

An aerial view of a city skyline, likely Toronto, with a blue overlay. The CN Tower is prominent in the center. The text "100 YEARS IN CANADA" is overlaid in large white letters.

100 YEARS IN CANADA

PUBLIC ACCOUNTABILITY STATEMENT 2018



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Message from the CEO

With 100 years of history in Canada and a global footprint reaching 160 countries and jurisdictions, Citi is guided by its mission to enable growth and progress in the communities we serve. Acting responsibly and ethically while holding ourselves to the highest business standards, we constantly consider how we can be the best for our clients and deliver the greatest positive financial and social impact.

Even in our early days, enabling progress for our clients and our communities was central to our mission. When our first office opened in Montreal in 1919, our first leaders hired only veterans to become our first employees in support of the local community. Today, our impact in the communities we serve stretches across Canada, helping to improve the lives of the country's most vulnerable and in-need populations. Our global Pathways to Progress initiative has made significant inroads in assisting youth around the world, and as you will read in this document, we've had a significant impact in Canada as well.

In the following pages, we are pleased to share the details of our efforts, from our philanthropy and volunteerism to the unique facets of our operations and what guides us as a global leader, a community champion and a trusted partner in progress over 100 years. Thank you to our employees across Canada whose hard work and dedication make these efforts a reality.

Thank you for taking the time to review our contribution.

John Hastings
Citi Country Officer, Canada
CEO, Citibank Canada

About Citi

Financial Ingenuity and Responsible Finance

Citi works tirelessly to provide consumers, corporations, governments and institutions with a broad range of financial services and products. We strive to create the best outcomes for our clients and customers with financial ingenuity that leads to solutions that are simple, creative and responsible.

Citi's Value Proposition: A Mission of Enabling Growth and Progress

What You Can Expect From Us & What We Expect From Ourselves

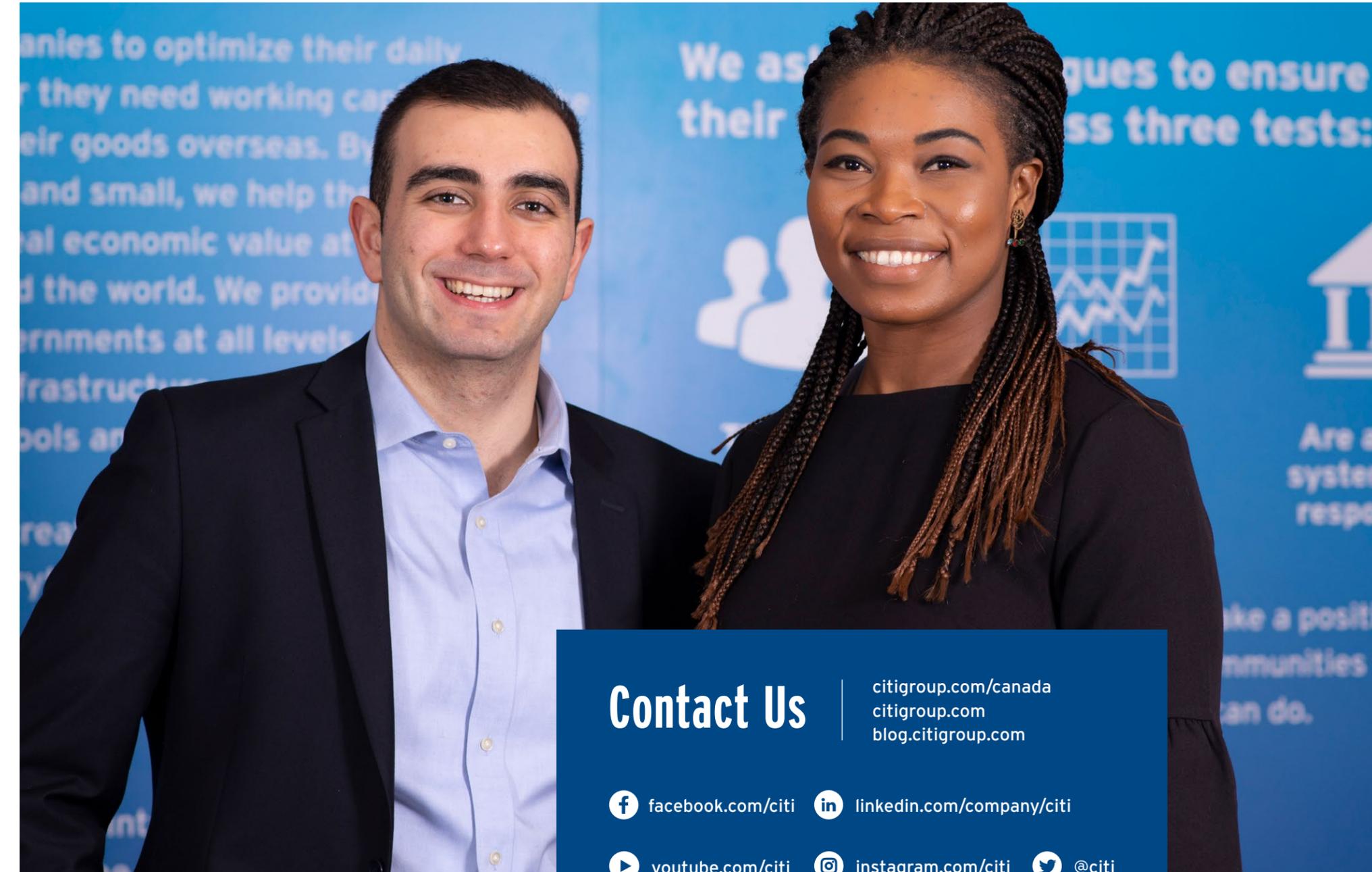
Citi's mission is to serve as a trusted partner to our clients by responsibly providing financial services that enable growth and economic progress. Our core activities are safeguarding assets, lending money, making payments and accessing the capital markets on behalf of our clients. We have 200 years 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 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, 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.

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.



