Early Warning System

EIB-20190544

VENTE-PRIVEE DIGITALISATION INVESTMENT PROGRAMME

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Quick Facts

Countries	Belgium, France, Spain
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2021-06-24
Borrower	VENTE-PRIVEE.COM SA
Sectors	Industry and Trade
Investment Type(s)	Loan
Investment Amount (USD)	$ 89.92 million
Project Cost (USD)	$ 203.45 million

Project Description

According to the bank website, the project concerns the Promoter's investments aiming at expanding and improving its legacy digital platform through deploying new and more efficient technologies across its services, aiming at enhancing customer experience for its members (i.e. consumers) and brands, improving operational performance and achieving cost synergies. The activities will take place primarily in the Promoter's technical centres in France between 2020 and 2023. The project concerns the Promoter's transformative investments that shall help the company maintain its competitive edge and deliver best-in-class industry standards and which cover the sales processes (new automated sales creation flow, order pipe, flexible warehouse allocation, intelligent reporting, setting up a European-wide marketplace), back-office processes (stock management, supply chain integration), seamless integration of different sales channels, logistics processes, and the information technology (IT) systems that support the above, including enterprise resource planning (ERP) systems.

Investment Description

- European Investment Bank (EIB)

Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	VENTE-PRIVEE.COM SA	Client	-

Contact Information

ACCESS TO INFORMATION

You can submit an information request for project information at: https://www.eib.org/en/infocentre/registers/request-form/request-form-default.htm

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

- VENTE-PRIVEE DIGITALISATION INVESTMENT PROGRAMME
- Environmental and Social Data Sheet (ESDS) - VENTE-PRIVEE DIGITALISATION INVESTMENT PROGRAMME

Media

- France: EIB lends EUR 80m to Veepee (Vente-Privée.com) to support its sustainable strategy of digita