

## **SERVICES MARKET LIBERALIZATION IN CROATIA**

Services market liberalization aims to facilitate business operations in the Croatian and the European internal market. Such regulatory reform opens opportunities for increased economic activity and productivity.

Services include dozens or several hundred activities and professions where economic value is mostly generated. These include professional and business services contributing to the industry's added value.

Therefore, in cooperation with the competent authorities, the Croatian Ministry of Economy **horizontally encourages the further reduction of red tape and administrative barriers in sectoral regulations of various services and professions.**

### **Results of the reform**

**A key result indicator is the implementation of more than 300 measures across 50 business activities and professions.** This has achieved the objective of the National Recovery and Resilience Plan 2021–2026 and the 2020 National Reform Programme. Within the framework of the above result, measures from the liberalization action plans were also implemented:

First action plan: 18/20 measures implemented, and 2 will be implemented in 2025

Second action plan: 17/18 measures implemented, and 1 will not be implemented

Third action plan: 17/21 measures implemented, and 4 are planned to be implemented by the end of 2025

### **Methodology for measuring market regulation**

According to the relevant OECD methodology, Product Market Regulation (PMR), the overall regulation of the Croatian economy and services market has been roughly reduced from the highest level (PMR 2013) to the average OECD level (PMR 2018 and PMR 2023).

At the same time, the main professional services (accountants, architects, engineers, real estate agents, and lawyers) are regulated at a lower level than the EU and OECD averages, and within ten EU member states in terms of deregulation. Zero licensing of accountants and reduced regulation of engineers, architects, and real estate agents contribute to this result.

On the other hand, the regulation of pharmacies is high (the highest within the EU and twice the OECD average). Also, the regulation of legal services (notaries and lawyers) is high, although they do not deviate from comparable continental countries that are part of the EU.

## **Government documents**

**This reform aims to continue encouraging competition in the services market by applying the PMR methodology of reducing the regulation of professions. This would open up room to increase productivity (the National Reform Programme 2020)**

**This reform aims to simplify or lift additional regulatory requirements for the private professional services sector. (National Recovery and Resilience Plan 2021–2026 & Annex to the Council Implementing Decision)**

Additional reform measures will further ease and remove regulatory and administrative barriers to market access for professional and business services. Also, indicators and results based on the OECD's Product Market Regulation (PMR) methodology are used. The Ministry of Economy carries out horizontal coordination of proposing, formulating, and reporting on measures to liberalize the service market. (National medium-term fiscal-structural plan of the Republic of Croatia for the period 2025–2028).

## **Institutional framework**

**The institutional framework governing the right of establishment and the freedom to provide services is shared by all states of the European Economic Area (EU+EFTA) through the Treaty on the Functioning of the European Union (Articles 49–61). This framework for the free market for services is enabled by the Services Directive, i.e., the Services Act.**

Services market liberalization is carried out at the EU level and in line with specific reform recommendations within the framework of the European Semester. In addition, within the Single Market Enforcement Taskforce (SMET), the European Commission and the Member States arrange initiatives to remove cross-border barriers to the freedom to provide services and to operate in the internal market, which is also important for Croatian exporters.

## EU Internal Market Centre

EU Internal Market Centre supports easier access to the European market by bringing a range of institutional tools used by all EU/EEA countries, **all in one place**. In this respect, two administrative support tools are used to facilitate business start-up and access to the services market:

The Point of Single Contact for Services provides information on starting a business in the Croatian services market (establishment, freedom to provide services, sectoral requirements, and so on). Access to the EUGO network is also available, which answers questions from Croatian exporters on how to operate in the European Union and Member States. Further simplification and digitalization of authorization procedures for individual service activities have been continued. The Point of Single Contact for Services (as well as the Product Contact Point) is a customer support service through the *Single Digital Gateway*. It needs to be developed by all Member States in cooperation with the European Commission through the **Your Europe** portal, which provides links to regulatory and administrative information for businesses and citizens.

The Internal Market Information System (IMI) is a common European online tool for cross-border notification concerning the justification of regulatory requirements for the services market to prevent unjustified restrictions on the freedom to provide services in Croatia and the European market. In addition, IMI facilitates cross-border administrative checks of data in different areas, thus avoiding red tape, which reduces the time needed for an administration to respond.

## SUMMARY OF IMPLEMENTED MEASURES

**Open cross-border competition:** The Croatian domestic market is open to competition from the EU market in most service activities. Freedom of establishment has been provided. Furthermore, the freedom to provide cross-border services on a temporary and occasional basis has been provided for various service activities for EU/EEA nationals, without the obligation to register a company, a mandatory professional chamber, or pass a professional exam. Likewise, in the context of Croatia's accession to the OECD, the freedom to provide services continues to be introduced, which already applies, for example, to architects, engineers, lawyers, and tax advisors.

**Simplified procedures:** Starting a business has been simplified, accelerated, and digitalized. As regards access to the services market, digital procedures are available for a growing number of professions as well as qualification recognition (architects, civil engineers, mechanical engineers, electrical engineers, geodetic engineers, tax advisors, auditors, real estate agents, veterinarians, detectives, driving schools, tourism and catering industry, tourist guides, taxi drivers and road transport, intellectual property, education, real estate agents, retail, e-commerce, health professions and environmental protection). The digitalization process is ongoing in several service activities and cross-border interoperability according to the “once-only” principle. For various other services, scanned documents may be sent by email without seals and stamps and without the additional obligation of sending the documents via the post office. Information on requests for the services sector is available in one place, without the obligation to go to institutions in person. The obligation to submit proof of no criminal record for educational rehabilitators, social pedagogues, social workers and psychologists has been abolished.

**Less duplication and zero licensing:** Equivalent types of professional liability insurance are recognized from other EU/EEA states. Access to regulated professions through automatic recognition of professional qualifications for EU/EEA citizens has been facilitated, and the same applies to Croatian professionals in the EU market. The government does not demand information from domestic service providers that it already has in the system. The use of the IMI system for verifying information on cross-border service providers has increased. The licensing of accountants has been revoked. The relicensing of construction companies has been removed, including energy certification, auditors, and psychotherapists, and the licensing of tourist guides, employment agencies, and accountants. The professional chamber is not mandatory for construction site managers anymore, and the introduction of mandatory chamber memberships for accountants, nutritionists, and traffic and transportation technology engineers was prevented. The Register of Scientific Organizations was abolished, and the free establishment of private scientific institutes was enabled.

**No permanent residence obligation and fewer certificates:** Architects, engineers, and geodetic engineers, as well as many other professions, are no longer under obligation to register their permanent residence in Croatia. Architects and geodetic engineers are no longer obliged to prove they are not under criminal investigation or criminal proceedings.

