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About This Report

We report annually on our citizenship performance. This report covers calendar year 2015. In addition to our 2015 initiatives, we highlight our progress over time, including global and regional data where possible. All reporting and performance data are limited to information on the owned and operated facilities of Citigroup Inc. and its subsidiaries, unless stated otherwise. This reporting supplements information published in our 2015 Annual Report. For more information on the citizenship initiatives described here and how Citi responds to challenges around the world, please visit citi.com/citizenship or contact:

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Citi's Mission and Value Proposition

Citi's mission is to serve as a trusted partner to our clients by responsibly providing financial services that enable growth and economic progress.

Our core activities are safeguarding assets, lending money, making payments and accessing the capital markets on behalf of our clients. We have 200 years of experience helping our clients meet the world's toughest challenges and embrace its greatest opportunities. We are Citi, the global bank - an institution connecting millions of people across hundreds of countries and cities.

We protect people's savings and help them make the purchases - from everyday transactions to buying a home - that improve the quality of their lives. We advise people on how to invest for future needs, such as their children's education and their own retirement, and help them buy securities such as stocks and bonds.

We work with companies to optimize their daily operations, whether they need working capital, to make payroll or export their goods overseas. By lending to companies large and small, we help them grow, creating jobs and real economic value at home and in communities around the world.

We provide financing and support to governments at all levels, so they can build sustainable infrastructure, such as housing, transportation, schools and other vital public works.

These capabilities create an obligation to act responsibly, do everything possible to create the best outcomes, and prudently manage risk. If we fall short, we will take decisive action and learn from our experience.

We strive to earn and maintain the public's trust by constantly adhering to the highest ethical standards. We ask our colleagues to ensure that their decisions pass three tests: they are in our clients' interests, create economic value, and are always systemically responsible. When we do these things well, we make a positive financial and social impact in the communities we serve and show what a global bank can do.



COMPANY HIGHLIGHTS

Citi has approximately **230,000 employees** globally

Citi is a global bank doing business in over **160 countries and jurisdictions** around the world

Citi has approximately **200 million customer accounts** worldwide

“Global institutions like ours are uniquely positioned to help society address global problems on a global scale.”

Michael L. Corbat
Chief Executive Officer,
Citigroup Inc.

Our Approach

Citizenship is core to Citi and a responsibility shared by all of our businesses, clients, suppliers and communities. It is embedded in our mission and culture, and it is brought to life by our employees who work to improve the well-being of people and communities around the world.

CITIZENSHIP AT CITI

Working around the world, we see first-hand the impact of global megatrends on people, companies, cities and the environment. In developing and managing our citizenship strategy, we regularly engage stakeholders on challenges and opportunities through dialogue and formal processes such as the materiality assessment.

Our citizenship strategy prioritizes the areas we can impact and influence. We work with clients, nongovernmental organizations (NGOs), the public sector and other stakeholders to create innovative financial solutions and programs that advance financial inclusion and social mobility, and promote economic development, environmental sustainability, human rights and other factors essential to a healthy, vibrant world. Underpinning all of this is our commitment to ethical conduct and responsible finance.



WHAT'S AHEAD

Our approach to citizenship has evolved from traditional philanthropy and volunteering to a strategy targeting issues we can impact as a business and that are most important to our stakeholders. We assess the world's challenges not just in terms of business opportunities and risks, but also in terms of our ability to influence change and act for the greater good. We will continue to lead in global development, financial inclusion, sustainability and climate change, and advance our work in emerging areas such as human rights. We are also looking at the United Nations Sustainable Development Goals to identify those most aligned with our capabilities. Transparency and stakeholder engagement form the foundation of our citizenship efforts.



Conduct, Culture and Governance

We strive to earn and maintain public trust by adhering to high ethical standards and working responsibly with clients, shareholders, communities and each other.



WHAT CITI IS DOING

To equip employees to make systemically responsible decisions that are in our clients' interests and create economic value, Citi has championed a series of firm-wide initiatives that promote ethical conduct, enhance our culture and put our Mission and Value Proposition into action. In 2015, we implemented several new programs to reinforce our long-standing culture of ethics and accountability. We focus on helping our employees practice sound decision-making and take actions that preserve our culture of integrity. Our commitment to ethics and the highest standards of conduct not only benefits us, it helps raise ethical standards across the financial services industry.



2015 HIGHLIGHTS

We revised our
Code of Conduct
available in
26 languages

We trained over
213,000 employees and workers

on anti-money laundering, sanctions and anti-bribery and corruption

We trained approximately
35,000 employees
on ethics and leadership

To learn more about our ongoing efforts to make ethical conduct a way of life at Citi, please download our [2015 Fact sheet](#).



