



RECIPE 2015 CROATIA WORKSHOP EVALUATION REPORT

A. Introduction

A joint workshop by the project partners and Croatian and foreign experts in the field of critical infrastructures (CI), was held on 15 October 2015, in Zagreb, the Republic of Croatia. The aforementioned activity within the RECIPE 2015 project is marked under Task ID “C”, Task Title “Exchange of Experiences and Best Practices”, Action C.1.

The workshop was attended by the following participants:

Representatives of the project coordinator – the National Protection and Rescue Directorate (NPRD): Robert Mikac; Maja Matijaš Filipović; Ivana Cesarec; Igor Cvitanić; Marijana Berket; Andreja Zrilić.

On behalf of project partners: **University of Applied Sciences Velika Gorica:** Ivan Toth; Alen Stranjik; Ivan Nađ; Nenad Petrović; Marko Toth. **University of Belgrade, Faculty of Security Studies:** Zoran Keković; Želimir Kešetović; Vladimir Ninković; Ivica Đorđević. **Swedish Civil Contingencies Agency:** Anna Rinne; Therese Wikström.

Experts from EU member countries: Hannu Hernesniemi; Katri Liekkilä (National Emergency Supply Agency), Finland; Marc van der Velde (Ministry of Security and Justice), the Kingdom of the Netherlands; Bognár Balázs (National Directorate General for Disaster Management), Hungary; Denis Čaleta (Institute for Corporative Security Studies), Slovenia; Alessandro Lazari, Joint Research Centre, European Commission.

Participants from Croatia: Dražen Ljubić and Zvonimir Grubišić (Information System Security Bureau); Sandro Šegedin (Ministry of the Interior) - security critical infrastructure coordinator; Damir Matejčić (Ministry of Agriculture) - security critical infrastructure coordinator; Zdenko Adelsberger, (Bluefield d.o.o.) – project consultant; Mladen Ružman (HEP d.d.); Boris Čavrak – expert in the field of energetics.

The project-based aim of the workshop was to discuss Croatian national standpoints formed at the national panel discussion in order to fill certain voids in the critical infrastructure system through the exchange of experience and good practices presented by the foreign experts. Special attention was to be paid to the current state and development of the critical infrastructure protection system of the Kingdom of Sweden.

The expected results of the workshop were: “best practices shared”, “recommendations provided”, “awareness on more efficient solutions raised”.

The discussion was mainly focused on three main project aims:

1. Public-private partnerships in the field of critical infrastructure protection,
2. Establishment of mechanisms for exchange of sensitive information/data among participants in the critical infrastructure protection system,



3. Establishment of preconditions for development of the national Centre for critical infrastructures.

B. Analysis of the existing situation in the Republic of Croatia

During 2013, the Republic of Croatia enacted the Critical Infrastructures Act, Ordinance on methodology for critical infrastructure operation risk analysis and Decision on determination of eleven (11) sectors from which central government administration bodies identify national critical infrastructures and critical infrastructure sector ranking lists.

Community acquis contained in the Council Directive 2008/114/EC of 8 December 2008 on the identification and designation of European critical infrastructures and the assessment of the need to improve their protection has been transposed into the legislation of the Republic of Croatia through the Critical Infrastructures Act.

The aforementioned Act regulates rights, authority and obligation of the Government of the Republic of Croatia, the National Protection and Rescue Directorate as the system coordinator and the central state administration bodies, as well as authority, rights and obligations of owners and managers of critical infrastructures in identification, determination and protection of national critical infrastructures and ensuring their continuous operation. The need to protect them against all types of threats, ranging from natural and anthropogenic disasters to threats of terrorist activities is particularly defined. The Ordinance on methodology for critical infrastructure operation risk analysis defines risk analysis procedures, determines cross-sectoral benchmarks (defined by the Act), risk identification method, defines criteria for assessment of criticality, defines threat analysis and scenario development procedures, prescribes measures and criteria for identification of vulnerabilities and determines risk calculation methods.

The Act also stipulates that central government administration bodies appoint a security critical infrastructure coordinator and his deputy for each critical infrastructure sector in its purview, while owners/managers of critical infrastructures are required to appoint a security critical infrastructure coordinator who is responsible, in the course of critical infrastructure protection, for communication in security matters between the owner/manager and the competent central government administration body.

Despite existence of a legislative framework, critical infrastructures in the Republic of Croatia are not identified at the moment and the need to protect them and ensure their continuous preventive operation as well as operation in emergencies has not been assessed, even though the deadlines given in the Act passed. Therefore, the critical infrastructure protection and management system in the Republic of Croatia is in an initial stage of its development.



