



# HIGHLIGHTS

Office of Inspector General  
United States Department of State

ISP-I-26-14

## What OIG Inspected

OIG inspected Embassy Zagreb's achievement of foreign policy goals and objectives, policy and program implementation, consular operations, resource management, and information management.

## What OIG Recommends

OIG made 6 recommendations: 5 to Embassy Zagreb and 1 to the Bureau of Overseas Buildings Operations. In its comments on the draft report, the Department concurred with all 6 recommendations. OIG considers all 6 recommendations resolved. The Department's response to each recommendation can be found in the Findings section of this report. The Department's formal response is reprinted in its entirety in Appendix B.

June 2026

OFFICE OF INSPECTIONS

BUREAU OF EUROPEAN AND EURASIAN AFFAIRS

Inspection of Embassy Zagreb, Croatia

## What OIG Found

- Embassy Zagreb generally advanced U.S. foreign policy goals and managed its operations in accordance with U.S. Department of State standards, with some exceptions as noted below.
- The Embassy did not regularly visit its network of American Corners.
- Although the Embassy's Consular Section generally adhered to Department guidance, it lacked a well-functioning microphone system.
- In the resource management area, the Embassy had deficiencies in its life safety, fire safety, motor vehicle safety, and facilities programs.
- Spotlights on Success: 1) Embassy Zagreb's Political-Economic Section's coordination with regional U.S. embassies on cross-border issues, especially energy, advanced U.S. interests; 2) The Public Diplomacy Section's program evaluation showed the benefits of its multi-year entrepreneurship training and exchange initiatives; and 3) The Diplomatic Technology Unit's Information Systems Security Officer program strengthened cybersecurity operations.