

Annex 1

Final Response to the Complaint

The Management of the EIB acknowledges the receipt of the Conclusions Report of the Complaints Mechanism in reference to the above-mentioned complaint. EIB Management takes the concerns raised in the report seriously and acknowledges Complaints Mechanism's value as an independent forum to address concerns from external parties on EIB financed projects.

The EIB Management notes that the report's findings do not question the Bank's involvement in the Grand Contournement Ouest de Strasbourg project nor the Bank's conclusions on the adequate preparation of the project by the grantor and the implementation by the concessionaire.

In the course of their investigation, the Complaints Mechanism has made recommendations for improvements to the internal procedures of the Bank. As a learning organisation these, and indeed any, suggestion for improvement are always welcome. As regards process, the Management would like to clarify that the review of the internal procedures of the Bank is carried out under the responsibility of the Bank's Management Committee, and according to a timetable that it establishes.

In conclusion, the EIB management would like to thank the Complaints Mechanism for their work on this case and to reiterate that the EIB closely monitors the implementation of all of its projects, and will follow-up the issues raised with its partners as appropriate.