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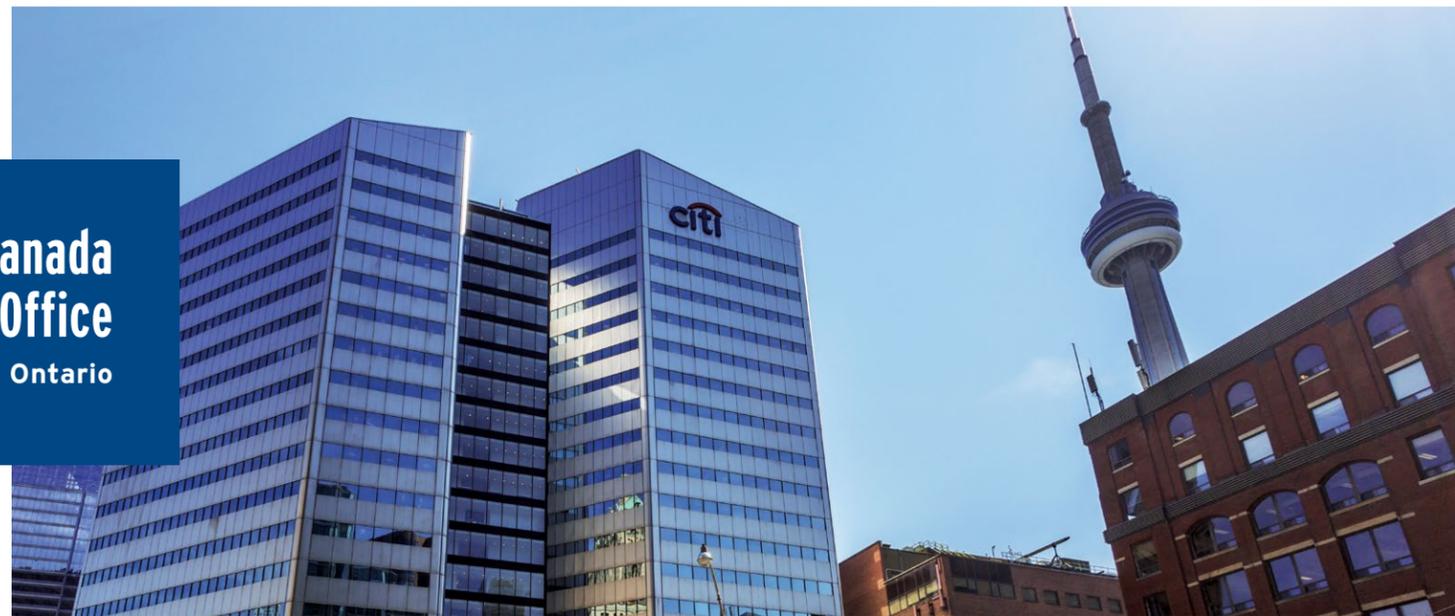


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**Citibank Canada
Head Office**
Toronto, Ontario



**Toronto Citi
Service Centre**
Mississauga, Ontario



Citi in Canada

Citi's roots in Canada date back to 1919. Currently, the company employs approximately 1,900 employees with offices in Vancouver, Calgary, Montreal, Toronto and Mississauga. Citi is one of the most global financial services organizations in Canada, with access to Citi's far-reaching network in 160 countries and jurisdictions.

Citi's key strategic focus in Canada is to continue to enable progress and help our clients succeed through these major lines of business: Citi Corporate and Investment Banking, Citi Treasury and Trade Solutions, Citi Markets and Securities Services, Citi Private Bank, and Citi Cards Canada.



Citi Corporate and Investment Banking

Citi's Corporate and Investment Banking franchises provide comprehensive relationship coverage to ensure the best possible service and responsiveness to our clients. With our strong presence in many nations, we use our country, sector and product expertise to deliver Citi's global capabilities to clients wherever they choose to compete.

Citi's Corporate and Investment Banking client teams are organized by industry and by country. Each team is composed of two parts: Strategic Coverage Officers focus on mergers and acquisitions and equity and related financing solutions. Corporate Bankers, in partnership with our Capital Markets specialists and with support from our Global Subsidiaries Group, deliver corporate banking and finance services to global, regional and local clients.



Citi Treasury and Trade Solutions

Citi's Treasury and Trade Solutions (TTS) business provides integrated cash management and trade finance services to multinational corporations, financial institutions and public sector organizations across the globe. With the industry's most comprehensive suite of digital and mobile-enabled platforms, tools and analytics, TTS leads the way in delivering innovative and tailored solutions to our clients. Offerings include cash management, payments, receivables, liquidity management and investment services, working capital solutions, commercial card programs, and trade finance.



Citibank Canada's Affiliates

Citibank Canada's affiliates operate under the following legal entities, as of December 31, 2018:

- > Citibank, N.A., Canadian branch
- > Citi Transaction Services Canada Ltd.
- > Citibank Canada Investment Funds Limited
- > Citigroup Global Markets Canada Inc.
- > Citi Cards Canada Inc.
- > Citigroup Finance Canada ULC
- > Citigroup Energy Canada ULC
- > Citi Canada Technology Services ULC



Citi Markets and Securities Services

Citi Markets and Securities Services provide world-class financial products and services as diverse as the needs of the thousands of corporations, institutions, governments and investors we serve. With trading floors in more than 80 countries, we work to enrich the relationships, products and technology that define our market-making presence. The breadth, depth and strength of our sales and trading, distribution, and research capabilities span a broad range of asset classes, currencies, sectors and products - including equities, commodities, credit, futures, foreign exchange (FX), emerging markets, G10 rates, municipals, prime finance and securitized markets.

Direct Custody, as a key component of Securities Services, not only supports the clearing and settlement activities of intermediaries such as banks, brokers and other institutional investors, but also will provide input on securities legislation and work with regulators and market infrastructures by participating in initiatives taken to improve the securities settlement environment. In this and all of our market advocacy efforts, our goals are to reduce market risk and improve market transparency and efficiency - to the ultimate benefit of all Citi clients.



Citi Private Bank

Citi operates one of the world's foremost private banks, whose teamwork, commitment to service, and ability to see and seize opportunities for our clients set us apart. Our comprehensive services are tailored to individuals and families, including entrepreneurs and business owners, single- and multi-family offices, senior corporate executives, and next-generation/inherited wealth. From banking and cash management to lending, investment strategies, and trust and wealth advisory services, we are here to support our clients with a comprehensive range of services. Our goal is to deliver expertise and a premier level of service while helping grow, manage and preserve wealth. As we partner with our clients, we can provide global thinking informed by deep local insight and can help deliver the complete financial management strategies that today's wealth requires.



Citi Cards Canada

Citi Cards Canada is one of the country's premier providers of private label credit and charge cards for retail organizations. Citi Cards Canada is part of Citi Retail Services, one of North America's largest providers of consumer and commercial credit card products, services and retail solutions.



Richard Litvack

SITE PRESIDENT
TORONTO CITI
SERVICE CENTRE

As the largest of Citi Canada's sites across the country, the Toronto CSC continues to expand, adding 200 new technologists and business analysts to the growing team, with more than 100 employees leveraging internal mobility opportunities to move into new roles within the technology organization in 2018. Central to Citi's mission and value proposition is enabling progress in the communities we serve. The Toronto CSC utilized its recent growth as an opportunity to expand its programs and forge new partnerships that strengthen our commitment to diversity and create tangible impact within the community.

As part of a partnership with the local Seva Food Bank, the Toronto CSC purchased two delivery vehicles - one early in the year, and a second at year end - helping this organization continue to serve those in need within the region.

