LIVING AND WORKING IN CROATIA
Dear Reader,

The purpose of this brochure is to familiarise you with Croatia and make your job search, or your first steps in our country, a bit easier. It offers a brief overview of life in Croatia and the administrative procedures you will encounter when dealing with authorities and institutions. If you need more indepth information on a particular topic, or you need to check information that is likely to be changed over time, we strongly recommend that you visit the Living and Working section of the EURES portal at eures.europa.eu and the websites of relevant authorities.

We hope that this brochure will help you in getting to know the Croatian way of life so that you can “swim” in the sometimes complex administrative procedures. If you need additional support after you arrive in the country, feel free to contact us.

Your EURES Croatia team
IMPORTANT TELEPHONE NUMBERS:

International country code for Croatia: +385
Ambulance: 194
Fire Brigade: 193
Police: 192

National Centre for Search and Rescue at Sea: 195
Unique national number for all emergency situations: 112

General information: 18981
Information on local and intercity numbers: 11880;
11888
Information on international numbers: 11802
Weather forecast and road conditions: 072 777 777
Roadside vehicle assistance: 1987
When calling from abroad or by mobile phone, call +385 1 1987
<table>
<thead>
<tr>
<th><strong>Official name</strong></th>
<th>Republic of Croatia</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Capital city</strong></td>
<td>Zagreb</td>
</tr>
<tr>
<td><strong>Surface area</strong></td>
<td>Land 56,594 km², coastal waters (inland and territorial waters) 31,067 km²</td>
</tr>
<tr>
<td><strong>Neighbouring countries and length of borders</strong></td>
<td>Slovenia 668 km, Hungary 355 km, Serbia 318 km, Bosnia and Herzegovina 1,011 km, Montenegro 23 km</td>
</tr>
<tr>
<td><strong>Length of coastline</strong></td>
<td>Mainland 1,777 km, islands 4,058 km</td>
</tr>
<tr>
<td><strong>Highest peak</strong></td>
<td>Dinara 1,831 m</td>
</tr>
<tr>
<td><strong>Language</strong></td>
<td>Croatian</td>
</tr>
<tr>
<td><strong>Population (2019 census)</strong></td>
<td>4,065,253</td>
</tr>
<tr>
<td><strong>Largest cities (2011 census)</strong></td>
<td>Zagreb 790,017, Split 178,102, Rijeka 128,624, Osijek 108,048</td>
</tr>
<tr>
<td><strong>Political system</strong></td>
<td>Unitary democratic parliamentary republic</td>
</tr>
<tr>
<td><strong>Head of state</strong></td>
<td>President of the Republic</td>
</tr>
<tr>
<td><strong>Membership of international organisations</strong></td>
<td>United Nations from 1992, NATO from 2009, European Union from 2013</td>
</tr>
<tr>
<td><strong>Currency</strong></td>
<td>Kuna (HRK)</td>
</tr>
<tr>
<td><strong>Statehood Day</strong></td>
<td>May 30</td>
</tr>
<tr>
<td><strong>International country code</strong></td>
<td>HR</td>
</tr>
<tr>
<td><strong>Telephone prefix</strong></td>
<td>385</td>
</tr>
<tr>
<td><strong>Internet domain</strong></td>
<td>.hr</td>
</tr>
<tr>
<td><strong>Time zone</strong></td>
<td>UTC+1</td>
</tr>
</tbody>
</table>
CROATIA: OVERVIEW

Croatia has been present on the contemporary international political stage for a little over three decades, but in terms of history and culture, it is one of the oldest countries in Europe. The geopolitical situation of Croatia is determined by the convergence and influence of different ethnic, religious, economic and political factors, so authors usually define it as Central European and Mediterranean. Croatia enjoys a predominantly moderate climate, with four clearly marked seasons. Local climate differences are determined primarily by the diversity of the relief and proximity to the Adriatic Sea.

With a surface area of 56,594 km², Croatia is 19th among European Union countries according to size, falling between Latvia and Slovakia. With the estimated population of a bit more of 4 million million (4.3 million in 2011 when census took place), Croatia ranks 20th in the European Union, between Ireland and Lithuania. About 60% of Croatians live in urban centres occupying less than 15% of the territory of the country, and of these, one in four lives in the capital, Zagreb.