**Less time to obtain the license:** Mandatory work experience for architects, engineers, and geodetic engineers has been reduced to two years, for auditors to four years, and for veterinarians to six months, while it is no longer required for tourist agency managers. Work experience for notaries has been reduced. The right to take a professional exam for tax advisors

has been granted to applicants with completed graduate or master's degrees and three years of relevant work experience, and to applicants with specialist studies and five years of relevant work experience. Internships and professional exams have been abolished for many health professions.

**Easier recognition of professional qualifications:** Automatic recognition of professional qualifications has been implemented for the professions from other EU/EEA states. A general system for the recognition of professional qualifications from third countries has been introduced as well. The European Professional Card issued for the provision of services on a temporary and occasional basis gives an automatic right to practice the profession without fulfilling any additional requirements. A person who wants to provide regulated professional services may notify the competent authority thereof or the Point of Single Contact for services. The Croatian language proficiency test is no longer required for professionals from EU/EEA states, except for healthcare professionals, due to patient safety concerns. There is a 30-day deadline for a competent authority to issue a decision on the recognition of foreign professional qualifications after the fulfillment of an additional measure. Fees for cross-border service provision and recognition of engineering qualifications have been reduced.

**Market prices:** Removing minimum fixed tariffs has enabled free price formation and negotiation in various professions and sectors, such as accountants, real estate agents, architects, engineers, auditors, tax advisors, taxi drivers, driving schools, etc. Furthermore, it is possible to determine the price of legal services more flexibly, allowing lawyers to agree with clients in writing to work on an hourly basis, without being obliged to adhere to the minimum hourly rate. The statutory right of the chamber to impose fees for tax consultancy services has been abolished.

**Less exclusive rights and more multidisciplinary cooperation:** Interior and landscape design are not exclusively under the competence of architects, so there are no limitations for others to perform this business activity. It has been provided for tax advisors to participate in tax administrative matters before administrative courts. There is a possibility of multidisciplinary cooperation between architects, engineers, real estate agents, accountants, and other services.

**Advertising options:** Architects and engineers, tax advisors, lawyers, pharmacists, and physiotherapists are no longer banned from advertising their services, and this is also the case in many other professions.

**Greater accessibility:** The mandatory working hours for notaries to receive clients have been extended. A notary shall receive clients at least twice a week for two hours in the morning and two hours in the afternoon, after the working hours of the municipal court in whose territory the notary's office is located. Therefore, the obligation for notaries to receive clients in the afternoon has been increased from at least one hour on two days a week after the usual working hours in a given territory to at least two hours on two days a week after the working hours of the municipal court in whose territory the notary's office is located.

**Easier sales:** The possibility of online sales of over-the-counter medications through pharmacies has been opened.

**No office and license restrictions:** Territorial restrictions considering the number of licenses have been removed (e.g., for driving schools and taxi services). Taxi drivers may obtain licenses in any municipality. This enables the expansion of professional businesses and their new investments. Furthermore, founders of driving schools, private archives, private educational institutions, and private scientific institutes are no longer under an obligation to have economic justification for their business using a study. Architects, engineers, auditors, and lawyers are free to open new offices like most other occupations and professions.

**Selection of legal form:** In most professions, there are no limitations in terms of the legal form. Therefore, entrepreneurs decide independently whether they want to start a business as natural or legal persons. This enables the removal of costs associated with obligatory status changes, such as transitioning from a natural to a legal person. For example, lawyers and tax advisors may also establish a limited liability company.

**No ownership and establishment restrictions:** The 51% shareholding requirement concerning ownership interests or membership in a tax consultancy company has been abolished. The same principle has already been provided for architects, engineers, and other professions. Also, any natural or legal person, and not just a tax advisor, has founding rights in a tax consultancy company (with at least one licensed tax advisor). Also, the shareholding requirement for auditors has been reduced from 75% to 51%.

**More open employment practices:** As with other professions, civil engineers and online travel agencies are no longer obliged to hire a minimum number of employees; instead, they independently decide on this matter. Freedom to conclude full-time

or part-time job contracts is provided for driving schools. Online travel agency office managers are no longer required to have a permanent residence. Also, there is no obligation to have a full-time employed office manager in every branch office of a travel agency. The ban on employment with another natural or legal person has been lifted for tax advisors pursuing a self-employed activity.

**Facilitated provision of lawyer services:** Croatian lawyers may practice in companies in other EU Member States. The right to practice the legal profession does not cease to exist for Croatian lawyers in other EU Member States when the profession is practiced outside a law firm. Branch offices of EU law firms may provide consulting services on Croatian law as well. Lawyers from other EU Member States may start a law firm in Croatia, and they can provide legal services jointly with Croatian lawyers or lawyers from other EU Member States, without the obligation to wait for recognition of qualifications to have an equal status with Croatian lawyers. It is possible to start employment as a lawyer with another lawyer who independently practices the legal profession, and within a joint law firm. Lawyers who, without a justified cause, do not practice their profession for more than 6 months will no longer be deleted from the register. Specific administrative requirements for European lawyers have been reduced. The high fee for chamber re-enrolment is no longer payable, while the fee for the first enrolment has been reduced by 40%.

## **DETAILED OVERVIEW OF THE MEASURES IMPLEMENTED**

### **Architects**

Ministry of Physical Planning, Construction and State Assets / Act on Physical Planning and Building Tasks and Activities; Act on the Chamber of Architects and Chambers of Engineers in Construction and Physical Planning; Ordinance on entries in directories, registers, and records of the Croatian Chamber of Architects

1. Documents may be sent by e-mail or e-service, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
2. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. Regarding the latter, there is no obligation to initial

registration of a company, obtain approval, join a professional chamber, or wait for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.

3. Automatic recognition of professional qualifications for architects from the European Economic Area has been provided and more pathways to meet the qualification requirements.
4. The fee for the recognition of the professional qualification of architects has been unified and reduced from EUR 800 to EUR 400.
5. The fees for issuing a certificate for temporary and occasional provision of services by architects from EU/EEA countries have been reduced.
6. Fixed and mandatory price regulation has been revoked for architects.
7. There are no advertising limitations for architects.
8. Certified architects are free to establish more than one office.
9. Legal form restriction on certified architects – town planners has been abolished.
10. The obligation to delete architects from the register if they fail to perform project activities and/or activities of professional supervision of construction processes for six consecutive months has been revoked.
11. Architects no longer have exclusive rights to perform the work of the main designer for buildings (ensuring the integrity and mutual compatibility of all building projects), but shared rights with engineers.
12. The authorization procedure is no longer required for feasibility studies, interior design projects, and landscape project designs that are not under the construction project.
13. The obligation of trainee internship through professional work experience under mentorship has been revoked, and it is sufficient to meet the two-year requirement of adequate professional work experience.
14. All certified architects may conduct project attestation (certification), project development, and signing of projects.
15. All certified architects may conduct site management activities.
16. The requirement that architects as applicants for approval may not be under a criminal procedure has been removed.
17. The requirement of permanent residence in Croatia for architects from other countries has been removed.

