Early Warning System

EIB-20180807

DIGITAL INNOVATION ACCELERATION

Quick Facts

Countries	Spain
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2019-11-04
Borrower	EL CORTE INGLES SA
Sectors	Industry and Trade
Investment Type(s)	Loan
Investment Amount (USD)	$ 122.41 million
Loan Amount (USD)	$ 122.41 million
Project Cost (USD)	$ 244.82 million

Project Description

According to EIB website, the project is concerned with El Corte Ingles' (ECI) technology innovation programme. It is investing in its digital acceleration, targeting the further improvement of sales performance and the optimisation of the supply chain as well as other business processes.

Investment Description

- European Investment Bank (EIB)

Private Actors Description

El Corte Ingles SA retails consumer goods. The Company sells a wide range of merchandise including men, women, and children's apparel, accessories, cosmetics, home furnishings, electronics, groceries, appliances, and sporting goods. El Corte Ingles serves customers in Spain.

Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	El Corte Ingles SA	Client	-

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, 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

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

Bank Documents

- Environmental and Social Data Sheet