Taking the surface area of the country and the number of inhabitants into account, with 1,000 km of modern highways built in the last 20 years, Croatia leads the countries of Southeast Europe in terms of highways, and is ahead of many other European Union member states.

Among the most important branches of the economy is tourism. Tourism is an especially lucrative activity in the coastal regions in the summer season, which lasts from the beginning of June to the end of September. The highest turnover is achieved by small and medium sized enterprises, but large enterprises still have the most employees.

Learn more: croatia.eu
So you’re thinking about living and working in Croatia? Here are a few facts to get you started.

**Do I need to register? Registration procedures and residence permits**

If you’re a national of an EEA member country or Switzerland, then you have the right to stay in the Republic of Croatia for up to three months if you hold a valid passport or identity card.

For stays of more than three months, you must report as a temporary resident to your nearest police authority and apply for residency no later than eight days after the expiry of your three months stay.

Your application must include a copy of a valid identity card or passport which the official will certify upon review of the original. If conditions are met (that is, you have demonstrated that you have the means to support yourself and health insurance), the police will promptly issue you with a certificate of registration in the form of a biometric residence card with a validity period of up to five years.

When you register for residence, you will be issued with a personal identification number (OIB). An OIB can be also issued prior to your registration of residence. You can request an OIB directly from the Tax Administration in the city where you are staying.

In addition to OIB, you may need an address in Croatia in order to take advantage of different public services. An address certificate is issued by the local Police station/authority. In some cases, other ways of proving the address may be sufficient (e.g. registration for tourist purposes via the e-visitor application).

The right of permanent residence can be acquired after five years of continuous legal residence in the Republic of Croatia.

**Do I have the right to live and work in Croatia?**

» The free movement of workers is a fundamental right in the Member Countries of the European Economic Area (EEA). This permits nationals of one EEA country to work in another EEA country on the same conditions as that Member State’s own citizens therefor there will be no work permits required in Croatia for EEA and Switzerland nationals.
What if I’m a third country national (non-EU)?

In order to live and work in Croatia, third country nationals (non-EU) are required to have a stay and work permit.

Third-country nationals may stay in the Republic of Croatia:

» up to 90 days in any 180-day period – short-term stay
» up to a year – temporary stay
» long term – after 5 year of temporary stay
» permanently – after 3 to 5 years of temporary stay


A prerequisite for lodging the application for a stay and work permit is an offer of employment from a Croatian employer for a position that cannot be filled by Croatian nationals, other EU/EEA nationals or third country nationals with the right of residence in Croatia. Highly skilled third country nationals countries have the opportunity to apply for so called “EU Blue Card”, a residence and work permit that can be issued for a period of up to two years. An application can be lodged in Croatian diplomatic missions abroad or to the police authority/station in the place of work/residence in Croatia.

An employer wishing to employ a foreign worker must, before applying for a residence and work permit, check whether it is possible to employ a worker from the labor market of the Republic of Croatia – labour market test procedure. If the employer wishes to employ a foreign worker (non-EU) in the occupation for which he received a positive notification of the labor market test or wants to employ a foreign worker in the occupation for which it is not necessary to conduct a labor market test, he must submit an application for residence / work permit to the Ministry of Interior.

Ministry of Interior: mup.gov.hr
Ministry of Foreign Affairs: mvep.hr

Checklist for before and after you arrive in the country

Before arriving in Croatia, we recommend that you find out as much as possible about the country and the living and working conditions. You can do this on the EURES portal ec.europa.eu/eures/

Though a large number of Croatian citizens can speak a foreign language (usually English, although, in some parts, German and Italian are pretty common), it is advisable to have at least a basic knowledge of the Croatian language and a readiness to continue learning. We also recommend that you arrange temporary accommodation before your arrival, even if this is only temporary.

Be sure to bring with you important documents: identification documents (identity card and/or
passport), driving licence if you have one, and
other official documents that you might need (e.g.
birth certificate, marriage certificate, diplomas,
certificates). If documents are not multilingual, you
can have them translated in your home country or
by a court interpreter upon arrival.

