



STOP TRAFFICKING IN HUMAN BEINGS

USEFUL INFORMATION FOR IDENTIFICATION,
ASSISTANCE AND PROTECTION OF VICTIMS

INTRODUCTION

THE NOTION OF TRAFFICKING IN HUMAN BEINGS

The definition of human trafficking pursuant to the Article 175 of the Criminal Code of the Republic of Croatia is as follows:

“Any person who in violation of the provisions of the international law by the use of force, or by threatening to use force, by fraud, abduction, abuse of a position of helplessness or power, or in any such other manner recruits, buys, sells, delivers, transports, transfers, induces or mediates in buying, selling or delivering, or harbours or receives a person for the purpose of establishing slavery or any such similar relationship, forced labour or servitude, sexual exploitation, prostitution or illegal transplantation of human body parts, or who holds a person in slavery or any such similar relationship, shall be sentenced to imprisonment for a period of one to ten years.

Any person who in violation of the provisions of the international law recruits, buys, sells, delivers, transports, transfers, induces or mediates in buying, selling or delivering, harbours or receives a child or a minor for the purpose of establishing slavery or any such similar relationship, or forced labour or servitude, sexual exploitation, prostitution or illegal transplantation of human body parts, or who holds a child or a minor in slavery or any such similar relationship shall be sentenced to imprisonment for a minimum period of five years.

Where the criminal act from Paragraphs 1 and 2 hereof has been committed within a group or a criminal organisation or against a larger number of persons, or has caused the death of one or more persons, the perpetrator shall be sentenced to imprisonment for a minimum period of five years or to long-term imprisonment."

Pursuant to the Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children, supplementing the United Nations Convention against Transnational Organized Crime, trafficking in human beings is defined as follows: recruitment, transportation, organisation of transfer, harbouring or receiving of persons, by means of threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or giving or receiving of payments or benefits to achieve the consent of a person having control over another persons, for the purpose of exploitation. Pursuant to this Protocol the exploitation includes: prostitution or other forms of sexual exploitation, forced labour or services, slavery or any such practices similar to slavery, servitude or removal of organs.

It is therefore evident from both stated definitions that basic human rights are violated by trafficking in human beings. The key element of human trafficking is not in the nature of work or relationship, but in humiliating circumstances of such work. It can be said that it is always a question of human trafficking if a person has not consented by his/her own will to such humiliating working conditions. Trafficking in human beings is not limited to prostitution alone. Victims of human trafficking can be recruited into a number of other activities. It is also necessary to point out that an illegal border transition is not necessarily an element of

trafficking. An important element that defines human trafficking is the fact that the victim of human trafficking is transferred to unknown environment where he/she is isolated from his/her narrower community. In such environment the victim is physically isolated and exposed to maltreatment, violence and exploitation, domination and discrimination by traffickers in human beings.

Due to the aforementioned, it is extremely important that persons who come into contact with victims of trafficking in human beings realise that that person has been deeply traumatised and therefore he/she should be provided with immediate protection. It is therefore necessary to react immediately and notify all competent institutions, whose list is included within this booklet, in order to provide assistance and protection to victims of human trafficking in an appropriate manner.

In case you have knowledge or information on human trafficking or its victims, please contact some of the following institutions:

NON-GOVERNMENTAL ORGANIZATIONS

- 1. Autonomous Women's House**
10001 Zagreb, p.p. 19, tel. 01/4551-143

- 2. Gender Equity Center**
10000 Zagreb, Republike Austrije 19, tel. 01/3779-162,
e-mail: gtfcro@inet.hr

- 3. Civil Society Development Center "Delfin"**
34550 Pakrac, Kralja Tomislava 14, tel. 034/411-780

- 4. Center for Women "Rosa"**
10000 Zagreb, Kralja Držislava 2, tel. 01/4551-128,
e-mail: cenzena@zamir.net

- 5. Center for Education, Research and Prevention of Sexual Violence and for Women's Sexuality "Ženska soba" / "Women's Room"**
10000 Zagreb, Vrbik 22, tel. 01/6055-556,
e-mail: zenska.soba@zamir.net

- 6. Croatian Helsinki Committee**
10000 Zagreb, Ilica 15/III, tel. 01/4812-324,
e-mail: hho@hho.hr

7. SOS Help Line - Call for Help

Trg fra Bonifacija Gerbera bb, 33000 Virovitica,
tel. 033/721-500,
e-mail: sos.vt@email.t-com.hr

8. Women's Association Vukovar

32010 Vukovar, tel. 032/421-191,
e-mail: udruga-zena-vukovar@vk.hinet.hr

9. OIP Split - Organization for Integrity and Prosperity - Split

Put Plokita 55, tel. 021/544-866,
e-mail: oip.split@email.htnet.hr

10. Association "Brod" Women's Human Rights Group

35000 Slavonski Brod, Augusta Šenoa 4,
tel. 035/449-180, 035/449-726,
e-mail: udruga-brod@sb.htnet.hr

11. Women's Group Split

21000 Split, Marjanska strana 5, tel. 021/390-163,
e-mail: silva.sumic@inet.hr

12. Women's Group "Korak" Karlovac

47000 Karlovac, Vlatka Mačeka 6/II, tel. 047/600-392,
e-mail: zeka@ka.tel.hr

13. World Learning Star Network Project (Women's Economic and Political Development)

Trg bana Josipa Jelačića 15/IV, 10000 Zagreb,
tel. 01/4923-671,
e-mail: jill.benderly@wl.hinet.hr

DIPLOMATIC REPRESENTATIVE OFFICES OF FOREIGN COUNTRIES - EMBASSIES

1. Albany

Jurišićeva 2a/II, Zagreb, tel. 01/4810-679,
e-mail: ambasada.shqipatre@inet.hr

2. Australia

Nova ves 11, Kaptol centar, Zagreb, tel. 01/4891-200,
e-mail: australian.embassy@zg.htnet.hr

3. Austria

Jabukovac 39, Zagreb, tel. 01/4881-050,
e-mail: agram-ob@bmaa.gv.at

4. Belgium

Pantovčak 125 B1, Zagreb, tel. 01/4578-901,
e-mail: zagreb@diplobel.be, ambabel@zg.htnet.hr

5. Bosnia and Herzegovina

Torbarova 9, Zagreb p.p. 27, tel. 01/4683-761, 762, 767, 765,
e-mail: ambasada-bh-zg@zg.htnet.hr

6. Bulgaria

Novi Goljak 25, Zagreb, tel. 01/4823-336, 337,
e-mail: veleposlanstvo-bugarske1@zg.htnet.hr

7. Czech Republic

Savska cesta 41/VIII-IX, Zagreb, tel. 01/6177-246, 6121-558,
e-mail: czech.embassy@inet.hr

8. Chile

Smičiklasova 23, Zagreb, tel. 01/4611-958, 4511-959, 4611-960,
e-mail: embajada@echile.hr

9. Egypt

Petrova 51b, Zagreb, tel. 01/2310-798,
e-mail: veleposlanstvo.a.r.egipat@zg.htnet.hr

