

Member State application to host the EU Customs Authority (EUCA)

Fields marked with * are mandatory.

☒ I have read the [information on processing and protection of your personal data \(EU Survey\)](#).

Privacy statement

[privacy statement EU Survey EUCA.pdf](#)

Applicant Member State

* Member State

- | | | | |
|---|------------------------------------|--|-------------------------------------|
| <input type="radio"/> AT - Austria | <input type="radio"/> EE - Estonia | <input type="radio"/> IT - Italy | <input type="radio"/> PT - Portugal |
| <input type="radio"/> BE - Belgium | <input type="radio"/> FI - Finland | <input type="radio"/> LV - Latvia | <input type="radio"/> RO - Romania |
| <input type="radio"/> BG - Bulgaria | <input type="radio"/> FR - France | <input type="radio"/> LT - Lithuania | <input type="radio"/> SK - Slovakia |
| <input checked="" type="radio"/> HR - Croatia | <input type="radio"/> DE - Germany | <input type="radio"/> LU - Luxembourg | <input type="radio"/> SI - Slovenia |
| <input type="radio"/> CY - Cyprus | <input type="radio"/> EL - Greece | <input type="radio"/> MT - Malta | <input type="radio"/> ES - Spain |
| <input type="radio"/> CZ - Czechia | <input type="radio"/> HU - Hungary | <input type="radio"/> NL - Netherlands | <input type="radio"/> SE - Sweden |
| <input type="radio"/> DK - Denmark | <input type="radio"/> IE - Ireland | <input type="radio"/> PL - Poland | |

* Main contact person in charge

[REDACTED]

* Email

[REDACTED]

* Backup person in charge

[REDACTED]

* Email



'When selecting the location, the co-legislators have agreed that they will ensure that, given the nature of EUCA, the location enables the Authority to fully execute its tasks and powers, to recruit highly qualified and specialised staff and to offer adequate training opportunities.'

Description

2000 character(s) maximum

Zagreb, capital of the Republic of Croatia, is a perfect location for the EUCA to execute its tasks, attract specialised staff and ensure high-quality training opportunities. As Croatia's main administrative, academic and technological centre, Zagreb provides immediate access to a skilled labour pool and a fully EU-aligned institutional environment. The relocation of officials from other Member States can be supported through multilingual services covering housing, moving assistance, registrations, childcare and schooling.

The designated SEECEL facility will accommodate all required offices, meeting and conference spaces. The building meets modern security, ICT and A+ energy-efficiency standards, ensuring full operational readiness. The location provides quick access to the renovated Advanced Training Centre Bregana, 15 km away, proposed as an EUCAB Centre of Excellence, offering specialised training for inspections of vehicles, electric vehicles, trucks, buses, containers and aircraft, K 9 training centre and polygon, as well as accommodation for 30 trainees and trainers. Real time training performance include all didactical items (all type of vehicles, also containers, vessels and aircrafts) and detection equipment already present on the location.

The facility is operational, enabling EUCA staff to begin work immediately after the 2026 headquarters agreement. Zagreb is located near the EU's longest external land border, with international airports and seaports within two hours. Zagreb's position at 10th EU corridor, so-called Balkan route, places EUCA at the heart of key EU customs risk profiles.

All EU capitals are reachable within three hours, most via direct flights.

Zagreb offers exceptional quality of life, strong healthcare, diverse international education options and safest urban environment in Europe. Croatia also provides one of the most cost-efficient hosting environments in the EU, ensuring long-term savings for the EU budget.

CRITERION 1

'The date on which EUCA can become operational on site after the entry into force of the Regulation'

Building 1

Availability of the premises

Should there be more premises proposed, please see at the end of the survey.

1) Address of the proposed premises (Building 1)

Radoslava Cimermana 88, 10 000 Zagreb, Croatia

2) General description of the proposed premises

2500 character(s) maximum

The SEECEL building is a multifunctional detached complex situated on a 13.054 m² state-owned plot and designed for administrative, educational and accommodation purposes. It consists of five units: the Office Section, the Knowledge Exchange Center, the Accommodation and Catering Unit, the Service Unit and the Garage. The building has five above-ground levels and a basement housing the garage and technical areas. The ground floor includes the main entrance, restaurant, cafeteria and multifunctional congress and meeting facilities. Levels 2–5 contain offices, meeting rooms, technical control units, archives and open-plan workspaces, including former accommodation units now converted into offices.

The complex has a gross area of 17.369,78 m², with 12.240,60 m² of usable space above and below ground. The building footprint is 4.630 m², complemented by 8.424 m² of outdoor space and 157 parking spaces, including designated bicycle parking. An Innovation Park surrounds the building, providing outdoor areas for recreation and social use.

Offices are located on the 2nd to 5th floors, totalling 1.012,80 m², with an additional 1.349,57 m² of open space suitable for office conversion. The 5th floor contains 45 former accommodation rooms with sanitary units, now functioning as office areas and offering additional flexibility. The facility can accommodate 275 persons without refitting, with capacity for 75 more after customization. The ground floor includes nine meeting, training and conference rooms, including a 678-seat conference hall divisible into two sections with 16 interpretation booths and eight additional multimodal rooms equipped for videoconferencing. Most conference rooms can be adapted into office space if needed.

The building is connected to standard utility networks and uses a deep-well water system with heat pumps for heating and cooling. Autonomous solar and wind power systems ensure continuity of essential operations during outages. Constructed to EU institutional standards, the complex ensures high structural and safety compliance. The large plot also enables future on-site expansion, allowing construction of additional office, training or technical space as required.

3) Timeline of the availability of the premises (before fit-out and necessary adaptation works)

1000 character(s) maximum

Date or estimated period.