Don’t forget your European Health Insurance Card
(available in your country). If you suffer from an
illness, or are using prescribed medication, bring
your medical records, too.

If you intend to use some of your transferable social
security rights (e.g. unemployment benefit), be sure
to bring the appropriate portable documents (see
chapter on Social security and insurance below)
from the relevant authorities in your home country.

The national currency is the Croatian kuna, and
money can be exchanged at the airport and many
other currency exchange offices throughout the
state. Credit and debit card payment is common in
most retail outlets.

You will need a Personal Identity Number (OIB) (see:
Registration procedures and residence permits
above) to open a bank account and to register as
a user of telecommunications services e.g. to buy/
use a mobile phone.

Before starting work, it is necessary to obtain a tax
card from the Tax Administration in your place of
residence in Croatia. The tax card must be given to
the employer at the start of employment.
**JOB SEARCH**

**How do I register as a jobseeker?**

In order to be registered as a jobseeker with the Croatian Employment Service, you will need a personal identification number (OIB), a valid identification document from your home country (an ID card or a passport) and confirmation of address of stay in Croatia. If you want to transfer unemployment benefits from your home country, speak to your employment office prior to departure in order to get all necessary information about your rights and obligations, as well as to collect portable document U2, which you will need in order to transfer unemployment benefits from your home country in order to look for work in Croatia.

Personal Identification Number: porezna-uprava.hr
Croatian Employment Service: hzz.hr

**How do I find a job?**

The Croatian Employment Service and private job search portals are the main source of information about available job vacancies, together with companies’ own websites and professional organisation websites, newspapers and professional journals. Jobs in the public sector must be published in the Official Gazette. In smaller communities, vacancies are often advertised on radio stations.

Many large employers use online application forms on their websites to create a database of potential candidates for future vacancies. Small private employers use private channels and recommendations in addition to published advertisements in order to reach the best candidates. It is not unusual for employers to advertise job openings on their social media pages, asking followers to share the information.
Please be cautious and check reliability of offers published in such a way.

Private agencies for casual and temporary employment provide the opportunity to enrol in their database. A worker signs an employment contract with the agency, which then assigns the worker to perform tasks for an employer with a temporary need for additional staff.

EURES: eures.europa.eu
Croatian Employment Service portal: burzarada.hzz.hr
Moj posao: moj-posao.net

How do I apply for a job?

The method of application is outlined in each job advertisement. The CV is composed chronologically and includes personal and contact details (name and surname, date of birth, address, telephone number, e-mail address etc.), formal education, additional skills and work experience, as well as interests and hobbies. It should be typed on a computer in the Croatian language unless otherwise requested, and a photograph is not always necessary. References from former employers are not obligatory but it is good to enclose them if they are available.

For jobs in the public sector, the application must be accompanied by a CV, proof of qualifications and skills (certificates, diploma), a certificate of non-conviction, proof of citizenship and residence and other documents as needed.

Private employers usually require an e-mail application, which must contain a CV and, sometimes, also documents such as diplomas, certificates of professional examination and others depending on the specifics of the post. Online application through the company’s website is sometimes required and other forms of application will not be considered, while some employers, usually smaller employers, allow applications by phone.

Unsolicited applications to employers are generally well accepted. However, it is advisable to accompany your CV and cover letter with evidence of qualifications and skills, as well as references or contact details of persons who can provide them, if any.

The application needs to be adapted to each employer you’re addressing, and the CV should highlight the skills or experience relevant for the post being applied for. Contacting an employer in a way different from that stated in the advertisement (e.g. by phone instead of by e-mail, e-mail instead of regular mail, etc.) is generally not acceptable and could affect the outcome of your application.

Before your interview with an employer, you would do well to find out more about their business, the employment structure, the dress code and other aspects that may help make the best possible impression in the interview. Indifference, late arrival and untidy appearance will certainly impact on the interviewer’s decision on whether or not to take your candidacy further Working in Croatia.
What types of contract are possible?

A contract is normally offered for full-time work for an indefinite period. Fixed-term work contracts may be offered because of a temporary increase in the amount of work or to replace absent workers, but only in exceptional cases may such contracts be consecutively run for a period exceeding three years. The probationary period is defined by the contract but cannot last longer than six months. A worker who has entered into a part-time work contract with one employer may enter two or more contracts with several employers up to the full-time total.

