



Guiding principles of the Transparency Policy:

- ✓ Presumption of disclosure
- ✓ Non-discrimination and equal treatment
- ✓ Ensuring trust and safeguarding sensitive information
- ✓ Willingness to listen and engage

Trust through transparency

The European Investment Bank (EIB) is an EU body and a bank. We provide long-term finance for sound, sustainable investment projects in support of EU policy goals in Europe and beyond. We do so in an **open and transparent** manner.

Our commitment to being transparent is anchored in our **Transparency Policy**. This shapes the way we communicate and develop a constructive dialogue with stakeholders based on mutual trust.



Building trust

We at the EIB believe that being **open and transparent** improves the effectiveness and sustainability of the projects we finance and increases our accountability towards all our stakeholders. It helps us to deliver better results in line with EU objectives, and to build **trust** with all parties.

The Stakeholder Engagement, Transparency and Civil Society Division in the EIB Secretariat General is the main interface with civil society and citizens. It coordinates the implementation of the Transparency Policy.

Openness of EIB activities:

- ☑ Information about all our investments is published on the EIB website;
- ☑ We receive and answer around 5,000 queries from citizens every year;
- ☑ 99% of requests are processed within the Transparency Policy deadlines.



Being accountable

Our Transparency Policy allows civil society to **scrutinise** all aspects of our activities.

Anyone can contact us with questions about our financing activities, products, organisation or objectives.

We adopt a **balanced approach** to protecting the interests of all our stakeholders. All documents we hold are accessible to anyone, anywhere and in a timely manner. They may be redacted to protect sensitive information, but environmental and social information must, in principle, always remain available.

Energy lending criteria:

Environmental NGOs led a campaign on EIB energy financing during the 2013 public consultation on the EIB's Energy Lending Criteria. The NGOs asked the EIB to stop financing fossil fuel power generation projects. The extensive public consultation and numerous bilateral meetings led the EIB to introduce the Emissions Performance Standard (EPS). This sets the maximum level of emissions accepted by the EIB for the financing of energy projects.



A constructive dialogue

Developing partnerships and **learning from one another** not only encourages trust, it makes EIB-financed projects sounder and more sustainable.

We **engage** with our stakeholders in a variety of ways. Every year, civil society stakeholders are invited to participate in a seminar with our Board of Directors.

We also organise public consultations on our key policies. We regularly host events to explain what we are doing, explore emerging issues and benefit from the feedback and ideas of civil society.



Mutually beneficial

Being transparent and involving stakeholders like civil society organisations in our activities is **mutually beneficial**.

When we design our key **policies**, we listen to the feedback of external stakeholders. This improves the quality of our policies, strategies and procedures.

At **project** level, we listen to affected communities, and also require that our clients implement open and transparent engagement approaches. This makes it possible to adapt the projects we finance and increase their positive impact.





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www.eib.org/cso

- Information about the projects we finance can be found here:
<http://www.eib.org/projects/index.htm>
- Environmental information on projects can be found in our Public Register here:
<http://www.eib.org/infocentre/register/index.htm>
- If you are a civil society organisation and have a question: civilsociety@eib.org
- If you are an individual and have a question: info@eib.org



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