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Factsheet for case **HR-2020-12/392**

## Working time in retail trade

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Country	Croatia, applies nationwide
Time period	Open ended, started on 19 March 2020
Type	Legislation or other statutory regulation
Category	Protection of workers at the workplace – Changes of working hours or work-arrangements
Case created	08 April 2020

### Background Information

The retail trade is one of the most competitive and most dynamic branches of the Croatian economy. Of the total number of the employed in commerce (around 260 thousand), the majority are employed in retail (around 50%), followed by wholesale trade (40%). Around 80% of employees have open-ended contract, while only a small minority (around 3%) work part-time. Croatian commerce tried to respond as effectively and efficiently as possible to the wishes and needs of its customers. However, in current situation, employees are particularly vulnerable to infection due to permanent contacts with the customers and many over-time working hours due to the serious shortages of the labour force.

### Content of measure

As a mean to prevent the mingling, reduce possibilities for spreading of virus and possibilities to stipulate working hours, the Law on Amendments to the Trade Act (OG 32/20) defines following: Special circumstances "means an event or a condition which could not be predicted and could not be affected, which threatens the life and health of citizens, property of high value, significantly damages the environment, disrupts economic activity or causes significant economic damage". The Act also empowered the Civil Protection Authority of the Republic of Croatia to determine working hours in trade activities in special circumstances. Indirectly related to the Act, many retail chains in Croatia increased salaries and bonuses and paid out an Easter supplement for their workers in the hope to retain current working force and attract new workers. They also accepted various security measures and equipment to protect their employees from the corona virus. They installed Plexiglas barriers at all cash registers, and have provided security visors to employees at self-service cash register.

## Use of measure

With intention to minimize exposure and reduce the risk of corona virus infection, the Civil Protection Authority of the Republic of Croatia determine that only shops with food and some other special stores would be opened. Working hours in trade activities are defined from 8 am until 5 pm. At the beginning, crowds of shoppers across the country have been buying oil, flour and boxes of pasta in bulk, to prepare for a worst-case scenario. However, shops still have enough articles and there are no shortages. To maximize the protection of employees and customers, companies introduced protective masks, gloves and disinfectants means for employees.

## Actors, target groups and funding

Actors	Target groups	Funding
National government Company / Companies	All companies	No special funding required

## Social partners

Role of social partners	No involvement
Form of involvement	No involvement

Due to the nature of the measure, social partners were not involved.

## Sectors and occupations

This case is sector-specific.

Economic area	Sector (NACE level 2)
G - Wholesale And Retail Trade; Repair Of Motor Vehicles And Motorcycles	G45 Wholesale and retail trade and repair of motor vehicles and motorcycles
	G46 Wholesale trade, except of motor vehicles and motorcycles
	G47 Retail trade, except of motor vehicles and motorcycles

This case is not occupation-specific.

## Sources

- 19 March 2020: Zakon o dopunama Zakona o trgovini (OG 32/20) ([narodne-novine.nn.hr](http://narodne-novine.nn.hr))