The premises are already available for the EUCA. The building, completed in 2019 and fully operational since 2021, is Government owned and managed by the Ministry of Economy.

The Zagreb University Rectorate temporarily occupies part of the premises due to damage sustained during the 2020 earthquake, but only a limited section is in use. Administrative relocation procedures are prepared and can be executed immediately after the Headquarters Agreement is signed.

Most of the office space will therefore be available at once, with full availability foreseen by the third quarter of 2026. No structural works are required, ensuring immediate preparatory access.

4) Estimated time needed for fit-out and adaptation works (expressed in months)

Please introduce only numbers.

Organisation of the premises

The size of the EUCA's premises should be at least 6.000 m² gross floor area above ground. The Commission proposal provided for a EUCA staff of 250 Full Time Equivalents. The final number of staff will depend on the outcome of the negotiations and may increase.

1) Total surface of the premises (expressed in m²)

Please introduce only numbers.

2) Staff capacity (expressed in maximum number of staff)

Please introduce only numbers.

3) Availability of a dedicated meeting room for the executive board (10-15 seats)

- ☒ Yes
☐ No

4) Availability of a dedicated Management Board room in the secure zone (60-70 seats + at least 30-40 seats in the back)

with a total surface of 240-280 sqm

- ☒ Yes
☐ No

5) Availability of 'secure room'

for treating classified information

- ☒ Yes
☐ No

5.1) Description of the security features of the 'secure room' (size and security measures applied)

1000 character(s) maximum

The facility includes a 56.55 m² Secure Room compliant with Croatian and EU rules for handling classified information. Additional rooms can be configured if required. Key features:

- Location: within a controlled, secure perimeter with monitored entry/exit.
- Surveillance: full CCTV coverage of the perimeter.
- Access Control: electronic access system allowing entry only to authorised and certified staff.
- Visitor Policy: visitors prohibited unless expressly approved in writing by the competent authority.
- Personnel Monitoring: strict control of all persons entering, remaining in, or leaving the secure area.
- Equipment Restriction: personal technical devices are not allowed.
- EM Protection: shielding against unwanted electromagnetic emissions.

6) Availability of a medium-sized room (30-35 seats)

- ☒ Yes
- ☐ No

7) Availability of multiple small-sized rooms (10-15 seats)

- ☒ Yes
- ☐ No

7.1) If yes, how many?

11

8) Availability of state-of-the-art meeting and videoconference facilities in the meeting rooms

- ☒ Yes, in all of them
- ☐ Yes, in some of them
- ☐ No, in none of them

9) Availability of a lounge area for lunch and/or dinner catering

- ☒ Yes
- ☐ No

Specific technical requirements for Data Hub, data analysis, risk management and crisis management activities

10) Availability of a dedicated, secured and restricted area for 'data management' task (for at least 115 staff)

- ☒ Yes

☐ No

11) Availability of a 24/7 crisis response cell (situation room with capacity for 30 persons)

☒ Yes

☐ No

12) Availability of at least two (and ideally three) operational facilities (secure and isolated operational rooms)

☒ Yes

☐ No

12.1) If yes, how many operational analysis facilities are there?

☐ Two

☐ Three

☒ More

13) Availability of a call centre, incident management and service desk facilities in the secured and restricted area

☒ Yes

☐ No

14) Description of the availability and capacity of EU sovereign and highly available telecommunications and networking infrastructure with operational redundancy.

5000 character(s) maximum

The availability and capacity of EU sovereign and highly available telecommunications and networking infrastructure with operational redundancy depends, amongst others, on the **site resiliency, performance, site proximity to Optical Fiber Highways, and Internet presence.**

- Indicators for site resiliency are: support multiple fiber entry routes, physical route diversity to enhance operational resilience, access to a broad ecosystem of Tier 1 & 2 carriers or local internet service providers, and power supply backup.
- Indicators for performance are: low-latency connectivity to major cloud providers and high-capacity and scalable bandwidth.
- Indicators for site proximity to Optical Fiber Highways are: proximity to major regional and international optical fiber routes and the support of high-capacity and scalable bandwidth.
- Indicators for internet presence is the location near an Internet Exchange Point.

The telecommunications and networking infrastructure is fully located and operated within Croatia, with one data centre 20 km away, and back up centre located in Zagreb ensuring sovereignty, availability and redundancy consistent with EU regulatory and security standards. All telecommunication services and infrastructure comply with GDPR, NIS2, the EU Cybersecurity Act and relevant EU critical-infrastructure protection requirements. Its design emphasizes resiliency, performance, proximity to EU optical corridors and strong internet presence. Croatia's strategic position on pan-European fiber routes enables low latency links to major EU hubs.

1. Site Resiliency

Each data center offers dual, physically diverse optical entry routes (DTK Entry 1 and 2), allowing leasing of one or more dark fibers within DTK channels to the internal telecommunication room (EF-A). Customers can connect active equipment via dedicated passive fibers without colocating active devices. Redundant power capacity includes dual UPS and generator backup. The proposed facility can also ensure dual diverse optical routes and redundant power. Carrier-neutral design allows full operational independence.

2. Performance

The infrastructure supports low-latency, high-bandwidth services (>10 Gbps up to 100 Gbps depending on provider). On-demand data link services between operators and customers are available. Connections can be built using Cat5e UTP, OS2 single-mode fiber with LC/LC connectors, or OM3 multimode fiber. All links use structured cabling (panels and MTP cassettes) and provide scalable throughput. The design ensures flexibility, minimal latency and efficient intra-data-center communication. The proposed facility supports identical high-bandwidth performance.