In 2018, the Toronto CSC team also expanded its relationship with Canada Learning Code - an organization dedicated to providing STEM skills to women, children and new Canadians - hosting two workshops for local girls, to get them excited about careers in technology and work towards greater gender diversity in the technology industry. The site also continued its longstanding relationship with Habitat for Humanity, hosting two build days for employees to help create affordable housing in the community.

The Toronto CSC Technology Analyst Program, which hires new graduates each year and provides training and rotation opportunities among the technology teams, has continued to expand at record pace - the program has more than tripled in size over the past five years.

Toronto Citi Service Centre

The Toronto Citi Service Centre (CSC) delivers worldwide technology solutions to Citi's global businesses.

Identified as a global hub for Institutional Clients Group Technology, Toronto CSC's technologists and developers lead projects for Citi's businesses around the world.

IN RECENT YEARS,
THE TORONTO CSC HAS
STEADILY GROWN TO OVER

1,000 developers.

Progress in Our Communities

We recognize that the challenges communities face are complex, and to enable progress no single organization can do it alone. Citi collaborates with public agencies and community organizations to develop innovative and scalable solutions that help families achieve financial empowerment. Citi provides its employees with a number of internal programs and opportunities that encourage participation and engagement in all our charitable endeavours.



Citi Volunteers

Citi employees actively leverage their professional skills and experience by volunteering their time directly to nonprofits and non-governmental organizations supported by Citi Canada and the Citi Foundation. Supporting employees as they volunteer to make a difference in their communities builds stronger teams, fosters company loyalty and has a positive impact on the communities in which we work. We offer traditional and skill-based volunteering opportunities that exercise the enthusiasm and professional expertise of our employees.



The Citi Volunteer Management System (VMS)

Citi's VMS is a multidimensional online platform that enables all employees to seek out and register for volunteer opportunities in their area and track their volunteer hours. This application is intranet- and internet-based so that employees can log in to view or sign up for events and submit hours – personal or work-related – either at work or remotely.



Volunteer Day

Active and qualified employees are encouraged to take a paid day off from their job each calendar year to volunteer for the eligible organization of their choice. Employees may use this day for any charitable activity at a registered charity or a school. In 2018, 182 employees across Canada used their volunteer day to support dozens of organizations, compiling 177 work days in volunteer time.



Using a “more than philanthropy” approach, we put the strength of Citi’s business resources and people to work to help improve communities.

Employee Time & Talent

Daily Bread Food Bank
 London Food Bank
 Heart and Stroke Foundation
 Investing in Children
 Ronald McDonald House Charities
 Montreal General Hospital Foundation
 ReForest London
 Holland Bloorview Kids Rehabilitation Hospital Foundation
 United Way Toronto
 Calgary Drop In and Rehab Centre
 Pride Toronto
 Rise Asset Development
 United Way of London and Middlesex
 ACCES Employment
 Boys and Girls Club of London
 Salvation Army London Centre of Hope
 Children's Aid Foundation of Canada

4,181 hours
 TOTAL VOLUNTEERING



Community Development Advisory Council

In 2016, Citi Canada established a Community Development Advisory Council (CDAC) to provide oversight and accountability to the activities of the Community Development function. The council is responsible for ensuring that decisions of the function adhere to the Citi Charitable Contributions Policy and are aligned with the Citi Foundation pillars of providing support to organizations that focus on youth economic opportunities, financial inclusion and urban transformation.

The council comprises a chairperson and 13 members who represent a diverse cross-section of Citi's businesses and functions across the country. Quarterly meetings are held to review the activities of the function, discuss upcoming opportunities and challenges, and provide approval on overall strategy and any potential changes over the course of the year.



Citi Skills Marathons

Citi Skills Marathons (CSM) were created to help leaders from nonprofit organizations solve one or more of their most pressing organizational issues in a single day, using the time, talent and expertise of Citi employees who have the needed skill sets. During each event, project teams decide on an executable deliverable/recommendation and work through a four-phase model to design and complete a final deliverable.

On September 19, Citi Canada hosted a Citi Skills Marathon with Citi Foundation grant partner Rise Asset Development to help young entrepreneurs in their program with some of their business issues. A team of ten Citi volunteers worked with 15 new business owners to hone their elevator pitches, refine their audience messaging and define their target markets.



The Citi Canada Charity Golf Tournament

The Citi Canada Charity Golf Tournament began nearly a decade ago as a small fundraising initiative of the Citi Canada United Way committee. The tournament has since grown into our largest charitable endeavour of the year. Today the Citi Canada Community Development Advisory Council votes on a new community partner for the golf tournament each year, and funds raised

go towards directly supporting one of their critical programs.

In 2018, Citi Canada partnered with Ronald McDonald House Charities (RMHC) Toronto, and DAREarts. RMHC is an organization that provides a "home away from home" for seriously ill children and their families so that they can heal better together. DAREarts works with

kids in at-risk neighborhoods to empower them as leaders through out-of-school educational experiences in the arts.

The golf tournament raised \$50,000 in support of the RMHC Toronto School and the DAREarts educational program and has raised a total of \$210,000 in four years.

Global Community Day in Canada

Each year, tens of thousands of Citi volunteers, their friends and families across the globe join together for Global Community Day - an opportunity to use their time, skills and expertise to make a difference in their cities.

The annual activities focus on a range of local needs - from urban revitalization to environmental conservation to literacy and education. Global Community Day is one of the many ways Citi shows its commitment to the communities where we have a presence year-round. To date, more than two million service hours have been donated since the inception of Global Community Day in 2006.

On and around June 10, 2018, 731 Citi Canada employees, family members and alumni demonstrated a shared commitment to the communities where they work and live as part of Global Community Day.

From Montreal to British Columbia, volunteers taught, planted, mulched, sorted clothes, painted, packed and cleaned for local community organizations.

The country-wide impact on communities was significant, with 19 events across six time zones.

Vancouver

Vancouver employees joined forces with the City of Vancouver in a neighborhood cleanup, collecting several kilograms of garbage.

Calgary

In Calgary, employees partnered with clients and the Calgary Drop-in Centre to sort and size clothing for guests of the shelter and to serve meals to over 600 clients. The Calgary Drop-In Centre helps those at risk of homelessness to gain the needed support and resources.

London

Citi London partnered with ReForest London for the 13th annual Global Community Day with employees friends and family caring for young trees in a local London park by getting rid of weeds, adding tree collars and mulching.

Toronto

In Toronto, a number of events were hosted throughout May and June, including sorting food at the Daily Bread Food Bank, running 5km at the Rat Race for United Way, preparing and serving meals for 85 families staying at Ronald McDonald House, speed mentoring with women new immigrants with ACCES Employment, and a garden clean up at the Holland Bloorview Hospital for Kids with Disabilities.