## **Civil construction, mechanical, and electrical engineers**

Ministry of Physical Planning, Construction and State Assets / Act on Physical Planning and Building Tasks and Activities; Act on the Chamber of Architects and Chambers of Engineers in Construction and Physical Planning



18. Documents may be sent by e-mail or e-service, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
19. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company, obtaining approval, membership in a professional chamber, or waiting for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
20. Fees for cross-border service provision of mechanical, electrical, and civil engineering services from EU/EEA countries have been reduced.
21. Fees for the recognition of mechanical engineering qualifications from EU/EEA countries have been reduced.
22. Fixed and mandatory price regulation has been revoked for engineers, and prices can be freely negotiated.
23. Non-binding Chamber guidelines for the service standard and the working hours standard for civil engineers have been further simplified.
24. There are no advertising limitations for engineers.
25. Certified engineers are free to establish more than one office.
26. The obligation to delete engineers from the register if they fail to perform project activities and/or activities of professional supervision of construction processes for six consecutive months has been removed.
27. Engineers do not have exclusive rights regarding building cost management (but shared rights with architects regarding planning and design, professional supervision, project certification (attestation), and construction project management).
28. Project management activities may be carried out by persons who are not entered in the project management records.
29. The obligation of trainee internship through professional work experience under mentorship has been removed, and it is sufficient to meet a two-year requirement of adequate professional work experience.
30. The authorization procedure is no longer required for the development of the feasibility study.
31. All certified engineers may conduct project attestation (certification), project development, and signing of a project as well as site management activities.
32. The requirement of permanent residence in Croatia for engineers from other countries has been removed.
33. The obligation to submit photographs for civil engineers has been canceled.

## **Construction works managers/site engineers**

Ministry of Physical Planning, Construction, and State Assets / Act on the Chamber of Architects and Chambers of Engineers in Construction and Physical Planning

- 34. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company, obtaining approval, membership in a professional chamber, or waiting for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 35. The requirement of obligatory membership in a professional chamber of works managers, i.e., construction site engineers, has been removed.
- 36. The requirement of professional liability insurance for construction work managers (i.e., site engineers) has been removed.

## **Construction: construction, project management, inspection of building components, and testing of the construction material**

Ministry of Physical Planning, Construction, and State Assets / Act on Physical Planning and Building Tasks and Activities; Act on the Chamber of Architects and Chambers of Engineers in Construction and Physical Planning

- 37. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. Regarding the latter, there is no obligation to initial registration of a company, obtain approval, join a professional chamber, or wait for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 38. The licensing procedure has been removed for contractors – construction companies (the contractor has to be registered for construction works and needs to employ a manager of construction works).
- 39. The obligation of hiring a minimum number of employees for construction works has been removed (note: construction work refers to building design and construction); therefore, the contractors independently decide on the number of employees.

- 40. Persons inspecting building components no longer have the obligation of accreditation.
- 41. A fee for the decision on meeting requirements on evaluation and inspection of the consistency of performance of construction components has been reduced by half.
- 42. Provision of services in civil engineering has been facilitated due to simplified procedures and reduced costs for obtaining a building permit.

## Energy certification

### Ministry of Physical Planning, Construction, and State Assets / Building Act

- 43. Documents may be sent by e-mail, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 44. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company.
- 45. The price of energy certification training has been reduced by approximately half.
- 46. The obligatory work experience for graduate engineers (five-year study program) has been reduced from five to two years and for undergraduate engineers (three-year study program) from ten to five years, which simplifies the licensing procedure.
- 47. The obligation of attestation of documents by notaries before starting the energy certification of buildings has been removed.
- 48. Authorization fees have been reduced for entities performing energy certification.
- 49. The obligation of re-licensing every five years has been removed, thus canceling the additional procedural costs.
- 50. The obligation of professional liability insurance has been removed.
- 51. The obligation to submit a clean criminal record certificate has been removed.
- 52. The functionality of verifying the authenticity of energy certificate documents via QR code has been implemented.
- 53. The B2 language requirement for cross-border energy certifiers has been abolished.
- 54. Issuing authorizations for energy certification to legal entities has been abolished.
- 55. The electronic submission of applications for obtaining authorizations for energy certification has been enabled.

## **Geodetic engineers**

### **State Geodetic Administration / Act on Geodetic Activity**

- 56. Documents may be sent by e-mail or e-service, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 57. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company, obtaining approval, membership in a professional chamber, or waiting for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 58. Licensing procedures have been simplified.
- 59. Mandatory working experience has been reduced to two years.
- 60. There are no legal form limitations for geodetic engineers.
- 61. The obligation of having land surveying equipment and premises as a condition for providing the service has been removed.
- 62. There are no limitations on advertising for geodetic engineers.
- 63. The permanent residence requirement in Croatia for geodetic engineers has been removed.
- 64. The obligation of delivering a certificate proving that, against a geodetic engineer, no criminal proceedings are being conducted has been removed.
- 65. The obligation of guidelines provided by the Croatian Chamber of Chartered Geodetic Engineers in terms of a time limit for providing a land surveying service has been removed.
- 66. The obligation to provide proof of impunity for geodetic service providers on a temporary and occasional basis has been abolished.
- 67. The obligation to submit a photo for geodetic engineers has been abolished.

## **Mining engineers**

### **Ministry of Economy / Mining Act**

- 68. All information about the conditions is available at the Point of Single Contact for services, and it is possible to send documentation by e-mail. Providers from the European Economic Area are guaranteed freedom of business establishment and freedom of cross-border provision of services.
- 69. The requirement to submit proof of Croatian language proficiency for applicants to the professional exam of mining engineers who obtained their professional qualifications abroad has been abolished.
- 70. Applicants to the professional exam of mining engineers can take the exam again after three months instead of after a year.
- 71. The electronic registration of the professional exam for mining engineers is ensured.

## **Real estate agents**

Ministry of Economy / Real Estate Brokerage Act

- 72. Documents may be sent by e-mail or e-service, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 73. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation to initial registration of a company, obtain approval, or wait for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 74. The price of licensing exams for real estate agents has been reduced.
- 75. The price is formed in the market.

## **Accountants**

Ministry of Finance / Accounting Act

- 76. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. Regarding the latter, there is no obligation to initial

registration of a company, obtain approval, join a professional chamber, or wait for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.

