated "Contingency Plan to Support the Ministry of the Interior Forces in Surveillance and Protection of the National Croatian Border at Sea", according to which the Croatian Navy has an obligation to provide support to the Ministry of the Interior at sea, upon their request, by means of providing information, transport, assets, personnel and other support.

Croatian Coast Guard Headquarters (HRCG HQ) – an integral part of the Croatian Navy
- HRCG HQ, carries out specific education/training and exercises for HRCG personnel in line with the aforementioned
- Command Post Exercises (CPX) are organised (e.g. scenario based on "Migration Crisis")
- Education is provided on topics about Human Rights and Rights of Refugees.

Furthermore, due consideration is given, as appropriate, when scripting scenarios for inter/national military exercises to include issues related to migration movements and/or trafficking in human beings.

Through education, training and exercise activities CAF exerts efforts toward building awareness, knowledge and enhancing capabilities in the field of trafficking in human beings, as appropriate and in line with its scope of responsibilities.

Military Police Training Centre "Major Alfred Hill" (MPTC)
The MPTC conducts education/training for MP members and notably a course for acquiring the status of an authorised member of the Military Police (OSO VP). The plan and programme includes the area of criminal specialty "crime prevention and criminal investigation", which deals with the features of serious criminal offences, including trafficking in human beings as outlined in article 105 and 106 of the Criminal Code of the Republic of Croatia.

In 2021, the MP Regiment provided guidelines whereby there was to be an increase in time allocated to the subject of trafficking in human beings within the aforementioned OSO VP course (for acquiring the status of an authorised member of the MP), in accordance with the National Plan for Combatting Trafficking in Human Beings.

Also, noting herewith that during intensive preparations for participation in the peace support operation ISAF/RSM in Afghanistan (prior to 2018) cooperation was established with the Office for Human Rights and Rights of National Minorities of the Government of the Republic of Croatia, whose staff, together with staff from The Women's Room - Centre for Sexual Rights were engaged as guest lecturers during redeployment training activities on the subject of trafficking in human beings.

Additionally, in a national context, it can be noted that Military Police officers (MP) act in accordance with their authority and military-police tasks to conduct criminal investigations of crimes, including the criminal offense of "Trafficking in Human Beings" under Article 106 of the Criminal Code of the Republic of Croatia (performing its tasks also in accordance with other relevant documents e.g. the Defence Act and the Criminal Procedure Act). Authorised MP members are also trained in the conduct of investigations, which requires specific knowledge of the procedures as well as knowledge concerning the rights of a victim of such crime, especially if the victim is a child. Investigators of the MP crime investigating capability are trained and familiar with the procedural obligations. Official MP's powers include the „Protection of victims and other persons". Keeping in mind that in terms of jurisdiction the CAF MPs are authorized to exercise their authorities over military personnel and, in certain instances, over civilians in cases where they are found in military installations or in hot pursuit outside of military installations.

Croatian Employment Service

ALMP

The Croatian Employment Service continuously monitors the situation in the labour market and adjusts services to the needs of its users. By implementing active labour market policy measures, the CES encourages and directs beneficiaries to actively participate and design labour market measures. The measures are intended for employers, the unemployed and other jobseekers. They are based on the European and Croatian legislation. More information on all measures and applications to measures can be found at www.mjere.hr.

1. EMPLOYMENT SUBSIDIES - The aim of the measure is promoting employment of persons by co-financing the employer's cost of salaries.
2. TRAINEESHIP SUBSIDIES - The aim of the measure is to promote employment of persons by co-financing the cost of salaries for employers.
3. TRAINEESHIP SUBSIDIES IN PUBLIC INSTITUTIONs - The aim of the measure is promoting the employment of persons who do not have more than 6 months of reported insurance service in certain public institutions by co-financing the cost of their salary and other expenses to employers, all in accordance with this measure.
4. UPSKILLING SUBSIDIES - The aim of the measure is promoting further training/upskilling of employees by co-financing costs of employees' training.
5. SELF-EMPLOYMENT AND BUSINESS EXPANSION SUBSIDIES

5.1. SELF-EMPLOYMENT SUBSIDY- subsidies awarded to unemployed persons for the purpose of co-financing the costs associated with starting and operating a business entity;

5.2. BUSINESS EXPANSION SUBSIDY - It can be granted to a business entity if it plans to expand an existing business, which has already been granted self-employment support, regardless of the year of such support, if the contractual obligations under the granted self-employment aid have expired, and if the business entity has according to the Croatian Employment Service (hereinafter: the Office). In the context of this aid, the term "business expansion" means the opening of a new business unit or plant.

5.3. LABOUR FORCE MOBILITY – I CHOOSE CROATIA - The aim of the measure is to strengthen economic activity and the range of activities for most of the Republic of Croatia, especially in economically less developed and demographically weakened areas with a focus on rural areas of Slavonia, the hinterlands of the Dalmatian counties, Banovina, Kordun, Lika, Gorski Kotar and the islands, and to encourage the return of the active working population from the countries of the European

Economic Area and the Swiss Confederation and the United Kingdom of Great Britain and Northern Ireland.

6. EDUCATION AND TRAINING

6.1 EDUCATION OF THE UNEMPLOYED AND OTHER JOB SEEKERS - The aim of the measure is to enable participants to acquire competences for new employment or job retention.

Target groups are unemployed persons and other jobseekers. The educational institution is financed 100% of the costs related to the cost of teaching including the cost of protective equipment and textbooks. The medical institution is paid for its cost of medical examinations for educational programmes for which it is a condition for admission, medical examination and the necessary tests (COVID test).