**10. European Union, Delegation of the European Commission
in the Republic of Croatia**

Masarykova 1, Zagreb, tel. 01/4896-500,
e-mail: delegation-croatia@cec.eu.int

11. Finland

Berislavićeva 2/I, Zagreb, tel. 01/4811-662,
e-mail: embassy@finland.htnet.hr

12. France

Hebrangova 2, p.p. 466, Zagreb, tel. 01/4893-600,
e-mail: presse@ambafrance.hr

13. Greece

Opatička 12, Zagreb, tel. 01/4810-444,
e-mail: greece-embassy@grembassy.hr

14. India

Boškovićeva 7a, Zagreb, tel. 01/4873-239,
e-mail: embassy.india@zg.htnet.hr

15. Iran

Pantovčak 125c, Zagreb, tel. 01/4578-980,
e-mail: iran.embassy@zg.htnet.hr

16. Italy

Medulićeva 22, Zagreb, tel. 01/4846-386,
e-mail: ambitalia@t-com.hr

17. Japan

Ksaver 211, Zagreb, tel. 01/4677-755,
e-mail: nishinosono@japemb.htnet.hr

18. Canada

Gjure Deželića 4, Zagreb, tel. 01/4881-200,
e-mail: zagrb@international.gc.ca

19. China

Mlinovi 132, Zagreb, tel. 01/4637-011, fax: 4637-012

20. Libyan Arab Jamahiriya

Gornje prekižje 51b, Zagreb, tel. 01/4629-250,
e-mail: inb@zg.htnet.hr

21. Hungary

Pantovčak 255-257, Zagreb, tel. 01/4890-900,
e-mail: secretary@hunemb.hr

22. Macedonia

Petrinjska 29/I, Zagreb, tel. 01/4922-902,
e-mail: amb.makedonija.zgb@zg.t-com.hr

23. Malaysia

Slavujevac 4a, Zagreb, tel. 01/4834-346,
e-mail: mw.zagreb@htnet.hr

24. Netherlands

Medveščak 56, Zagreb, tel. 01/4684-880,
e-mail: nlgovzag@zg.htnet.hr

25. Norway

Petrinjska 9/I, p.p. 570, Zagreb, tel. 01/4922-831,
e-mail: emb.zagreb@mfa.no

26. Germany

Ulica grada Vukovara 64, Zagreb, tel. 01/6300-100,
e-mail: deutsche.botschaft.zagreb@inet.hr

27. Poland

Krležin Gvozd 3, Zagreb, tel. 01/4899-444,
e-mail: ambasada-polska@zg.htnet.hr

28. Portugal

Trg bana Jelačića 5/II, Zagreb, tel. 01/4882-210,
e-mail: emb.port.zagreb@zg.htnet.hr

29. Rumania

Mlinarska 43, Zagreb, tel. 01/4677-550,
e-mail: veleposlanstvo.rumunjske@zg.htnet.hr

30. Russian Federacy

Bosanska 44, Zagreb, tel. 3755-038,
e-mail: veleposlanstvo-ruske-federacije@zg.htnet.hr

31. United States of America

Thomasa Jeffersona 2, 10010 Zagreb, tel. 01/6612-200,
e-mail: irc@usembassy.hr

32. Slovakia

Prilaz Gjüre Deželića 10, Zagreb, tel. 01/4848-941,
e-mail: slovak.emb@zg.htnet.hr

33. Slovenia

Savska cesta 41 (anex), Zagreb, tel. 01/6311-000,
e-mail: vzg@dkp.gov.si

34. Serbia and Montenegro

Pantovčak 245, Zagreb, tel. 01/4579-067,
e-mail: ambasada@ambasada-srj.hr

35. Sovereign Maltese Order of Knights

Becićeve stube 2, Zagreb, tel. 01/4677-999

36. The Holy See

Ksaverska cesta 10a, Zagreb, tel. 01/4673-995

37. Spain

Medulićeva 5, Zagreb, tel. 01/4848-950,
e-mail: embajada.de.espana@zg.hinet.hr

38. Sweden

Frankopanska 22, Zagreb, tel. 01/4925-100,
e-mail: swedish.embassy@zg.htnet.hr

39. Switzerland

Bogovićeva 3, Zagreb, tel. 01/4878-800,
e-mail: vertretung@zag.rep.admin.ch

40. Turkey

Masarykova 3/II, Zagreb, tel. 01/4855-200,
e-mail: turementzag@zg.htnet.hr

41. Ukraine

Voćarska 52, Zagreb, tel. 01/4616-296,
e-mail: ukremb@zg.htnet.hr

42. Great Britain

Ivana Lučića 4, Zagreb, tel. 01/6009-100,
e-mail: british.embassyzagreb@fco.gov.uk

INTERNATIONAL ORGANIZATIONS

1. UNICEF (UN-Children Fund)

Ilica 207, Selska 2, Zagreb, tel. 01/3705-524,
e-mail: info@unicef.hr

2. OSCE - Organization for Security and Cooperation in Europe

Florijana Andrašeca 14, Zagreb, tel. 01/3096-620,
e-mail: osce-croatia@osce.dot.org

3. International Committee of the Red Cross - ICRC

Florijana Andrašeca 18, Zagreb, tel. 01/3094-808,
e-mail: zagreb.zag@icrc.org

4. International Federation of Red Cross and Red Crescent - IFRC

Ilica 108, Zagreb, tel./fax: 3707-141,
e-mail: merhamet-bdd@zagreb.hinet.hr

5. International Organization for Migration - IOM

Amruševa 10, p.p. 299, Zagreb, tel. 01/4816-774,
e-mail: iomzagreb@iom.int

6. International Commission on Missing Persons

Petrova 30, Zagreb, tel. 01/4635-059,
e-mail: icmp@inet.hr

 **MINISTRIES**

1. Ministry of Foreign Affairs

Trg N. Š. Zrinskog 7-8, Zagreb, tel. 01/4569-964,
e-mail: mvp@mvp.hr

2. Ministry of the Interior

Savska 39, Zagreb, tel. 01/6122-111, 01/3788-111,
e-mail: pitanja@mup.hr

3. Ministry of Economy, Labour and Entrepreneurship

Ulica grada Vukovara 78, Zagreb, tel. 01/610-6111,
e-mail: mingo@mingo.hr

4. Ministry of Sea, Tourism, Transport and Development

Nazorova 61, Prislavlje 14, Vlaška 108, Zagreb,
tel. 01/3784-500,
e-mail: ministar@ws.mmtpr.hr

5. Ministry of Family, Veterans' Affairs and Intergenerational Solidarity

Park stara Trešnjevka 4, Zagreb, tel. 01/3657-888,
e-mail: mobms@mobms.hr

6. Ministry of Justice

Ulica Republike Austrije 14, Zagreb, tel. 01/3710-666,
e-mail: ministrice@pravosudje.hr

7. Ministry of Health and Social Welfare

Ksaver 200a, Zagreb, tel. 01/4607-555,
e-mail: tajnistvo@mit.hr

8. Ministry of Science, Education and Sports

Trg hrvatskih velikana 6 i Trg J. J. Strossmayera 4, Zagreb,
tel. 01/4569-000,
e-mail: ured@mzos.hr



OFFICES OF THE GOVERNMENT OF THE REPUBLIC OF CROATIA

- 1. Central Administration Office of the Croatian Government and Parliament**
Maksimirska 63, Zagreb, tel. 01/2357-555,

- 2. Public Relations Office**
Trg sv. Marka 2, Zagreb, tel. 01/4569-239,
e-mail: editor@vlada.hr

- 3. Office for National Minorities**
Mesnička 23, Zagreb, tel. 01/4569-358,
e-mail: nacionalne.manjine@vlada.hr