Key questions and areas which needed to be discussed during the workshop related to the following: Insight into the normative framework of countries from which foreign experts came and can the present normative framework of the Republic of Croatia successfully meet the current challenges in the critical infrastructure protection and strengthening of their resilience? What are the experiences in implementation and effectiveness of solutions that include the identification and determination of critical infrastructures at the local, regional and national level, compared to Croatian legislature which prescribes the identification and determination of critical infrastructures solely at the national level?

C. National standpoints of the Republic of Croatia – cross-section

C.1. Public-private partnerships in the field of strengthening of resilience and critical infrastructure protection

The objective of the project in this area is to establish a platform for public-private partnership which shall provide logic and principles for the following areas of interest: cooperation concept, projects, security and improvements to the normative framework.

Based on the conclusions in the National standpoints, the public-private partnership imposes itself as one of significant principles of the strengthening of resilience and protection of critical infrastructures. Accordingly, to achieve the most effective application of benefits of such interaction between the public and private sector, the following considerations need to be applied:

1. Considering the significance of critical infrastructures for the national and public security and for the stability and functioning of the state, it is necessary to broaden the existing legislative (normative) framework in the area of public-private partnership, namely:
 - The area of critical infrastructures should be a part of the Public-Private Partnership Act, and public-private partnership should be a part of the Act on Critical Infrastructures;
 - The procedure of submission and approval of public private projects, including small value public private partnerships, should be adapted in the area of critical infrastructures.
 - Competent government administration bodies having sectoral competence for individual critical infrastructures should be included in monitoring and supervision of public private partnership projects.
2. State administration body competent for coordination of critical infrastructures risk management activities, in cooperation with government administration bodies having competence in sectors of the critical infrastructures and owners/managers of the critical infrastructures, develops a plan and proposal of public-private partners projects



whose objective is to increase resilience/security of those critical infrastructures, following the prioritisation of the critical infrastructures.

3. When planning public-private partnership projects whose objective is to increase resilience and protect critical infrastructures, the possibility to use European structural and investment funds should be taken into consideration, especially in the part pertaining to public-private partnerships.

Key questions to which we wanted answers were: How to establish the mentioned partnership in the observed countries? Is the framework of the mentioned formal or informal? Having in mind that the private sector is primarily profit-oriented, in what way does the public sector suggest areas of cooperation and in which areas?

C.2. Establishment of mechanisms for exchange of sensitive information/data among participants in the critical infrastructure protection system

Handling of sensitive information on national and European critical infrastructures is performed in accordance with special regulations in the field of information security and international treaties. However, it has been determined in practice that the existing regulations are not enforced completely. It is therefore necessary to undertake additional activities in order to increase efficacy and security in exchange of information related to critical infrastructures.

Mutual cooperation of all stakeholders of the critical infrastructure protection, their communication systems and systems of exchanging sensitive information, as well as general availability of information on critical infrastructure, are all important segments of the integrated critical infrastructure management system.

In the course of its activities carried out to date, the RECIPE project has recognised the following needs:

- a) Development of the joint data and information transmission system to establish a more efficient coordination and cooperation in all government bodies and institutions;
- b) Development of the national critical infrastructures database;
- c) Establishment of a web GIS browser on the critical infrastructures.

Based on the aforementioned, the conclusions of the national standpoints are that it is necessary for the following to be performed:

1. Implementation of the Information Security Management System for all owners and operators of critical infrastructures.



2. In order to establish the efficient information management in the area of critical infrastructures management and harmonisation of procedures for the exchange of that information among stakeholders, it is necessary to develop a model of efficient information management in the area of critical infrastructures management.
3. Establishment of a cross-sectoral working group of representatives of central state administration bodies and other stakeholders in the critical infrastructures protection and risk management system is proposed for the purpose of development of the model referred to in Point 2.
4. Security critical infrastructure coordinators and advisors for information security of central state administration bodies and legal persons should propose determination of the lowest degree of confidentiality which shall ensure protection of interests which might be compromised by unauthorised disclosure of that data/information (Article 12 of the Act on Information Security) to the owner of the data/information.
5. The security coordinators and advisors for information security of competent central state administration bodies should propose amendments to the ordinance on protection of data confidentiality and develop criteria for determination of degrees of confidentiality for data within the scope of critical infrastructures in accordance with Article 10 of the Act on Information Security.
6. The conceptual communication system model and a model ensuring availability of information should be developed while taking into consideration all needs recognised in the course of the project.

