Application interruption during a scheduled shift · What to do when a process hangs?

For: Platform worker employed by a company

Practical business guidance · Reviewed: 2026-11-22

Applicability: According to the profile and circumstances of the described case.

When a task is in progress, follow the official procedure and record the delivery that has been completed.

When a plan meets an obstacle

Have advance instructions on who to contact and how to record unavailability.

Save the interruption time, shift confirmation and support response.

Working example · Application interruption during a scheduled shift

Check whether the tasks have remained open and whether the shift time has been recorded.

Specific next steps

1. Have advance instructions on who to contact and how to record unavailability.
2. Save the interruption time, shift confirmation and support response.
3. You are requesting an amendment to the records with a single clear chronological sequence.

Limits of application

For a Croatian employment relationship, in accordance with applicable regulations and the contract.

Sources

Ministry of Labour · Labour Law, Frequently Asked Questions

https://mrosp.gov.hr/pristup-informacijama-16/najcesca-pitanja-i-odgovori/zakon-o-radu/5698

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https://adriatrends.hr/poslovni-vodic/en/pitanja/praksa-plat-prekid-aplikacije-problem