The participant is paid:

- Financial assistance to unemployed persons registered in the CES unemployment registry according to the Decision of the CES Managing Board;
- Travel expenses for unemployed persons registered with the CES according to the Decision of the CES Managing Board
- The costs of a specific contribution to pension insurance.

6.2. WORKPLACE TRAINING - the aim is to ensure opportunities for the acquisition of practical knowledge and skills needed to perform the tasks associated with a particular job or occupation, or for refreshing the skills lost over time;

6.3. TRAINING IN THE WORKPLACE AND IN ADULT EDUCATIONAL INSTITUTIONS - the aim is to ensure opportunities for the acquisition of practical knowledge and skills needed to perform the tasks associated with a particular job or occupation in an actual economic environment and in adult education institutions;

6.4. TRAINING FOR ACQUIRING BASIC SKILLS NEEDED FOR PRIVATE AND PROFESSIONAL DEVELOPMENT - the aim is to help unemployed persons acquire the practical knowledge and skills needed for active integration in the labour market;

7. PUBLIC WORK - The aim of the measure is inclusion of unemployed persons from target groups in activation programs for socially useful work by co-financing the cost of salary and other costs prescribed by this measure.

8. JOB PRESERVATION SUBSIDY

8.1. JOB PRESERVATION SUBSIDY- SHORT-TIME WORK SCHEME

9. PERMANENT SEASONAL WORKER - The aim of the measure is financial support for seasonal workers, during the period when they are not working, and in order to provide the necessary workforce to employers from all activities who have periods of reduced workload during the year due to the seasonal characteristic of the business.

The above measures/programmes are intended for specific target groups of unemployed persons, and for employed persons facing unemployment, including:

• persons who have not received regular income from employment in the past 6 months,
• persons who have not completed secondary education,
• persons aged 15 – 24,
• persons aged 50 plus,
• persons with disabilities,
• special groups of unemployed persons such as: family abuse victims, Croatian Homeland War veterans, children and spouses of killed and missing Croatian defenders, victims of sexual violence in war time, parents of 4 or more underage children, parents of children with developmental problems, parents of children suffering from malignant diseases, widowed parents and parents of children with unnamed second parent, persons with no qualifications, victims of people trafficking, asylum seekers

and foreign nationals under subsidiary/temporary protection and members of their families, young persons leaving institutional (children's homes) or alternative child care (foster homes) systems or educational institutions, treated drug addicts, former convicts during the period of 6 months after leaving the correctional facility, persons participating in probation programmes, homeless persons, and other groups of unemployed persons threatened by social exclusion and long-term unemployment,
• members of the Roma national minority,
• employers facing difficulties, for the purpose of preserving jobs, and
• Croatian returnees/immigrants from the Croatian diaspora.

In 2021, a total of 48,371 persons participated in the ALMP measures implemented under the remit of the CES (i.e. 3.1% less than in 2020: 49,923). From the total number, 16,970 persons were active participants from the previous year and 31,401 were new entrants, i.e. those who joined the ALMP programme in 2021.

During the past eight months of 2022 in the active labour market policy programmes, there were 15,216 new entrants, and at the same time 17,261 exits from the measures. At the end of August 2022 there were 23,019 active participants in the active labour market policy programmes. There are 12,380 active participants from the previous years (53.8%) and 10,639 active participants from the current year (46.2%).
In the records of the Croatian Employment Service between 1 January and 31 December 2021, 1 person was registered, identified as a victim of trafficking in human beings who was employed in the same year.

Vouchers
Within the framework of the National Resilience and Recovery Plan 2021-2026 (NPOO), the establishment of a system for acquiring skills in demand on the labour market through vouchers was foreseen.

The amount of HRK 300 million and the participation of 30,000 users by 2026, of which 40% should be members of vulnerable groups, are foreseen for the needs of the voucher system within the NPOO. The emphasis is on the acquisition of green and digital skills in the ratio of 70:30%.

Through the voucher system, shorter formal education programs for the acquisition of micro-qualifications or partial qualifications are financed. Vouchers are awarded exclusively for green and digital skills acquisition programs. The feature of these educational programs is that they must be developed and registered through the Croatian qualification framework and evaluated by competent state bodies.

All unemployed and employed persons who have reached the age of fifteen and who have at least completed basic education can be included in education through the mentioned model, except for persons who are currently in the system of regular education or in the system of higher education and science, and persons who are beneficiaries of a pension according to the general regulation governing pension insurance.
The system was successfully established on April 1, 2022. Voucher requests are submitted via the application available on the website https://vauceri.hzz.hr/. The Catalog of skills and programs available to users for the allocation of vouchers is continuously updated, in accordance with the established needs of the Croatian economy. The system is flexible and promotes an individualized

approach – users independently choose the program they want to attend, the program provider, the method of teaching and the date of attendance.

If the applicant needs support when choosing a skill that he wants to acquire or further improve, there is a possibility of arranging individual counselling with CES professional guidance counsellors. Also, if the applicant needs technical support when submitting a request for the award of a voucher, he can contact the nearest Lifelong Career Guidance Centre (CISOK) or the regional service or office of the CES.
On September 22 a total of 4,781 requests for vouchers were received. A total of 3,760 requests were approved.

C. Requests the Government of Croatia to report to the Committee of the Parties on the measurestaken to comply with this recommendation by **4 December 2022.**

D. Invites the Government of Croatia to continue the dialogue in progress with GRETA and to keep GRETA regularly informed of the measures taken in response to GRETA's conclusions.