Over 400 employees from the Toronto Citi Service Centre spent a morning and early afternoon planting trees, cleaning up forest parkland and mulching to create a beautiful space for the community to enjoy.

Montreal

At our Montreal site, employees participated in an annual run to help raise funds for the Montreal General Hospital Foundation's Women's Mental Health Mission program.

In 2018, over 115,000 employees worked alongside community partners at service projects in more than 450 cities across 90 countries and territories for Global Community Day.



2018 Community Giving

In 2018, employees in Canada mentored, walked, rode, collected, sorted, coached, planted, built, trained and performed a myriad of other tasks in support of community initiatives.

Local and national charitable organizations were supported by a host of employee-led fundraisers, event participation, and through Citi corporate charitable contributions.

IN 2018,
CREDIT COUNSELLING
GRANTS WERE
PROVIDED TOTALING

\$17,394.50

Charitable Contributions, Events & Sponsorships	Corporate Contributions (\$)	Employee Giving (\$)
Air Canada Foundation	15,000.00	
Alberta Cancer Foundation Calgary Office	2,000.00	
Alzheimer Society of British Columbia	4,000.00	
American Friends of UHN Incorporated	5,000.00	
Big Brothers Big Sisters of Calgary and Area	900.00	
Boys and Girls Club of London	1,500.00	
Brian Bronfman Family Foundation	2,000.00	
Camp Trillium	9,000.00	
Canada Learning Code Incorporated	10,000.00	
Children's Aid Foundation	9,766.17	3,040.00
Children's Health Foundation	500.00	
CN Employees and Pensioners Community Fund	1,500.00	
DAREarts Foundations Incorporated	4,000.00	
Dreams Take Flight	1,000.00	
Fondation Marie Vincent	4,000.00	
Fondation Pere Sablon	7,750.00	
Fondation Tel Jeunes	3,250.00	
Fraser Institute	5,000.00	
Golf Canada Foundation	77,250.00	
Habitat for Humanity	20,000.00	
HBC Foundation	7,345.00	
Healthcare of Ontario Pension Plan	5,000.00	
Heart and Stroke Foundation	1,000.00	1,300.00
Horatio Alger Association of Canada	10,000.00	
Indspire	5,000.00	

Charitable Contributions, Events & Sponsorships	Corporate Contributions (\$)	Employee Giving (\$)
Jays Care Foundation	3,500.00	
Joseph Brandt Hospital Foundation	2,100.00	
Meals on Wheels London	750.00	
Mining4Life	20,000.00	
Montreal General Hospital Foundation	1,000.00	
One4Another International	1,000.00	
Pathways to Education Canada	2,500.00	
Peace Network for Social Harmony	2,000.00	
Peel Children's Aid Foundation	10,000.00	
President's Choice Children's Charity	10,000.00	
Princess Margaret Cancer Foundation	5,000.00	
Providence Healthcare Foundation	18,200.00	
Reforest London	500.00	
Right to Play	4,000.00	
SEVA Food Bank	65,000.00	
Special Olympics	15,000.00	
St. Joseph's Health Centre Foundation	8,000.00	
St. Mary's Hospital Foundation	31,620.52	
Tourette Canada	1,000.00	
United Way Elgin Middlesex	2,000.00	28,012.84
United Way of Calgary and Area	750.00	
United Way of Greater Toronto	15,000.00	86,785.00
United Way of Greater Victoria	3,000.00	
Vibrant Healthcare Alliance	5,000.00	
West Island Cancer Wellness Centre	3,000.00	

426,681.69

119,137.84

Total: 545,819.53

\$545,819.53

TOTAL CORPORATE AND
EMPLOYEE GIVING

\$802,534.00

TOTAL CITI FOUNDATION
GRANT GIVING

*CAD equivalent of \$635,000 USD

\$1,348,353.53

TOTAL CHARITABLE
GIVING IN CANADA
IN 2018

2018 Citi Foundation Grants in Canada

Citi Foundation grant funding in Canada grew to \$635,000 in 2018, allowing partners to grow their program offerings and expand to new markets across the country.

\$150,000 (USD)

CHILDREN'S AID FOUNDATION OF CANADA
Pathways to Progress

\$250,000 (USD)

YOUTH EMPLOYMENT SERVICES
Pathways to Progress

\$110,000 (USD)

RISE ASSET DEVELOPMENT
Financial Inclusion

\$125,000 (USD)

PATHWAYS TO EDUCATION
Pathways to Progress

\$635,000

TOTAL 2018 GRANTS



Citi Foundation

The Citi Foundation works to promote economic progress and improve the lives of people in low-income communities around the world.

We invest in efforts that increase financial inclusion, catalyze job opportunities for youth, and reimagine approaches to building economically vibrant cities. The Citi Foundation's "more than philanthropy" approach leverages the enormous expertise of Citi and its people to fulfill our mission and drive thought leadership and innovation.



Pathways to Progress

The Citi Foundation is focused on programs that help young people to link education goals with leadership skills training, professional networks, and on-ramps to employment to increase the number of low-income youth, ages 16 to 25, who are able to get a job or start an income-generating business. The programs and initiatives in this focus area make up our approach called Pathways to Progress.

Impact Target: Increases in the number of low-income youth who complete post-secondary (college-level) education, gain skills to enhance employability, become employed or start their own income-generating business.



Financial Inclusion

The Citi Foundation supports efforts to develop a more inclusive financial system that provides greater access to financial products, services and capital to low-income communities and individuals, as well as individuals with disabilities. Access to capital and financial products empowers adults and young people to build financial assets, enables entrepreneurs to grow or launch businesses that create jobs, and helps community-based organizations to strengthen and transform communities.

Unique about our efforts is recognition that access to capital and products alone is not enough. Financial capability, the ability to establish financial plans and develop strategies for preserving a strong financial position during times of both economic prosperity and instability, is critical to the economic success of individuals and communities.

Impact Target: Increases in financial products and capital to support financial inclusion and the growth of businesses that provide new income generation and/or employment opportunities for low-income individuals. Increases in the number of low-income adults or youth who adopt positive financial behaviours and accumulate and preserve financial assets.

Our Commitment to United Way

Citi embraces its "more than philanthropy" approach through its commitment to United Way – across Canada and across the continent. In addition to corporate involvement, teams of employee volunteers are charged with designing events and activities that raise important funds for United Way and its member charities. These events raise awareness of United Way's work, and encourage staff to make a payroll donation, which can be done online.

In 2018, a total of 142 Citi Canada employees took advantage of this unique community-minded innovation and Citi's contributions to United Way totalled more than \$130,000.

To further encourage participation as donors, Citi offers an Angel Day, where a payroll donation equivalent to at least one hour's pay per month is rewarded with an extra day off and a tax receipt.



100 YEARS IN CANADA

Citi can trace its Canadian history back to February 1919, when the National City Company Ltd., National City Bank's investment arm, first opened offices in Toronto and Montreal to service the needs of Canadian investors.