3. Proximity to Optical Fiber Highways

Data Centres in Zagreb and Jastrebarsko, together with the proposed facility, are located near major regional and national optical fiber routes, allowing direct interconnection with scalable backbone networks. The dual-fiber entry system supports Tier-1 and Tier-2 carriers and local ISPs, ensuring optimized routing. Data centres are already connected to EU CCN/CCN2 secure networks. The existing integration with EU CCN/CCN2 enables immediate interoperability with TAXUD systems.

4. Internet Presence

The infrastructure benefits from proximity to national and regional IXPs, reducing latency and improving routing efficiency. Depending on the carrier, global upstream providers are available (Telekom Deutschland GmbH, Lumen Technologies Germany GmbH, Arelion, Cogent, Hurricane Electric, Telecom Italia Sparkle). Depending on the provider, direct peering is possible with cloud operators, while maintaining EU-sovereign routing boundaries.

5. Operational Redundancy and Sovereignty

Redundancy is achieved through dual fiber routes, redundant power systems, carrier-neutral connectivity, continuous monitoring and proactive maintenance. All infrastructure, management and operations are performed exclusively within EU territory, ensuring full sovereignty and compliance with European legal frameworks. The infrastructure is fully compatible with upcoming EU sovereign cloud frameworks. Altogether, the environment provides EUCA with a fully sovereign, highly available and operationally redundant infrastructure that meets and exceeds EU requirements.

15) Description of the available cloud-based data storage network solutions.

1000 character(s) maximum

The data storage infrastructure is based on a highly available Software Defined Storage (SDS) platform replicated between two geographically separated data centers. The solution supports standard access protocols including NFS, SMB, S3, and GPFS, ensuring compatibility with a wide range of applications and workloads.

The architecture provides full redundancy, data protection, and scalability. Tiering is supported for efficient data placement across performance and capacity layers, while archival storage is available through tape-based tier archives in both data centers, ensuring long-term data preservation and compliance with retention requirements.

16) Internal archives capacity of the premises

- ☒ Yes
☐ No

16.1) Archives volume (expressed in m³)

Please introduce only numbers.

17) Number of parking spaces (inside and outside) - available for EUCA

Please introduce only numbers.

18) Number of bike parking spaces (inside and outside) - available for EUCA

19) Possibilities for extension of office space in its original premises or the nearby area

- ☒ Yes
☐ No

19.1) Surface for possible extensions (expressed in m²)

Please introduce only numbers.

20) Are the premises EMAS verified?

The EU Eco-Management and Audit Scheme ([EMAS](#)) is a premium management instrument developed by the European Commission for companies and other organisations to evaluate, report, and improve their environmental performance.

- ☐ Yes

☒ No

21) Description of the premises' sustainability. If not EMAS certified, description of additional national/international sustainability certifications.

1000 character(s) maximum

Although not EMAS-certified, the premises demonstrate high sustainability performance supported by national certification. The building holds an A+ energy efficiency rating for heating demand and an A rating for primary energy use. Following the installation of on-site renewable energy systems (solar and wind), 69% of the energy for technical systems and 50% for thermo-technical systems is generated from renewables. The facility incorporates modern insulation standards, energy-efficient HVAC systems, water-saving fixtures and regulated waste-management practices.

The building's technical design, operational model and renewable-energy integration meet the prerequisites for EMAS registration and align with international sustainability frameworks, ensuring long-term environmental performance. Its design and operational parameters meet key EMAS environmental-management principles, and Croatia is ready to initiate an EMAS verification procedure if required.

22) Description of the general compliance with the [**Manual of Standard Building Specifications**](#) of the premises including for environmental, security and safety standards as well as for accessibility standards for people with disabilities

2000 character(s) maximum

The SEECCEL building demonstrates high compliance with the Manual (MSBS) and provides a modern, resilient and secure environment suitable for an EU agency. Constructed in 2019, it fulfils EU and national standards in sustainability, structural safety, ICT protection and accessibility.

1. Environmental Standards

The building holds A+ and A energy-performance ratings and includes efficient HVAC systems, strong insulation, LED lighting and smart energy controls. On-site solar and wind systems supply a significant share of the building's total energy demand. Water, waste and ventilation systems comply with EU environmental rules. The design meets prerequisites for EMAS registration and aligns with international sustainability frameworks.

2. Security and ICT Protection

A Secure Room compliant with EU and national rules for classified information is integrated into the facility. Security systems include CCTV surveillance, electronic access control, intrusion detection, electromagnetic protection and controlled zones. Redundant telecommunications routes and secure ICT rooms with structured cabling, climate control and UPS/generator-supported continuity follow EU institutional standards.

3. Safety and Operational Resilience

The facility incorporates certified fire compartments, smoke extraction, emergency lighting, marked evacuation routes and dual power supply with generator backup. Structural systems comply with Croatian and EU safety codes, including post-earthquake resilience requirements relevant for Zagreb.

4. Accessibility

The building is fully accessible for persons with disabilities, with step-free access, lifts serving all floors, adapted sanitary units, compliant corridor widths and tactile and visual signage to support safe and inclusive movement.

Overall, the SEECCEL building meets the general requirements of the MSBS and provides a modern, sustainable, secure and fully accessible environment suitable for hosting the EUCA.

23) Description of the digital security and connectivity features with regard to physical and digital infrastructure, in particular those allowing EUCA to comply with relevant cybersecurity standards and legislation and for all core facilities to implement certified protocols for end-to-end encryption of data, enforce access controls and deploy advanced systems for continuous issue detection, timely reporting and effective response.

3000 character(s) maximum

The proposed digital and physical infrastructure fully meets the requirements set out in the call, ensuring EUCA's ability to comply with EU cybersecurity legislation, implement certified end-to-end encryption protocols, enforce strict access controls and maintain continuous monitoring, detection and rapid incident response. The environment is designed and operated in line with European cybersecurity frameworks, guaranteeing secure connectivity, data integrity and operational resilience.

