



Best Practices of Tackling Labour Shortages in Croatia

The situation in Croatia: In Croatia, the situation of labour shortages is very much in line with findings of the [INTEL Study on Labour and Skills Shortages](#):

- As in other countries, the industry suffers from a severe labour shortage.
- Male-dominated workforce: 88% of security workers are male.
- Ageing workforce: The average age of workers is 44.

In contrast to most countries, though, no sectoral Collective Agreement exists for the security industry - a situation that the CoESS member in Croatia, the Croatian Security Association (CSA), wishes to change.

Actions to tackle the challenge in the mid- and long-term: Apart from an active exchange of industry stakeholders on how to tackle labour shortages and to increase the attractiveness of the sector, the CSA focuses on several initiatives:

- Promotion of diversity:
 - Croatian legislation allows for retired workers to work part-time while still receiving their pensions. Soldiers and police officers can even work full-time and receive half of their pension. The integration of elderly workers is therefore an important option for security companies.
 - The association prepares a targeted campaign towards women, promoting possibilities to create working environments that respect women's special requirements in the sector, in relation to work-life balance and occupational health and safety.
 - CSA also actively participates in activities that promote the protection of minorities and people with disabilities.
- Enhancing the attractiveness of the industry:
 - Promoting the industry towards legislative bodies, clients, the academic community and the public/media as an essential service.
 - Campaigns to enhance the general public's understanding of private security services and to generate more respect towards its workers, e.g. Security Workers Day and "Silent Heroes" Campaign.
 - Promote private security towards young people as a life vocation (opportunities for professional development, training, and recognition in the society) through media campaigns, conferences and seminars.
- Better regulation and procurement:
 - Engage in establishing a Social Dialogue and Collective Bargaining.
 - Fight illegal business practices in Croatia that undermine qualitative working conditions in the sector.
 - Promote best value procurement and respective legal obligations for public tenders.
 - Get inspiration from other national security services employer associations at EU level, including through EU Sectoral Social Dialogue.

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