77. Planned licensing of accountants by the law has been revoked.

78. The prices are formed in the market and can be freely negotiated.

79. Bookkeeping services may be provided by persons with a gymnasium (in addition to persons with a diploma in a secondary school of economics).

## **Auditors**

### **Ministry of Finance / Audit Act**

80. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment. Documents may be sent via email or e-service, simplifying and accelerating the procedure. All information on the conditions is available at the Point of Single Contact for services.

81. The authorization for the work of auditors no longer has a time limit, i.e., the extension request every three years is no longer needed, which reduces the administrative burden.

82. The age requirement of 3 months for the confirmation of the authority of the home country on the approval of the auditor's work has been abolished.

83. The minimum shareholding requirement of authorized auditors as members of the audit company's management has been reduced from 75 % to 51%.

84. Only one member of an audit company management board needs to be proficient in the Croatian language instead of a majority of members.

85. The mandatory work experience before obtaining approval to work as an auditor has been reduced from 5 to 4 years.

86. An authorized independent auditor is free to establish more than one audit office, and thus the establishment limitation has been lifted, and, thereby, the option of expanding the business has been created.

87. Professional liability insurance for auditors from another EU Member State has been recognized automatically, and thus duplication of contracting another professional liability insurance has been removed.

88. Cooperation with other EU Member States is mandatory regarding the harmonization of the requirement on professional qualifications of auditors.

- 89. The free formation of prices has been retained.
- 90. Advertising is ensured for auditors.
- 91. Linked companies of an audit company are free to provide certain tax consulting services to audit clients of the public interest.
- 92. An audit client may be provided with tax services regarding the preparation of tax forms, assistance at tax inspections, tax calculation, and tax advising.
- 93. Independent public supervision of audit services has been introduced, without the influence of the Chamber.
- 94. The Chamber contribution for auditors has been reduced.
- 95. The examination fee for auditors has been reduced.
- 96. Competition in prices and organizers of professional training for audit exams has been enabled, and the training costs have been reduced.

## **Tax advisors**

### **Ministry of Finance / Tax Consultancy Act**

- 97. Documents may be sent by e-mail or e-service, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 98. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation to the initial registration of a company, obtain approval, membership in a professional chamber, or wait for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 99. The freedom to provide cross-border services has been enabled for natural and legal persons with permanent residence in OECD countries.
- 100. The requirement that 51% of ownership interests or membership has to be held by tax advisors in a tax consultancy company has been abolished.
- 101. It has been provided for any natural or legal person to have the full scope of the founding rights in a tax consultancy company (with at least one licensed tax advisor) instead of the founders being only tax advisors.
- 102. The ban on employment with another natural or legal person has been lifted for self-employed tax advisors.

103. It has been provided for tax advisors to participate in tax administrative matters before administrative courts.
104. The right to take a professional exam for tax advisors has been granted to applicants with graduate or master's degrees and three years of relevant work experience.
105. The right to take a professional exam for tax advisors has been granted to applicants with specialist studies and five years of relevant work experience.
106. The statutory right of the Chamber to impose fees for tax consultancy services has been abolished.
107. The free price formation and negotiation of tax advisory services have been enabled.
108. Advertising is enabled for tax advisors.
109. The limitation of legal form to a limited liability company has been removed.
110. A limitation that a citizen of an EEA state may establish only a branch office for tax advising and not some other type of establishment has been lifted.
111. An obligation that a tax advisor from the EU has to nominate a proxy for receiving documents if it provides the services on a temporary and occasional basis has been canceled.
112. Limited tax advisory services may be conducted only by certified independent auditors and audit companies within the scope of their activity.
113. A requirement that the amount of minimum capital for tax advisors should be higher than the standard one for a limited liability company (d.o.o.) has been revoked.
114. Qualified applicants have been exempted from the obligation to take certain sections of the professional exam for tax advisors. Applicants who pass the exam "Accounting, Financial Reports and Auditing", when taking the auditing exam, in addition to the application for the tax advisor exam, have to submit a certificate issued by the Croatian Auditing Chamber stating that they have passed the exam and that they did not lose the status of an auditor.
115. A part of the professional exam "Tax Act in the Republic of Croatia", formerly taken only as an oral exam, is now also a written exam.
116. An independent appeal procedure is also available in electronic form for applicants who take a professional exam for tax advisors.

## Lawyers



Ministry of Justice, Public Administration and Digital Transformation / Legal Profession Act; Ordinance on Legal Advertising and Website; Tariff on remuneration and reimbursement of expenses for the work of lawyers

117. Documents can be sent by email, simplifying and accelerating the procedure. All information on the conditions is available at the Point of Single Contact for services.
118. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. There is no obligation for the initial company registration and membership in a professional chamber.
119. The possibility of providing legal services to lawyers from countries that have acceded to the OECD Code of Liberalization of Capital Movements and the Code of Conduct on the Liberalization of Invisible Transactions has been opened.
120. Excessive requirements regarding the criteria for EU lawyers taking the exam for the Croatian legal system have been removed from the recognition of professional qualifications for practicing a regulated profession – namely, being a lawyer – in Croatia.
121. The following administrative requirements have been removed: enrolling foreign lawyers on the list of lawyers, providing proof of nationality, obtaining a certified translation, and submitting documents that are no older than three months.
122. The obligation to submit a notification to the Croatian Bar Association regarding their intention to provide services in Croatia (except for representation) has been removed for lawyers from EU Member States not listed on the list of foreign lawyers.
123. The fee for chamber registration of EUR 5,000 when re-entering the legal profession has been abolished.
124. The fee for the first admission to the Croatian Bar Association has been reduced by 40%.
125. Lawyers from other EU Member States may use the Croatian word for a lawyer (*odvjetnik*) if they select one of the following two principles: If they pass the exam on the Croatian legal system, or if they work in Croatia as lawyers under the same professional title as in their home country, provided that they prove efficient and regular legal practice under the same professional title as in their home country for a minimum period of three years.
126. Joint provision of services of lawyers established in Croatia and any EU Member State has been enabled.
127. Advertising of lawyers is permitted under the condition that the information contained therein is accurate, authentic, objective, and not misleading. The time-consuming procedure of prior approval by the Chamber of a

lawyer's website, i.e., of information contained therein, is no longer required. The information available on the website is no longer strictly administered. Client information may be published on the website only with their prior consent. Lawyers may unilaterally communicate their services on social networks.

