CHROATIA. INSPECTION ACTIVITIES

Title of the inspection activities: **Platform workers OSH campaign**

Duration of the inspection activities: **1 year - 2023**

Aim of the inspection activities: **Enforcement of OSH rules and regulations**

Scope and sector of the inspection activities: **inspections of employers who operate via digital platforms (so-called aggregators) whose employees perform delivery/taxi transportation via digital work platforms (Uber, Wolt, Glovo, Bolt, etc.)**

The number of establishments inspected in the framework of the activities: **87**

The number of labour inspectors involved in implementing the inspection activities: **50**

The number of persons involved in supervising the implementation of the inspection activities (including development of inspection documents and summarizing results of inspections): **2**

Short summary of the outcome of the inspection activities: **Inspectors enacted a total of 53 inspection measures. The largest number of measures referred to training of workers, employers not having evidence that the workers meet the prescribed criteria for work with special working conditions, and measures related to risk assessments.**

Inspectors also issued a total of 31 fines, mostly related to employers not having risk assessments.

No.	question	yes/no	comment
			Inspection activity
			A. Selecting priority areas for inspection
1.	What sources of information did you use in selecting the priority area for inspection?		☒ EU Strategic Framework on Health and Safety at Work 2021-2027
2.	What was the main reason for selecting the inspection priority area?		☒ others (please specify) **Increased number of new employers and foreign workers within them, and review of compliance to OSH rules and regulations**
3.	What was defined as priority area?		☒ a particular sector(s) of economy
4.	What was the predominant aim of workplace inspections?		☒ to enforce compliance with the law in the inspected entities
5.	How did you determine the number of entities to be inspected?		☒ the percentage of all registered entities where the problem determined as the priority area was expected to surface (range: ☐ up to 1 %; ☐ over 1 % to 10 %; ☐ over 10 to 20 %; ☐ over 20 to 30 %; ☐ over 30 to 50 %; ☐ over 50 to 75 %; ☐ over 75 %; ☐ nearly 100 % of all registered entities)
6.	What was taken into consideration when determining the number of inspections to be carried out by individual field offices (regions):		☒ the number of entities typical of a given programme in the region;
7.	Were IT tools used to identify the priority area in the described inspection campaign?	**YES**	- a brief description of IT tools **Databases related to employers, and databases related to workers** - the type of data:

			Number of employers and new workers in selected sectors
8.	Were IT tools used to identify the target group of inspected entities in the described inspection campaign?	**No**	
B. Determining the time span of inspection activities			
9.	How was the breakdown of inspections planned? Were the inspections carried out:		
a)	evenly throughout the whole period of the planned activities	**YES**	
10.	What was the average duration of a workplace visit conducted in the framework of the programme implementation (the time it took to complete inspection activities at an individual establishment)?		☒ within one day, between 2 and 4 hours;
11.	What was the average duration of the activities carried out in the office of the labour inspectorate (excluding the penal and administrative sanctions)?		☒ within one day, no longer than 2 hours;
C. Selecting establishments for inspection.			
12.	What criteria were used when selecting establishments for inspection?		☒ sectoral criterion
13.	What sources of information were used when selecting establishments for inspection?		☒ inspectorate's own database ☒ databases of institutions registering economic activity
14.	Were IT tools used to select specific inspected entities in the described inspection campaign?	**No**	
D. Provision of staff for carrying out inspections			
15.	What group of inspectors was involved in the inspection activities?		☒ nearly all inspectors were involved (at least 80%);

16.	How were inspectors prepared for the inspection activities (additional training)?		☒ no additional training was provided;
17.	Were IT tools used to prepare labour inspectors to carry out activities within the described inspection campaign?	**No**	
18.	What materials were at the inspectors' disposal during the activities?		☒ the rationale of the inspection activities; ☒ description of the reporting requirements;
19.	Did labour inspectors use IT tools when carrying out activities within the described inspection campaign?	**Yes**	- a brief description of IT tools: **MS Office and State Inspectorate internal programs** - IT tools were used : ☒ for labour inspector's preparation for an inspection at a specific inspected entity ☒ when performing inspection activities during the inspection ☒ when summarizing and documenting the results of the inspection in a specific inspected entity
E. Involvement of other regulators, institutions, authorities for labour protection and social partners in the implementation process.			
20.	Can other regulators, institutions, authorities for labour protection and social partners submit their proposals of inspection topics to the inspectorate's plan of work?	**Yes**	Which regulators, institutions and authorities for labour protection can submit their proposals? **Ministry of Labour and Pension System, Family and Social Policy, Ministry of Internal Affairs**
21.	Was the inspection activity the result of a proposal submitted by another	**No**	