Data Centres and digital-security infrastructure include the following key capabilities:

1. 24/7 Security Operations Centre (SOC):

Continuous monitoring of all systems, events and threat vectors, enabling real-time detection, triage and response. SOC operations follow EU best practices and are integrated with automated alerting and escalation chains.

2. Advanced cybersecurity toolsets:

Deployment of enterprise-grade systems including CTI (Cyber Threat Intelligence), SOAR (Security Orchestration, Automation and Response), PAM (Privileged Access Management), NDR (Network Detection and Response), endpoint protection, threat-intelligence feeds and structured incident-response workflows. These tools ensure full visibility over network activity, automated correlation, coordinated response actions and containment of security events.

3. Internationally certified infrastructure:

Data centres are fully aligned with and certified according to ISO 27001:2022 (information-security management) and ISO 22301 (business-continuity management), ensuring structured risk management, resilient operations, secure digital processes and documented disaster-recovery capabilities.

4. EU regulatory compliance:

All systems and operations comply with GDPR, NIS2 Directive, the EU Cybersecurity Act, and relevant national legislation. Data processing, storage and routing remain entirely within EU jurisdiction, supporting EU digital sovereignty and providing full regulatory assurance.

5. Encryption and access control:

The environment supports certified end-to-end encryption, secure VPN/IPsec connectivity, hardware-based cryptographic modules (HSM-ready), multi-factor authentication (MFA), centralised identity management and role-based access control (RBAC), ensuring strict enforcement of least-privilege principles.

6. Continuous issue detection and response:

Integrated monitoring platforms provide anomaly detection, behavioural analysis, log correlation, and automated alerting. Incident-response ensure timely reporting, containment, eradication and recovery, in line with EU-level security and reporting obligations.

Overall, the proposed infrastructure delivers a highly secure, EU-sovereign and fully compliant digital environment enabling EUCA to meet and exceed all cybersecurity, connectivity and operational-resilience requirements set out in the call.

24) Other

3000 character(s) maximum

For any other relevant information related to criterion 1.

The overall security environment of the Republic of Croatia represents a significant added value for hosting the EUCA. Croatia consistently ranks among the safest EU Member States, combining high public safety, institutional stability and a reliable rule-of-law system. This ensures a secure environment not only for EUCA operations but also for its staff and their families.

Croatia maintains one of the lowest rates of violent crime in the EU and enjoys a high level of public trust in police and civil protection authorities. Over the past two years, the national security situation has remained highly favourable: in the first six months of 2025 no terrorist, extremist or radicalised incidents were recorded, and the overall crime rate decreased while maintaining a resolution rate of around 70%. Even during the summer tourist season, when Croatia hosts over 20 million visitors annually, public order and safety remain stable, demonstrating strong operational resilience.

International indicators continuously place Croatia among the most secure countries in Europe, characterised by low levels of violence, minimal terrorism risk and high institutional reliability. According to Europol's TE-SAT 2025 report, Croatia belongs to the category of EU Member States with "minimal security risk". Croatia is also the only EU country with direct access to the US Terrorist Screening Center database, providing an additional layer of protection not available to other candidates.

In the field of cyber resilience, Croatia operates a National Cyber Resilience Centre, is fully aligned with the EU Cybersecurity Act and maintains active cooperation with ENISA and relevant EU CSIRT networks. The combination of low cyber-threat exposure and high digital readiness ensures a reliable and sovereign digital environment for EUCA operations.

As the guardian of the EU's longest external land border, Croatia has advanced operational, surveillance and information-exchange mechanisms fully aligned with EU standards.

Taken together, Croatia's exceptionally favourable physical, societal and cyber-security profile provides a uniquely safe, predictable and stable environment for the future EUCA, representing a competitive advantage compared to other candidate locations.

Financial terms

1) Description of the financial terms

2000 character(s) maximum

The SEECEL building is owned by the Croatian Government and managed by the Ministry of Economy, allowing the premises to be offered to the EUCA fully cost and rent-free. Although the market rental value of the building is estimated at approximately €35,000 per month, Croatia commits to providing the premises free of charge for the full initial period of 9 years, with a contractual review clause enabling the same conditions to be extended beyond the initial term.

Maintenance costs, based on the operational data from the last four years, amount to approximately €30,000 per month. Croatia commits to covering these full maintenance costs for the same 9-year period. The building is already fully functional and capable of hosting EUCA without any delay. Any additional fit-out costs required to meet specific EUCA operational needs will be fully financed by the Croatian Administration and implemented in close coordination with EUCA technical specifications.

Croatia is also prepared to finance future upgrades or extensions of the facility, subject to the concrete needs expressed by the Agency. These arrangements would be formalised through amendments to the Headquarters Agreement, ensuring financial clarity and predictability.

The premises are offered with a 20-year lease, with the possibility of extension under the same favourable conditions. Terms related to early termination can remain open for negotiation, ensuring full contractual flexibility for the Agency.

This financial package ensures that EUCA can operate in a purpose-built, fully equipped facility with minimal direct costs, providing long-term EU budgetary savings and a stable, risk-free hosting environment.

2) Monthly rental cost (expressed in EUR)

Please introduce only numbers.

3) Does the applicant Member State intend to cover the rent?

- ☒ Yes
- ☐ No

3.1) Will the applicant Member State cover the rent?

- ☒ Indefinitely
- ☐ For a given period of time

4) Monthly maintenance costs (expressed in EUR/m²)

Please introduce only numbers.

5) Does the applicant Member State intend to cover the maintenance costs?

- ☒ Yes

☐ No

5.1) Will the applicant Member State cover the maintenance costs?

