

 Early Warning System

EIB-20180596

AN POST INNOVATION AND MODERNISATION



## Quick Facts

<b>Countries</b>	Ireland
<b>Financial Institutions</b>	European Investment Bank (EIB)
<b>Status</b>	Proposed
<b>Bank Risk Rating</b>	U
<b>Borrower</b>	AN POST
<b>Sectors</b>	Transport
<b>Investment Type(s)</b>	Loan
<b>Investment Amount (USD)</b>	\$ 45.88 million
<b>Loan Amount (USD)</b>	\$ 45.88 million
<b>Project Cost (USD)</b>	\$ 91.77 million



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## **Project Description**

According to EIB website, An Post is Ireland's national postal operator and runs the post office network with over 1 000 outlets. The company is undertaking a major modernisation programme that supports its strategic plan for medium and long-term future. The key constituent parts of the investments are the automation and modernisation of the parcels business, the replacing of one third of its diesel fleet with electric vehicles, the digitalisation of the entire front-end of the business, as well as the development of new financial products for the retail market and the renewal of post offices.



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## Investment Description

- European Investment Bank (EIB)



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### Private Actors Description

An Post Limited provides postal, communication, retail, distribution, and financial services. The company collects, processes, and delivers various items of mail to business and residential customers through its network of post offices and postal agents, as well as PostPoint payment channels at retail outlets in Ireland.



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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
-	-	-	-	An Post Limited	Client	-

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## Contact Information

No contact information provided at the time of disclosure.

## ACCOUNTABILITY MECHANISM OF EIB

The EIB Complaints Mechanism is designed to facilitate and handle complaints against the EIB by individuals, organizations or corporations affected by EIB activities. When exercising the right to lodge a complaint against the EIB, any member of the public has access to a two-tier procedure, one internal - the Complaints Mechanism Office - and one external - the European Ombudsman. A complaint can be lodged via a written communication addressed to the Secretary General of the EIB, via email to the dedicated email address [complaints@eib.org](mailto:complaints@eib.org), by completing the online complaint form available at the following address: <http://www.eib.org/complaints/form>, via fax or delivered directly to the EIB Complaints Mechanism Division, any EIB local representation office or any EIB staff. For further details, check:

[http://www.eib.org/attachments/strategies/complaints\\_mechanism\\_policy\\_en.pdf](http://www.eib.org/attachments/strategies/complaints_mechanism_policy_en.pdf)

When dissatisfied with a complaint to the EIB Complaints Mechanism, citizens can then turn towards the European Ombudsman. A memorandum of Understanding has been signed between the EIB and the European Ombudsman establishes that citizens (even outside of the EU if the Ombudsman finds their complaint justified) can turn towards the Ombudsman on issues related to 'maladministration' by the EIB. Note that before going to the Ombudsman, an attempt must be made to resolve the case by contacting the EIB. In addition, the complaint must be made within two years of the date when the facts on which your complaint is based became known to you. You can write to the Ombudsman in any of the languages of the European Union. Additional details, including filing requirements and complaint forms, are available at:

<http://www.ombudsman.europa.eu/atyourservice/interactiveguide.faces>