128. It is possible to determine the price of legal services more flexibly, that in all legal matters, lawyers can agree with the client in writing to work on an hourly basis, whereby they are not obliged to adhere to the minimum hourly rate.
129. Branch offices of law firms from EU Member States may provide consulting services on Croatian law, the law of their home country, European law, and international law.
130. Croatian lawyers may provide their services in companies in other EU Member States.
131. Lawyers from other EU Member States may establish law firms in Croatia without the obligation to wait for equal status with Croatian lawyers.
132. Lawyers from other EU Member States have been provided with an option to jointly provide services with Croatian lawyers or lawyers from other EU Member States, without the obligation of waiting to have an equal status with Croatian lawyers.
133. A law firm may establish another law firm.
134. A limitation on the number of law firms that a lawyer can establish has been removed.
135. It is possible to start employment as a lawyer with another lawyer who independently practices the legal profession and within a joint law firm.
136. Lawyers who, without a justified cause, do not practice their profession for more than 6 months will no longer be deleted from the register.
137. The cessation of the right to provide lawyer services for Croatian lawyers established in other EU Member States in the event of employment outside a law firm has been revoked.
138. Within the process of professional qualification verification for lawyers from other EU Member States who plan to work in Croatia under the title of a lawyer (*odvjetnik*), every individual request will be considered, ensuring that the professional exam is tailored to the acquired qualifications and competences of each applicant.

## **Public notaries**

Ministry of Justice, Public Administration and Digital Transformation / Notary Public Act; Ordinance on working hours of notary public offices

- 139. The time required for work experience in legal matters after passing the bar exam to acquire the conditions for taking the notary exam has been reduced.
- 140. A shorter duration of the conditions of service in legal affairs was determined after passing the bar examination required for the appointment of public notaries.
- 141. The mandatory working hours for notaries to receive clients have been extended.

## **Engineers of traffic and transport technology**

Ministry of the Sea, Transport and Infrastructure / Act on the Croatian Chamber of Engineers of Traffic and Transport Technology

- 142. Engineers of traffic and transport technology are entitled to be registered at the Chamber, however, they are not obliged to do so, as originally planned.

## **Taxi and road transport**

Ministry of the Sea, Transport and Infrastructure / Road Transport Act

- 143. Free and equal market conditions for existing and new business models have been provided.
- 144. It is possible to send documentation via e-service, which simplifies and speeds up several licensing procedures concerning internal road transport: transport of goods; public transport of passengers; special forms of transport of passengers; notification of a new vehicle; vehicle deregistration; and driving license.
- 145. It is possible to send documentation via e-service, which simplifies and speeds up several licensing procedures concerning international road transport: Community license for carrying out the carriage of passengers in international

road traffic; Community license for carrying out the carriage of goods in international road transport; notification of a new vehicle in international road traffic; check-out of vehicles in international road traffic; and certificate for non-EU drivers.

146. The number of requirements for obtaining a license has been reduced, i.e., a mandatory three-year skilled-driver course has been removed.
147. The procedure for obtaining a driving license is simplified so that it is issued within 15 days from the day of applying.
148. If the license is not issued within the stated time, the competent Ministry of Maritime Affairs, Transport, and Infrastructure will issue a decision within the following 15 days.
149. The content of the exam has been simplified, and the exam fee has been reduced.
150. The maximum fee for a license may not amount to more than 10% of the net salary in the territory of the local self-government unit issuing the license.
151. A driver may have a copy of the driving license in the vehicle instead of the original.
152. The right of the local government units to limit the number of licenses has been canceled.
153. The license no longer depends on the establishment and permanent residence of a taxi driver, and it can be obtained in any unit of local self-government, regardless of its number.
154. Prices may be established on a market basis.
155. Driving services may be paid via e-application, not only by a taximeter, which is important for digital platforms within the framework of economic cooperation.
156. Taxi drivers from other EU Member States are entitled to freedom of establishment in Croatia, as well as those from third countries if the aforementioned has been regulated under an international treaty.
157. Companies established in Croatia are allowed to use leased vehicles for the road transport of cargo that is registered and put into circulation in another member state.
158. The automated provision of taxi and road transport services is enabled.
159. Transport services in internal public transport can also be provided by carriers from the EU or those who perform international road transport.

## Driving schools

## Ministry of the Interior / Road Traffic Safety Act

- 160. Documents may be sent via email or e-service, simplifying and accelerating the procedure. All information on the conditions is available at the Point of Single Contact for services.
- 161. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment.
- 162. Driving schools may independently set their prices without regulated minimum prices.
- 163. The driving schools' network has been terminated because it served to limit the allowed number of driving schools per territory of each county and depending on the number of applicants, under the justification of market demand.
- 164. Freedom of contracting a job on a full-time or part-time basis has been enabled for driving schools to adapt their work to market demand.
- 165. A driving school may train driving candidates outside the area of the registered office, i.e., in branch offices.
- 166. Driving schools will no longer be under obligation to change their cars every 7 years, i.e., their buses every 12 years. Considering that it is assumed that all the vehicles have undergone a technical inspection, driving schools may use 10-year-old cars and 15-year-old buses, which will result in financial savings.

## Retail distribution

### Ministry of Economy / Retail Trade Act

- 167. Documents may be sent by e-mail or e-service, and the procedure of checking minimum technical requirements is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 168. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services.
- 169. Retailers are no longer required to attest to scales every year, but instead every two years.
- 170. Continuation of retail activity without issuing a new decision on meeting minimum technical requirements has been enabled, which then ensures a simplification of opening new retail stores without an additional burden.

- 171. The procedure for obtaining approval for building large shopping malls has been annulled, with an economic justification for their opening.
- 172. The storage area for wholesale may be less than 50m<sup>2</sup> (but not smaller than 25m<sup>2</sup>).
- 173. More selling facilities of the same trader in different locations to use joint storage have been enabled.
- 174. The procedure for obtaining approval for conducting a wholesale activity for certain types of petroleum products and biofuels has been annulled, thus including the fees.
- 175. The obligation of disposing of specially equipped storage for the wholesale of petroleum products and biofuels has been removed, which has enabled direct retail network access to wholesalers and importers.

## **Tourism and tourist guides**

### **Ministry of Tourism and Sports / Act on the Provision of Tourism Services**

- 176. Documents may be sent by e-service or e-mail, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 177. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration, obtaining approval, or waiting for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 178. The obligation of proving capacity for work as a prerequisite to being a tourist guide has been canceled.
- 179. The obligation of taking professional exams for tourist guides in every country has been canceled.
- 180. The obligation to prove that no ongoing safety measure or protective measure prohibiting a person from working as a tourist guide has been issued by a final judgment or a decision on misdemeanors has been canceled.
- 181. The obligation of proving that no ongoing safety measure or protective measure prohibiting a person from working as an office manager has been issued by a final judgment or a decision on misdemeanor to a person who wants to provide office management services has been canceled.
- 182. Regulation of the professions of a tour guide and a tour manager has been revoked.
- 183. The limitation on the number of employees for online tourist agencies in residential premises has been lifted.

