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**CROATIAN
CHAMBER OF
ECONOMY**

Emergency Covid -19 Cross Border Informative chart – COUNTY OF ISTRIA

May 20, 2020

Although the County of Istria introduced some restrictions before those restrictions were introduced at the national level (such as closure of the schools), now there are no differences at the county level and at the national level in terms of recommendations and restrictions.

MOBILITY OF PRIVATE PERSONS

General rules of behaviour:

It is recommended to wear masks especially in public places such as public transport, grocery stores, etc, and to keep appropriate (social) distance in all places (recommendation is 1,5 - 2 meters in closed spaces, and at least 1 meter outdoor). Disinfection of hands is mandatory when entering closed spaces. For some activities/sectors masks are obligatory for the employees.

A pass is no longer needed to travel throughout Croatia.

Mass gatherings up to 40 people are allowed, with social distancing.

Kindergartens and elementary schools (grades 1 to 4) are open. Parents can decide whether children will be attending classes or continue with online schooling (elementary schools). Elementary schools (grade 5 and above), secondary schools and universities remain closed.

Still there are some activities that are not allowed such as indoor and outdoor sports competitions.

Libraries, museums, galleries, cinemas, theaters, health services, pools, gyms and fitness centers, playgrounds, national parks and religious institutions are open.



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Entry and Exit in/from Croatia/Istrian County

Croatian nationals

Croatian nationals are allowed to enter the Republic of Croatia. Croatian nationals who are entering in the country are not required to be in 14 days self-isolation. However, the Border Police will hand them a leaflet obligating them to follow the general and special recommendations and instructions of the Croatian Institute of Public Health for the period of 14 days. In that period it is recommended that they should limit their interaction with other persons from their area and only carry out the most urgent tasks outside of their homes during the 14-day period from the date they entered into the Republic of Croatia.

This also applies to foreign citizens who are allowed to enter into Croatia.

Foreign nationals

Foreign nationals entering the Republic of Croatia must comply with recommendations and instructions of the Croatian Institute of Public Health in the period of 14 days following their crossing of the state border, as follows:

- During the first 14 days following the entry into the Republic of Croatia, accommodation may be left only in absolutely necessary situations: carrying out business activities if business was the purpose of entry into the Republic of Croatia, carrying out necessary activities with continuous increased hygiene measures in place.
- When leaving accommodation in absolutely necessary situations, it is recommended to wear a mask or a covering for the nose and mouth, to keep a physical distance from others (a minimum of 1,5 meters) and to practice hand hygiene.

The complete list of all recommendations and instructions of the Croatian Institute of Public Health **for Croatian and foreign nationals who are crossing the state border and entering the Republic of Croatia** (including telephone numbers of epidemiologists on standby) is available on: https://www.hzjz.hr/wp-content/uploads/2020/05/Border_crossing.pdf

If the foreign nationals intend to cross the state border they have to meet one of the following conditions:

- Possession of the documentation with which they can prove ownership of real estate located in the Republic of Croatia, or vessel (lessee is also permitted), or are attending a funeral in the Republic of Croatia (possession of the appropriate documentation which proves this). After meeting the conditions, such foreign nationals are allowed to cross the state border, they are registered and the location/address where they will stay, or where the real estate/vessel is located, is entered as well as the contact telephone number and duration of stay-when they plan leaving the Republic of Croatia.
- They possess documentation with which they prove that they were invited to the Republic of Croatia by an economic operator, the economic operator's interest for them to enter into Republic of Croatia, or a business meeting invite. For these passengers, it is necessary to enter the place / address where they will stay and the contact phone number and duration of stay - when they plan to leave the Republic of Croatia.
- All other foreign nationals who have a certain business reason, which cannot be foreseen at this time, and do not have the appropriate documentation, should be instructed to announce their intention to cross the state border (enter into the Republic of Croatia) at <mailto:uzg.covid@mup.hr> and they will receive an answer as soon as possible.



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Boat charter - use of accommodation service on boats and yachts is considered to be an important economic reason for coming to the Republic of Croatia. Tourists can enter the county upon presentation of proof of booked accommodation.

Entrance into the county is also allowed for healthcare professionals, healthcare researchers and associates, senior care professionals, and those requiring urgent medical treatment; cross-border workers; freight carriers and other transport personnel to the extent necessary; diplomats, police officers in the performance of their duties, civil protection services and teams, personnel of international organizations and international military personnel in the performance of their functions; transit passengers, foreign nationals residents returning home, foreign citizen departing to their home countries.

The entry of third-country nationals (non EU) is prohibited until 15 June, with certain exceptions.

All foreign nationals who need to travel or transit through Croatia, can send an e-mail to Ministry of Internal Affairs: uzg.covid@mup.hr to establish whether they are eligible to enter to the country.