☒ Indefinitely

☐ For a given period of time

6) Fit-out costs (expressed in EUR/m²)

Please introduce only numbers.

130

7) Does the applicant Member State intend to cover the fit-out costs?

☒ Yes

☐ No

8) Does the applicant Member State intend to cover the cost of future upgrade and extension?

Please provide more information in the following question on the financial conditions of future upgrades and extensions.

☒ Yes

☐ No

☐ Depends

8.1) Financial conditions of future upgrades and extensions

1500 character(s) maximum

Headquarters Agreement would be amended accordingly, depending on the concrete needs determined by EUCA.

Croatia will cover future upgrades and extensions led by the same principle explained in the financial offer, like covering fit-out costs.

9) Duration of the lease (expressed in years)

Please introduce only numbers.

20

10) Financial conditions of termination before the end of the lease

1000 character(s) maximum

Financial conditions of an early termination of the lease would remain open for negotiations, with the possibility for the lease to be extended after the initial 20-year period under the same principles as those established in the main agreement. Any early termination would require a prior written notice of three years from either party.

The specific financial obligations arising from an early termination would be determined through a bilateral agreement and formalised as an amendment (annex) to the Headquarters Agreement no later than one year before the effective termination date. This approach ensures that all relevant financial, operational and technical parameters are assessed based on the actual state of the premises and the Agency's needs at the relevant time.

11) Other

1000 character(s) maximum

For any other relevant information related to this topic.

The SEECCEL land parcel offers additional strategic advantages relevant to EUCA's long-term operational capacity. The building is situated on a large, state-owned parcel with sufficient free surface area to enable future expansion directly on the same site, allowing the construction of additional office, training or technical space if required. This option ensures that EUCA can scale its activities without relocating or fragmenting its infrastructure.

Any future extension would be fully coordinated with the Agency.

CRITERION 2

'Accessibility of the location'

Public transportation

1) Description of the access to air and rail transport linking the location with European capitals

2000 character(s) maximum

The proposed EUCA seat has excellent access to international air transport and to national and international rail connections. Zagreb Airport, 16 km away, is directly connected to the location via a dedicated shuttle bus operating from the city's main bus terminal, with the EUCA building as the second stop. The shuttle runs every 30 minutes from 05:00 to 23:00 and reaches the airport in around 15 minutes, ensuring fast and predictable access.

Zagreb Airport offers direct flights to more than 60 destinations in Europe and beyond, operated by around 20 international airlines, including Aegean Airlines, Air France, Austrian Airlines, British Airways, Croatia Airlines, KLM, LOT, Lufthansa, Qatar Airways, Ryanair, Turkish Airlines and others. Through these carriers, all major European capitals are reachable either by direct or efficient one-stop connections.

Access to the main railway station is equally efficient. Five frequent public bus lines operate between the railway terminal and the Novi Zagreb area, with a combined frequency of about every 5 minutes and a travel time of approximately 10 minutes. These bus lines are easily reached via the tram stop located directly in front of the proposed EUCA building. Trams operate every 10 minutes and provide a 5-minute ride to the connecting bus stop, ensuring smooth multimodal access.

Zagreb's integrated public transport system enables seamless transfers between tram, bus, airport shuttle and rail services. The city's main railway station ensures reliable connections to Ljubljana, Vienna, Budapest, Munich and other major European destinations, offering EUCA staff and visitors a well-structured, fast and predictable travel network.

2) Availability and types of public transport connections **from the closest international airport to the premises**

between 1 and 4 choices

- ☐ Train
- ☐ Metro
- ☐ Tram
- ☒ Bus

Frequency of **bus** connections (expressed in minutes)

30

Duration of **bus** connections (expressed in minutes)

15

3) Availability and types of public transport connections **from the closest international/national train station or other transport hub to the premises**

between 1 and 4 choices

- ☐ Local train
- ☐ Metro

☒ Tram

☒ Bus

Frequency of **tram** connections (expressed in minutes)

10

Duration of **tram** connections (expressed in minutes)

30

Frequency of **bus** connections (expressed in minutes)

5

Duration of **bus** connections (expressed in minutes)

7

4) Other

1500 character(s) maximum

For any other relevant information related to this topic.

Accommodation facilities in the vicinity of the premises (within 3km)

1) Number of 3 star hotels in the vicinity of the premises

Please introduce only numbers.

33

2) Number of 4 star hotels in the vicinity of the premises

Please introduce only numbers.

7

3) Number of 5 star hotels in the vicinity of the premises

Please introduce only numbers.

5

4) Description of available facilities for events and conferences outside EUCA premises

1000 character(s) maximum

Zagreb offers extensive conference and event infrastructure with three major congress centres and numerous additional venues across the city. Combined capacities across these large centres exceed 25,000 seats, enabling the organisation of high-level conferences, workshops and large institutional events outside EUCA premises. In addition to the main congress centres, many hotels provide fully equipped meeting and ballroom facilities of various sizes, supporting both small-scale and large-scale events.

The city's diversified portfolio of professional venues ensures that EUCA can easily host international conferences, expert meetings and multi-day events requiring significant seating capacity, technical equipment and logistical support

5) Other

500 character(s) maximum

For any other relevant information related to this topic.

Apart from the three large congress centres and hotel-based conference spaces, Zagreb provides extensive accommodation capacity with over 45 categorized three-, four- and five-star hotels and a rapidly growing short-term rental market. A new purpose-built Congress Centre, the largest and most technologically advanced in Croatia, is under construction in the immediate vicinity of the EUCA building, featuring a 2,500-seat main hall, a 600-seat hall and six modular halls of 150 seats each.

CRITERION 3

'Existence of adequate education facilities for the children of EUCA's staff'

1) Number of nurseries

Please introduce only numbers.