184. The limitation for online tourist agencies operating from residential premises, which requires office managers to have a registered permanent residence in such premises, has been lifted.
185. The obligation for tourist guides and heads of travel agencies from other EU/EEA countries to submit a statement regarding professional qualifications exclusively on the prescribed form has been abolished.
186. Obligatory work experience for managers of tourist agencies has been removed.
187. The fee for taking the professional exam for travel agency managers has been abolished.
188. The obligation to attend lectures before taking the professional exam for a travel agency manager has been abolished.
189. The obligatory B2 language level for at least one foreign language for managers of tourist agencies has been removed.
190. The obligation of tourist agencies to have an office manager in each branch office or business premises has been removed.
191. The obligation of using a tourist agency ID code has been removed.
192. The obligation of delivering tourist agency representation contracts to the Ministry of Tourism has been removed.
193. The administrative procedure for obtaining a decision on meeting the minimum technical requirements for the provision of tourist agency services has been canceled; it is only required to notify the Ministry at the start of the service provision.
194. The obligation of proving capacity for work as a prerequisite for a tourist agency manager has been removed.
195. The obligation of attending seminars before taking the licensing exam for the office manager of a tourist agency has been removed.
196. The procedure for obtaining a decision on approving the provision of tourist services on a family farm has been canceled.
197. A procedure for obtaining a decision on approving the provision of services for a special type of tourist offer, about meeting the minimum technical requirements (farm, health, cultural, wellness, congress, youth, adventure, hunting, sport, and golf tourism; sport or recreational sea fishing, diving tourism, sport freshwater fishing as a supporting activity to aquafarming of fish, crabs, and shells and so on) and a procedure for obtaining a decision on other tourist services (renting instruments and equipment for sports and recreation) have been canceled.
198. The group of service providers in the sector of health and congress tourism has been extended.

199. The provision of tourist services in health tourism has been enabled to other health institutions and the private health sector, in addition to special hospitals and sanatoria.

## **Catering**

### **Ministry of Tourism and Sports / Hospitality and Catering Industry Act**

200. Documents may be sent by e-service or by e-mail, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
201. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. Regarding the latter, there is no obligation to initial registration of a company, obtain approval, join a professional chamber, or wait for a prior check; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
202. The requirement of annulment of the decision for a hospitality facility that fails to start the service within nine months has been removed.
203. The requirement for lessors to obtain a certificate from an authorized health institution proving that they or a member of their household living in the same building or an apartment, has not been registered as patients suffering from a registered contagious disease or as mental patients who, due to their condition, may present a disturbing element to their surroundings, has been canceled.
204. The private health sector may also provide hospitality services.
205. The procedure for re-categorization of hospitality facilities has been simplified, and the fee for categorizing accommodation facilities has been removed.

## **Employment agency**

### **Ministry of Labour, Pension System, Family and Social Policy / Labor Market Act**

206. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation



for the initial registration of a company; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.

207. The obligation to obtain a license for work in an employment agency has been removed.

## **Psychotherapists**

Ministry of Labour, Pension System, Family and Social Policy / Psychotherapy Act

208. Documents may be sent by e-mail, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.

209. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company, obtaining approval, or membership in a professional chamber; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.

210. Cross-border recognition of professional liability insurance has been provided.

211. The permit is no longer time-limited.

212. There are no limitations regarding the legal form.

213. There are no limitations regarding the number of offices.

214. Market requirements may form the prices of private psychotherapists.

215. Freedom to provide advisory services is retained, while a psychotherapist may only be the person holding the title.

216. The number of university programs completed, which is a requirement for access to the profession, has increased.

## **Psychologists**

Ministry of Labour, Pension System, Family and Social Policy / Psychological Activity Act

217. Documents may be sent by e-mail, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
218. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company, obtaining approval, or membership in a professional chamber; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
219. An option of deleting trainees from the register if they fail to pass the exam within three years from the day of acquiring status to take the exam has been removed.
220. Psychologists who lost their right to practice the profession for not complying with the obligation of professional development may again acquire the right to practice their profession.
221. Psychologists with more than ten years of professional work experience, or the ones who passed the professional exam or the State exam of the second level, or who hold postgraduate MA degree or Ph.D., and are not members of the Chamber and do not have the right to practice their profession, may within three years of transitional period pass the professional exam for psychologists, without obligation of traineeship to be authorized to practice the profession.
222. The obligation to provide proof of no criminal record has been abolished.

## **Social workers**

Ministry of Labor, Pension System, Family and Social Policy

223. The obligation to provide proof of no criminal record has been abolished.

## **Social pedagogues**

Ministry of Labor, Pension System, Family and Social Policy

224. The obligation to provide proof of no criminal record has been abolished.

## Intellectual property

### State Intellectual Property Office / Act on Copyright and Related Rights

- 225. Documents may be sent via email or e-service, simplifying and accelerating the procedure. All information on the conditions is available at the Point of Single Contact for services.
- 226. Cross-border recognition of qualifications for patent and trademark attorneys is enabled.
- 227. Temporary and occasional provision of patent and trademark attorney services is enabled without the obligation to establish service providers from the European Economic Area.
- 228. The possibility of providing patent and trademark attorney services from the OECD Code of Conduct on the Liberalization of Capital Movements and the Code on the Liberalization of Invisible Transactions is open.

## Private detectives

### Ministry of the Interior / Private Detectives Act

- 229. Documents may be sent via email or e-service, simplifying and accelerating the procedure. All information on the conditions is available at the Point of Single Contact for services.
- 230. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. Regarding the latter, there is no obligation for initial registration of a company, residency, examination, or language proficiency; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 231. Certain obligations regarding special physical and technical conditions of business premises for private detectives have been canceled in such a way that waiting rooms, the minimum size of premises (30m<sup>2</sup>), and fax machines are no longer required.

## **Veterinarians**

Ministry of Agriculture, Forestry and Fisheries / Veterinary Act; Ordinance on the procedure of recognition of professional qualifications and requirements for the temporary or occasional provision of veterinary services

- 232. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 233. Automatic recognition of professional qualifications has been enabled.
- 234. The mandatory professional work experience to be appointed as a certified veterinarian has been reduced from two years to six months.
- 235. The obligation to submit a certificate of no criminal record for veterinarians has been abolished.
- 236. The age limit for written evidence of the validity of a veterinary license has been reduced from one to six months.
- 237. The obligation to submit evidence in the form of originals, certified copies, or certified translations by an authorized permanent court interpreter has been abolished if the verification is carried out via the IMI system.