Croatian and foreign nationals can request additional information and clarification at the informational telephone number 112 or 113.

Exit from Croatia

Croatian nationals are allowed to leave the country.

Passing through Croatia

Transit is possible in one day. It is recommended that people in transit have the adequate documentation that proves the reasons for transit. Persons transiting to a neighboring county must have evidence of their status and eligibility to enter certain country.

Public transport in the Istrian County

Public City bus transport is allowed. The number of arrivals and departures is reduced. Public bus transport among cities and counties is also allowed but the number of arrivals, departures and destinations is reduced. Also, the maximum number of passengers in vehicles is limited.

Taxi transport: allowed.

Railway transport is launched only on the route Pula-Buzet.

There are no restriction in national maritime transport for the transport of passengers, cargo and vehicles. However the Istrian County has very few maritime lines.

MOBILITY OF GOODS

Transport HUB (airports, ports, inland terminals): national and international air traffic was established, although the number of arrivals, departures and destinations is limited. National airline company Croatia Airlines started with some international flights. In the Istrian County, at Pula Airport there are currently no flights.



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Transport by road: allowed. Truck drivers in transit through Croatia must use highways. It is no longer obligatory for the truck drivers in transit through Croatia to stop at certain rest areas, which means that truck drivers in transit, without restrictions, can stop at rest areas located on certain transit routes.

Transport by rail: Only national rail traffic was established, not international. Railway in the Istrian County is primarily used to transport passengers, not cargo.

Transport by sea: allowed. The national Decision to restrict coastal (national) maritime traffic is out of force. Therefore the traffic of passengers, cargo and vehicles is allowed. The Istrian County has very few maritime lines.

In-home delivery: deliveries are allowed by taking place outside of the home (on the doorstep).

BORDERS ACTIVITIES

The borders are open for the import or transit of goods. Since May 19, it should be possible for freight vehicles to use all border crossings that were open for the transit freight traffic before the restrictive measures came into force.

Also, some of cross-border border crossing have been closed.

CUSTOMS ACTIVITIES

There were no significant or radical changes in customs activities, because there are not allowed by EU free market rules.

ECONOMIC ACTIVITIES

The Croatian Institute of Public Health has issued recommendations for a large number of economic activities. Some of them, mainly for tourism sector are available in English language: <https://www.hzjz.hr/aktualnosti/covid-19-pandemic-recommendations-in-english/>

All recommendations in Croatian language are available on: <https://www.hzjz.hr/sluzba-epidemiologija-zarazne-bolesti/koronavirus-najnovije-preporuke/>

Depending on the activity, three deadlines for starting the business were defined: April 27, May 4 and May 11.

The majority of the activities must be carried out in compliance with the recommendations regarding employees (e.g. masks) and customers.



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Food shops: open.

Retail sale (not food related) and shopping centers: open with limited number of customers.

On Sundays, holidays and non-working days, only bakeries, bread and bakery shops and gas station shops are allowed to work (other food shops and retail shops are not allowed to work).

Wholesale: open.

Gas stations, banks, post offices: open.

Pharma & Medical shops: open.

All service activities, including the ones with close contact with customers (personal care such as hairdressers, beauticians): open.

Restaurants/Pubs/Coffee shops etc: open.

Tourism: tourist agencies, camps, marinas, hotels and renters of private accommodation, and aquaparks are allowed to work, although not many of them are actually open in order to receive the guests.

Fishery/agriculture: allowed.

Construction and building activities: allowed with safety precautions.

Processing industry: allowed with safety precautions.

Sources:

www.koronavirus.hr (Official website of the Croatian government)

www.hzjz.hr (Croatian Institute of Public Health)

www.hgk.hr (Croatian Chamber of Economy)



Business Support on Your Doorstep

Zagreb, 9 May 2020

Recommendations and instructions of the Croatian Institute of Public Health for Croatian and foreign nationals who are crossing the state border and entering the Republic of Croatia

The Decision on the Temporary Ban of Transit through Border Crossings of the Republic of Croatia (“Official Gazette” number 32/20 and 48/20), and the Decision on the Amendment of the aforementioned Decision from 9 May 2020, allows:

1. Croatian citizens to enter into Republic of Croatia and go abroad.
2. The return to the country of residence for citizens of EU Member Countries, namely citizens of Schengen Countries and Schengen Associated Countries as well as their family members, and third-country nationals who are long-term residents pursuant to the Council Directive 2003/109/EC of 25 November 2003 concerning the status of third-country nationals who are long-term residents and persons who have the right of residence on the basis of other EU Directives or national law or who have national long-term visas, and entry into the Republic of Croatia under special conditions.
3. The same decision also prescribes exceptions for the application of abovementioned provisions, and they apply to the following:
 - healthcare professionals, healthcare researchers and associates, senior care professionals, and those requiring urgent medical treatment
 - cross-border workers
 - freight carriers and other transport personnel to the extent necessary
 - diplomats, police officers in the performance of their duties, civil protection services and teams, personnel of international organizations and international military personnel in the performance of their functions,
 - transit passengers,and for:
 - persons who have a business reason or who have some other economic interest
 - persons who are traveling due to urgent personal reasons (i.e. they own real estate in the Republic of Croatia or who have some other urgent personal reason).

