

 Early Warning System

EIB-20230480

POSTE ITALIANE SUSTAINABLE INNOVATION



Quick Facts

Countries	Italy
Financial Institutions	European Investment Bank (EIB)
Status	Approved
Bank Risk Rating	U
Voting Date	2024-07-11
Borrower	POSTE ITALIANE SPA
Sectors	Industry and Trade
Investment Type(s)	Loan
Investment Amount (USD)	\$ 489.33 million
Project Cost (USD)	\$ 997.15 million



Project Description

According to the Bank's website, the project will finance the development and modernisation of a postal services provider in Italy. The aim is to finance the promoter's investment plan focusing on advanced IT solutions, improvements of mail and parcel logistics.

In concrete terms, lines of action involve automating and digitalising logistics processes by opening new parcel sorting centres (including the first one in southern Italy), migrating software platforms to the cloud, strengthening physical and digital channels to ensure Poste Italiane customers receive excellent service, introducing artificial intelligence tools to underpin the automation and digitalisation of business and operational processes, and improving physical and IT security. The loan also has a green component for direct investment in energy efficiency improvements and the electrification of the company's vehicle fleet.

All these projects will contribute to speed up Poste Italiane's transformation from a traditional postal service provider into a full logistics operator, ensuring that its processes are economically and environmentally sustainable.



Early Warning System Project Analysis

The residual Project risks are deemed low and some of the Project investments will have a positive impact on the environment.



Investment Description

- European Investment Bank (EIB)



Private Actors Description

Poste Italiane S.p.A. operates in three main business segments, insurance services, financial services, and mail and parcel services. The Company provides its services to the general public, businesses, and government entities. Poste Italiane serves customers throughout Italy.



Private Actor 1	Private Actor 1 Role	Private Actor 1 Sector	Relation	Private Actor 2	Private Actor 2 Role	Private Actor 2 Sector
-	-	-	-	Poste Italiane SpA	Client	-



Contact Information

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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

- [Environmental and Social Data Sheet \(ESDS\) - POSTE ITALIANE SUSTAINABLE INNOVATION](#)

Media

- [Italy: EIB and Poste Italiane sign €450 million agreement to promote digitalisation, service automat](#)