LIVE TRAINING REINFORCES ETHICS EXPECTATIONS

To give all Citi employees information and tools to make ethical decisions, we developed an interactive, live training program called Ethics and Leadership led by senior business facilitators. Based on an ethical decision-making framework called The Right, The Good, and The Fitting, authored by Princeton University's Dr. David Miller, it presented employees with "gray" ethics scenarios and a decision tool to help them handle ambiguous situations.

Throughout 2015, our senior leaders conducted hundreds of sessions for more than 25,000 employees worldwide. We developed a virtual version of the training for more leadership levels, resulting in 9,800 additional participants.



Trust

The trust of the people and communities we serve is the foundation of our business. Citi works to earn that trust every day by safeguarding our customers' assets and information and conducting business in a responsible, ethical way.



WHAT CITI IS DOING

Trust is our license to operate. In a digital world where public confidence in business is low, protecting our customers' savings, acting responsibly, managing risks and adhering to the highest ethical standards are critical to our mission to serve as a trusted partner.

We have stringent policies and technologies in place to protect our data and systems as well as our customers' personal information. We continue to invest in technologies to enhance security, protect our customers' assets and make our interactions with customers more secure and convenient.



2015 HIGHLIGHTS

We trained over **123,000 employees** on Citi's Global Consumer Banking Fairness Policy and Treating Customers Fairly Program

To learn more about our ongoing efforts to maintain trust, please download our [2015 Fact sheet](#).



CITI ENHANCES SECURITY THROUGH TECHNOLOGY

Biometric technologies that use personal physical characteristics such as fingerprints, iris recognition and voice recognition to verify identities offer us new ways to enhance data security and customer experiences. In 2015, Citi launched a voice authentication project in the United States that allows our credit card customers to use their voice to verify their identification when they call us. Approximately 250,000 customers have opted in since the launch by setting up a "voiceprint", which takes less than a minute. The technology is more secure and more convenient for customers.



Inclusive Cities

Citi has invested in cities since we were founded in 1812. As more people around the world move from rural to urban areas, we are expanding our work to help build vibrant, inclusive communities.



WHAT CITI IS DOING

Citi supports modern infrastructure, stimulates local economies, enables public services to run smoothly and helps residents, including young people, attain financial success. Our approach, Citi for Cities, brings many parts of our firm together to address challenges such as affordable housing, employment, entrepreneurship, access to city services and financing for sustainable urban growth projects.

We are proud of our reputation as the go-to bank for cities' most challenging, visionary projects. Our priority for the future is to leverage our local teams around the world and use our resources to develop innovative financing models and public-private partnerships to meet cities' growing needs.



2015 HIGHLIGHTS

We provided a record
\$4.8 billion
in loans for

228 affordable housing transactions
in the United States

We lent more than
\$10 billion
to U.S. small businesses, bringing our total to \$46 billion over the past five years

To learn more about our progress in building inclusive communities worldwide, please download our [2015 Fact sheet](#).



FINANCING NEW INTERNATIONAL AIRPORT IN MEXICO CITY

Citi helps finance and make direct investments in infrastructure projects in cities around the globe. An example of our work is our role in financing the upcoming construction of Mexico City's new international airport. The \$13 billion project is expected to also consist of financing in the bond markets using an innovative securitization of passenger fees. This Citi-led transaction is one of the largest emerging market, privately financed infrastructure financings and will enable replacing the current Benito Juarez International Airport, which is operating at full capacity and has limited room to expand.



Financing Development

Citi has provided capital to governments, corporations and development organizations to support economic, social and environmental progress for more than 200 years. We remain committed to meeting today's global challenges.



WHAT CITI IS DOING

Funding global development is not only a growing need, it is one of our clients' key priorities. As a global bank, we have an important role in creating market-based solutions to address development challenges, including leveraging capital markets and scaling innovative financing structures. Our relationships with private and public sector clients including governments, development agencies and development financial institutions in more than 100 countries give us unique insights into what works in policy and practice to address governments' and citizens' needs in sustainable ways.



2015 HIGHLIGHTS

We have provided over
\$412 million
in financing to date to

44 microfinance institutions
in

25 countries
and reached more than

1.2 million entrepreneurs
of whom

92% are women
as part of our over decade-long partnership with the U.S. Government's Overseas Private Investment Corporation

To learn more about our commitment to financing solutions for development challenges, please download our [2015 Fact sheet](#).