Norman L. C. Mather was appointed as a district sales manager, with headquarters located in Montreal. Hugh W. Murray headed the second office in Toronto. His first step was to issue a call for candidates to make up his bond selling team, with one of the qualifications being service records from the war with Germany. That July, business was going so well that Mr. Mather was made district sales manager and over saw operations in the country.

By October with offices in Canada open and growing, the National City Company helped “Canada crown her war record with a Victory Loan”. The Canada offices combined forces to push the Dominion's loans and to close out the first year, the National City Company announced that “Canada Crowns War Record by Victory Loan.” With National City Company pushing the loan campaign, the final count showed \$680,000,000 subscribed, marking a victory for the Canadian office.

At this point, National City Company was looked upon as the largest investment house in the world with 55 correspondent offices in principle cities across the U.S. and offices in Canada and England and representatives of the company in Norway, Cuba, Japan and other foreign climes.

In 1925 the consistent growth of the company necessitated the move of the Montreal office to a larger space at St. James and St. Peter streets, now the site of Hotel le St. James. The Banking Act of 1933, commonly referred to as the Glass-Steagall Act, was a law in the United States that mandated the separation of commercial and investment banking. To meet this requirement, the National City Company Ltd. pulled out of the investment banking business in Canada.

Canada's rapid economic growth in the 1960s, fuelled by the boom in commodities and natural resources, led First National City Bank to purchase the Mercantile Bank of Canada and then the International Trust Company in **1963**. In **1964**, First National City Bank began an expansion strategy to meet corporate Canada's growing banking needs, targeting the mining, forestry and agriculture sectors.

Beginning in 1971, First National City Bank began providing venture capital funding for Canadian businesses under the name First National City Bank Capital (Canada) Ltd. In 1976, First National City Bank was renamed Citibank, N.A. – a wholly owned subsidiary of Citicorp. Throughout the 1970s, Citibank continued a strategy of acquisition to grow and incorporate new Canadian affiliates. The company also opened a new corporate lending office in Calgary to service the growing needs of Western Canada.

Citibank was granted a Schedule B license to operate as a foreign bank under the name Citibank Canada in **1981**, the same year that Citibank acquired Diners Club. Just one year later, all of Citibank's Canadian affiliates were operating under Citibank Canada. Citi capitalized on Canadian regulatory changes in the 1980s and 1990s, seeing an opportunity to enhance its investment banking activities and develop additional financial services for clients, such as Citibanking, a global electronic banking service for corporate customers.

In 1984, Citi moved into its new headquarters in Toronto, then called University Place and now called Citigroup Place. In 1985 the Calgary office was opened to focus on the needs of oil and gas clients. Citibank Canada also established a retail banking presence in Canada with the opening of a branch in 1986 in the Toronto head office.

During the 1990s, Citibank Canada launched the successful Driver's Edge® and Diners Club enRoute cards and saw the creation of Salomon Smith Barney Canada to handle its investment banking operations in Canada. Following Travelers merger with Citi the Consumer Credit unit was renamed, creating CitiFinancial. In **1998** Citigroup was formed through a merger between Citicorp and Travelers Group (including newly-acquired Salomon Brothers – a company with Canadian presence dating back to the early 1950s). Then in **2001**, Citigroup created Salomon Smith Barney Canada to handle its investment banking operations in Canada.

Since 2000, Citi Canada has seen an incredible amount of change, beginning with the acquisition of Canada Trust's \$1.8 billion MasterCard portfolio and other strategic business acquisitions including Schroeder's, The Associates, Copelco, Geneva Co., and Unisen, leading to the creation of Citigroup Fund Services Canada Inc. Citibank Canada spun off its MasterCard portfolio and created Citi Cards Canada Inc. to manage the business. This growth necessitated newer and larger facilities and new offices were opened in Mississauga (Hurontario) and London, Ontario (Citi Plaza).

Although Citi Canada remained on good footing, the financial crisis of **2008** still had an impact. Citigroup split into two business groups: Citicorp for entities deemed core to the future of the company and Citi Holdings for non-core business assets. Citi Cards Canada Inc. was placed in Citi Holdings and subsequently most of its portfolios were divested, and the remainder moved into Citicorp in **2011**. As Citi executed on its plan globally to become simpler, smaller, safer and stronger, Citi Canada also transformed itself, focusing on growth of its institutional businesses and reaching an agreement in **2016** to sell CitiFinancial Canada.

In 2007, the Toronto Citi Service Centre (CSC) was established to deliver worldwide technology solutions to Citi's global businesses. Identified as a global hub for Institutional Clients Group Technology, Toronto CSC's technologists and developers lead projects for Citi's businesses around the world. The Toronto CSC has steadily grown to over 1,200 developers in recent years.

Many of the institutional banking businesses in Canada have seen recent growth, including the move to a new office space in Calgary in **2012**. The new space includes Corporate and Investment Banking, Citi Markets' commodities team, and Citi Transaction Services.

Currently, Citi in Canada employs approximately 1,900 financial services employees across the country in a range of institutional and consumer businesses including Corporate and Investment Banking, Citi Markets and Securities Services, Citi Trade and Treasury Solutions, Citi Private Bank, and Citi Cards Canada. Canada is a top 10 franchise for Citi by revenue, and has been named a Top Employer for Young People in 2017 and 2018.

Citi Canada continues to capitalize on Citi's global network and ability to do business in more than 160 countries and jurisdictions, bringing Canada to the world and the world to Canada.





One of Canada's longest-serving and largest foreign financial institutions, Citi began operations in Canada in 1919.

In February 1919 the National City Company Ltd., first opened offices in Toronto and Montreal under the leadership of Norman L. C. Mather.

1919

The Canadian exchange controls were eliminated in 1951 and the National City Bank of New York Statement of Condition listed a Canadian District in 1953.

This enabled First National City Bank to take on a more important place as banker to Canadian industry, taking the lead in financing important projects in non-ferrous metals, oil and gas pipelines and other areas.

The bank also encouraged Canadian firms in the development of their export business and in financing their direct investments overseas.

1951-1953



The Mercantile Bank of Canada presented the first computer-assisted financial analysis service by a chartered bank in Canada 1969.

1969

In 1981, Citibank was granted a Schedule B license to operate as a foreign bank under the name Citibank Canada.

1981

In 1985 the Calgary office was opened to focus on the needs of oil and gas clients.

1985

Citibank Canada earned Euromoney magazine's 'Best Foreign Bank in Canada' award for the first time.

1995

In 2001, Citigroup created Salomon Smith Barney Canada to handle its investment banking operations in Canada.

2001



John Hastings became Citi Canada Country Officer in 2010 and continues to lead the bank today.