Entry into the Republic of Croatia for Croatian citizens. The self-isolation measure in the duration of 14 days from article II. of the Decision is no longer implemented for Croatian citizens, instead upon entry into the Republic of Croatia they are given a leaflet by the border police in which they are notified that they are obligated to adhere to general and special recommendations and instructions by the Croatian Institute of Public Health, which recommend that they should limit their interaction with other persons from their area and only carry out the most urgent tasks outside of their homes during the 14-day period from the date they entered into the Republic of Croatia. The abovementioned also applies to foreign nationals who are allowed entry into the Republic of Croatia under special conditions.

Entry into the Republic of Croatia for foreign nationals. If the foreign national intends to cross the state border he has to meet one of the following conditions:

1. Possesses documentation with which he can prove ownership of real estate located in the Republic of Croatia, or vessel (lessee is also permitted), or is attending a funeral in the Republic of Croatia (possesses appropriate documentation which proves this). After meeting the conditions, such foreign nationals are allowed to cross the state border, they are registered and the location/address where they will stay, or where the real estate/vessel is located, is entered as well as the contact telephone number and duration of stay-when they plan leaving the Republic of Croatia.
2. They possess documentation with which they prove that they were invited to the Republic of Croatia by an economic operator, the economic operator's interest for them to enter into Republic of Croatia, or a business meeting invite. For these passengers, it is necessary to enter the place / address where they will stay and the contact phone number and duration of stay - when they plan to leave the Republic of Croatia.
3. All other foreign nationals who have a certain business reason, which cannot be foreseen at this time, and do not have the appropriate documentation, should be instructed to announce their intention to cross the state border (enter into the Republic of Croatia) at <mailto:uzg.covid@mup.hr> and they will receive an answer as soon as possible.

Epidemiological measures. All of the abovementioned Croatian and foreign nationals have to be instructed regarding the epidemiological measures that they are obliged to adhere to, and they are as follows:

Persons from these categories are obligated to reduce contact with other persons to a minimum and adhere to instructions on reducing the risk of disease transmission (avoid physical contact, maintain a distance of at least 1.5 m during face-to-face contact; wash or disinfect hands often, e.g. handshakes; avoid touching your face, and it is recommended that they wear a face mask or surgical mask indoors, or outside of their home or accommodation).

During the 14-day period from the date of entry into the Republic of Croatia, the persons measure their body temperature during the morning hours and if the body temperature reading is higher than 37.2 °C, if the person feels sick or has any signs of the disease, he should contact the chosen family physician, if he has one, or a territorially competent epidemiologist. The property owner or his representative or host, i.e. the organizer of their arrival, may assist the foreign nationals in contacting the epidemiological service.

Occurrence of symptoms of the disease during the stay in the Republic of Croatia. If the persons cross the state border and develop symptoms of the disease after entering into the Republic of Croatia, they will stay in their accommodation and contact their host, i.e. organizer of their arrival, via telephone, who will notify the epidemiologist on standby or the competent primary healthcare physician. Outside of the working hours of the competent primary healthcare physician, the host of the foreign (official) person, who is exhibiting pronounced symptoms of the disease, calls the emergency medical services or contacts the closest COVID infirmary via telephone.

Entry into the Republic of Croatia for persons exhibiting signs of the disease. If a person is exhibiting signs of the disease when entering the Republic of Croatia, the border police shall inform the border sanitary inspector and / or the sanitary inspector of the Regional or Central Office of the State

Inspectorate. Such persons are recommended not to enter the Republic of Croatia, and if they have to cross the state border due to urgent reasons, they are sent to the competent health institution for testing and treatment by the shortest possible route, that is, they are sent to be tested and undergo isolation.

Recommendation not to travel. Persons who have an elevated body temperature and/or acute respiratory infection symptoms should postpone their trip to the Republic of Croatia. Before traveling, foreign nationals are advised to measure their morning body temperature. If the person's body temperature, which was measured in the morning hours, is higher than 37.2 °C, if the person feels sick or is exhibiting any signs of the disease (relates to all symptoms and signs of the diseases, not just respiratory diseases), it is recommended that that person should not travel.