## **Environmental protection**

Ministry of Environmental Protection and Green Transition / Environment Protection Act; Law on Climate Change and Protection of the Ozone Layer

- 238. It is possible to send documentation via e-service, which simplifies and speeds up the permitting procedure for collecting, checking leakage, installing, and servicing refrigeration, air conditioning, and heat pumps containing or relying on controlled substances or fluorinated greenhouse gases (solution).
- 239. It is possible to send documentation via e-service, which simplifies and speeds up the permitting procedure for import/export and market placement of controlled substances and/or fluorinated greenhouse gases.
- 240. It is possible to send documentation via e-service, which simplifies and speeds up the permitting procedure for air conditioners in motor vehicles.

241. It is possible to send documentation via e-service, which simplifies and speeds up several permitting procedures concerning air protection: air quality monitoring activities; monitoring pollutant emissions to air from stationary sources; checking the correctness of the measurement system for continuous measurement of pollutant emissions to air from stationary sources; and quality assurance of measurement and air quality data.
242. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
243. It is not required to renew approval to perform professional activities of environmental protection every three years, but every five years.
244. Conditions for the working premises of an office manager responsible for the professional work of environmental protection have been removed.
245. The obligation to participate in and cover the costs of a professional council in the procedure for obtaining approval for a policy to prevent major disasters in the sector of protection has been removed.

### **Private museums, libraries, and theatres**

Ministry of Culture and Media / Museums Act; Theatres Act; Act on Library Activities and Libraries

246. Restrictions on the legal form of establishing private museums, libraries, and theatres have been lifted, and the freedom of establishment for these entities has been ensured.

### **Private archives**

Ministry of Culture and Media / Archives and Archival Institutions Act

247. The mandatory feasibility study on the establishment of private archives has been withdrawn.

### **Private undertakers**

## Ministry of Economy / Funeral Activity Act

- 248. Documents may be sent by e-mail, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 249. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 250. Professional liability insurance from another EU Member State has been recognized.

## Media and paper press

### Ministry of Culture and Media / Media Act

- 251. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services.

## Social welfare

### Ministry of Labour, Pension System, Family and Social Policy / Social Welfare Act

- 252. Documents may be sent by e-mail, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 253. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.

## **Nannies**

Ministry of Labour, Pension System, Family and Social Policy / Nannies Act

- 254. The procedure is simplified and accelerated.
- 255. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.

## **Private educational institutions and scientific institutes**

Ministry of Science, Education and Youth / Education Act; Quality Assurance in Science and Higher Education Act; Adult Education Act

- 256. Documents may be sent via email or e-service, simplifying and accelerating the procedure. All information on the conditions is available at the Point of Single Contact for services.
- 257. By opening this market to competition, private service providers from the European Economic Area are entitled to freedom of establishment. Freedom to provide cross-border services is enabled for adult education services, provided that sufficient notification is sent to the Point of Single Contact or directly to the competent authority.
- 258. Private kindergartens and private elementary schools are no longer required to justify their establishment.
- 259. Private higher education institutions and private scientific institutes are no longer required to demonstrate through a study paper that the establishment and study program are justified.
- 260. Private higher education institutions and scientific institutes are exempt from obtaining the opinion of the National Council for Science, Higher Education, and Technological Development on the need for establishment.
- 261. The obligation to obtain approval for the establishment of a higher education institution and a scientific institute has been canceled.

- 262. Restrictions on waiting one year to initiate a new accreditation procedure, if the previous procedure ended negatively, have been lifted.
- 263. Accreditation of a joint study between a domestic and foreign higher education institution is enabled, allowing for the selection or recognition of initial accreditation by another agency within the framework of the European Quality Assurance Register for Higher Education.
- 264. There are no more legal form restrictions for private higher education institutions and private scientific institutes regarding natural and legal persons as founders. The Register of Scientific Organizations was abolished, and the free establishment of private scientific institutes was enabled.

## **Education and rehabilitation services**

Ministry of Labour, Pension System, Family and Social Policy / Act on Education and Rehabilitation Services

- 265. Documents may be sent by e-mail, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 266. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 267. Cross-border recognition of professional liability insurance has been provided.
- 268. The minimum price setting has been canceled.
- 269. The obligation to provide proof of no criminal record has been abolished.

## **Pharmacies and pharmacists**

Ministry of Health / Health Care Act; Ordinance on the conditions for the retail sale of medicines at a distance via the Internet; Ordinance on standards and norms on premises, medical devices, and healthcare workers; Ordinance on start and end time, i.e., the work schedule of healthcare institutions and private healthcare workers in offices of public healthcare service network; Ordinance on pharmaceutical advertising



- 270. Excessive minimum requirements for pharmacy facilities have been reduced.
- 271. Requirements for pharmaceutical advertising have been reduced.
- 272. Regulations about the opening hours of pharmacies have been reduced.
- 273. Online sales of over-the-counter medicines through pharmacies are enabled.
- 274. The internship and professional exam for pharmaceutical technicians have been legally abolished.

## **Physiotherapists**

Ministry of Health / Health Care Act; Act on Physiotherapy; Decision on the invitation to tender for the conclusion of the healthcare service provision contract about mandatory health insurance for the provision of private physiotherapy practice; Ordinance on physical therapy advertising methods

- 275. Requirements for physiotherapy advertising have been reduced, provided that professional standards are respected.
- 276. Physiotherapists have been provided with equal requirements to participate in public tenders on the provision of physiotherapy services. The Croatian Institute for Health Insurance has issued a Decision on an invitation to tender for the conclusion of a healthcare service-provision contract regarding mandatory health insurance for private physiotherapy practices.
- 277. The internship and professional exam for bachelors in physiotherapy have been legally abolished.
- 278. The internship and professional exam for physiotherapeutic technicians have been legally abolished.

## **Dentists**

Ministry of Health / Act on Dental Medicine; Healthcare Act

- 279. The obligation for dentists from EU Member States to pass the professional exam has been canceled.
- 280. The internship and professional exam for dental technicians and dental assistants have been legally abolished.

## **Other health professions**

### **Ministry of Health / Health Care Act**

- 281. The internship and professional exam for midwife assistants have been legally abolished.
- 282. The internship and professional exam for bachelors in medical laboratory diagnostics have been legally abolished.
- 283. The internship and professional exam for health laboratory technicians have been legally abolished.
- 284. The internship and professional exam for sanitary engineers and sanitary technicians have been legally abolished.
- 285. The internship and professional exam for bachelors in radiological technology have been legally abolished.
- 286. The internship and professional exam for bachelors in occupational therapy have been legally abolished.