2010

1925

Consistent growth necessitated a move of the Montreal office to a larger space, now the site of the St. James hotel.



1963

In 1963, First National City Bank purchased the Mercantile Bank of Canada and then the International Trust Company.



1976

In 1976, First National City Bank was renamed Citibank, N.A.



1984

In 1984, Citi moved into new headquarters in Toronto, renaming the building at 123 Front Street West from University Place to Citigroup Place.

1993

Citibank Canada arranged the first-ever bankcard securitization in Canada in a deal worth \$160 million.

1998

Citigroup was formed through a merger between Citicorp, Travelers Group and Salomon Brothers - a Canadian Company.

2007

Established in 2007, the Toronto Citi Service Centre (CSC) delivers worldwide technology solutions to Citi's global businesses.



2019

Today, Citi in Canada employs approximately 1,700 financial services employees across the country.

Canada is a top 10 ICG franchise for Citi, and has been named a Top Employer for Young People.

Citi Canada continues to capitalize on Citi's global network and ability to do business in more than 160 countries and jurisdictions.

**100 YEARS
IN CANADA**



At Citi Canada, one of our most important strategic advantages is the remarkably wide range of cultures, backgrounds and perspectives that we all bring to work every day.

Progress through Diversity

First published in 2002, Canada's Top Employers for Young People is an editorial competition organized by the Canada's Top 100 Employers (Top 100) project. Each employer is evaluated in terms of the programs it has to attract and retain younger workers. Editors at the Top 100 also examine each employer's mentorship and training offerings, career management programs and conduct an overall profile of the organization's workforce.

Citi's close relationship with Canadian colleges and universities serves as a pipeline to the best and brightest students the country has to offer. Citi Canada recruitment best practices and extensive summer internship program provide the ability to entice leading candidates and provide them with unparalleled access to higher management, competitive salaries and a gateway to the world with offices in more than 160 countries and jurisdictions.

Nourishing and encouraging new employees is critical to corporate strategy. Citi's commitment to attracting, developing and retaining the best talent is instilled in all employees, from the global CEO to the new analyst, and has Citi well-positioned to become the employer of choice for technology graduates. Around the world, Citi is committed to being a company where the best people work, where opportunities to develop are widely available, where innovation and an entrepreneurial spirit are valued, and where a healthy work-life balance is encouraged.

Some of the programs that support Citi's diversity strategy include initiatives designed to enable progress of women, including the establishment of women's networks across the world, and scholarship programs for diverse candidates, including students with disabilities and indigenous students. Cultural diversity is also an important part of the workplace, and Citi takes every opportunity to celebrate the rich background of its employees through various celebratory events throughout the year.

To bolster the strength of the firm's diversity, Citi has implemented the following:

- > **Diverse Panels** ensure Citi has a diverse set of leaders involved in assessing candidates in order to identify unique perspectives on potential new hires.
- > **Diverse Slates** ensure the firm has tracked and documented its approach to and success with gender diversity.
- > **Building an Inclusive Culture** training creates more inclusive decision-making. In 2016, this mandatory training was rolled out to all employees in Canada.
- > **Day in the Citi** is an all-female on-site event that hosts undergraduate students in the hopes they apply for either our summer or full-time analyst class the following year. The event includes a keynote address from a senior leader, followed by various business information sessions, and ending with a networking opportunity. This event is a direct reflection of how Citi continues to support the advancement of women in finance roles.
- > **Early ID - Citi Diversity Recruiting** has developed an Early Identification Program ("Early ID") to focus on identifying, mentoring and hiring top diverse talent for the Summer Analyst Programs. As Early ID participants, second year students will have the opportunity to experience intensive interview preparation, one-on-one mentorship, exclusive training and webinars, and an opportunity to interview with Citi. In addition, there is an opportunity to add Canadian participants to the Early ID Women's Leadership Program stream.
- > **Training:** most summer interns and new graduates receive five weeks of head office training in New York City.



Firm-Wide Diversity Representation Goals

Citi's commitment to diversity is at the core of our values. There are many things we are proud of—more than 50% of our colleagues globally are female and 45% of our U.S. workforce are minorities; our senior leaders chair our Affinity groups; and more than 80% of our colleagues have participated in unconscious bias training.

We are working to even further increase diversity with new ideas, new resources, new policies and new partners, while also maintaining a meritocracy at Citi that attracts, retains and promotes highly talented colleagues who deliver results and exemplify our Leadership Standards.

As part of this focus on diversity, we have implemented new representation goals for females globally and for Black colleagues in the U.S. In the next three years, our goals are to increase our representation of female Assistant Vice Presidents through Managing Directors to at least 40%, and our representation of Black AVPs through MDs in the U.S. to at least 8%. These initial goals will ensure we quickly learn which new efforts are working and which are not. We will use what we learn through this work to support representation across all diverse groups globally.

Focus Areas

Targeted Recruitment: Our goal is to have analyst and associate programs that include 50% females globally and 30% Blacks and Hispanics/Latinos in the U.S. Citi is also deploying new training and technology designed to help us leverage our hiring process to drive greater diversity, including new interview training for all recruiters and hiring managers and new sourcing platforms.

Development and Retention: At every level within the firm, we are exploring various ways to support our high-performing talent outside of bi-annual development conversations, and expanding our development programs. We will continue our focus on pay equity for all our employees.

Promotion Paths and Processes: With tremendous focus and continued investment in development, more than 25% of our CCOs are female, and our ultimate goal is to increase that to 50%. We are also working with external consultants to ensure that our talent process supports diversity, including in our approaches to performance feedback and promotion calibration.

Citi is proud to deliver mental health training to people managers and employees that supports a culture of inclusiveness.

Diversity & Inclusion Committee

The mandate of the Diversity and Inclusion Committee is to foster an environment where everyone, regardless of their diversity status, can feel valued working at Citi, and to ensure that our workplace is one where our employees feel they can bring their whole self to work. The committee will also ensure we are complying with Employment Equity (EE) requirements to ensure no barriers exist for the four designated groups highlighted by EE legislation: Women, Aboriginals, Persons with Disabilities and Visible Minorities.



Together at Citi: Building an Inclusive Culture

Senior Leaders hosted a live event offered globally through video broadcasting, conference call and in-person. Held on January 30, 2018, the event featured Jamie Forese, President of Citigroup and Head of the Institutional Clients Group, who moderated the event and engaged the Affinity Leaders in a Q&A session and addressing diversity and inclusion topics suggested by Citi colleagues.

Total Rewards, Wellness & Recognition

We are committed to help all our employees achieve physical, mental, and financial wellness. Our comprehensive benefit programs cater to the needs of our diversified workforce and their families.

Our programs include extended health and dental coverage, life, accident, and disability insurance coverages, critical illness, second opinion service, and an employee and family assistance program.

We provide resources, tools and access to professional services to promote mental health through our partnership with benefits and wellness vendors.