Seasonal employment is mostly found in hospitality and tourism (mainly in the Adriatic region), agriculture, commerce and the food industry.

Self-employment is taken to include trade and craft activities, free professions and agriculture and forestry.

In the case of employment through casual and temporary employment agency, a worker signs a contract with the agency for a definite or indefinite period, and the agency finalises an agreement with the employer in regards to the worker for a period of up to one year. If the agency has agreed a contract of indefinite duration with a worker, it is obliged, in periods when the worker is not working, to pay them wages in the amount of the average worker’s wage paid in the previous three months.

An employment contract must contain all essential conditions and at least information on:

» the parties and their residence

» the place of work

» the job title or a brief list or description of duties
No qualifications or special exams are needed to set up a trading company.

Domestic and foreign companies trade under the same conditions, and a foreign investor may establish or participate in the establishment of a company and acquire rights and/or obligations under the same conditions as any domestic investor.

**How much can I expect in wages?**

The minimum wage is the lowest monthly gross salary to which a worker is entitled for full-time work and it is a right belonging to all workers employed in the Republic of Croatia. The level is set annually and the Central Bureau of Statistics publishes it in the Official Gazette.

The minimum gross wage as of 01.01.2022. in the Republic of Croatia is HRK 4,687.50 (approximately EUR 620.00) a month.

The method of determining wages can be prescribed by collective agreements, work regulations and individual work contracts. An employment contract may offer better, but not less favourable, terms than those stipulated by the collective agreement or work regulations. In any case, the employer must pay the employee an appropriate salary and under the same conditions for both genders.

Salary is paid monthly after the work is completed, and no later than the fifteenth day of the following month, and is usually paid into the worker’s bank account.
For difficult working conditions, overtime and night work, and work on Sundays, holidays and other days which the law provides for rest, the worker is entitled to increased pay.

It is a common practice for workers to obtain an annual 0.5% rise for each year of work (usually set down in the collective agreement). Some employers add a transport allowance (non-taxable) to the wage, as well as other non-taxable allowances for different purposes.

The employer must give the worker the calculation showing how these amounts are determined within fifteen days of payment of a salary, benefit or severance pay. Contributions from the wages and to the wages are calculated by the employer, and the worker receives a net amount after all the deductions.

Croatian Bureau of Statistics: dzs.hr

**What hours can I expect to work and what leave am I entitled to?**

According to the Labour Act, the maximum workweek is 40 hours. For any work of six or more hours a day, a break of at least 30 minutes is obligatory and must be included in the working time.

The workweek may not exceed six days. However, the number of days that can constitute a workweek is not determined by law, i.e. it is not specified whether a workweek is five days or six.

The maximum daily work time may not exceed 12 hours for all working activities, except seasonal activities which permit a maximum of 14 hours a day.

Where there are justifiable reasons, a worker may work overtime at the employer’s request, but not more than eight hours a week, 32 hours per month or 180 hours per year. Overtime is paid at a higher rate or you can have days off instead of a payment.

The daily rest period is at least twelve hours continuously. An exception is made for workers in seasonal jobs, whose daily rest is a continuous period of at least ten hours, and the difference has to be compensated every eight days.

Workers are entitled to a weekly continuous rest period of at least twenty-four hours. It is typically used on Sundays, on the day that precedes it and on the day that follows it.

Employees are eligible for paid annual leave of at least four weeks in a calendar year. Longer annual leave may be determined by a collective agreement, work regulation or a work contract. Public holidays are not included in the duration of the annual leave.

During the calendar year, a worker is entitled to paid leave of up to seven days for important personal needs (marriage, spouse’s childbirth, severe illness or death of a close family member). An even longer period of paid leave can be set by collective
agreement, work regulations or employment rules. An employer can grant a worker’s request for unpaid leave, during which time the rights and obligations arising from employment are suspended.

What happens when my employment contract ends?

A fixed-term employment contract ends with the expiry of the agreed period, and under certain conditions can be cancelled before this term. A contract may be terminated by the worker or by the employer or they can draw up an agreement concerning this.