ON-LENDING TO SUPPORT SMALL BUSINESS GROWTH IN PARAGUAY

Small businesses in Paraguay, like those in many countries, often lack access to credit, limiting their ability to grow. In June 2015, Citi closed a US\$40 million, 10-year term loan for Banco Atlas in Paraguay with support from the Overseas Private Investment Corporation to expand access to finance to small businesses. This transaction enables Banco Atlas to accelerate its small business portfolio growth, strengthen its client base and offer clients a more stable, longer-term source of funding for business activities.



Human Rights

We support human rights across our entire value chain - for our employees, suppliers, clients, and communities in all the countries where we do business. This is not only a reflection of our values, but is also important to our success as a business.



WHAT CITI IS DOING

Every business and industry has a responsibility to respect human rights. In 2014, we updated our Statement on Human Rights to incorporate the UN Guiding Principles on Business and Human Rights and address evolving societal, regulatory and ethical issues.

We are determined to find and eliminate human rights violations across our company, our supply chain and anyplace else we can influence the human rights agenda. Links between financing and our clients' activities are of particular interest to stakeholders and a focus for us. Addressing this requires new thinking, risk management and due diligence to ensure sustainable progress for all involved. Whatever we do, we must see human rights not in terms of how it affects companies or finances, but how it affects people.



2015 HIGHLIGHTS

We reviewed **transactions covered by our ESRM Policy for human rights risks** as a part of our due diligence

Citi has been named a **100% Corporate Equality Index Company** by the Human Rights Campaign annually since 2004

To learn more about how Citi is accelerating progress in preserving human rights worldwide, please download our [2015 Fact sheet](#).



HUMAN RIGHTS IN THE PALM OIL SUPPLY CHAIN

Human rights risks exist across the palm oil supply chain, often in rural, low-income, ethnically diverse tropical countries. In 2010, Citi joined the Roundtable on Sustainable Palm Oil (RSPO), a multi-stakeholder group and sustainability certification body that holds members accountable to environmental and human rights standards. Our Environmental and Social Risk Management team looks into client adherence to RSPO human rights principles and participates in the RSPO complaints panel, which manages and mediates compliance breaches. We perform annual reviews of palm oil clients and, when human rights risks emerge, ensure they make progress toward prescribed resolutions.

Sustainability: Environmental Finance

Financing environmentally positive projects is a vital component of our Sustainable Progress Strategy. These projects address climate change, infrastructure and pollution, and promote environmental finance as a growing and profitable business.



WHAT CITI IS DOING

Citi was among the first banks to provide a full range of financing solutions for environmental projects globally. We have promoted sustainability and financed sustainable growth for more than 15 years and develop innovative, end-to-end solutions to meet our clients' unique financing needs through public-private partnerships and ambitious business strategies.

We launched a five-year Sustainable Progress Strategy focusing on three areas: environmental finance, environmental and social risk management, and operations and supply chain. It includes our flagship \$100 Billion Environmental Finance Goal to lend, invest and facilitate \$100 billion over 10 years to activities that reduce climate change impacts and create environmental solutions such as renewable energy, water conservation and infrastructure improvements. We are tracking and measuring the potential environmental and social benefits associated with this financing.



2015 HIGHLIGHTS

We participated in **\$47.6 billion** in environmental finance activities toward our \$100 Billion Environmental Finance Goal

To learn more about how Citi is accelerating environmental financing solutions worldwide, please download our [2015 Fact sheet](#).



SHANNON WIND FARM IN TEXAS

In 2015, Citi provided construction financing, tax equity and the commodity hedge to affiliates of Alterra Power Corp. and Starwood Energy Group Global, LLC, to finance the Shannon Wind Project, a 204-megawatt wind facility in Clay County, Texas. Citi and other banks provided the \$287 million construction loan facility for the project. Subsidiaries of Citi and BHE Renewables provided \$219 million of tax equity financing for the project, proceeds of which were used primarily to retire the project's construction loan facility. Under a long-term power purchase agreement between Facebook and Citi, the project will provide 100 percent of the power for the foreseeable future for Facebook's newest data center in Fort Worth, Texas.

Sustainability: Environmental and Social Risk Management

As a global bank, it is not enough for Citi to serve clients and monitor our operations; we must make sure what we finance is responsible as well. Our Environmental and Social Risk Management (ESRM) Policy helps us and our clients adhere to high standards.



WHAT CITI IS DOING

We work closely with clients to help them meet international standards and mitigate risk and we decline to move forward with clients who cannot or will not meet our standards. We share ESRM responsibility across our organization with continuous policy improvement, portfolio analysis at the client level and on-the-ground ESRM training for our regional bankers.