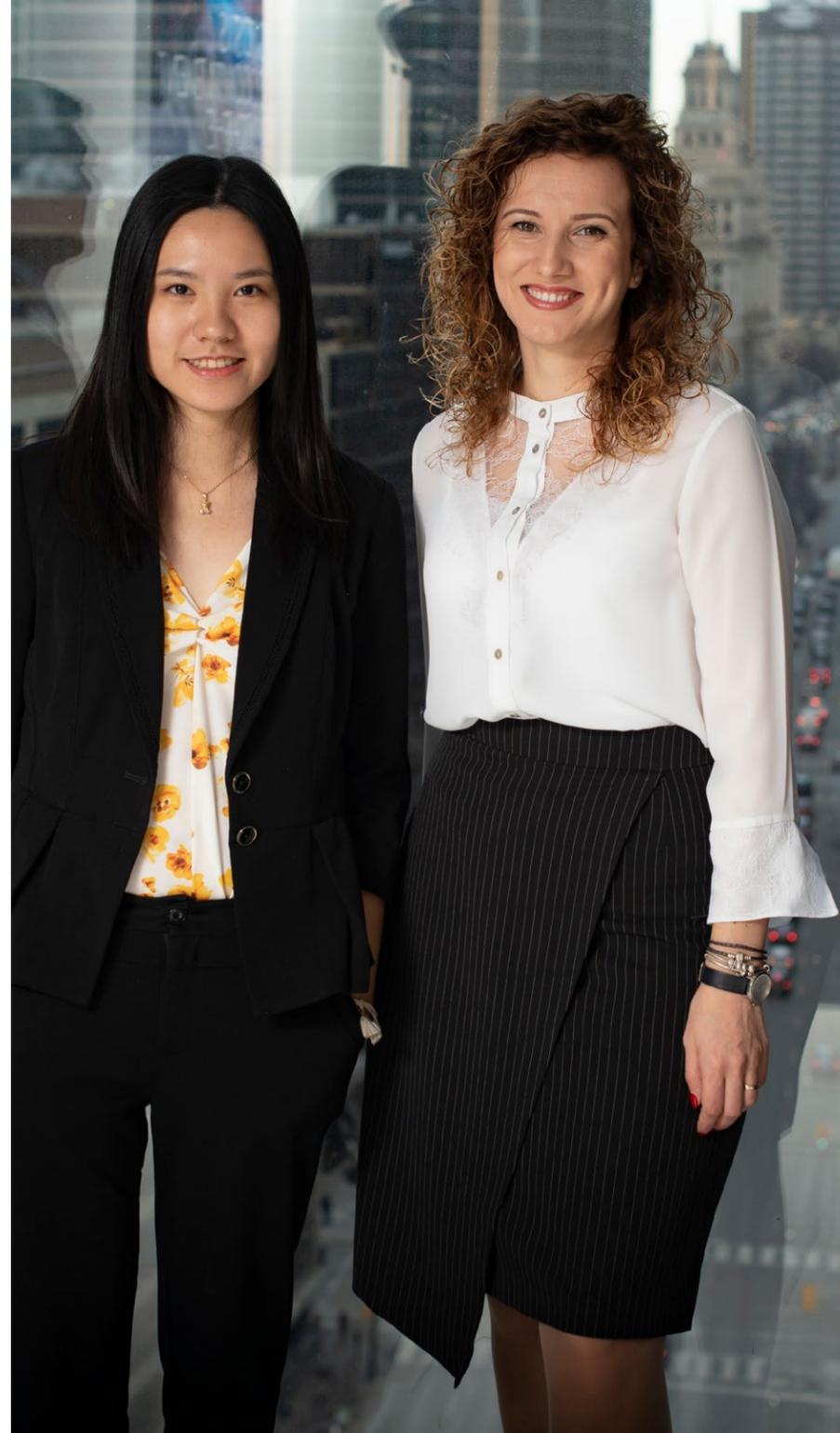
Our global and local Live Well at Citi programs continue to raise awareness and empower employees to focus on their wellness through year round activities. Our Workplace Accommodation programs help improve work environment for employees with special needs.

Citi's compensation philosophy is designed to attract, retain and motivate high performing employees. Our compensation programs and practices align with our business results, goals and objectives and consider the long-term best interests of our shareholders and clients.

We offer comprehensive retirement and saving programs to help our employees plan, save, and invest for a sound financial future.

We offer other programs to support our employees and their families, including Citi Scholarship Program for employees' children, Employee Discount Program to stretch their dollars, emergency day care services to support employees with young children.

Citi Gratitude program encourages peer appreciation and recognition. Our Anniversary Program recognizes and celebrates employees' tenure, dedication and commitment.



Development & Talent Programs

Citi Canada has several talent and development programs that support our current and future leaders. Delivered both locally and globally, these programs are designed to deliver organizational capability through our leadership standards.

Citi offers an online careers site, which allows employees to search for available positions across divisions and regions around the globe. More than 29% of our roles are filled internally, and we continue to foster internal mobility through global job vacancy listings on Citi's MyCareer platform. Employees are also able to use MyCareer to maintain their mobility preferences and role interests, and subscribe to new job opening alerts in their field at Citi globally. In addition, our robust employee referral fee has fostered talent partners in our own employees.

Citi's online Global Learning Management System (GLMS) houses more than 10,000 web-based courses related to professional and personal development and technology skills. We continue to evolve our learning culture at Citi through new learning solutions, including video-based learning, to provide employees with ongoing, just-in-time development.

Citi also offers Degreed - the learning platform available to all Citi employees that support continuous, on-demand learning. There are many learning pathways to choose from, and over time, the system self-learns your preferences and recommends various articles, videos, books, etc. to complement employee-learning goals.

Supporting our employees' development is also fostered through other formal programs, including mentorship programs, high-potential development programs and new manager programs.

We believe that strong leadership enables progress at Citi.

External Diversity Scholarships & Bursaries

Indspire: This is an Indigenous-led, national, registered charity that invests in the education of Indigenous peoples for the long-term benefit of these individuals, their families and communities, and Canada. Each year, Indspire distributes more than \$10 million in post-secondary scholarships and bursaries to First Nations, Inuit and Metis students nationwide. For a number of years, Citi has supported this organization in the form of a program called Building Brighter Futures: Bursaries, Scholarships and Awards. The Citi Canada Award for Indigenous Students is an annual Award for two Indigenous students who are attending university in the Greater Toronto Area in their second year of study in a Business or Commerce program based on academic merit and with demonstrated financial need for contribution to education costs.

OTSS - Citibank Canada Award for Students with Disabilities at the University of Toronto: This program is dedicated to delivering support to students with disabilities and providing them with invaluable assistance as well as recognition of their hard work and academic achievements. These awards are presented annually to students with a disability on the basis of financial need. The focus is typically on business or commerce students enrolled in the third year or higher, with academic merit a consideration as well.

