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Factsheet for case **HR-2020-14/779**

New services of Croatian Post for elderly citizens

Factsheet generated on 04 May 2020, 08:54

Country	Croatia, applies nationwide
Time period	Open ended, started on 02 April 2020
Type	Company practice
Category	Measures to prevent social hardship – Provision of services in kind (e.g food vouchers)
Case created	24 April 2020 (updated 30 April 2020)

Background information

Many citizens of Zagreb were forced to leave their homes due to the earthquake, so for them it was difficult to receive their post and packages. Furthermore, in order to enable pensioners to receive their pensions more securely without leaving their homes, the customers who receive their pensions through the Croatian Postal Bank's current account can receive their funds through delivery by the Croatian Post at home, free of charge. The request can be served in several user-friendly ways.

Content of measure

In order to make it easier for recipients of packages who are currently unable to reside at their addresses, Croatian Post has provided a free redirection and package retention service. To use the service, the user just needs to fill in the form on the website.

Unlike the usual service which involves a fee, regardless of the commercial bank through which it is paid, there is a new Croatian Post service built with the Croatian Post Bank (CPB) on corporate solidarity with the elderly population: pension beneficiaries who otherwise receive their funds in a current account with CPB, if they choose to receive their funds more securely without leaving their homes, HP provided the option to receive at their home address, free of charge.

Use of measure

These are additional measures by which Croatian Post, during the coronavirus epidemic, ensures that consignments are delivered to recipients, wherever they are. Users may request that postal items be delivered to another address within the same county (the City of Zagreb and Zagreb County are now viewed as one entity) or be kept safe at the post office.

Croatian Post, in accordance with the instructions of the competent authorities, is adjusting its operations and taking all measures to reduce the possibility of the epidemic spreading and to ensure business continuity. They provide employees with protective and disinfectants, and the way postmen and post offices work has changed.

Actors, target groups and funding

Actors	Target groups	Funding
Company / Companies	Older people	No special funding required

Social partners

Role of social partners	Not applicable
Form of involvement	Not applicable

Regarding the measure, the involvement of social partners was not applicable

Sectors and occupations

This case is sector-specific (only private sector).

Economic area	Sector (NACE level 2)
H - Transportation And Storage	H53 Postal and courier activities

This case is not occupation-specific.

Sources

- 28 March 2020: Hrvatska pošta prilagođava poslovanje: Omogućeno preusmjeravanje i zadržavanje pošiljaka bez naknade (www.poslovni.hr)
- 08 April 2020: ova usluga Hrvatske pošte, produkt solidarnosti, za sad samo za umirovljenike koji su klijenti HPB-a (www.poslovni.hr)