Changing societal expectations, pressure from bank regulators to evaluate our financing and clients' impacts, and our own evolving risk criteria present new and evolving challenges. Citi enforces our ESRM Policy and is transforming our approach to higher-risk industry sectors. Our processes for identifying risks are strong and we have committed resources to help our clients comply with standards to ensure responsible development can continue.



2015 HIGHLIGHTS

We developed a new

Coal Mining Standard

We trained

1,335 key risk and banking personnel

on our ESRM Policy

To learn more about our ongoing efforts to understand and manage risk across our business, please download our [2015 Fact sheet](#).



MITIGATING HUMAN RIGHTS RISKS IN MINING

In 2015, Citi evaluated a junior African mining company seeking a loan for general corporate purposes and potential acquisitions of new assets. Our ESRM team ensured the client had an adequate ESRM framework and determined that future acquisitions would require attention on human rights risks related to resettlement, security, and artisanal mining communities. We adapted our credit agreement to include language that acquisitions must adhere to the Equator Principles and IFC Performance Standards and approved the loan. Once an acquisition target was identified, the company hired experts to develop a Stakeholder Engagement Plan and implement the Voluntary Principles on Security and Human Rights.



Sustainability: Operations and Supply Chain

As a global bank, we continually look for ways to reduce our impacts, lower costs and minimize risks to the environment and society from our operations and supply chain partners.



WHAT CITI IS DOING

With 12,000 owned and leased facilities in 100 countries, we know our global footprint impacts the environment. In 2010, Citi set ambitious goals for greenhouse gas (GHG) emissions, energy use, water use, waste and green building. We met or exceeded all of our 2015 goals. In 2015, we announced our third generation of environmental footprint goals for 2020.

We believe our suppliers should share our values and meet our high environmental and social performance standards. In 2015, we identified three priority areas of focus in our supply chain where we can manage and measure progress: paper and paper products, information technology (IT) hardware and e-waste disposal, and travel and logistics.



2015 HIGHLIGHTS

We reached our goal to reduce GHG emissions by 25%, so we set new goals to reduce GHG emissions by **35% by 2020 and 80% by 2050**

Over 675 suppliers completed our Corporate Responsibility Questionnaire

To learn more about our commitment to reduce the impacts in our operations and supply chain, download our [2015 Fact sheet](#).



GENERATING SOLAR ENERGY IN CHENNAI

In 2015, to support Citi's global commitment to environmental sustainability, Citi India installed solar panels on the rooftop of its Club House Road office in Chennai. This is the first Citi Realty Services managed location to make such an installation on Citi's premises, which harnesses the power of renewable energy for our operations.

A total of 168 photovoltaic solar panels were installed in the fourth quarter of 2015 and the panels began generating electricity in January 2016. The clean energy units are expected to generate a minimum of 60,000 kilowatt-hour in energy annually, or approximately 3 percent of the building's annual electricity consumption, and to eliminate 55 tons of carbon dioxide emissions per year.





Diversity

When our workforce is as diverse as the clients, communities and partners we serve, we are a more vibrant, innovative and high-performing bank, and a better place to work.



WHAT CITI IS DOING

We want our 230,000 employees to thrive as members of a diverse, inclusive workplace that respects their backgrounds and experiences. This commitment includes supporting groups who have historically been underrepresented in the workplace, including women, racial/ethnic minorities, LGBT colleagues, people with disabilities and military veterans.

Our Diversity Strategy outlines our work across the entire employment experience, from attracting and developing talent to building a workplace culture of diversity and inclusion. In 2015, we expanded voluntary self-identification in our employee self-service platform for our incumbent workforces in the United States and United Kingdom. We hope to expand self-identification in more countries and advance our minority and female leadership programs in 2016.



2015 HIGHLIGHTS

Women comprise 24%
of our senior managers globally

Minorities comprise 26%
of our senior managers in the United States

15,000 employees
participate in

121 employee networks
across

30 countries and 56 locations

We spent
\$783 million
with our diverse suppliers

To learn more about Citi's commitment to building a diverse and inclusive workplace, download our [2015 Fact sheet](#).



CITI WOMEN AT WORK

Joyce-Ann Wainaina is proof of the power of mentoring, networking and knowledge sharing. She joined Citi Kenya in 1990, advancing to leadership roles in Africa's male-dominated banking industry. Wainaina served as Citi Country Officer in Zambia and became the first Kenyan and first woman to serve as Chief Executive Officer of Citi East Africa.