- 4. Office for Cooperation with NGOs**
Ulica grada Vukovara 78, Zagreb, tel. 01/6106-500,
e-mail: ured.za.udruge@zg.htnet.hr

- 5. Office for Human Rights**
Trg M. Tita 8, Zagreb, tel. 01/4877-660,
e-mail: mmglujic@ljudskaprava-vladarh.hr

- 6. Office for Prevention of Drugs Abuse**
Preobraženska 4/II, Zagreb, tel. 01/4878-122

- 7. Office for Gender Equality**
Mesnička 23, Zagreb, tel. 01/6303-090,
e-mail: helena.stimacradin@vlada.hr

STATE ADMINISTRATIVE ORGANIZATIONS

1. State Inspector's Office

Ulica grada Vukovara 78, Zagreb, tel. 01/6106-115

INSTITUTES

1. Croatian Employment Institute

Radnička cesta 1, Zagreb, tel. 01/6126-000,

2. Croatian Institute for Health Insurance

Margaretska 3, Zagreb, tel. 01/4806-333,
e-mail: goranka.pokrovac@hzzo-net.hr

COUNTIES

1. ZAGREB COUNTY

Ulica grada Vukovara 72/V, Zagreb, tel. 01/6000-400

2. KRAPINA-ZAGORJE COUNTY

Magistratska 1, Krapina, tel. 049/329-111

- 3. SISAK AND MOSLAVINA COUNTY**
Stjepana i Antuna Radića 36, Sisak, tel. 044/550-111

- 4. KARLOVAC COUNTY**
Vranyczanyjeva 2, Karlovac, tel. 047/666-111

- 5. VARAŽDIN COUNTY**
Kratka ulica 1, Varaždin, tel. 042/390-500

- 6. KOPRIVNICA-KRIŽEVCI COUNTY**
Ulica Antuna Nemčića 5, Koprivnica, tel. 048/658-111

- 7. BJELOVAR-BILOGORA COUNTY**
Dr. Ante Starčevića 8, Bjelovar, tel. 043/221-900

- 8. PRIMORSKO-GORANSKA COUNTY**
Adamičeva 10, Rijeka, tel. 051/351-600

- 9. LIKA AND SENJ COUNTY**
Dr. Franje Tuđmana 4, Gospić, tel. 053/588-279

- 10. VIROVITICA-PODRAVINA COUNTY**
Trg Ljudevita Patačića 1, tel. 033/743-111

- 11. POŽEGA AND SLAVONIA COUNTY**
Županijska 7, Požega, tel. 034/290-290

- 12. BROD AND POSAVINA COUNTY**
Petra Krešimira IV. 1, Slavonski Brod, tel. 035/216-111

13. ZADAR COUNTY

Božidara Petranovića 8, Zadar, tel. 023/350-350

14. OSIJEK AND BARANJA COUNTY

Trg Ante Starčevića 2, Osijek, tel. 031/221-501

15. ŠIBENIK AND KNIN COUNTY

Trg Pavla Šubića I. br. 2, Šibenik, tel. 022/244-111

16. VUKOVAR AND SRIJEM COUNTY

Županijska 9, Vukovar, tel. 032/454-444

17. SPLITSKO-DALMATINSKA COUNTY

Domovinskog rata 2, Split, tel. 021/300-111

18. ISTRIA COUNTY

Drščevka 1, Pazin, tel. 052/600-160

19. DUBROVNIK AND NERETVA COUNTY

Gundulićeva poljana 1, Dubrovnik, tel. 020/351-402

20. MEDJIMURJE COUNTY

Ruđera Boškovića 2, Čakovec, tel. 040/374-111

21. THE CITY OF ZAGREB

Trg Stjepana Radića 1, Zagreb, tel. 01/6101-111

HOSPITALS

- 1. Clinical Hospital Center Zagreb**
Rebro, Kišpatičeva 12, Zagreb, tel. 01/24211-875

- 2. Clinical Hospital "Mercur"**
Zajčeva 18, Zagreb, tel. 01/2431-390

- 3. Clinical Hospital Dubrava**
Aleja Gojka Šuška 6, Zagreb, tel. 01/2902-444

- 4. Clinical Hospital "Sestre milosrdnice"**
Vinogradska 29, Zagreb, tel. 01/3787-111

- 5. General Hospital "Sveti Duh"**
Sv. Duh 64, Zagreb, tel. 01/3712-111

- 6. Clinical Hospital Center Split**
Spinčićeva 1, Split, tel. 021/556-111

- 7. Clinical Hospital Center Rijeka**
Krešimirova 42, Rijeka, tel. 051/658-111

- 8. Clinical Hospital Osijek**
J. Huttlera 4, Osijek, tel. 031/511-511

- 9. General Hospital Varaždin**
Meštrovićeva bb, Varaždin, tel. 042/393-000

- 10. General Hospital Šibenik**
Stjepana Radića 83, Šibenik, tel. 022/246-246

- 11. General Hospital "Dr. Josip Benčević"**
Dr. Andrije Štampara 42, Slavonski Brod, tel. 035/447-122

- 12. General Hospital Pula**
Zagrebačka 30, Pula, tel. 052/376-500

- 13. General Hospital Dubrovnik**
Dr. Ante Šercera 4, Dubrovnik, tel. 020/431-777

- 14. General Hospital Karlovac**
Andrije Štampara 3, Karlovac, tel. 047/608-100

SOCIAL CARE CENTERS

- 1. Social Care Center Zagreb**
Kralja Držislava 3/I, Zagreb, tel. 01/4610-284, 01/4610-288,
01/4610-291

- 2. Social Care Center Split**
Gundulićeva 22, Split, tel. 021/355-821, 021/355-233, 021/
355-765, 021/355-801, 021/335-774

- 3. Social Care Center Rijeka**
Laginjina 11/A, Rijeka, tel. 051/226-586, 051/226-751

4. Social Care Center Osijek

Lorenza Jagara 12, Osijek, tel. 031/212-400, 031/212-417

5. Social Care Center Dubrovnik

Miha Pracata 11, Dubrovnik, tel. 020/426-380, 020/412-354,
020/413-198

6. Social Care Center Karlovac

Ivana Meštrovića 10, Karlovac, tel. 047/336-289, 047/336-
207, 047/335-611, 047/332-426

