Zagreb is the capital of the Republic of Croatia:
  • State and regional administrative center,
  • industrial and transportation center,
  • cultural center.

Zagreb is also the Croatian health center:
  • Sveti Duh General Hospital,
  • ER,
  • 7 specialized polyclinics and
  • 13 medical centers.

In terms of population in the Republic of Croatia there are:
  • 1.238 inhabitants/km² – 792.875 inhabitants/641km²
Critical infrastructure includes:

- **systems,**
- **networks,**
- and **facilities of national importance** whose termination action or termination of a supply of goods or services can have a serious impact on
- **national security,**
- human health and life,
- property and the environment,
- safety and economic stability,
- and continuous operation power.

Special interest and concern, both **nationally** and **internationally.** Different approaches to the function of **identification, determination** and **protection.**

The public and private sector protect critical infrastructure.
Critical Infrastructure of the City of Zagreb

- 2886 km of underground gas network
- 2 spherical liquefied gas tanks of 1000 m³ each
- 2 cylindrical tanks of 100 m³ each
- 90 gas stations
- 20 tanks of oil and petroleum products
- Transport of more than 150,000 t of hazardous substances per year
- 300 traffic light intersections
- 2 airports
- 62 km of railway
- The City of Zagreb has developed chemical and pharmaceutical industries, and in its manufacturing process uses hazardous substances, so the city of Zagreb is a large number of legal entities that have the different types of hazardous substances (ammonia, chlorine, hydrochloric acid, petroleum products, etc.).
- The closest nuclear power plant located in Slovenia Krško 10.6 km from the state border and Pakš in Hungary (74.1 km) from the border.
City of Zagreb
Emergency Management Office

- The first Office of its kind in Croatia
- **Founded:** April, 2008.
- **Scope:**
  - protection and rescue, defense, civil protection;
  - fire protection and other natural disasters;
  - coordination and commanding of Task Force;
  - cooperation with relevant institutions in developing protection and rescue system - liaison officers;
  - dealing with the consequences of terrorist attacks,
  - information security.
- **Natural Hazards:** Earthquakes, Torrential waters and landslides – Medvednica, Flooding River Sava
- **Technical and technological disasters:** Traffic accidents, Nuclear and radiological accidents, Epidemiological and sanitary hazards, Acts of war and terrorism
Best practice examples

Office as part of its regular work intensively work and public relations.

At each visit on the site during interventions the Office promptly provides information to the media.

Information has three main features:
- speed
- precision and
- consistence

Besides through the media, we have established a direct communication with citizens.

In accordance with the best international practices of citizen education and the Office will continue to practice and in the future.
Best practice examples

Public education campaign - flyers

FLOOD, FIRE, TOXIC WASTE SPILL, EARTHQUAKE

DANGEROUS CHEMICALS

FIRE

RADIATION PROTECTION

EARTHQUAKE
Best practice examples

Flyer „Earthquake” – Working surface & tent settlements
Best practice examples

- All emergency services in case that all standard communication links „drop down” will be able to continue their work, assistance and care of citizens by connecting them with a satellite link!!!

- We have connected 35 locations in City of Zagreb: fire stations, hospital centers, City Holding, Public Health Institute „Dr. Andrija Štampar”, Hospital for infectious diseases „Dr. Fran Mihaljević”, etc.
Best practice examples

RECEPTION OF MIGRANTS
ZAGREB FAIR LAYOUT LOCATION
OF RECEPTION PAVILIONS
SITUATION – PAVILION 1 AND 5
• Migrants arrived to the West ZG Fair entrance by bus, where they were forwarded for further procedure of food acquirement and medical aid as necessary.

• Transportation of 2,500 mattresses (that were donated) for pavilion No. 1 and 5 was performed with Public fire-brigade, ZG Holding and private companies vehicles.

• Plastic tanks for drinking water were set up in front of the pavilion, and they were previously disinfected by the Institute of Public Health.

• Food was provided by the Red Cross.
Best practice examples

**CIVIL PROTECTION UNIT FOR URBAN RESCUE (USAR - URBAN SEARCH AND RESCUE)**
- 13 MIDDLE CATEGORY TEAMS, EACH WITH 30 MEMBERS AND 3 SEARCH DOGS

**UNIT FOR PROTECTION AND RESCUE FROM THE WATER**
- 1 TEAM WITH 3 GROUPS, TOTAL 36 MEMBERS

**UNIT FOR LOGISTICS**
- 2 TEAMS, EACH WITH 4 GROUPS, TOTAL 99 MEMBERS

**SPECIAL UNIT FOR RNBK PROTECTION**
Best practice examples

Surveillance cameras:

- spill area monitoring, use of satellite technologies, monitoring of emergency and evacuation routes, visual insight into the state of pollution, centralized management and video surveillance of roads, priority transit to emergency services in crisis, etc.
- 354 cameras on 118 locations
Best practice examples

Ban Jelačić Square  obstacles
Best practice examples

Advent in Zagreb 2018
Location – European Square

LEGEND:
Concrete Barriers type "New Jersey"
Best practice examples
THANK YOU FOR YOUR ATTENTION!

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