Recommendations and instructions by the Croatian Institute of Public Health. Croatian and foreign nationals who are entering the Republic of Croatia are obligated to adhere to these instructions for a duration of 14 days from the date of crossing the border, in the following manner:

- During the first 14 days after entering the Republic of Croatia, leaving the accommodation is limited to the following: for work, if the entry into the Republic of Croatia was due to business reasons, performing necessary activities while continuously adhering to hygienic measures.
- When leaving the accommodation due to necessary reasons, it is recommended to use a face mask or a nose and mouth cover, maintain physical distance from other people (no less than 1.5 m) and maintain hand hygiene.
- Wash hands as often as possible with warm water and soap, and/or use hand disinfectant which should be thoroughly rubbed between the palms. Avoid touching the face, mouth, nose and eyes.
- Avoid using public transportation. In a means of transport, it is preferable for the person to be alone or exclusively with persons who are sharing the accommodation.
- Consistently avoid groups and public gatherings.
- Meet as few people as possible during business meetings, ensure a physical distance of 1.5 meters with disinfectant being readily available, avoid unnecessary meetings.
- During their stay at the accommodation, such persons prepare their own food, or use food and beverage delivery services.
- Payment is done by contactless payment or through *on-line* services.
- The body temperature has to be measured each morning, if it is higher than 37.2 C° it has to be measured again after 10 minutes, and if it is still higher than 37.2 C°, they should stay at home/accommodation and notify the chosen family physician, if they have one (Croatian citizens), or the territorially competent epidemiologist.
- In the event that symptoms of acute respiratory infection occur (cough, sore throat, elevated body temperature, shortness of breath/trouble breathing, loss of smell and taste) it is necessary to stay at home/accommodation and notify the chosen family physician, if they have one (Croatian citizens), or the territorially competent epidemiologist.
- In the event that severe, life-threatening symptoms suddenly occur, the person should contact the urgent medical services.

In the event that symptoms of respiratory disease occur. If you develop respiratory disease symptoms (elevated body temperature, cough, shortness of breath, trouble breathing, sore throat, weakness) call your chosen physician, who will evaluate the need for testing for the novel coronavirus on the basis of your health condition. If you require medical assistance for reasons other than respiratory diseases, call your chosen physician or have one of your household

members contact him for a consultation and to arrange a house visit. Do not go to a healthcare facility alone without notifying them over the telephone beforehand. You can read more information about the coronavirus disease and measures for reducing the risk of spreading the disease on the CIPH website <https://www.hzjz.hr/sluzba-epidemiologija-zarazne-bolesti/koronavirus-najnovije-preporuke/>, as well as from your chosen doctor and territorially competent epidemiologist.

Croatian and foreign national can request additional information and clarification at the informational telephone number 112 or 113.

List of telephone numbers of epidemiologists on standby	
Urgent medical service	112
Urgent medical service - City of Zagreb	194
Teaching Institute for Public Health "Dr. Andrija Štampar", Zagreb	091 46 96 444
Institute for Public Health of Krapina-Zagorje County	099 245 55 45
	091 730 79 13
	091 510 31 65
Institute for Public Health of Sisak-Moslavina	098 29 35 78
	098 293576
	098 29 35 72
	098 981 32 73
Institute for Public Health of Karlovac County	098 247 630
Institute for Public Health of Varaždin County	099 211 98 02
Institute for Public Health of Koprivnica-Križevci County	098 59 22 15
Institute for Public Health of Bjelovar-Bilogora County	098 49 20 24
Institute for Public Health of Primorje-Gorski Kotar County	091 125 72 10
Institute for Public Health of Lika-Senj County	091 504 49 17
Institute for Public Health of Virovitica-Podravina County	098 46 59 45
	098 46 59 44
Institute for Public Health of Požega-Slavonia County	098 98 29 204
Institute for Public Health of Brod-Posavina County	091 51 70 426
Institute for Public Health of Zadar County	098 33 27 65
Institute for Public Health of Osijek-Baranja County	031 225 717
Institute for Public Health of Šibenik-Knin County	091 43 41 201
Institute for Public Health of Vukovar-Srijem County	091 37 04 290
Institute for Public Health of Split-Dalmatia County	091 15 12 003
Institute for Public Health of Istria County	099 529 44 55
Institute for Public Health of Dubrovnik-Neretva County	098 24 34 54
Institute for Public Health of Istria County	098 55 88 11
Institute for Public Health of Zagreb County	099 736 87 84
Croatian Institute of Public Health	098 22 77 53
Department of preventative medical protection - authorized only for members of the Defense Ministry and Armed Forces of the Republic of Croatia	099 26 54 679
	099 35 98 813
	099 35 98 812