7. Social Care Center Pula

Sergijevaca 2, Pula, tel. 052/212-181, 052/212-458

8. Social Care Center Šibenik

Petra Grubišića 3, Šibenik, tel. 022/215-046

9. Social Care Center Zadar

Andrije Hebranga 1, Zadar, tel. 023/433-099, 023/433-361

10. Social Care Center Slavonski Brod

Trg pobjede 6/1, Slavonski Brod, tel. 035/445-971

11. Social Care Center Koprivnica

Trg dr. Bardeka 1, Koprivnica, tel. 048/642-247, 048/642-248

12. Social Care Center Bjelovar

Strossmayerova 8, Bjelovar, tel. 043/241-160, 043/241-161

RED CROSS ASSOCIATIONS

1. Zagreb

Ilica 223, tel. 01/3778-236, 01/3770-681,
e-mail: ckz@crvenikriz-zg.hr

2. Split

Viška 2, tel. 021/489-464, 021/489-485

3. Rijeka

Trg Republike Hrvatske 2/II, tel. 051/333-699, 051/335-380

4. Osijek

Preradovićevo šetalište 6, tel. 031/205-488, 031/211-765

5. Karlovac

Smičiklasova 25, tel. 047/422-586, 047/422-587

6. Bjelovar

Matice hrvatske 11, tel. 043/244-806, 043/244-806

7. Dubrovnik

Gruška obala 61, tel. 020/418-811, 020/418-828

8. Đakovo

Kralja Tomislava 16, tel. 031/813-252

9. Koprivnica

Braće Radić 7, tel. 048/642-193

10. Pula

Nobileova 2, tel. 052/543-708

11. Slavonski Brod

Ante Starčevića 13, tel. 035/447-135

12. Šibenik

Eugena Kvaternika 2, tel. 022/219-258

13. Varaždin

Stanka Vraza 8, tel. 042/214-496,
e-mail: ck-varazdin@zg.tel.hr

14. Zadar

Kneza Branimira 4d, tel. 023/211-204

 **POLICE DEPARTMENTS****1. POLICE DEPARTMENT OF ZAGREB**

Matice hrvatske 4, Zagreb, tel. 01/4563-111,
www.pu-zg.mup.hr, e-mail: Pu-zg@mup.hr

2. POLICE DEPARTMENT OF SPLIT AND DALMATIA

Trg Hrvatske bratske zajednice 9, Split, tel. 021/307-111,
e-mail: ncuric@mup.hr

3. PRIMORSKO-GORANSKA POLICE DEPARTMENT

Trg žrtava fašizma 3, Rijeka, tel. 051/433-333

- 4. POLICE DEPARTMENT OF OSIJEK AND BARANJA**
Trg Lavoslava Ružičke 1, Osijek, tel. 031/237-111,
e-mail: srimac@mup.hr

- 5. POLICE DEPARTMENT OF ISTRIA**
Trg Republike 1, Pula, tel. 052/532-111

- 6. POLICE DEPARTMENT OF DUBROVNIK AND NERETVA**
Dr. Ante Starčevića 57, Dubrovnik, tel. 020/443-333

- 7. POLICE DEPARTMENT OF KARLOVAC**
Trg hrvatskih branitelja 6, Karlovac, tel. 047/664-111,
e-mail: tkotic@mup.hr

- 8. POLICE DEPARTMENT OF SISAK AND MOSLAVINA**
Rimska 19, Sisak, tel. 044/560-111

- 9. POLICE DEPARTMENT OF ŠIBENIK AND KNIN**
Velimira Škorpika 5, Šibenik, tel. 022/347-139

- 10. POLICE DEPARTMENT OF VUKOVAR AND SRIJEM**
Glagoljaška 27 b, Vinkovci, tel. 032/342-239

- 11. POLICE DEPARTMENT OF ZADAR**
Andrije Hebranga bb, Zadar, tel. 023/345-111,
e-mail: spoljak@mup.hr

- 12. POLICE DEPARTMENT OF BJELOVAR AND BILOGORA**
Vlahe Paljetka bb, Bjelovar, tel. 043/270-111

13. POLICE DEPARTMENT OF BROD AND POSAVINA

Ivana Mažuranića 7, Slavonski Brod, tel. 035/211-111,
e-mail: fgalic@mup.hr

14. POLICE DEPARTMENT OF KOPRIVNICA AND KRIŽEVCI

Trg Eugena Kumičića 18, Koprivnica, tel. 048/656-411,
e-mail: dmagdic@mup.hr

15. POLICE DEPARTMENT OF KRAPINA AND ZAGORJE

Matije Gupca 53, Zabok, tel. 049/225-111

16. POLICE DEPARTMENT OF LIKA AND SENJ

Park Kolakovac bb, Gospić, tel. 053/675-111

17. POLICE DEPARTMENT OF MEDJIMURJE

Jakova Gotovca 7, Čakovec, tel. 040/373-111

18. POLICE DEPARTMENT OF POŽEGA AND SLAVONIA

Josipa Runjanina 1, Požega, tel. 034/254-111

19. POLICE DEPARTMENT OF VARAŽDIN

Ivana Milčetića 10, Varaždin, tel. 042/372-401,
e-mail: dblazi@mup.hr

20. POLICE DEPARTMENT OF VIROVITICA AND PODRAVINA

Trg J. bana Jelačića 19, Virovitica, tel. 033/741-222


VICTIMS OF HUMAN TRAFFICKING AND THEIR RIGHTS:

It is necessary to emphasize that:

- a victim of human trafficking is not a criminal, but the opposite - a victim of human trafficking is a person running away from the circle of criminals,
- a victim of trafficking in human beings can be a witness in a criminal proceedings,
- safety of a victim in a criminal proceedings is ensured through the provisions of the Witness Protection Act,
- after being identified, a victim of trafficking in humans is entitled to an adjustment period in duration of 90 days in order to settle her/his own reflections,
- immediately upon being identified or upon expiry of the adjustment period of 90 days following victim identification, the victim may request the issuance of a temporary residence permit from the police authorities, which is issued for a period of one year, and may be extended for another year,
- victim's cooperation with judicial, that is, police officials is not the prerequisite for issuance of temporary residence permit to a victim of trafficking in human beings,

- a temporary residence permit shall be issued to a victim of trafficking in human beings even if there is no criminal proceedings in progress against the human traffickers,
- a victim of trafficking in human beings has a right to a safe accommodation in a formal and safe shelter or another adequate kind of a safe accommodation,
- in a safe shelter a victim of trafficking in human beings is entitled to the entire psychological and social, as well as health and legal assistance,
- safe accommodation is monitored by police officers 24 hours a day,
- after reaching an evaluation that a victim is ready to be reintegrated into a regular social life, a victim who is not citizen of the Republic of Croatia shall return to their country of origin,
- the return must be safe and therefore it is organized in cooperation with the competent state authorities of the country of victim's origin and local nongovernmental organizations,
- upon having returned to the country of her/his origin, the victim shall be provided with safety, housing and adequate job or education,
- the return to the country of victim's origin includes the presence of nongovernmental organizations which are competent for providing help and protection to the victim,

- a victim of trafficking in human beings may acquire the citizenship of the Republic of Croatia, provided that he/she fulfils the requirements for acquiring of Croatian citizenship,
- upon recovery of a victim of trafficking in human beings who is citizen of the Republic of Croatia, she/he shall be provided with a safe integration into the social community, and with all other kinds of assistance as well.

 **If you have any knowledge of victims of trafficking in human beings, or if you are such victim, please address yourself to the aforementioned institutions or call the SOS help line for victims of human trafficking No. 0800 77 99.**

In order to protect your rights please read the following:

DIRECTIVE

ON RESIDENCE PERMITS FOR VICTIMS OF HUMAN TRAFFICKING

This Directive regulates the manner in which residence of victims of trafficking in human beings is regulated, as one of the ways of providing assistance and protection within the frames of implementation of the total national strategy for combating human trafficking.

The notion of residence regulation for identified victims of human trafficking in this Directive implicitly includes the permit for temporary residence for foreign citizens and regulating the issue of residence / domicile for citizens of the Republic of Croatia.

In congruence with the adopted national procedure for the identification of victims of human trafficking, the police departments will inform the Crime Directorate in the Ministry's headquarters of the identified victim of trafficking in human beings. The Crime Directorate shall deliver information on the victim to the Directorate for Inspections and Administrative Affairs in the Ministry's headquarters, whose further actions will depend on whether the victim of human trafficking is a foreigner or a citizen of the Republic of Croatia.