Key questions in this part, relevant to the enhancement of the system in the Republic of Croatia, referred to: Which information/data is necessary to be marked with levels of sensitivity in the exchange among the shareholders of the critical infrastructure system? Which technical and IT solutions are applied in countries that workshop participants come from? How can the willingness of the representatives of private sector in the exchange of sensitive information be ensured? What benefits does the public sector offer or can offer to the private sector for the purpose of building and developing mutual relations and trust in this process?

C.3. Establishment of preconditions for development of the national Centre for critical infrastructures

In the summary of this section, the authors have decided to emphasise the need to develop a conceptual model of comprehensive protection and management of critical infrastructures in the Republic of Croatia whose central point will be the National Centre for Critical Infrastructures. The project needs to define prerequisites for establishment and development of the Centre and provide fundamental principles for the following areas of interest:



improvements to the normative framework, improvement of the existing and development of new methodologies and development of measures for identification of criticality classes and application of necessary protection measures.

The panel discussions showed that there are several possible models of establishing the stated Centre in the Republic of Croatia, for instance:

- National Centre for Critical Infrastructures as an organisational unit in the NPRD,
- National Centre for Critical Infrastructures as an organisational unit in another central state administration body,
- National Centre for Critical Infrastructures organised within services and offices of the Government of the Republic of Croatia,
- National Centre for Critical Infrastructures as an independent state administration body.

Within the RECIPE project, it was recognised that the Centre for Critical Infrastructures should be tasked with the following:

- a) Gathering, analysis and exchange of information among shareholders of the critical infrastructure risk management/protection – in this sense the Centre would be the central point for coordinating the network of security critical infrastructure coordinators in central state administration bodies and for coordinating critical infrastructure operators.
- b) Proposing and drafting regulations in the area of critical infrastructure protection.
- c) Supervising and directing identification and development of sectoral critical infrastructures risk analyses
- d) Supervising and directing the course of development of risk analyses and security plans and plans for business continuity of owners/managers of critical infrastructures (operators) in cooperation with the state government administration bodies
- e) Organising education and exercises in the area of critical infrastructure protection, in cooperation with other shareholders in critical infrastructure protection.
- f) Establishing and functioning of a central point for planning, preparedness and responses in emergencies in the area of critical infrastructure protection.
- g) Coordinating and monitoring public-private partnerships projects in the area of critical infrastructure protection.
- h) Establishing and functioning of the contact point for European critical infrastructure.

In this section the following conclusions are determined, which the project partners from the Republic of Croatia need to elaborate further and search for solutions which can be implemented:

1. Propose multiple alternatives of the model of organisation of the national Centre for critical infrastructures while taking into account examples of good practice from



countries which have highly developed awareness on the need for critical infrastructure protection and significantly developed systems for its protection, and perform a multi-criterion analysis of advantages and shortcomings of the proposed models.

2. Identify any existing omissions in the normative framework documents, consider efficacy of the foreseen system in respect of duration of individual processes, consult registered and potential owners of critical infrastructures in order to determine their views of issues regarding implementation of the system as well as develop a model which shall allow sectoral ministries to determine a structure and required number of critical infrastructure protection personnel.
3. Suggest necessary improvements to the existing risk analysis development methodology and the conceptual model of the risk management methodology.
4. Develop a concept of the model for determination of sectoral benchmarks and a concept of a model of a modular education in the area of critical infrastructure protection.

Key questions significant for the further development of the model of the National Centre for Critical Infrastructures are: What is the recommended minimum of the functionality of the Centre? Even though we are aware of the differences between countries, what are the recommendations for the organisational placement of the Centre within the structure of the state administration? Should the establishing of the Centre be approached in phases or should we seek a single solution?

D. Discussion on the main project aims based on the presentations of foreign experts conducted

D.1. Normative framework in strengthening of resilience and protection of critical infrastructures - discussion

All workshop participants agreed on the necessity for the clear normative framework which will support the effective cooperation, exchange of information and protection of critical infrastructures by all shareholders of the system. It was noted that certain countries such as the Republic of Slovenia and the Kingdom of the Netherlands do not have an Act on Critical Infrastructures, but they have certain critical infrastructure sectors, identified and designated critical infrastructures, with the properly organised system of their protection. The example of the Republic of Italy shows that they do not have a clearly defined national normative framework for determining national critical infrastructures, but – on the other hand – they have legal provisions which envisage the identification, determination and protection of European critical infrastructures.