	regulator, institution, authority for labour protection or social partner?		
22.	Was there any cooperation between the labour inspectorate and another regulator, institution, authority for labour protection or social partner?	**No**	
25.	Are there any legal requirements obliging other regulators, institutions, authorities or social partners to make their data accessible to the labour inspectorate for inspection needs?	**No**	
26.	Does the labour inspectorate have direct online access to information and data collected by other bodies, institutions and authorities?	**Yes**	Please indicate institutions and the type of accessible data / information: **Data about employers and employees, including number and names of employees, general data about employers' risk assessments, worker training, equipment and working environment testing**
F. Supporting inspection activities with training provided for employers or workers (combining inspection and educational activities)			
28.	Were establishments covered by inspections provided with information or training **prior to the commencement of the inspection task**?	**No**	
29.	Is the effectiveness of prior information or training activities taken into account when evaluating the results of the inspections?	-	
30.	Once the **inspection activity is completed**, are representatives of inspected establishments provided with recommendations and proposed corrective measures – in the form of	**No**	

	guidance or training – regarding the identified compliance level in establishments operating in the field covered by inspection?		

G. Monitoring the implementation of inspection activities

31.	Was the implementation of inspection activities in any way monitored and coordinated?	**Yes**	How many people were involved in monitoring and coordination of the inspection activity? **2** What was the function of those persons in relation to labour inspectors who implemented the activity (fellow labour inspectors, immediate supervisors, national coordinator at the labour inspectorate's headquarters)? **Supervisors from Central office**
32.	What was the scope of monitoring and coordinating actions regarding the inspection activity?		☒ monitoring the implementation level of the developed quantitative plan
33.	Were IT tools used to carry out monitoring and coordination activities as part of the described inspection campaign?	**Yes**	- a brief description of IT tools: **State inspectorate internal program** - IT tools were used to: ☒ monitoring the implementation level of the developed quantitative plan

H. Communicating the information about inspection campaign and its results.

34.	Did you develop any plan to communicate the information about the inspection activities to:		
a)	stakeholders in the sector covered by the inspection activity ?	**No**	
b)	the general public?	**No**	

I. Evaluating the results of the inspection activities. Evaluation methods and tools.

37.	How were the **results** of inspection campaign evaluated?		

a)	based on a checklist	**No**	
b)	based on the number of legal measures issued	**Yes**	
c)	based on the type of legal measures issued	**Yes**	
d)	based on the number of implemented legal measures	**No**	
e)	based on the type of implemented legal measures	**No**	
f)	other way	**No**	
38.	How was the information about the **effects** of inspection campaign obtained (e.g. about the elimination of irregularities, introduction of higher standards)?		
a)	information provided by the employer	**No**	
b)	information provided by the labour inspector who conducted the next inspection at the workplace	**No**	
c)	other way	**Yes**	How? **Any irregularities found during inspections are monitored by the inspector after the inspection, until they are corrected**
39.	What performance indicators were used to evaluate the effectiveness of the inspection campaign?		Please list and briefly describe the indicators: **Number of inspections and number of inspection measures**
40.	Were IT tools used to assess the effectiveness of the inspection campaign?	**Yes**	- a brief description of IT tools: **State inspectorate internal program** - IT tools were used to: ☒ formulate conclusions resulting from the effects of the conducted inspection campaign (how?) **State inspectorate internal program which contains a database about all inspections,**

			inspection measures, and data about corrected irregularities
41.	How were the project **effects** evaluated?		
a)	Was any final summary evaluation of the inspection task (inspection campaign) made?	**Yes**	
b)	Were partial assessments made during the inspection activity?	**No**	
c)	Did you prepare a formal document with evaluation of the inspection activity after its completion?	**No**	