VICTIM - A FOREIGN CITIZEN

If the victim of trafficking in human beings has entered the Republic of Croatia in an illegal way or resides there illegally, the police departments have to conduct a preliminary investigation of the facts and circumstances that exclude or diminish offense and/or criminal liability during the victim identification process.

If the victim is a foreign citizen, the Directorate for Inspections and Administrative Affairs will order to the competent police department to grant temporary residence for humanitarian reasons and to issue an identity card for a foreigner. The identity card for foreigners is issued as regulated by the Croatian Aliens Act and the by-laws.

The application for temporary residence permit for humanitarian reasons is submitted by the victim of human trafficking in person accompanied by a representative of the institution providing assistance and protection (e.g. International Organisation for Migration or a nongovernmental organisation), i.e. the Ministry of Health and Social Welfare if the victim is a child or a minor. In any of the instances the application form for the issuance of the temporary residence permit must be signed by the victim of human trafficking or the legal guardian of the child or the minor.

In attachment to the application for the temporary residence permit there must be a photograph, a copy of a valid travel document or other identification document, and an official letter from the legal person providing help and protection to the victim.

In the instances of human trafficking victim who does not have an identification document or if the person's identity is questionable, personal facts (first and last name, etc.) provided by the person are being used in the procedure until the establishment of true facts.

If the age of the identified human trafficking victim can not be established with certainty, and there is a reasonable doubt that the person in question is a child or a minor, the procedure is conducted as though the person is a child or a minor, for special protection of the child or the minor.

Temporary residence for humanitarian reasons will be granted with the expiry date up to one year in congruence with Article 35 of the Aliens Act.

It is to be mentioned that the provisions of Articles 18, 31 and 34 of the Aliens Act apply to this category of foreigners as well. Therefore the application for the issuance of temporary residence permit is to be submitted immediately and no later than 90 days after entry into the Republic of Croatia.

The procedure involving a child or a minor is considered an emergency procedure.

The temporary residence permit is attached to the travel document of the foreigner as an adhesive label, and if the foreigner does not possess a valid travel document, the approval for temporary residence is granted through a formal decision.

An application for the extension of the temporary residence permit is submitted prior to the expiry of the valid temporary residence permit. The procedure regarding the temporary residence extension follows the same procedure as for the original temporary residence permit.

In cases when the foreigner's presence is no longer necessary in the procedure, the police department will issue, with the approval of the Directorate for Inspections and Administrative Affairs, a foreigner's travel document for the person's return to the country of victim's origin. This is used in cases when the victim of human trafficking does not possess a valid travel document,

and the country of the person's citizenship neither has its diplomatic mission, i.e. the consulate in the Republic of Croatia, nor its interests are being represented by another country, i.e. a foreigner's travel document can be issued to another foreigner if there are justifiable reasons thereof. The application for the issuance of a travel document is submitted by the foreigner in person, accompanied by the representative of the institution providing assistance and protection, i.e. the Ministry of Health and Social Welfare if the victim is a child or a minor.

Legal regulations on protection of information are obligatorily applied in all procedures involving the victim of trafficking in human beings, in order to ensure the protection of privacy and identity of human trafficking victims.

The competent police department will inform the Directorate for Inspections and Administrative Affairs without delay of all important facts and circumstances relevant for the status of the victim of human trafficking who is a foreigner, and the Directorate will order an extension or cessation of the status.

VICTIM - A CROATIAN CITIZEN

If the victim of human trafficking is a Croatian citizen, the Directorate for Inspections and Administrative Affairs will order the competent police department to register the person's domicile to a specified address and to issue an identity card, if the person does not possess one.

Administrative fees

In congruence with the Article 7 of the Act on Administrative Fees the person who is proven to be of low-income shall be exempted from the obligation of paying the administrative fee.

WITNESS PROTECTION ACT

1. INTRODUCTION

Article 1

This Act regulates terms and proceedings for providing protection and assistance to threatened persons or related persons, which are exposed to severe threat for their life, health, physical integrity, liberty or property of a larger scale for the reason of testifying in criminal proceedings for criminal offences prescribed in this Act.

The consent of the person under threat is necessary for the placement into the Protection Program.

The application of the measures from this Act regarding threatened minors can not be done without the consent of the parent or guardian. Regarding persons partially or completely deprived of business capacity the consent is given either by the person legally authorised to represent the threatened person or by the guardian.

Article 2

Particular expressions used in this Act have the following meanings:

1. Threatened person is a witness or any other such person whose placement into the Protection Program is justified because of the probable threat to life, health, physical integrity, liberty or property of a larger scale, because of the importance of their knowledge to the criminal procedure.
2. Related person is a member of the common household of the threatened person, as well as any other person he/she designates and demands their placement into the Protection Program.
3. Protectee is a person having entered into the Contract on Placement into the Protection Program.
4. The Protection Unit is a special organisational unit within the Police Directorate of the Ministry of the Interior in charge of conducting the Protection Program.
5. The Protection Program includes measures and activities performed and organised by the Protection Unit and the body competent for the imprisonment system under the Ministry competent for legal matters pursuant to this Act, for the sake of protection of the Protectees.
6. Commission is a body prescribed by this Act, which is authorised to render decisions on placement into and the suspension of the Protection Program, and other activities prescribed by this Act.

Article 3

This Act is applied when the proving that a criminal act has been committed is accompanied by significant difficulties or can not be conducted in any other manner without the testimony of the threatened person as the witness who in consequence of a possible threat would not give free testimony in the criminal procedure regarding the following criminal offences:

1. criminal offences against the Republic of Croatia,
2. criminal offences against the values protected by the international law,
3. criminal offences of organised crime,
4. criminal offences for which an imprisonment sentence in the duration of 5 years or more can be pronounced.

2. COMMISSION

Article 4

The Commission has five members.

The Commission consists of a representative of the Supreme Court of the Republic of Croatia, selected from among the judges of the Supreme Court; a representative of the State Attorney's Office of the Republic of Croatia, selected from among deputies of the General State Attorney; a representative of the Directorate for the Imprisonment System of the Ministry competent for legal affairs, a representative of the Ministry of the Interior - the Police Directorate, and the head of the Protection Unit.

Commission members have deputies.

Commission members and their deputies are appointed and relieved by the head of the body the representative comes from, i.e. representative deputies are appointed and relieved by the a member of the Commission. The head of the Protection Unit is a Commission member according to his function, and his deputy is appointed by the Minister of the Interior upon the proposition of the head of the Protection Unit.

Article 5

The Commission members, the head of the Protection Unit excluded, and their deputies are appointed for a period of five years and can be reappointed.

Exceptionally, after the first selection, after the period of three years, Commission members and their deputies will be appointed anew from among the judges of the Supreme Court and State Attorney's Office.

Article 6

A membership in the Commission ceases in the following occasions:

1. when discontinuing activity in the body from which the member or the deputy member has been appointed,
2. for justifiable reasons upon the request of the member himself or the deputy member,
3. because of the violation of regulations on the Commission activities.

The decision on the cessation of Commission membership is officially rendered by the head of the body who appointed the member or the deputy for reasons given in Paragraph 1 Point 1 of this Article; upon the proposition of a member or a deputy member of the Commission for reasons given in Paragraph 1 Point 2 of this article; and upon the proposition of the Commission for reasons given in Paragraph 1 Point 3 of this Article.