## **Air-conditioner maintenance**

### **Ministry of Environmental Protection and Green Transition / Act on Climate Change and Protection of Ozone Layer**

- 287. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation for the initial registration of a company; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
- 288. Licensing exam passed in another EEA state is recognized (and it is mandatory by the EU law).
- 289. People who have higher qualifications in the field of mechanical engineering, persons who completed secondary vocational school, persons having master craftsman's certificate or having master craftsman's status in the field of installation and maintenance or servicing the air-conditioners, i.e. persons who passed the vocational exam before entering into the procedure for obtaining the approval, have been exempted from the obligation to pass the vocational exam (mandatory by the EU law).

## **Private security guards**

Ministry of the Interior / Act on Private Security

- 290. Documents may be sent via email or e-service, simplifying and accelerating the procedure. All information on the conditions is available at the Point of Single Contact for services.
- 291. Equal conditions for the provision of private protection services to natural and legal persons from EU/EEA states have been set.
- 292. It has been provided for natural and legal persons from EU/EEA countries to provide private protection services on an occasional basis for a maximum of four times per year.
- 293. Security guards may be persons who have completed a primary school education.

## **Chemicals**

Ministry of Health / Act on Chemicals

- 294. The procedure for obtaining approval to conduct activities related to dangerous chemicals has been canceled.

## **Sports**

Ministry of Tourism and Sport / Sports Act

- 295. Documents may be sent by e-mail, and the procedure is thus simplified and accelerated. All information on the conditions is available at the Point of Single Contact for services.
- 296. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. As regards the latter, there is no obligation

for the initial registration of a company; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.

297. Limitations of legal form have been lifted so that craftsmen as natural persons may be engaged in the sports business.

## **Energy**

Ministry of Economy / Act on Electricity Market; Act on the Market of Oil and Petroleum Products; Act on Gas; Law on Establishment of Infrastructure for Alternative Fuels

298. Providers of electricity and gas from other countries of the European Economic Area are guaranteed freedom of establishment.
299. The category of privileged and tariff customers for gas and electricity has been canceled.
300. The obligation of gas producers to sell the total volume of natural gas produced to suppliers on the territory of the Republic of Croatia has been canceled.
301. Free choice of electric energy suppliers for charging electric vehicles in public areas has been introduced.

## **Pilots and nautical affairs**

Ministry of Maritime Affairs, Transport and Infrastructure / Act on Croatian Register of Shipping

302. The provision of services in nautical tourism has been simplified.
303. The procedure for compulsory pilotage exemption has been simplified in a way that, in the procedure for issuing the approval upon the request of the ship's owner, the operator of the ship, or the company, it is necessary that the ship fulfill only the safe ship management requirements, and that the ship's master holds the Pilotage Exemption Certificate. Regarding the procedure for compulsory pilotage exemption, a criterion has been introduced for obtaining the Certificate regardless of the ship's length, and the requirements for obtaining the Pilotage Exemption Certificate have been simplified in a way that the division on ships with less than 50 meters in length and on ships exceeding 50 meters in length has been removed, and the time limit for the professional work experience as the ship's master has

been reduced from the minimum 36 months to the minimum 12 months. The validity of the Pilotage Exemption Certificate has been extended from 2 to 4 years.

## **Postal services**

Ministry of Maritime Affairs, Transport and Infrastructure / Postal Services Act

- 304. Freedom of establishment and freedom to provide cross-border services have been enabled for providers of postal services from the European Economic Area.
- 305. The monopoly on the provision of reserved postal services has been terminated.
- 306. There are no legal form limitations for the provision of postal services.
- 307. The cross-border provision of postal services in terms of parcel delivery has been simplified.

## **Healthcare**

Ministry of Health / Healthcare Act

- 308. The system of private offices has been introduced in the primary healthcare service.
- 309. Private practice in offices without concession has been defined, i.e., without a time-limited license.
- 310. Private healthcare workers may provide healthcare services in dislocated premises, i.e., locations, as in special vehicles.
- 311. The development of services in private healthcare tourism has been facilitated.
- 312. Healthcare institutions, healthcare companies, and private healthcare workers may provide healthcare services in medical tourism.

## **Related crafts**

Ministry of Economy / Crafts Act

313. By opening this market to competition, service providers from the European Economic Area are entitled to freedom of establishment and freedom to provide cross-border services. Regarding the latter, there is no obligation for the initial registration of a company, passing the exam, professional chamber registration, or language proficiency; it is sufficient to send an e-notification to the Point of Single Contact or directly to the competent authority.
314. The seasonal duration of a craft business has been extended from six to nine months.
315. Two years of work experience in a related craft business is sufficient, provided the individual has adequate secondary school qualifications. The exam certificate is required; however, persons may provide services without the exam certificate if they start a company.
316. Master craftsman's certificate is not required, but an adequate secondary school qualification for a craft business such as dairymen, bakers, leather craftsmen, photographers, founders, blacksmiths, tinsmiths, boat mechanics, stove fitters, mechanics for agricultural machinery, air conditioning and heating mechanics, plumbers, roofers, musical instrument manufacturers and repairers, organ builders, upholsterers, watchmakers, electronics mechanics, plasterers, painters and decorators, car-bodyworkers, car painters, beauticians, and sign painters.

## **Business establishment**

Ministry of Economy / Ministry of Justice, Administration and Digital Transformation

317. Electronic registration of a business establishment through trade companies and trades is enabled.
- Regulated professions.

## **Regulated professions**

Ministry of Labour, Pension System, Family and Social Policy / Act on Regulated Professions and Recognition of Foreign Professional Qualifications

318. A general system for recognizing professional qualifications from third countries has been introduced.
319. The European Professional Card, issued for the temporary and occasional provision of services, automatically grants the right to perform a profession without requiring additional conditions.

- 320. Persons from third countries may provide regulated professional services under the same conditions applied to Croatian citizens (provided that they have three years of professional experience in the territory of a Member State that recognizes a professional qualification acquired in the third country, which is proved by a certificate from that country).
- 321. Automatic recognition of professional qualifications for doctors of medicine, doctors of dental medicine, midwives, pharmacists, and nurses from EU Member States has been introduced, and they are entitled to freedom of establishment in Croatia.
- 322. For cross-border provision of services by regulated professions, it is possible to submit a declaration to the competent authority or the Single Point of Contact for Services.

## **Foundations**

### **Ministry of Justice, Public Administration and Digital Transformation / Act on Foundations**

- 323. The procedure of establishing a trust has been facilitated.
- 324. The time limit to establish a trust or its duration has been canceled.
- 325. Trusts may be established by domestic or foreign natural or legal persons, which removes the limitations in terms of legal forms.
- 326. An obligation to seek consent for the trust is no longer prescribed.
- 327. The obligation for obtaining approval for a trust is no longer required. Trusts may provide economic activities, i.e., provide services.