65

2) Language options offered by the nurseries

- | | | | |
|---|--|---|-------------------------------------|
| <input type="checkbox"/> Bulgarian | <input type="checkbox"/> Estonian | <input type="checkbox"/> Irish | <input type="checkbox"/> Portuguese |
| <input type="checkbox"/> Croatian | <input type="checkbox"/> Finnish | <input checked="" type="checkbox"/> Italian | <input type="checkbox"/> Romanian |
| <input type="checkbox"/> Czech | <input checked="" type="checkbox"/> French | <input type="checkbox"/> Latvian | <input type="checkbox"/> Slovak |
| <input type="checkbox"/> Danish | <input checked="" type="checkbox"/> German | <input type="checkbox"/> Lithuanian | <input type="checkbox"/> Slovenian |
| <input type="checkbox"/> Dutch | <input type="checkbox"/> Greek | <input type="checkbox"/> Maltese | <input type="checkbox"/> Spanish |
| <input checked="" type="checkbox"/> English | <input type="checkbox"/> Hungarian | <input type="checkbox"/> Polish | <input type="checkbox"/> Swedish |

3) Additional information concerning nurseries (names, location, capacity, language options offered, etc.)

2000 character(s) maximum

In Zagreb, several kindergartens offer early language education and bilingual programs:

1. The British International School of Zagreb (BISZ) has a preschool program
Dedići 102, 10 000 Zagreb, <https://www.kreativan-razvoj.hr> - English
2. The American International School of Zagreb has Pre-K and Kindergarten Curriculum
Ul. Damira Tomljanovića Gavrana 3, 10 000 Zagreb, <https://www.aisz.hr> - English
3. French Alliance Kindergarten Zagreb
Ante Kovačića 4, 10 000 Zagreb, <https://zagreb.alliance-francaise.hr> - French
4. Kindergarten Tree of Knowledge, TLT enables children to study exclusively in English, Lovćenska 38, 10 000 Zagreb, <https://tltkindergarten.com/hr> - English
5. DISZ – Deutsche Internationale Schule Zagreb has an international kindergarten in German, Fratrovac 36, 10 000 Zagreb, <https://deutscheschule.hr> - German
6. Kindergarten Horizons
Kraljevečki ogranak 14, 10 000 Zagreb, <https://kindergarten.hr> - English

The kindergartens listed are private kindergartens. However, in the City of Zagreb and in public kindergartens, there are early learning programs in English, German, French and Italian.

4.1) Availability and number of multilingual, European-oriented schooling (including European, European accredited and international schools)

2000 character(s) maximum

The process of establishing an accredited European school in Zagreb has been initiated and it is expected that the European school will be opened in school year 2028/2029.

The accredited school will offer minimum of English, French and German section, or any other EU language sections depending of the interest for those. Apart from that, Zagreb already offers nine schools (detailed in 4.3) which implement international curricula.

4.2) Language options offered by the European, European accredited and international schools

- | | | | |
|------------------------------------|--|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Bulgarian | <input type="checkbox"/> Estonian | <input type="checkbox"/> Irish | <input type="checkbox"/> Portuguese |
| <input type="checkbox"/> Croatian | <input type="checkbox"/> Finnish | <input type="checkbox"/> Italian | <input type="checkbox"/> Romanian |
| <input type="checkbox"/> Czech | <input checked="" type="checkbox"/> French | <input type="checkbox"/> Latvian | <input type="checkbox"/> Slovak |
| <input type="checkbox"/> Danish | <input checked="" type="checkbox"/> German | <input type="checkbox"/> Lithuanian | <input type="checkbox"/> Slovenian |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

☒ Dutch
 ☐ Greek
 ☐ Maltese
 ☐ Spanish
☒ English
 ☐ Hungarian
 ☐ Polish
 ☐ Swedish

4.3) Additional information concerning European, European accredited and international schools (names, location, capacity, language options offered, etc.)

5000 character(s) maximum

International schools in Zagreb:

Primary schools:

- MATIJA GUBEC INTERNATIONAL SCHOOL, Davorina Bazjanca 2, 10 000 Zagreb

Capacity: 149 students

PROGRAMME: International Baccalaureate

Language offered: English

- PRIMARY SCHOOL KREATIVAN RAZVOJ, Dedići 102, 10 000 Zagreb

Capacity: 200 students

Language offered: English

Primary and secondary schools:

- DEUTSCHE INTERNATIONALE SCHULE IN ZAGREB, Radoslava Cimermana, 10 000 Zagreb, same street where the future EUCA building is.

Capacity: primary - 80 students, secondary - 160 students

PROGRAMME: Gymnasium (die Lehrpläne des Landes Thüringen)

Language offered: German

- BRITISH INTERNATIONAL SCHOOL VEDRI OBZORI, Sveti duh 122, Zagreb

Capacity: primary - 185 students, secondary - 88 students

PROGRAMME: Cambridge Assessment International Examinations

Language offered: English

- AMERICAN INTERNATIONAL SCHOOL OF ZAGREB, Damira Tomljanovića Gavrana 3, 10 000 Zagreb

Capacity: primary - 246 students, secondary - 160 students

Language offered: English

- FRENCH INTERNATIONAL SCHOOL OF ZAGREB, Radoslava Cimermana, 10 000 Zagreb, same street where the future EUCA building is.

