

CROATIA

| MAINSTREAM STRATEGY ON ACCESSIBILITY | |
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| National Action Plan on Accessibility in place | <p>NO – accessibility initiatives contained in a broad action plan</p> <p>Additional information:</p> <p>Accessibility initiatives are addressed in the National Plan for Equalization Opportunities for Persons with Disabilities 2021-2027, in Development Direction 2. "Strengthening resilience to crises" under Priority 3.: Ensuring accessibility of basic social infrastructure and public content of life and strengthening security in crisis situations and Special Objectives 5 and 6.</p> <p>Accessibility initiatives are also elaborated in the Action Plan for Equalizing Opportunities for Persons with Disabilities 2021-2024, namely in Strategic Goal 5. "Healthy, active and quality life" through; Special Goal 5: Improvement of the built accessible environment and transportation and Special Goal 6: Improving the accessibility of the content of public life and strengthening security in crisis situations.</p> |
| Authority monitoring accessibility initiatives in place | <p>YES – accessibility initiatives led by a cross-group of authorities</p> <p>Additional information:</p> <p>The National Plan for Equalization Opportunities for Persons with Disabilities 2021-2027 is implemented and monitored in the respective ministries and other involved institutions depending on the category of accessibility</p> |
| Adoption of target dates to achieve accessibility initiatives | <p>YES – several target dates</p> <p>Additional information:</p> <p>They are contained within the framework of the National Action Plan for the period from 2021 to 2024</p> |

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| <p>Infringement and sanction regime on equal opportunities, non-discrimination and accessibility for people with disabilities in place</p> | <p>YES</p> <p>Additional information:</p> <p>In place under the Anti-discrimination Act, Construction Act, obligation according to the Ordinance that all new buildings must be accessible.</p> <p>Links:</p> <ul style="list-style-type: none"> • Ministry of Justice and Public Administration • Ministry of Spatial Planning, Construction and State Assets |
| <p>Public Body that manages complaint about accessibility in place</p> | <p>YES</p> <p>Additional information:</p> <p>Depending on the categories and type of accessibility problem, relevant ministries and the State Inspectorate are responsible.</p> <p>Links:</p> <ul style="list-style-type: none"> • State Inspectorate of the Republic of Croatia • Construction inspection of the Ministry of Spatial Planning, Construction and State Assets |
| <p>Umbrella organisation representing more than 50% of associations for persons with disabilities in place</p> | <p>YES</p> <p>Additional information:</p> <p>The Croatian Union of Associations of Persons with Disabilities (SOIH) consist of 15 national associations of persons with different disabilities, with a network of 230 societies all over Croatia.</p> |

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| <p>International accessibility standards incorporated into the national legislative framework</p> | <p>UNKNOWN</p> |
| <p>Certification Body for accessible environments, products, or services in place</p> | <p>YES</p> <p>Additional information:</p> <p>There is no a specialized entity for all categories of accessibility. However, Croatia Green Building Council – CGBC is an entity that certifies accessible environments and buildings.</p> |
| <p>Mandatory requirement regarding accessibility courses at post-secondary level in place</p> | <p>NO</p> <p>Additional information:</p> <p>There is not such a mandatory requirement to teach courses on Accessibility. There are post-secondary institutions like the University of Zagreb that provide lectures about Accessibility (Faculty of Architecture (OA, VA, RAP 1)) and about the Study of Design (Faculty of Education and Rehabilitation Sciences).</p> |

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| <p>BUILT ENVIRONMENT</p> | |
| <p>Legislation requiring public buildings to be accessible in place</p> | <p>YES – not based on the European Standard – EN 17210:2010 Accessibility and usability of the built environment</p> <p>Additional information:</p> |

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| | <p>Construction Act, obligation according to the Ordinance that all new buildings must be accessible. Ordinance on ensuring access to construction works for disabled persons and persons with reduced mobility, Official Gazette 78/13 and the Handbooks (2003 and 2006). Ministry of Spatial Planning, Construction and State Property.</p> |
| <p>Action plan on accessibility related to built environment in place</p> | <p>NO – accessibility initiatives related to built environment are contained in a broad action plan</p> <p>Additional information:</p> <p>Accessibility initiatives related to built environment are contained within the National Plan for Equalization Opportunities for Persons with Disabilities 2021-2027 and the Action Plan for Equalizing Opportunities for Persons with Disabilities 2021-2024, namely in Strategic Goal 5. "Healthy, active and quality life" through; Special Goal 5: Improvement of the built accessible environment and transportation.</p> |
| <p>Authority monitoring the action plan on accessibility related to built environment in place</p> | <p>NO – accessibility initiatives related to built environment are contained in a broad action plan</p> <p>Additional information:</p> <p>The Ministry of Spatial Planning, Construction and State Assets monitors accessibility initiatives related to built environment.</p> |
| <p>Adoption of target dates to achieve accessibility initiatives related to built environment</p> | <p>YES</p> |
| <p>Official data on public buildings complying with</p> | <p>UNKNOWN</p> |

