



Европейска инвестиционна банка  
Evropská investiční banka  
Den Europæiske Investeringsbank  
Europäische Investitionsbank  
Euroopa Investeeringuspank  
Ευρωπαϊκή Τράπεζα Επενδύσεων  
European Investment Bank  
Banco Europeo de Inversiones  
Banque européenne d'investissement  
Banca europea per gli investimenti  
Eiropas Investīciju banka

Europos investicijų bankas  
Európai Beruházási Bank  
Bank Ewropew ta' Investiment  
Europese Investeringsbank  
Europejski Bank Inwestycyjny  
Banca Europeu de Investimento  
Banca Europeană de Investiții  
Európska investičná banka  
Evropska investicijska banka  
Euroopan investointipankki  
Europeiska investeringsbanken

Secretary General

BEI - EIB

Luxembourg, 20 November 2008

010882 21 NOV 2008

Complaint's Reference: SG/E/2008/03

Dear

I refer to your e-mail of 14th April 2008 addressed to the Complaints inbox of the European Investment Bank (EIB). In your message you expressed your concerns about several issues relating to the environmental impact of the expansion of the Sonae Novobord, White River, South Africa panel board factory financed by the EIB. Furthermore, you urge the responsible people in the EIB to investigate Sonae and to make sure that pollution is stopped before it becomes a public health outrage.

The EIB's Complaints Office has conducted its investigation, actively engaging with all relevant stakeholders. The inquiry included a site visit and meetings with all protagonists. As a result of this I am therefore confident in providing you with the Complaints Office's Conclusions Report.

I would also like to take the opportunity to ensure you that the EIB takes environmental and social issues relating to its financing very seriously and in this particular case will ensure a follow-up on the commitments and recommendations contained in the Conclusions Report. Consequently I am pleased to inform you that you will receive feedback of their work.

I trust the report is helpful in clarifying the issues raised and remain at your disposal for any further information.

Yours sincerely,

*F. V.* A. Querejeta

Enclosure: 1