Article 7

The Commission's procedures are managed by its head. The Commission's head is the representative of the Supreme Court of the Republic of Croatia, selected from among the judges of the Supreme Court, and if he/she is prevented from doing so, he/she is substituted by his/her deputy.

The Commission's procedures are confidential.

The Commission renders its operational rules.

Article 8

The Commission renders its decisions in a session.

The Commission can render a decision if there are at least four members or their deputies present at the session.

For rendering a decision on the application or suspension of measures, the consent of four members of the Commission is needed, and for other decisions, the majority of votes.

3. PROTECTION UNIT

Article 9

The Protection Unit implements and organises the Protection Program, implements and organises urgent measures, and performs all other activities related to protection of threatened persons, unless prescribed otherwise by this Act. The Protection Unit is responsible for the enforcement of the Protection Program.

The Protection Unit decides on the type of measures to be implemented, apart from the measure of identity change (Article 17 Paragraph 1 Point 4), and when regarding persons deprived of freedom in agreement with the body competent for the management of the imprisonment system at the Ministry competent for legal affairs.

The bodies of state authority, state bodies, units of regional and local self-government, and other institutions performing public authorities are obligated to assist the Protection Unit, and upon the request of the Protection Unit without any special compensation perform necessary actions in their area of competence for the needs of implementing measures stated in this Act.

Article 10

When the measures stated in the Article 17 Paragraph 1 Points 1 - 4 of this Act can not be conducted in any other way, in performing its activities the Protection Unit can conceal the true identity of its employees, as well as information on the ownership of items which are being used in implementing certain measures.

4. PROCEDURE AND MANNER OF PLACEMENT INTO THE PROTECTION PROGRAM

Article 11

The General State Attorney can, upon the proposal of the competent State Attorney or the person under threat, submit to the Commission the request for the placement of the threatened person into the Protection Program, if a free witness testimony can not otherwise be ensured in the criminal procedure.

If after the end of the period of the Protection Program there is still a need for protection of the Protectee, the General State Attorney will submit to the Commission the request for the extension of the Program.

Article 12

While submitting the request from Article 11 Paragraph 1 of this Act, the General State Attorney will simultaneously inform the Protection Unit in order to conduct urgent measures.

Before conducting urgent measures the executive of the Protection Unit will acquire the written consent of the threatened person.

The executive of the Protection Unit will immediately afterwards inform the head of the Commission and the General State Attorney of the conducted measures.

Article 13

The proposition of the competent State Attorney to the General State Attorney must contain the following:

1. facts about the person being proposed for the placement into the Protection Program,
2. the description of the criminal activity and evaluation of existing evidence,
3. the content of probable testimony with the evaluation of its relevancy for the procedure,
4. the description and evaluation of the threat for the threatened person.

If the threatened person has directly delivered the proposition for submitting the request to the General State Attorney, the General State Attorney will, prior to rendering the decision on the placement into the Protection Program, request the competent State Attorney to deliver the information stated in the Paragraph 1 of this Article.

The request for the extension of the Program must contain information stated in the Paragraph 1 Point 4 of this Article.

Article 14

The judge in the procedure serves the proposition for the placement of the threatened person into the Protection Program to the General State Attorney. Prior to submitting the request to the Commission the General State Attorney will acquire the information stated in the Article 13 Paragraph 1 of this Act.

Article 15

The head of the Commission will immediately and not later than three days upon the receipt of the request, convene the session of the council.

If conducting urgent measures is in progress, they can last until the decision of the Commission on the request is rendered.

Article 16

After considering the proposition the Commission will decide on the placement of the person into the Protection Program and inform the General State Attorney and the Protection Unit about its decision.

If the request has been accepted, the Commission will authorise the Protection Unit to enter into Contract with the threatened person.

5. TYPES OF PROTECTION MEASURES

Article 17

Measures for the protection of threatened persons are:

1. physical and technical protection,
2. relocation,
3. measures of concealing identity and propriety,
4. change of identity.

The Protection Unit decides on application of the type of measures from Paragraph 1, Points 1, 2, 3 of this Article, and the Commission decides on the application of the measure from Paragraph 1 Point 4 of this Article.

In the procedure of providing protection to threatened persons it is possible to apply one or more measures from Paragraph 1 of this Article.

Measures from Paragraph 1 of this Article are organised and implemented solely by the Protection Unit, while regarding persons who are deprived of freedom it is done in cooperation with the Directorate for the Imprisonment System of the Ministry competent for legal affairs.

Article 18

Physical and technical protection from Article 17 Paragraph 1 Point 1 of this Act represents direct providing of protection for the purpose of preventing of threatening the life, health, physical integrity, liberty or property of the threatened person.

Article 19

The relocation of the threatened person from Article 17 Paragraph 1 Point 2 of this Act is a temporary or permanent relocation from the place of domicile or residence of the threatened person to another location determined by the Protection Unit. The relocation is possible on the territory of the Republic of Croatia or outside the territory of the Republic of Croatia in congruence with international contracts.

The measure of relocation regarding threatened persons - detainees and prisoners is applied within the imprisonment system of the Republic of Croatia.

Article 20

The measure of concealing identity comprises the issuance and use of identity documents with temporarily altered personal facts, as well as the issuance and use of documents on the property of the threatened person.

The measures of concealing identity and property do not imply the real change of personal facts and facts about property in appropriate registers.

Article 21

The change of identity from Article 17 Paragraph 1 Point 4 of this Act is the change of a part or all personal facts of the person placed into the Program.

Gaining new identity does not influence the rights and obligations of the status and other rights and obligations of the person placed into the Program.

After the change of identity the access to the original identity is authorised and monitored by the Protection Unit.

In the instances of Articles 20 and 21 of this Act the original documents of the person placed into the Program are archived in the Protection Unit.

Article 22

All contacts of the Protectee regarding his/her rights and obligations regarding his/her status and other rights and obligations are conducted through mediation of the Protection Unit.

Article 23

The measures from Article 17 Paragraph 1 Points 1, 2 and 3 hereof can be applied as urgent measures in terms of Article 12 Paragraph 2 of this Act.

6. APPLICATION OF MEASURES OF CONCEALMENT AND CHANGE OF IDENTITY

Article 24

Without the prior consent of the Protection Unit the person under threat can not use the documents from Article 20 Paragraph 1 hereof while entering into legal business which can influence the third persons.

In cases when the Protection Unit has not given its consent to conclusion of legal business from Paragraph 1 hereof, the threatened person can appoint, with the consent of the Protection Unit, an authorised agent who will enter into such business in his/her true name.

Article 25

If the safety of the threatened person can not be ensured by implementing measures from Article 17, Paragraph 1 Points 1 - 3 hereof, the measure of the identity change can be exceptionally applied with the consent of the Commission.

The change of identity can relate to all personal facts of the threatened person. Personal facts written into new documents of identity must not be the same as the facts of another person.

Upon the expiry of this measure the Protectee will respond to the question of (not) retaining the new identity.

The Protectee can not receive his/her original identity if the identity change has significantly influenced the status of another person (entering into marriage, paternity or maternity etc.).

Article 26

If the measure of identity change has been approved, the Protection Unit will request from the threatened person to fulfil his/her due obligations towards third persons.

If the Protectee does not fulfil his/her obligations stated in Paragraph 1 of this Article, the measures of identity change will not be applied until the obligations are fulfilled.