The need has already been recognised for the Republic of Croatia, and the discussions during the project and the workshop have confirmed, that the normative framework needs to be further developed and the development of the national strategy in the area of critical infrastructures and the corresponding action plan or national plan for the strengthening of resilience and protection of critical infrastructures needs to be considered.

The project has already in this phase of implementation enabled the Croatian representatives to gain new insights, best practices, and the course of development of the critical infrastructure area outside of Croatia. Certain important notions such as public-private partnerships in the critical infrastructure protection and the area of national IT critical infrastructures incorporated in the newly adopted strategic documents relating to national security – National Strategy for the Prevention and Suppression of Terrorism (Official Gazette, 108/15) and National Cyber Security Strategy and Action Plan for the Implementation of the National Cyber Security Strategy (Official Gazette, 108/15). Both documents were adopted in the beginning of October 2015, incorporating knowledge and experience gained also during the RECIPE project.

Although the Republic of Croatia is successfully building the strategic and normative framework in the area of critical infrastructures, the challenge of implementing the stipulated provisions in practice has been recognised. Therefore, the added value of the RECIPE project is that it enabled the exchange of opinions among experts in the area - how and in what way can certain challenges be overcome, how to restart activities that stopped and how to additionally encourage those activities that are in progress. During the joint workshop in Belgrade and in Zagreb, representatives of the Republic of Croatia heard and received more information about a variety of practical solutions, some of which will definitely be built in the system of strengthening the security and resilience of critical infrastructure.

For establishing a normative framework, it is important to consider the space and time context, the mission and vision of each country, serving as a basis for setting up organisational implementation models. As the presentations of all foreign experts started with the overview and aims of public and national security systems and continued towards to project goals, it is necessary to emphasize certain sections of the presentations by the representatives of the Kingdom of Sweden (project partner) and pay special attention to the overview of the development of the critical infrastructure protection system in the Kingdom of Sweden.

The Swedish emergency preparedness system is based on the principle of duty and responsibility of everyone for their activities and the need for mutual cooperation in order to minimise vulnerabilities and increase capacities for action during emergencies. The area of



our interest, based on the overview of the situation in the Kingdom of Sweden, has proven to be narrower, in relation to the situation which is in Sweden considered more broadly and more comprehensively than in the Republic of Croatia and in most other countries of workshop participants. Accepting such an approach represents added value within the project. Their area of interest and activity is based on protecting vital social functions and critical infrastructure, where multiple factors (development of national and international public policies, development and application of information and communication technologies, economic development, development of science and technologies, security issues, population and demographic issues and challenges, climate changes, globalisation, privatisation, efficiency, timeliness etc.) are taken into account when considering challenges. Such a broad picture and consideration of the areas of interest is most definitely wider than the current discourse in the Republic of Croatia and will serve as a signpost, indicating the direction that needs to be taken in the future, once the conditions are met.

The observed system is based on three strategic principles: System approach, All-hazards approach, Observation before, during, and after the occurrence of emergencies and disasters. The system has certain sectors and subsectors of vital social functions which need to be protected, so the prioritisation of sectors has been determined. This is the area in which the Republic of Croatia in the continuation of cooperation during the project can gain valuable experience and implement them in the medium term in its own critical infrastructure protection system.

The workshop proceeded to present and explain the relationship among the social sector, vital social functions and critical infrastructures. The aforementioned presents a good and logically well set up system of conceptual and organisational units. During the workshop, it sparked great interest of all participants, which is exactly the added value of the RECIPE project – exchange of experiences and best practices, not only among project partners, but also among all interested experts, countries and European Union as a whole.

The action plan in the stated area contains the time component for the implementation of key programme processes which need to be realised by 2020. The two main processes are: “Measures for knowledge enhancement” and “Activities for the implementation of systematic safety”. Both processes have sub-processes or pillars in the implementation. “Measures for knowledge enhancement” contains: “Grounds and regulations”; “Research”; “Training/education”; “Exercises”. “Activities for the implementation of systematic safety” contains: “Sector plans”; “Experience feedback”; “Robust procurements”; “Components of a systematic safety work”; “Criteria for national critical infrastructure”. The stated structure is the result of the long-term successful work of the critical infrastructure experts in the Kingdom of Sweden and presents a very interesting model for the Republic of Croatia. Given the time available during the workshop, certain pillars were discussed to a larger extent (such as “Training/education”; “Exercises”; “Experience feedback”; “Criteria for national critical



infrastructure”) and the continuation of cooperation in the exchange of knowledge and experience in this area was agreed.