An agreement to terminate a work contract must be made in writing, which applies to other forms of employment contract cancellation as well. The employer must, within fifteen days of the date of termination of employment, return all personal documents to the employee, give him/her a copy of the cancellation of the mandatory pension and health insurance and issue to him/her a certificate of the type of work s/he was performing during their employment. The certificate must not indicate anything that would make it more difficult for the worker to gain a new employment contract.

What about pensions?

Pensions may be age (early and full) or disability related (due to professional or complete inability to work). Entitlement to an old age pension is acquired at the age of 65 and with at least 15 years of pensionable service, and the right to an early retirement pension is acquired when the insured reaches the age of 60 and 35 years of pensionable service.

To be entitled to a disability pension, an employee must satisfy the condition of incapacity together with the length of service (at least a third of his/her working life must be pensionable service), which is more closely defined by law. If the disability was caused by a workrelated injury or occupational illness, the entitlement to a disability pension is acquired regardless of the length of pensionable service.

Family members of a deceased insured person can obtain a survivor’s pension if they meet the prescribed conditions.

Ministry of Labour, Pension System, Family and Social Policy: mrosp.gov.hr
Croatian Pension Insurance Institute: mirovinsko.hr
SOCIAL SECURITY AND INSURANCE

What are Portable Documents?

When searching for employment in an EU Member State other than your own, you, as a citizen of the EU / EEA and Switzerland may transfer certain rights enjoyed in your home country, primarily the right to financial compensation for unemployment and the right to health care.

The method of rights transfer used are portable documents (PD) issued by the relevant bodies in your home country.

The Croatian Employment Service is responsible for coordinating the right to unemployment benefit. PDU forms are used for this purpose. Here are the most important ones:

» PDU1: contains information on the benefit claimant’s periods of employment, which serve as the basis for determining the right to a benefit, the level of compensation and the duration of this right.

» PDU2: is used for transferring the right to unemployment-related benefit enjoyed in one Member State when moving to another Member State in order to seek employment.

The right to health care is administered by the Croatian Institute for Health Insurance using the PDS form. For mobile workers, the most important form is PDS1, which allows you to register and use your entitlement to health care in the country where you choose to live even though you have health insurance in your own country.

EU Social Security: ec.europa.eu/social
LIVING IN CROATIA

How can I find a place to live?

The most common way of looking for property to rent or purchase is through the media (e.g. web portals, newspapers), but a significant number of specialised agencies also mediate in the renting or purchasing of flats. The commission is usually the amount of one month’s rent, and in the purchase of an apartment about 3% of the property price. Also, most landlords ask for a deposit in the amount of one month’s rent. Flats for rent are rarely built with that intention, and landlords are generally individuals with a surplus of property which they place on the market to generate income. A one year contract is the most common, but shorter or longer renting periods are also accepted.

Monthly rent, as well as the cost of buying a flat, varies in different parts of Croatia; the prices are the highest in Zagreb being the capital, as well as in Split, Dubrovnik and other tourist centres, while in smaller continental communities you can find much cheaper accommodation. Prices also vary within cities depending on the age of the flat, whether furnished or unfurnished, its location and the amenities nearby. Overhead costs, such as water and electricity, are not usually included in the rent.

For a flat rental, the rental agreement defines the rights and obligations of the parties and the period covered by the contract. The contract must be notarised and the landlord is the taxable party.

For a flat purchase, it is the purchaser who is liable for tax at the rate of 3%. Before buying, it is important to verify that all documentation related to the property is in order, and that the property is registered at the land registry etc. Such services are offered by estate agents and lawyers.
What taxes will I be subject to?

The Republic of Croatia’s current tax system determines the state taxes: profit tax, value added tax, special taxes and excise duties. There are also various kinds of county, city or municipality common taxes (on income and real property transfer), as well as taxes on gambling, e.g. on the lottery, betting etc.

The standard VAT rate in Croatia is 25% while, for certain products and services, discount rates of 13% and 5% apply.

Self-employed work is subject to income tax and those earning more than HRK 300,000 per annum must join the VAT system. All companies are subject to profit tax at the rate of 10 or 18%, depending on the revenue.