Upon the request of the Protection Unit and based on the information provided by it, the competent bodies will issue new necessary identity documents for the threatened person within the period of 15 days.

The bodies competent for the issuance of personal documents and record-keeping will at the same time enter a comment into the records that the Protection Unit must be informed of all further inquiries regarding the original identity.

The Protection Unit will keep records on all received and archived documents on original identity of the Protectee.

Article 27

If the bodies competent for the issuance of documents and record-keeping find that the change of facts in the records would be contrary to public interest protection, they will inform the Protection Unit of that, and the Protection Unit will forward the information to the Commission.

Article 28

For the purpose of fulfilling his/her rights and obligations which did not cease after the change of identity, the Protectee can appoint an authorised agent to represent him/her.

If after the change of identity the Protection Unit receives information on the obligation that originated from before, while the Protectee still had his/her original identity and he/she was not aware of the obligation, the Protection Unit will request the Protectee to fulfil such obligation with the mediation of the Protection Unit. If the Protectee can not or does not want to fulfil his/her obligations, the Protection Unit will request that the Commission decides that the measure should be suspended.

Article 29

In case of prosecution for a criminal act committed by the Protectee before the change of identity, the Protection Unit will, at the court's subpoena, ensure the person's accession.

In case of prosecution for a criminal act committed by the Protectee after the change of identity, the Protection Unit will inform the General State Attorney and the Commission.

The Protectee participates in the criminal procedure under his/her original identity for criminal acts committed before his/her placement into the Program.

When the Protectee is summoned as a witness in criminal procedures regarding criminal acts committed before the placement into the Program, the subpoenas will be served with mediation of the Protection Unit, which will enable the Protectee to appear before court.

Article 30

With the consent of the Protection Unit and in congruency with safety directives the Protectee can participate with his/her original personal facts in the official procedure in which the use of original personal facts is unavoidable.

Article 31

The Protection Unit will, with the consent of the Protectee, propose the suspension of the measure of identity change of the Protectee to the Commission, if it determines that the safety of that person can be ensured by applying any other measure described in Article 17 Paragraph 1 Point 1 - 3 hereof, except in the case described in Article 25 Paragraph 4 hereof.

Article 32

At the request of the Protection Unit, administrative bodies and institutions, which keep records on civil status of persons and on facts and keep registers of personal facts, the rights of status and other rights of the citizens, and other records based on which the facts on identity and residence of a person can be determined, will withhold giving these facts to any body or person. If these facts are requested, the competent body or institution will inform the Protection Unit of that without delay.

Facts from Paragraph 1 of this Article can be given only with prior consent of the Protection Unit.

Article 33

The issuance and use of documents used in congruence with this Act for the purpose of implementation of the measures of concealment and change of identity is not a criminal act.

7. PROVIDING ASSISTANCE TO THE PERSON PLACED INTO THE PROGRAM

Article 34

The Protection Unit will provide necessary psychological, sociological and legal assistance to the Protectee.

The Protection Unit will provide economic and social support to such person until he/she becomes independent.

The economic and social support given to the person under threat must not exceed the amount sufficient to cover life expenses and integration into the new living environment.

8. PLACEMENT INTO THE PROGRAM AND THE CONTRACT

Article 35

While carrying out urgent measures the Protection Unit will request the threatened person to fill a questionnaire on personal facts, on his/her property, obligations, circle of related persons as well as on other facts, as to submit to physical examinations.

Article 36

Based on gained information the Protection Unit gives recommendation for placement of the threatened person into the Protection Program, and the proposal for the placement of the related person into the Protection Program, as well as the opinion on the type of measures to be applied, of which it informs the Commission.

Article 37

Based on the authorisation from Article 16 Paragraph 2 of this Act, the executive of the Protection Unit will conclude the Contract with the threatened person and the related person on the implementation of the Protection Program.

The Protection Program commences after the Contract has been concluded.

Article 38

The Contract is concluded in one copy which is then archived in the Protection Unit, and during the course of the Protection Program it is only available to the Commission.

The Contract must contain the following:

1. parties to the Contract,
2. the statement of the threatened person on voluntary placement into the Protection Program, the statement that the facts given in the questionnaire are true, and if the given facts are false, the Contract can be terminated,
3. the following obligations of the threatened person:
 - that he/she will give a full statement in the particularly determined procedure or procedures, which in relevant points is in congruence with the content of the statement that served as the basis for the placement into the Program (Article 13 Paragraph 1 Point 3),
 - that he/she will adhere to the directions of the Protection Unit, which are the precondition for successful realisation of the safety and protection of the threatened person,
 - that for the purpose of protection he/she consents to, without a special decision by the court, conducting of surveillance and technical recording of means of remote communication, to surveillance and technical recording of rooms where he/she is, and to secret following and recording,
 - that after the placement he/she is obliged to achieve financial independence until the expiry of the Contract,
 - that he/she will without delay inform the Protection Unit of all changes in circumstances that influence the achievement of the goal of the Protection Program,

4. the following obligations towards the Protectee:
 - that the protection measures from the Contract will be implemented only with necessary limitations of his/her freedom and rights,
 - that he/she will be provided with necessary psychological, social and legal assistance during the course of the Protection Program,
 - the duration period and the scope of necessary economic assistance,
5. the period of the duration of the Program, as well as the reasons for the termination of the Contract,
6. the clause that the Contract is made in one copy, that it is kept with the Protection Unit, that contractual obligations from the Contract are not subject to either civil or some other court proceedings, the statement of the threatened person that he/she understands the content of the Contract, and that he/she is made aware of mutual rights and obligations.
7. date and signature of the parties.

Article 39

On behalf of minor persons under threat and such persons who are deprived of business capacity, the Contract is entered into by the parent, legally authorised person or guardian.

9. CESSATION AND TERMINATION OF THE PROTECTION PROGRAM

Article 40

The Protection Program ceases:

1. upon expiry of the Contract,
2. by death of the Protectee,
3. if the Protectee, his/her guardian or legal representative waives the protection,
4. if the Commission renders a decision on termination of the Protection Program.

Article 41

At the proposal of the General State Attorney or the Protection Unit the Commission can render a decision on termination of the Protection Program for the Protectee in the following cases:

1. if the conditions justifying the protection no longer exist,
2. if the Protectee does not fulfil contractual obligations related to the criminal procedure, if during the protection period the criminal procedure has been started against the Protectee for committing a criminal act,
3. if the Protectee for no reason does not adhere to the rules of behaviour stated in the Contract or instructions given by the Protection Unit or he/she violates the obligation to inform the Protection Unit and so severely endangers or renders the protection impossible,

4. if the Protectee refuses without justification the possibility of employment provided by the Protection Unit or for no reason refuses to continue another activity for gaining income,
5. if a foreign country demands the cessation of the protection of the Protectee relocated to its territory,
6. if the Protectee gives false information from Article 35 hereof.

10. INTERNATIONAL COOPERATION

Article 42

The international cooperation is achieved on the basis of the adopted rights and obligations from international contracts adopted by the Republic of Croatia.

International contracts can prescribe the relocation of the threatened person outside the territory of the Republic of Croatia or the acceptance at the territory of the Republic of Croatia.

11. RECORDS AND INFORMATION PROTECTION

Article 43

The Protection Unit keeps the following records in implementation of the Protection Program:

1. on personal data of the person placed into the Program, his/her residence and information relating to change of identity and all information arisen during the enforcement of this Act,
2. on data contained in the questionnaire,
3. on concluded contracts,
4. on persons under threat placed into the Program on the basis of international contracts.

