



Platform workers  
OSH campaign

# CROATIA

- > **DURATION:** 2023 (1 year)
- > **SECTOR:** employers operating via digital platforms whose employees make deliveries/taxi transport via digital labour platforms (Uber, Wolt, Glovo, Bolt, etc.)
- > **NUMBER OF INSPECTED ENTITIES:** 87
- > **NUMBER OF INSPECTORS ENGAGED IN THE CAMPAIGN ACTIVITIES:** 50



## OVERVIEW OF THE CAMPAIGN

Labour inspectors issued 53 impact measures after inspections. Most of these concerned the training of workers, the lack of evidence that workers met certain criteria for working in special working conditions and preventive measures resulting from risk assessments. 31 penalties were imposed on employers, mainly due to the lack of risk assessments.



## PLANNING OF THE CAMPAIGN

The priority area of the campaign was chosen based on the guidance provided in the document entitled: 'EU strategic framework on health and safety at work 2021-2027 Occupational safety and health in a changing world of work'. The second important rationale for choosing this theme for the inspection campaign was the recent increase in the number of new employers and workers, in particular foreigners, doing platform work. The main objective of the inspections was to check compliance with the law, in particular health and safety regulations, at the inspected entities.



## ORGANISATION AND IMPLEMENTATION

In determining the number of entities to be inspected, the number of entities operating in the country and the database of employers and employees in the selected group were taken into account. The inspections were conducted regularly throughout the campaign. Fifty inspectors were directed to carry them out, who performed inspection activities for between 2 and 4 hours per inspection. The average duration of activities carried out at the labour inspection office, on the other hand, was no longer than 2 hours. At the inspectors' disposal during the inspection activities were: justification of inspection activities and description of reporting requirements. Support to the inspectors was provided by two supervisors from the central labour inspection office. Their task was to monitor the degree of implementation of the developed quantitative plan. IT tools assisted the labour inspectors at every stage, during the preparation of the inspection, its conduct and during the summary and documentation of the findings in the final report presented to the inspected employer. For the implementation of the campaign, cooperation was established with the Ministry of Labour and Pension System, Family and Social Policy and the Ministry of the Internal Affairs.



## CAMPAIGN ASSESSMENT

The effects of the campaign were assessed on the basis of the number and type of legal measures issued by inspectors after inspections. The office's internal computer software was used for this purpose, which contains a database of all inspections, legal measures issued and information on irregularities removed. This information is provided by the labour inspectors. This is due to the fact that any irregularities found during inspections were monitored by the inspectors after the inspection, until they were rectified.