Wainaina has worked to increase diversity in her team. In 2015, she co-designed the Sapphire Leadership Program, a 12-week mentoring program for high-performing women assistant vice presidents, vice presidents and senior vice presidents in sub-Saharan Africa. It pairs women with managing directors across the network who have experience working in the region.



Workforce and Talent

As the financial sector becomes more digital, banks seek talent and skillsets beyond traditional finance and recruit from a variety of backgrounds. Millennials in the global workforce are also having a profound effect. Today's talent seeks employers with a clear social purpose.



WHAT CITI IS DOING

We constantly evolve how we attract, retain and develop talent across our global firm. Our talent and workforce programs develop and strengthen skills, communicate our expectations for ethical conduct and perpetuate our culture of learning and leadership.

In addition to rolling out our Mission and Value Proposition this year, we rewrote our Leadership Standards to ensure our expectations of people are clear and reflect our vision and values. The updated Leadership Standards demonstrate what great looks like and the behaviors Citi expects of employees. Our senior leaders were actively involved in creating these standards, conducting leadership meetings and focus groups to ensure they are meaningful across the company. These standards are now embedded in recruitment, selection, performance management, talent identification, promotion practices and leadership development programming.



2015 HIGHLIGHTS

We launched our new **Leadership Standards**

In our annual Voice of the Employee Survey, **employee satisfaction increased to 76%**

More than **80,000 Citi Volunteers** participated in our 10th annual Global Community Day

More than **15,000 employees** used formal flexible work arrangements

To learn more about how Citi invests in its employees, download our [2015 Fact sheet](#).



ONBOARDING SETS UP NEW MANAGERS FOR SUCCESS

The New Manager Experience (NME) is the first time Citi has taken a global approach to onboarding newly hired and newly promoted managers. The program provides onboarding; leadership expectations; an overview of information, systems and resources available on Citi For You, our global Human Resources intranet; a path to building manager capabilities; and "how-to" guidance on basic management tasks. Approximately 1,600 newly hired and 5,400 newly promoted managers participate each year through in-person and virtual facilitator-led classrooms, social learning, networking with peers and just-in-time digital resources.



What's Ahead

Global institutions like ours are uniquely positioned to help society address global problems on a global scale. Citi is committed to doing exactly that. We don't have all the answers, but we will continue to work with our clients and customers to address the challenges we face and help society make progress.

Citi is a global company that supports a very diverse range of clients. We serve individual consumers by protecting their savings, helping them make transactions, and advising them on investing for the future. We work with companies of all sizes to optimize their daily operations and help them grow. We work with governments all around the world to help them build sustainable infrastructure, such as housing, transportation and schools.

The variety of our work provides us with a unique perspective on exactly how interconnected our world is today, and it is the foundation of our mission to enable growth and economic progress. The scale and reach of our company also allow us to put to work a powerful combination of resources in support of that mission - our core business activities, the partnerships we forge with organizations that align with our values, and the philanthropic support provided by the Citi Foundation.

No company can go it alone, but we believe we can continue to have a meaningful impact in the areas addressed in this report going forward. Citizenship at Citi starts first and foremost with our obligation to act responsibly and maintaining a culture centered on ethics and accountability. It also demands that we treat our employees, customers and clients with respect and that we work to earn and maintain their trust through each interaction. It means that we are an engaged and contributing member of the communities where we operate around the world. And it also requires that we use our influence with our clients and partners to help ensure that they conduct business in a responsible manner.

Doing these things demonstrates that a global bank can and does have positive financial and social impact on our world.

“None of the negative political discourse, rancor or rhetoric about the need to ‘break up the big banks’ will deter us from continuing to do what we do every day in fulfillment of our mission to enable growth and progress around the world. If anything, it only reinforces that commitment while helping us to appreciate the fact that, despite signs of progress, our work is never done.”

Michael L. Corbat
Chief Executive Officer,
Citigroup Inc.

Select Awards

Dow Jones Sustainability World Index

since 2001

Top 10 Company for Corporate Diversity Practices of The S&P 100

Calvert Investments

Top U.S. Affordable Housing Lender

Affordable Housing Finance - since 2010

2015 Best Community Improvement Program

U.S. Chamber of Commerce Foundation Corporate Citizenship Awards

100 Best Companies

Working Mother Magazine - since 1992

100% Corporate Equality Index Company

Human Rights Campaign (HRC) - since 2004

Top Veteran Friendly Company

US Veterans Magazine

2015 Climate A List

Carbon Disclosure Project

For more information on our awards visit citi.com/citizenship



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