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| EN17210:2010 available | |
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| TRANSPORT | |
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| Action plan on accessibility related to public transport in place | <p>NO – accessibility initiatives related to public transport are contained in a broad action plan</p> <p>Additional information:</p> <p>Accessibility initiatives related to public transport are contained within the National Plan for Equalization Opportunities for Persons with Disabilities 2021-2027 and the Action Plan for Equalizing Opportunities for Persons with Disabilities 2021-2024, namely in Strategic Goal 5. "Healthy, active and quality life" through; Special Goal 5: Improvement of the built accessible environment and transportation.</p> |
| Authority monitoring the action plan on accessibility related to public transport in place | <p>NO – accessibility initiatives related to built environment are contained in a broad action plan</p> <p>Additional information:</p> <p>The Ministry of the Sea, Transport and Infrastructure monitors accessibility initiatives related to public transport.</p> |
| Adoption of target dates to achieve accessibility initiatives related to public transport | <p>YES</p> |
| Legislation in place regulating built environment | <p>UNKNOWN</p> |

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| accessibility conditions in airport infrastructures | |
| Legislation in place regulating built environment accessibility conditions in railway infrastructures | UNKNOWN |
| Legislation in place regulating accessibility conditions of sea and inland waterway ports | UNKNOWN |
| Legislation in place regulating accessibility conditions of bus and coach transport infrastructure | UNKNOWN |
| National Enforcement Bodies in place to monitor and enforce compliance with Passenger Rights Regulations | <p>YES</p> <p>Additional information:</p> <ul style="list-style-type: none"> • Ministry of Justice and Public Administration • Ministry of the Sea, Transport and Infrastructure • National Enforcement Bodies for Passenger Rights |

| ICT | |
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| Entity responsible for accessibility compliance of public websites and applications in place | <p>YES</p> <p>Additional information:</p> <ul style="list-style-type: none"> Monitoring and enforcement: Povjerenik za informiranje (Information Commissioner) Reporting: Središnji državni ured za razvoj digitalnog društva (Central State Office for Development of Digital Society) Member States' bodies in charge of monitoring the Web Accessibility Directive |
| Results of accessibility compliance test son public websites and applications published | <p>YES</p> <p>Additional information:</p> <ul style="list-style-type: none"> Web Accessibility Directive - Monitoring reports |
| Action plan on accessibility related to ICT in place | <p>NO – accessibility initiatives related to ICT are contained in a broad action plan</p> <p>Additional information:</p> <p>Accessibility initiatives related to ICT are contained within the National Plan for Equalization Opportunities for Persons with Disabilities 2021-2027 and the Action Plan for Equalizing Opportunities for Persons with Disabilities 2021-2024.</p> |
| Authority monitoring the action plan on accessibility related to ICT in place | <p>NO – accessibility initiatives related to built environment are contained in a broad action plan</p> <p>Additional information:</p> <p>The Central State Office for the Development of the Digital Society monitors accessibility initiatives related to ICT.</p> |

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| <p>Adoption of target dates to achieve accessibility initiatives related to ICT</p> | <p>YES</p> |

| <p>Public Policies / Data Availability</p> | |
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| <p>The inclusion of people with disabilities, particularly Universal Accessibility and Design for All, is promoted in the transposed laws of Directives 2014/24 and 2014/25</p> | <p>YES</p> <p>Additional information:</p> <p>Accessibility and universal design are included in national and European Social Funds (ESF) tenders.</p> |
| <p>Online Accessibility Information Schemes (AIS) in place at national or regional level to inform the public about the accessibility of public-use buildings,</p> | <p>NO</p> <p>Additional information:</p> <p>There is not a complete AIS in place, except for the example of the capital of Croatia ("Accessible Zagreb").</p> |

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| ICT products or services | |
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