Income tax is paid at 20% or 30% on the tax base, depending on the amount of income. There are also pension contributions (20%), health insurance (16,5%) and a local surtax of 0-18% (depending on the place of residence).

The average monthly salary in Croatia in July 2021 amounted to HRK 9,488 (HRK 7,046 net)

Detailed information on taxes, tax exemptions and relief can be found on the Tax Authority website: porezna-uprava.hr/en

What is the cost of living?

Expenditure on food and beverages (not including alcoholic beverages) accounts for one third of total expenditure in Croatian households and, together with housing costs, they account for more than half the total cost of living. Next come the costs of transport, clothing and footwear.

Food prices vary depending on seasonal changes in supply, point of purchase (market, supermarket or small shop) and special offers. Prices differ significantly in various parts of the country.

Clothing stores have seasonal discounts of 20% to 70%, and recent years have seen a rise in popularity of group buying portals through which products and services can be bought up to 90% cheaper. Shopping centres are open seven days a week, typically from 9.00 to 21.00 hours, while other shops are open from Monday to Saturday, and less frequently on Sundays.

**Average food prices**

Bread (loaf, about 700 g): HRK 7-12
Milk (litre): HRK 6-8
Eggs (10): HRK 11-18
Potatoes (kg): HRK 3-5
Apples (kg): HRK 5-10
Pizza in pizzeria: HRK 35-70
Hamburger: HRK 15-50

Petrol prices: hak.hr/info/cijene-goriva
Electricity prices: HEPI - Početna
EUROSTAT electricity prices
What health care options are available?

Health care provided by mandatory public health insurance has three levels. Referral for treatment in the nearest contracted hospital to your place of residence is made by the patient’s chosen primary care physician (e.g. a GP, a gynaecologist, a dentist or a paediatrician) or a physician from the emergency medical services. In the event of emergency medical intervention, such treatment is possible without a referral. The telephone number of the emergency medical services is 112.

As part of the mandatory health insurance, there is a right to medicines from the basic Croatian Health Insurance Fund (HZZO) reimbursement list. Some medicines must be part paid for by the patient while the cost of other medicines are covered in full. Medicines prescribed by a physician (prescription drugs), as well as over-the-counter medicines, can be purchased in pharmacies.

Citizens of the European Union who are travelling to Croatia, or are for any other reason temporarily staying in Croatia, and have public health insurance in another EU member state, are entitled to use necessary health care by virtue of their European Health Insurance Card.

Croatian Institute for Health Insurance: hzzo.hr
Ministry of Health: zdravlje.gov.hr

What about education?

Preschool education and childcare is available for children aged from six months to elementary school age.

Elementary education lasts eight years and is compulsory for all children resident in the Republic of Croatia regardless of their citizenship, generally from the age of six to the age of fifteen.

Secondary education typically includes the age span from completion of elementary school to adulthood (between 13-15 and 17-19 years of age). Depending on the type of curriculum, secondary schools are called: gymnasiums, vocational schools and art schools. Adult secondary education includes special programmes for acquiring secondary school diplomas or professional degrees, lower professional degrees, retraining programmes and training and development programmes.

Higher education institutions are universities with faculties and academies of arts, polytechnics and colleges. University studies are at three levels: undergraduate, graduate and postgraduate studies.

Ministry of Science and Education: mzo.gov.hr

How about the cultural and social life?

Croats spend their leisure time in an organised way, in associations and clubs, but also in informal socialising. Weekends are devoted to visits to relatives and friends, or to outings. Residents of the capital can get to the seaside in one and a half hours, while residents of Adriatic Croatia visit
nearby mountain locations. Nights out are a must for the young, both in clubs and bars and at home parties or spontaneous parties outdoors, especially during the summer months.

A wide range of cultural events take place in bigger cities, together with sports events. Summer festivals have become internationally recognised in recent years. In smaller towns, there isn’t as much to do in terms of organised activity but even the smallest towns and villages have active choirs, tambura ensembles, vocal groups, carnival associations, volunteer fire departments, etc.

Croatian regional diversity is reflected in leisure time. Social life in rural areas contribute to the preservation of the rich traditional heritage of the Croatian people in costumes, music, customs and competitions in old sports.