Capacity: primary - 80 students, secondary - 80 students

Language offered: French

Secondary

:

- 15th GYMNASIUM, Jordanovac 8, 10 000 Zagreb

Capacity: 160 students

PROGRAMME: International Baccalaureate Middle Years Programme and International Baccalaureate

Diploma Programme)
Language offered: English

- PRIVATE DR. ČASL HIGH SCHOOL WITH PUBLIC RIGHTS, Dedići 102, 10 000 Zagreb

Capacity: 50 students

PROGRAMME: Cambridge Assessment International Examinations

Language offered: English

- PRIVATE HIGH SCHOOL "AMAC INTERNATIONAL SCHOOL", Radnička cesta 180, 10 000 Zagreb

Capacity: 80 students

PROGRAMME: American Academy (Middle States Association Commissions on Elementary and Secondary Schools)

Language offered: English

5) Number of higher education facilities (university level or equal)

Please introduce only numbers.

117

6) Language options offered by the higher education facilities

- | | | | |
|--|--|---|---|
| <input type="checkbox"/> Bulgarian | <input type="checkbox"/> Estonian | <input type="checkbox"/> Irish | <input type="checkbox"/> Portuguese |
| <input checked="" type="checkbox"/> Croatian | <input type="checkbox"/> Finnish | <input checked="" type="checkbox"/> Italian | <input type="checkbox"/> Romanian |
| <input type="checkbox"/> Czech | <input type="checkbox"/> French | <input type="checkbox"/> Latvian | <input type="checkbox"/> Slovak |
| <input type="checkbox"/> Danish | <input checked="" type="checkbox"/> German | <input type="checkbox"/> Lithuanian | <input checked="" type="checkbox"/> Slovenian |
| <input type="checkbox"/> Dutch | <input type="checkbox"/> Greek | <input type="checkbox"/> Maltese | <input type="checkbox"/> Spanish |
| <input checked="" type="checkbox"/> English | <input type="checkbox"/> Hungarian | <input type="checkbox"/> Polish | <input type="checkbox"/> Swedish |

7) Description of higher education facilities (Universities and academic disciplines)

2000 character(s) maximum

Higher education institutions in the Republic of Croatia are established as universities or universities of applied sciences/polytechnics. Croatia has 9 universities, 5 universities of applied sciences and more than 60 polytechnics and higher education institutions, enrolling over 150,000 students, including a steadily increasing number of international students.

Universities are higher education institutions that carry out higher education, scientific or artistic activities and professional activities in at least two scientific areas or in scientific and artistic areas and in at least three fields. Universities deliver university study programmes but may also deliver professional study programmes. Universities of applied sciences/polytechnics are higher education institutions that deliver professional study programmes. University study programmes include undergraduate, graduate and postgraduate programmes, whereas professional study programmes include undergraduate and graduate studies.

University study programmes qualify students to work in science and higher education, private and public sectors, and society in general, as well as to develop and apply scientific, artistic and professional knowledge. Croatia's largest academic centre, the University of Zagreb, hosts more than 70,000 students across over 30 faculties and 3 academies, providing strong scientific, technical, economic and administrative disciplines

relevant to EU-level institutions.

Professional study programmes provide students with the level of knowledge and skills required to work in applied professions, as well as direct integration into the labour market, supported by close cooperation with industry and public institutions.

8) Other

500 character(s) maximum

For any other relevant information related to this topic.

CRITERION 4

'Appropriate access to the labour market, social security and medical care for both children and spouses'

1) Number of hospitals available in the vicinity of the premises

Please introduce only numbers.

22

2) Description of access to medical care (access to hospitals and other medical facilities, doctors, spoken languages, etc.)

2000 character(s) maximum

Zagreb provides comprehensive access to medical care through an extensive network of healthcare institutions. The city has 22 hospitals, 4 health centres, 157 private outpatient clinics, 2 national institutes (Public Health and Emergency Medicine), and more than 400 additional public and private healthcare providers. EUCA staff will have full access to both public and private medical services.

Persons employed in EU institutions who contribute to the Joint Sickness Insurance Scheme (JSIS) already have access to public healthcare services in Croatia under the refund system. A bilateral agreement between the Croatian Health Insurance Fund (CHIF) and the European Commission's Office for the Management and Payment of Individual Entitlements (PMO) is in the finalisation process. Once concluded, EUCA staff and their family members covered by JSIS will receive healthcare directly without upfront payment. Costs will be settled between insurance institutions, and CHIF will establish a dedicated contact point responsible for staff registration, visibility in the healthcare system, and issuing of ePrescriptions, eReferrals and other digital benefits. This system will be operational before EUCA becomes active.

Access to Croatian public healthcare services for EUCA employees will therefore be aligned with EU rules on the coordination of social security systems. In addition, private healthcare facilities across Zagreb offer high-quality services with short waiting times.

Although Croatian is the official language, healthcare workers routinely provide services to foreign nationals. As Croatia receives over 20 million international visitors annually, medical staff commonly speak English, and many also speak German and French, ensuring smooth communication for foreign patients.

3) Description of access to medical care and social security for EUCA children and spouses not covered by the EU Staff Regulations (benefits, conditions, assistance, etc.)

2000 character(s) maximum

Regarding access to healthcare for children and family members who are not covered by the EU „Staff Regulations“ or JSIS, we would like to point out that, in accordance with Croatian regulations, healthcare and health insurance in the Republic of Croatia is provided in accordance with the person`s established status in the Republic of Croatia. After their status in the Republic of Croatia is established, they exercise the right to health care and health insurance in accordance with the national legal regulations, i.e. the provisions of Regulations 883/2004 and IA 987/2009 (rules for the coordination of social security systems). Family members not covered by the JSIS exercise their right to benefits in the event of illness outside the competent member state while staying in Croatia on the basis of portable documents issued by their member state, which confirm that they have statutory health insurance and that the costs of treatment does not have to be borne by the person, but is reimbursed by that competent member state (e.g. on the basis of the European Health Insurance Card EHIC).