The final segment of the presentations by the representatives of the Kingdom of Sweden related to the identification of vital social functions through risk and vulnerability analysis and to the presentation of a case study involving the “Styrel” company, responsible for the “management of electricity”. The stated segment also aroused great interest of all participants of the workshop and provided guidelines on how to continue developing the system of strengthening of resilience and protection of critical infrastructures in the Republic of Croatia.

D.2. Public-private partnerships in the field of strengthening of resilience and critical infrastructure protection - discussion

Swedish experience in cooperation within public-private partnership is good, but with certain challenges on both sides. Croatian representatives are particularly interested in the aforementioned and will devote special attention to this during the planned visit to the Kingdom of Sweden. In Finland, there are more than two thousand prioritised companies in the system. Considering the fact that there are around a thousand experts on critical infrastructures, the Finnish concept is based on the “seven sectors and pull system”. The section relating to the developed model of financing activities for the needs of the critical infrastructure protection system was particularly important. The Kingdom of the Netherlands does not have the Act on Critical Infrastructures, but they function very successfully even without it. They have been determined 13 sectors in which it is possible to identify and determine national critical infrastructures, and they have prescribed the quantification of criteria for determining critical infrastructures. This is something that project partners from the Kingdom of Sweden and the Republic of Croatia, who work on the aforementioned, have yet to do. The Dutch experience is ultimately very significant to all project partners. Despite the nonexistence of the Act on Critical Infrastructures, the cooperation among the shareholders of the system is very good and is carried out on the principle “networks and trust” (basic principle is “win-win situation”). Hungary has ten critical infrastructure sectors, half of which have been analysed. Within them, a little over a hundred facilities, networks or systems which represent the national critical infrastructure have been identified and designated.

During the presentations of the experiences of European countries, the successful French model of public-private partnership in the area of strengthening of resilience and critical infrastructure protection was mentioned, as well as the activities of the European Commission which are carried out in the stated area.

For the basis for the development and attracting the private sector as an interested partner in this area, it is recommended that the cooperation be built on the platform of “Business



continuity planning”, because the key question from the position of the private sector is: what is the direct benefit from the partnership for them. Several very concrete suggestions were given about the direction that the public sector should take in order to stimulate the interest of the private sector for the joint cooperation, such as: provision of knowledge, experience and guidance; explanations of and enhancements of elements of the information system and risk and threat warning system; advising on standardisation and best equipment according to information available to the public sector from the cooperation with other countries, international organisations and particularly with the EU institutions; opening of various networks and possibilities to the private sector; enabling the perception of vulnerability and resilience to risks and threats in space, through standardised questionnaires to private companies; and offers for joint education, trainings and exercises.

D.3. Establishment of mechanisms for exchange of sensitive information/data among participants in the critical infrastructure protection system - discussion

The discussion was very dynamic and productive. Many different opinions were stated, some of which will be very important for further development of this area in the Republic of Croatia. The questions were raised whether there is a need in the Republic of Croatia to establish an information network for the exchange of sensitive information among shareholders of the system due to a series of facts which are not immediately apparent when thinking about something like that, such as: accreditation of such network, the issues of industrial security, the manners in which information circulate among all shareholders etc. These questions are important particularly because there are countries which, despite the existence of the information networks, still use the official letter mail exchange system. In this part it was noted that a country like the Republic of Croatia which starts the setting up of all functionalities of the system should first consider the format of the information that they want shared, paying less attention to the confidentiality levels of these information. It was also noted that the ISO international standards in the area of the exchange of sensitive information are currently being developed globally, and it is necessary to consider how much of that can be applied in each country. During the discussion, opinions were expressed that the protection of sensitive information, significant for the issues of public and national security, is mostly addressed. On the other hand, the need to protect business information, in which the business sector is particularly interested, is not emphasised enough. Within this context, it was pointed out that the Republic of Hungary owns special software for the exchange of sensitive information among all shareholders of the system.

D.4. Establishment of preconditions for development of the national Centre for critical infrastructures - discussion



Representative from the Republic of Hungary presented the functioning of the National centre for critical infrastructures and invited project partners to visit the Centre in Budapest, in order to be able to provide a better insight into Hungarian solutions and the direction their system is taking. Project partners thanked the representative for the invitation and will accept it, primarily because such cooperation presents added value of this project.

Workshop participants exchanged their views on the best location for the National centre for critical infrastructures.