The Adriatic coast and islands are distinguished by water sports and traditional games such as boules, while mountaineering and winter sports are more common in continental Croatia. Hunting and angling are equally represented on the coast and inland.

Gastronomy is an important part of Croatian culture and identity. Climatic diversity, a clean environment and historical influences have resulted in a wealth of culinary offerings, from fish dishes along the coast, via spicy specialities in Pannonian Croatia and simple but delicious dishes typical of mountainous regions, to many desserts, wines and home-made brandies.
The community spirit is most evident in sports. Croatia is particularly proud of its athletes:
basketball player, late Dražen Petrović, the footballer Luka Modrić and Davor Šuker, the tennis player Goran Ivanišević, the skiers Janica and Ivica Kostelić, and the national waterpolo and handball teams. When national football team, who was silver medalist in the 2018 FIFA World Cup, plays an important match, everything else becomes less important.

Coffee culture is a typical feature of Croatian life. Bars open their terraces with the first rays of sunshine. With coffee, Croatians socialise, transact business or just silently read the newspapers.

Saturday morning coffee in the city centre is typical throughout the whole of Croatia.

Like Croatia: likecroatia.com

Basic expressions and useful phrases in Croatian language

<table>
<thead>
<tr>
<th>English</th>
<th>Croatian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Da</td>
</tr>
<tr>
<td>No</td>
<td>Ne</td>
</tr>
<tr>
<td>Hi, bye</td>
<td>Bok</td>
</tr>
<tr>
<td>Goodbye</td>
<td>Doviđenja</td>
</tr>
<tr>
<td>Good day</td>
<td>Dobar dan</td>
</tr>
<tr>
<td>Good morning</td>
<td>Dobro jutro</td>
</tr>
<tr>
<td>Good evening</td>
<td>Dobra večer</td>
</tr>
<tr>
<td>Thanks</td>
<td>Hvala</td>
</tr>
<tr>
<td>Come</td>
<td>Dođi</td>
</tr>
<tr>
<td>How much / How many</td>
<td>Koliko</td>
</tr>
</tbody>
</table>
USEFUL LINKS

Employment
Croatian Employment Service: www.hzz.hr
Public Job search portal: http://burzarada.hzz.hr
Moj posao: www.moj-posao.net
Posao.hr: www.posao.hr
Adecco: www.adecco.hr
Trenkwalder: www.trenkwalder.com/hr
Selectio: www.selectio.hr
Dekra: dekra-zapo-hr.talentlyft.com
EUREAXESS Croatia: www.euraxess.hr
Information and professional guidance center: www.cisok.hr

Education and training
Schools portal: www.skole.hr
Ministry of Science and Education: mzo.gov.hr
Education and Training Agency: www.azoo.hr
Agency for Vocational Training and Adult Education: www.asoo.hr
Agency for Science and Higher Education Croatia: www.azvo.hr/index.php/hr/
Study in Croatia: www.studyincroatia.hr

Customs and tax
Customs Administration: carina.gov.hr
Tax Administration: www.porezna-uprava.hr/Stranice/Naslovnica.aspx

Social partners’ organisations
Croatian Employers’ Association: hup.hr
Union of Autonomous Trade Unions of Croatia: www.sssh.hr/hr
Croatian Independent Trade Unions: nhs.hr
Association of Croatian Trade Union: matica-sindikata.hr
Croatian Association of Workers Trade Unions: hus.hr
Workers Trade Union Association of Croatia: ursh.hr
Croatian Chamber of Economy: hgk.hr
Croatian Chamber of Trades and Crafts: hok.hr

Organisations of social and related interests
Croatian Red Cross: hck.hr/hr
Office for Human Rights and National Minorities Rights: ljudskaprava.gov.hr
Ombudsman: ombudsman.hr
Ombudsman for Children: dijete.hr
Ombudsperson for Persons with Disabilities: posi.hr
Ombudsperson for Gender Equality: prs.hr

Volunteer Centres:
hrvatska.volontira.vcz.hr/
Human Rights House: kucaljudskihprava.hr

International organisations
UNHCR: unhcr.org/hr/
UNICEF: unicef.org/croatia/
IOM: croatia.iom.int/
Press
Jutarnji list: jutarnji.hr
Večernji list: vecernji.hr
Novi list: novilist.hr
Slobodna Dalmacija: slobodnadalmacija.hr
Glas Slavonije: glas-slavonije.hr