Croatian Social Security also includes benefits such as maternity, paternity and parental benefits, pension insurance benefits, benefits in respect of accident at work and occupational diseases, unemployment benefits and family benefits. Access to these social security benefits also depends on the status of the person concerned and is provided in accordance with relevant national social security legislation in a non-discriminatory manner and, if applicable, in accordance with aforementioned EU regulations on the coordination of social security systems.

4) Situation of the national labour market and its capacity to offer international job opportunities (number and capacity of international companies acting in the region) for children and spouses of EUCA staff

2000 character(s) maximum

Citizens of EU member states, the EEA, and the Swiss Confederation, along with their family members, have the same rights regarding labour market and job opportunities as Croatian citizens. This aligns with one of the key principles of the European Union: the free movement of workers. Consequently, the Croatian Employment Service (CES) provides its services to all individuals on the same basis as it does for Croatian citizens. The main services offered by CES include employment preparation and labor market mediation, which assist unemployed individuals in smoothly integrating into new job markets.

Through the EURES network and the National Coordination Office for EURES, CES has established cooperation with other member states and international companies. The free movement of workers within the common European market creates new opportunities for finding candidates with the necessary skills and qualifications. EURES offers support to employers seeking to hire job seekers from different member states, while also serving as a direct link for job seekers to potential employers across the EU. Specialized EURES advisers at the CES provide targeted counseling to job seekers from other member states and promote employers within the EU labor market. Croatia can provide significant international job opportunities for family

members of EUCA staff, particularly in Zagreb. Key factors contributing to this are a low national unemployment rate (20-64), which is 4,6% in 2Q/2025. There are also many active job vacancies and a substantial presence of foreign-controlled enterprises, with 11,878 such companies in 2023 employing approximately 285,000 people in the business sector. Additionally, there is a growing ICT and shared services sector that features multinational companies.

In case of unemployment, provisions of EU regulations on the coordination of social security systems are applied, meaning unemployment benefits continues if moving from one EU member state to another.

5) Availability of services assisting expatriates and foreign nationals in seeking jobs

2000 character(s) maximum

Croatia provides comprehensive support services for expatriates and foreign nationals seeking employment and integration into the labour market. The Croatian Employment Service (CES) facilitates access to key information on rights, obligations and living and working conditions through the multilingual leaflet "Living and Working in Croatia", published in several EU and non-EU languages and available online. CES also provides personalised counselling, job-matching services and support for foreign nationals entering the Croatian labour market.

In addition to public services, Croatia has a well-developed private employment mediation sector. There are 735 licensed employment agencies registered with the Ministry of Labour, Pension System, Family and Social Policy. These agencies are legally required to provide mediation services free of charge to job seekers, with any fees borne exclusively by employers. Many of these agencies offer specialised services for expatriates, including CV preparation, interview support and guidance on labour regulations.

Foreign nationals also benefit from the national platform migracije.hr, which centralises essential services related to residence registration, employment opportunities, social security, taxation, education, childcare, language courses and legal guidance. The platform is designed as a one-stop information point and significantly simplifies administrative procedures for newcomers.

Overall, Zagreb offers a supportive environment for expatriates, with robust public and private services that facilitate labour market access, reduce administrative obstacles and provide multilingual assistance for smooth professional integration.

6) Other

500 character(s) maximum

For any other relevant information related to this topic.

'Geographical balance'

Description

At present, Croatia does not host any European Union agency or body. Establishing the EUCA in Zagreb, Croatia, would make an important contribution to the EU's geographical balance, ensuring that the benefits of European integration are shared among all Member States.

It would also demonstrate a strong commitment to inclusiveness, fairness, and unity, while representing a forward-looking step that reinforces the European Union's core values. Such a decision would be fully in line with the European Council Conclusions of December 2003 and June 2008, which emphasize the importance of prioritizing new Member States when determining the location of new agencies. It would also be consistent with the principles outlined in the 2012 Joint Statement by the European Parliament, the Council of the EU, and the European Commission on decentralised agencies, which underscores the value of a geographically balanced distribution.

In conclusion, having in mind also real geographical position of Zagreb, and taking into account core mission of customs work which is surveillance of borders in respect of crossborder traffic of goods, Zagreb is situated on the crossroads of central, mediterranean and southeast Europe, very near to the external EU borders, which would then also fulfill goal of, not only geographical balance in a political sense, but also of border protection, in respect of entry and exit of goods in the European Union.

Any benefits granted in addition to [Protocol 7](#)

1) Does the applicant Member State offer additional privileges?

- ☒ Yes
- ☐ No

1.1) If yes, which ones?

1000 character(s) maximum

The Authority shall be exempt from all import and export duties, prohibitions and restrictions (P/R) on imports and exports of articles intended for its official use, including its publications.

In accordance with the provisions of Article 11 of the Protocol, the Executive Director and other staff members will have the right to import from their last country of residence or from the country of which they are nationals, free of duty and without P/R, in respect of initial establishment, within two years of taking up their appointment with the Authority, furniture and personal effects; this includes motor vehicles for their personal use. This will apply for export, during the period of 2 years as from the date of termination of their appointment with the Authority, without P/R.

Executive Director and the staff of the EUCA will also have the exemption from the obligation to pay Special Tax on Motor Vehicles for the purchase and use of their motor vehicles during their stay in Croatia.

Headquarters Agreement

- * Applicant Member State's commitment to confirming the conditions included in the application in a future headquarters agreement with EUCA

☒ Yes

☐ No

Do you propose other premises **(2)**?

Please fill in the survey concerning premises 2 - only for criteria 1 and 2.

☐ Yes

☒ No

Do you propose other premises **(3)**?

Please fill in the survey concerning premises 2 - only for criteria 1 and 2.

☐ Yes

☒ No

Background Documents

Questions_Answers

Contact

SG-EUCA-SEAT@ec.europa.eu