

 Early Warning System

EBRD-54367

M Plus Croatia



## Quick Facts

<b>Countries</b>	Croatia
<b>Financial Institutions</b>	European Bank for Reconstruction and Development (EBRD)
<b>Status</b>	Active
<b>Bank Risk Rating</b>	B
<b>Voting Date</b>	2023-09-20
<b>Borrower</b>	M Plus Croatia d.o.o.
<b>Sectors</b>	Communications, Industry and Trade
<b>Investment Type(s)</b>	Equity
<b>Investment Amount (USD)</b>	\$ 63.90 million
<b>Project Cost (USD)</b>	\$ 89.03 million



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## Project Description

As stated by the EBRD, the project consists of an agreement to invest EUR 60 million in primary equity in M Plus Croatia d.o.o., a limited liability company incorporated in Croatia. The purchase of the newly issued shares will be executed after the standard regulatory approvals have been obtained. Once the investment is executed, the EBRD will own a minority share.

The Project supports opening up new opportunities for human capital development in Croatia and other EBRD countries of operations where the Company operates and well as the Company's expansion to new markets and implementation of digital strategy.



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## Investment Description

- European Bank for Reconstruction and Development (EBRD)



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### Private Actors Description

As stated by the EBRD, M Plus Croatia d.o.o., the largest independent business process technology outsourcing provider in Southeast Europe. The Company consolidates activities of 40 subsidiaries, and currently has ca. 12k employees in 15 countries, of which ca. 85% in EBRD countries of operations.



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Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	M+ Group	Parent Company	Communications

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## Contact Information

### Client - M Plus Croatia d.o.o.:

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## ACCESS TO INFORMATION

You can request information by emailing: [accessinfo@ebrd.com](mailto:accessinfo@ebrd.com) or by using this electronic form:

<https://www.ebrd.com/eform/information-request>

## ACCOUNTABILITY MECHANISM OF EBRD

The Project Complaint Mechanism (PCM) is the independent complaint mechanism and fact-finding body for people who have been or are likely to be adversely affected by an European Bank for Reconstruction and Development (EBRD)-financed project. If you submit a complaint to the PCM, it may assess compliance with EBRD's own policies and procedures to prevent harm to the environment or communities or it may assist you in resolving the problem that led to the complaint through a dialogue with those implementing the project. Additionally, the PCM has the authority to recommend a project be suspended in the event that harm is imminent.

You can contact the PCM at: [pcm@ebrd.com](mailto:pcm@ebrd.com) or you can submit a complaint online using an online form at:

[http://www.ebrd.com/eform/pcm/complaint\\_form?language=en](http://www.ebrd.com/eform/pcm/complaint_form?language=en)

You can learn more about the PCM and how to file a complaint at: <http://www.ebrd.com/work-with-us/project-finance/project-complaint-mechanism.html>