Public services, health and social affairs
Croatian Bureau of Statistics: www.dzs.hr
Croatian Institute for Pension Insurance: www.mirovinsko.hr
Ministry of Labour, Pension System, Family and Social Policy: mrosp.gov.hr/
Croatian Health Insurance Institute: hzzo.hr
Ministry of Health: zdravstvo.gov.hr/

Other organisations
Agency for Mobility and EU Programmes: mobilnost.hr
ENIC-NARIC: enic-naric.net/index.aspx?c=Croatia

European web services, institutions, networks and bodies
EUROPASS: europass.hr
EUROPE Direct: europa.eu/european-union/contact/meet-us/croatia_hr
SOLVIT: ec.europa.eu/solvit/index_hr.htm
Enterprise EUROPE Network: een.ec.europa.eu/about/branches/croatia
Representation of the European Commission in Croatia: ec.europa.eu/croatia/
European Parliament-Information Office: europarl.europa.eu/croatia/hr/home.html
GLOSSARY

Collective agreements
The contract entered into between an employer or group of employers and a union(s) that is negotiating on behalf of all of the employees that the union(s) represents. In a business context, a collective agreement typically includes any wages, hours, benefits, rules or working conditions that have been mutually agreed upon.

European Health Insurance Card (EHIC)
A free card that gives you access to medically necessary, state-provided healthcare during a temporary stay in any of the 27 EU countries, Iceland, Lichtenstein, Norway and Switzerland, under the same conditions and at the same cost (free in some countries) as people insured in that country.

Cards are issued by your national health insurance provider. For more, visit ec.europa.eu/social

Free professions
In relation to self-employment. Professions including health workers, veterinarians, lawyers, notaries, auditors, engineers, architects, tax consultants, bankruptcy trustees, interpreters, translators, tourism workers, scientists, writers, inventors, journalists, artists, athletes, etc.

Personal Identification Number (OIB)
A unique, compulsory identifier used in the whole Croatian public administration system assigned by the Ministry of Finance - Tax Administration.
**Portable Documents**

Portable documents are issued by the relevant social security institutions in your home country upon your request. Each document is about an individual person (possibly including family members) and contains their name(s) and other identifiers. It is recommended to request portable documents before leaving. However, if you don’t, the institution in the country that you are moving to will obtain the necessary data directly from the institution where you are insured.

**Posted Worker**

A person who, for a limited period of time, carries out his or her work in the territory of an EU Member State other than the State in which he or she normally works. For official definition see: the Posting of Working Directive (Directive 96/71/EC) and new Enforcement Directive adopted by EU’s Council of Ministers on 13 May 2014.

**Privileged**

In relation to a trade (see below) and self-employment, a privileged trade is one for which you need special permission from a Ministry or other competent authority, for example, fishing craft, mining trades, personal protection (bodyguards) etc.

**A trade**

In relation to self-employment, a trade can be free, licensed or privileged. To set up a licensed business, you must have adequate qualifications or a Master’s qualification, or employ in these jobs persons who have the requisite qualifications.

**Transitional measures / period**

The application of restrictions by EU member countries on the free movement of workers from new EU Member States for a transitional period of up to seven years after they join the EU. Individual governments of the countries that were already part of the EU can decide themselves whether they want to apply restrictions to workers from these countries, and what kind of restrictions.

**Work regulations**

A company’s internal rules regulating working conditions applicable to all employees. Work regulations sit between collective agreements and individual work contracts. If there is a work regulation, an individual work contract needs to be in line with work regulations (if one exists), and both need to be in line with collective agreements (if one exists).
CONTACT EURES CROATIA
E-mail: EURES_hr@hzz.hr
Follow us on Facebook: facebook.com/EURESHrvatska
Visit us online: eures.hzz.hr/

Strengthening Mobility Through The Eures Network And Support For Regular Migration

The project is co-financed by the European Social Fund and implemented as part of the Operational Programme Effective Human Resources 2014-2020.

Total project value: 19.638.634,28 HRK
EU funding share: 16.692.839,14 HRK