E. Workshop conclusion and recommendations for the Republic of Croatia

All significant changes require time, and this is also true for the establishment and development of the functional system for strengthening of resilience and critical infrastructure protection in the Republic of Croatia. The RECIPE project has already, at this stage, proven to be very significant for the efforts made in the Republic of Croatia and confirmed that the Republic of Croatia is on the right track and should continue on it.

Workshops that took place in Zagreb and in Belgrade confirmed the facts that the main aims of the project (Public-private partnerships in the field of critical infrastructure protection; Establishment of mechanisms for exchange of sensitive information/data among participants in the critical infrastructure protection system; Establishment of preconditions for development of the national Centre for critical infrastructures) are interrelated and complementary areas which cannot be viewed or developed separately, but need to be considered and worked on using a holistic approach. The aforementioned will be the course that the Republic of Croatia will continue to take.

In this phase of the project it is visible that the normative framework of the Republic of Croatia does not suffice for considering and dealing with all challenges that are present / yet to come. In this respect, the presentations and discussions during the workshop fully met the expected results from the “Grant Agreement of the RECIPE project” in particular: “best practices shared”, “recommendations provided”, “awareness on more efficient solutions raised”. The amendments, further development and harmonisation of the normative framework are on-going tasks of the holder of the authority and responsibility within the system, rendering the experience gained at the workshop very important.

It also needs to be noted that, because of the contacts, cooperation and joint activities of the project partners and invited foreign experts, representatives of the Republic of Croatia received additional confirmation of the validity of the current drafts and proposals in the area of quantifying criteria for identifying national critical infrastructures, as well as for identifying the first national critical infrastructures. The stated activities will be implemented over the course of the RECIPE project, which we already at this stage consider to be of great assistance for the Republic of Croatia, and a success.



With regards to the public-private partnerships in the field of strengthening of resilience and critical infrastructure protection, it was concluded that the representatives of the Republic of Croatia will try to strengthen the legal provisions of the critical infrastructure area in the Public-Private Partnership Act, as well as the public-private partnership in the Act on Critical Infrastructures. As far as the establishment of cooperation between public and private sector is concerned, it was suggested to take the direction of establishing a platform based on which all interested shareholders could take part, working on the “win-win” principle. Taking into account that the development and notions of social relations in south-eastern Europe are somewhat different from the similar societal norms in Sweden, the Netherlands and Finland, a pragmatic attitude was suggested in that the public sector, when establishing cooperation with the private sector in the area of critical infrastructures, should open, or offer, certain “benefits” with the aim of finding common interests of cooperation.

In the part that dealt with the exchange of sensitive information, the attitude was adopted to investigate the possibility of using “HITRONet” communication network, which serves to connect different public law bodies through common computer-communication infrastructure. “HITRONet” is a multi-user and multi-service communication network of the Croatian Government. The need to develop new protocols for the exchange of sensitive information was mentioned as the next step. Even though it was deemed that the Republic of Croatia has enough experts and knowledge for such a task, the international experience acquired through the RECIPE project will be very significant for the comparison of quality of national and international solutions. All participants supported the further use of international standards and their increased integration in the solutions that the Republic of Croatia will need in the future.

With regard to the national Centre for critical infrastructures, out of four suggested organisational approaches in the National standpoints of the Republic of Croatia, two were deemed as the most appropriate ones during the workshop: Centre as a body of the Government of the Republic of Croatia, and the Centre as an organisational unit within the NPRD. Both proposals will be elaborated in more detail in order to serve as foundation for the development of models and their comparison in the Feasibility study which is an important part of the RECIPE project. Workshop participants confirmed the earlier stands stated in the National standpoints about the duties that the Centre should be tasked with and agreed with the view that the Centre needs to be established and developed in phases and that the functionality comes before placement.

In conclusion, the workshop in Zagreb fulfilled all its goals and justified the participants’ expectations. All participants gained new knowledge, saw best practice and successful solutions in other countries, shared experience on different problems in the implementation of



certain parts and in so doing gained valuable insight into which challenges require specific attention.

Croatian project representatives from the National Protection and Rescue Directorate and the University of Applied Sciences Velika Gorica deem the workshop highly successful.

Based on the “Grant Agreement RECIPE 2015” under Task ID “C”, Task Title “Exchange of experience and best practice”, Action C.1., Project coordinator, the National Protection and Rescue Directorate, is responsible for writing the “Workshop Evaluation Report” from the joint workshop which took place in the Republic of Croatia.

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