Article 44

All information about the activities of the Commission, information from records, and all other information arisen in relation to the enforcement of this Act represent official secret and are marked with the marking for the level of secrecy "Top Secret".

The decision on the termination of the duration of secrecy is rendered by the Commission in congruence with the Article 8 Paragraph 2 hereof.

Information from Article 43 hereof related to the Protectees who have changed their identity are kept permanently in the records of the Protection Unit.

12. FINANCING

Article 45

Funds for the enforcement of this Act are provided in the state budget of the Republic of Croatia.

The Minister of the Interior shall issue the by-laws regarding the use of the funds from Paragraph 1 of this Article.

Article 46

The Commission members and their deputies are entitled to special compensation for their work in the Commission determined in Decree issued by the Government of the Republic of Croatia.

13. TRANSITIONAL AND FINAL PROVISIONS

Article 47

The Minister of the Interior shall, within 30 days as of the day of days as of the day this Act's entering into force, issue the Decision on the foundation of the Protection Unit and appoint the executive of the Protection Unit, and conduct necessary changes in the regulations on the internal order.

The Minister of the Interior shall, within 45 days as of the day this Act's entering into force issue the by-laws regarding the manner of the Protection Program implementation and the by-laws regarding the use of the funds from Article 45 hereof.

Article 48

The Minister competent for legal affairs shall issue within 45 days as of the day this Act's entering into force the by-laws regulating the manner of the Protection Program implementation within the imprisonment system.

Article 49

The competent Ministry is obligated to issue the implementation rules in terms of the Article 26 Paragraph 3 and 4 hereof within 45 days as of the day this Act's entering into force.

Article 50

The Commission must be constituted within 45 days as of the day this Act's entering into force, and the Commission is obliged to issue its Operational Rules within the further 30 days.

Article 51

This Act shall enter into force on January 01, 2004.

Class: 740-02/03-01/01

Zagreb, October 01, 2003.

● PROTOCOL

ON IDENTIFICATION OF, ASSISTANCE AND PROTECTION TO VICTIMS OF HUMAN TRAFFICKING

1. IDENTIFICATION OF VICTIMS

The identification of victims of human trafficking can be conducted by following bodies:

- the Ministry of the Interior,
- the Ministry competent for social welfare affairs,
- nongovernmental organisations and the International Organisation for Migration (IOM),
- other international organisations.

After a person has been identified by the aforementioned institutions as a victim of trafficking in human beings, these institutions are obliged to inform the Ministry of the Interior and the national coordinator for the suppression of human trafficking of the conducted identification.

2. ASSISTANCE TO VICTIMS AND PROTECTION OF VICTIMS

After the victim has been identified by the relevant institution, the victim of human trafficking is taken over at the place of the identification by representatives of the Ministry competent for social welfare affairs, representatives of nongovernmental organisations or representatives of the International Organisation for Migration (IOM). After the victim has been taken over by the

institution, the institution will provide a comprehensive program of assistance and protection for the victim. If the victim of human trafficking is a minor or a child, the care for the victim is always taken over by the Ministry competent for social welfare affairs. All representatives of the said institutions who provide assistance and protection to the victim must have special training for providing such help and protection. When being interviewed by the employees of the mentioned institutions, the victim must be informed about all foreseen activities related to the program for assistance and protection, which has been designed on the basis of the National Program for the Suppression of Trafficking in Persons 2005 - 2008. The program of providing assistance and protection to victims of human trafficking comprises safe accommodation, psychological, social, medical and legal assistance. The victim must be informed about the right to regulate the status of temporary residence in the Republic of Croatia and of all the conditions necessary to regulate the status of temporary residence in the Republic of Croatia. All institutions directly providing the program of help and protection have to inform the Ministry of the Interior instantly if the victim refuses the offered program of help and protection. The procedure of help and protection requires urgency and secrecy. In order to satisfy the requirement for urgency of the procedure, the aforementioned authorised bodies in charge of providing assistance and protection to victims have designated a contact person available by telephone for 24 hours a day. The victim's transportation to the safe accommodation shall be organised by the Ministry competent for social welfare, the International Organisation for Migration (IOM) or nongovernmental institutions. The safe accommodation provides the victim with all necessary assistance and protection - psychological, social, medical, legal

that will be provided based on a previously designed individual program of assistance and protection, issued by the Ministry competent for social welfare in cooperation with the competent nongovernmental organisation.

3. SAFE ACCOMMODATION

On the territory of the Republic of Croatia there is an official safe shelter for victims of trafficking in human beings. The official shelter is constituted in line with the latest international standards. The Ministry competent for social welfare has to enter into a cooperation contract with the non-governmental organisation conducting the shelter and providing assistance and protection to the victim. For the sake of safety of the persons in the shelter the competent police department will perform, if necessary, intensified police patrolling in the area surrounding the shelter. Experts especially trained for providing assistance and protection to victims of human trafficking must be included in the activities of the shelter. If the victim does not want to be accommodated in the official shelter, the accommodation will be provided in an alternative safe shelter. In the alternative safe shelter the victim will receive the same help and protection as provided in the official shelter.

4. PLANNING OF ASSISTANCE AND RETURN OF FOREIGN CITIZENS - VICTIMS OF HUMAN TRAFFICKING.

For the sake of safe return of a foreign citizen - the victim of human trafficking it is necessary to establish contact with families, competent bodies of state administration, international organisations in the country of origin, in order to enable the victim to return safely to the country of origin and in order to provide all necessary assistance and protection to the victim in the country of origin. The return of the human trafficking victim can be made possible only if the competent body decides that the terms for the safe return have been met. If the victim of human trafficking does not possess necessary personal documentation, the institution authorised for providing help and protection has to participate in the procedure of issuing the document, i.e. travel document. In these affairs the institutions authorised for providing assistance and protection (the Ministry competent for social welfare, nongovernmental organisations, the International Organisation for Migration) cooperate, if necessary, with other authorised bodies and ministries. It is necessary to provide the safe return to the country of origin including a security escort for the victim of human trafficking when deemed necessary. After the arrival of the victim to the country of origin it is necessary to establish whether the victim has successfully arrived and how he/she has been taken care of.

5. PROVIDING PROTECTION AND ASSISTANCE TO THE VICTIMS OF HUMAN TRAFFICKING, CITIZENS OF THE REPUBLIC OF CROATIA

The victim of human trafficking, a Croatian citizen, should be provided with accommodation in the safe shelter or any other alternative safe accommodation, if the person does not have a place to stay or does not want to return to the family. If the victim of human trafficking does not have a regulated domicile at specified address, the Ministry of the Interior of the Republic of Croatia will regulate the person's domicile and issue the identity card. In the procedure of submitting the application for the issuance of the identity card and the regulation of the domicile the victim of human trafficking will be accompanied by representatives of the aforementioned institutions authorised for rendering assistance and protection to victims. If the victim is accommodated in the safe shelter, the victim will be able to, if and when needed, visit the institutions of the safe accommodation in order to receive daily, weekly or monthly psychological and social help, healthcare services or legal assistance. In congruence to the activities foreseen in mentioned specially designed individualized programs, the victims of human trafficking will be made able to integrate into the society, and these activities include attending courses, attending a correspondence course for adults and employment assistance.