Citibank Community Award - Schulich School of Business, York University: Awarded to a second year BBA/iBBA student in the fall-term who has achieved strong academic performance and demonstrates an interest in finance and extraordinary community involvement and engagement. This award is presented by Citibank Canada in recognition of the firm's commitment to diversity and their support of women, aboriginals and persons with disabilities.



Citi values a work environment where diversity is embraced, where people are promoted on their merits, and where people treat each other with mutual respect and dignity.



Supplier Diversity

In 2016, Citi formed a proud partnership on the path to diversity and inclusion by joining the Canadian Aboriginal and Minority Supplier Council (CAMSC). This engagement signifies Citi's commitment to increasing access, opportunity, development, and capacity building for Aboriginal and minority suppliers.

Aboriginal and minority-owned businesses represent a community of innovative thinking and diverse thought leadership. Citi is excited to collaborate with CAMSC and its members on the engagement and inclusion of aboriginal and minority suppliers as part of our commitment to inclusiveness in our global supply chain practices.

Citi Canada expanded its partnerships in diversity and inclusion in 2017 by joining WeConnect International, an organization that identifies, educates, registers, and certifies women's business enterprises (WBE) based outside of the U.S. that are at least 51% owned, managed, and controlled by one or more women, and then connects them with multinational corporate buyers "(decision makers)". In 2018, Citi added new partners WBE Canada and Canadian LGBT+ Chamber of Commerce (CGLCC) to its supplier diversity program.

Citi collaborated with CAMSC to establish a Financial Industry Group to share best practices with Canadian financial industry leaders in supplier diversity, to enhance the growth and evolution in the industry and the communities we serve. In addition, working with WeConnect International, Citi has piloted a mentorship program to enhance the development of their women-owned businesses members. The mentorship program is in the process of transitioning from pilot to broader implementation where Citi will be an active stakeholder and participant.

In 2018 Citi has grown its business with diverse suppliers by 1,225% over 2017. Much of this growth has come from activities with WBE's, and represents 89% of Citi Canada's business with diverse suppliers. Citi is pleased with the positive growth and momentum of its supplier diversity efforts and looks forward to further developing, enhancing access to and improving opportunities with diverse suppliers in its communities.

Annual Employee Survey

We measure our progress on diversity in various ways, including the annual Voice of the Employee survey. Our last annual employee survey results indicate:

80%
DIVERSITY INDEX

80%
MANAGER EFFECTIVENESS

72%
ENGAGEMENT INDEX

Employment in Canada

Province	Full Time	Part Time	Total
ON	1,345	14	1,359
BC	14	0	14
AB	16	0	16
QC	7	0	7

As of December 31, 2018 **Grand Total** 1,396

What We Expect of Our Leaders

Citi's Leadership Standards encapsulate the measurable skills, abilities and knowledge that we should demonstrate to be successful Citi leaders.

Our Mission and Value

Proposition explains

what we do.

Our Leadership

Standards explain how

we do it.



Develops Our People

- > Builds talent and teams for Citi by creating a culture of meritocracy and transparency, and celebrating excellence, initiative and courage
- > Inspires and empowers the team to work collaboratively to achieve superior results
- > Creates an environment where people hold themselves to the highest ethical standards
- > Models personal growth and consistently provides coaching and feedback in support of ongoing development and retention
- > Attracts great talent, builds a diverse talent pipeline, and recognizes, rewards, and promotes based on performance



Drives Value for Clients

- > Enables economic value and positive social impact for clients, companies, governments, and communities
- > Puts clients first by anticipating, understanding, and exceeding their expectations and needs
- > Acts as a trusted partner to clients by delivering superior advice, products and services
- > Brings the best of Citi and knowledge of global issues and market trends to create value and good will with clients
- > Drives innovation, competitive differentiation and speed to market by actively learning from others



Works as a Partner

- > Works collaboratively across the firm and encourages others to achieve the best results for Citi and our clients
- > Exemplifies global leadership by embracing unique perspectives from across Citi to achieve the best solutions
- > Challenges self and colleagues to higher levels of performance by actively listening and engaging in constructive dialogue
- > Treats people with respect and assumes the intentions of others are based on common goals and shared purpose



Champions Progress

- > Champions a culture of high standards, pushes for progress, embraces change and challenges the status quo in support of Citi's vision and global strategy
- > Communicates a vision that is forward looking and responsive to changes in the environment
- > Inspires enthusiasm and mobilizes resources for productive and innovative change
- > Exhibits confidence and agility in challenging times
- > Sets a positive tone when implementing Citi-wide change initiatives



Lives Our Values

- > Sets high standards and achieves performance objectives by creating a clear path toward ethical and sustainable results
- > Translates Citi's strategy into effective business plans while proactively overcoming obstacles
- > Prioritizes and provides a clear line of sign to the most critical work
- > Sets goals and measures progress to ensure the organization is focused on ethics, execution, and results
- > Expects self and team to consistently meet/exceed expectations



Delivers Results

- > Ensures systemically responsible outcomes while driving performance and balancing short- and long-term risks
- > Sets the standard for the highest integrity in every decision
- > Leads by example; willing to make difficult choices in support of Citi and our stakeholders
- > Makes Citi better for all by putting the clients' and Citi's interests ahead of individual or team interests
- > Has the courage to always do what's right and the humility to learn from mistakes



Progress through Governance

The Ethics and Culture Committee, a standing committee of the Citigroup Inc. Board of Directors that was established in 2014, continues to oversee senior management's efforts to reinforce and enhance a culture of ethics throughout the firm.

In Citi's Mission and Value Proposition, we state that we strive to earn and maintain public trust by constantly adhering to the highest ethical standard. We include this phrase because we acknowledge that there is work to be done, that our efforts need to be continuous and that even one mistake can undermine trust in our business and our industry overall. Earning trust is hard – rightly so. But we are committed – from our Board of Directors and senior management to each of our employees around the world – to working at it each day. It's what we need to do to be successful as a company and it is at the centre of all our decisions and actions.



Ethics Hotline

Citi's Ethics Office provides multiple channels, available in 11 languages – including a toll-free phone number, mail, fax and web-based option – where employees, customers, suppliers and other third parties can report concerns. These channels, collectively called the Ethics Hotline, allow individuals to raise concerns around any ethics, environmental, social and governance issues including human rights, supply chain, and labour practices. All complaints are treated as confidentially as possible, in a manner consistent with the need to investigate and address the complaint. Ethics concerns can be raised either anonymously or without attribution, subject to applicable laws and regulations. Furthermore, Citi policies prohibit retaliation against anyone who raises a concern or question in good faith, or anyone who participates in an ethics investigation.



We strive to earn and maintain public trust by constantly adhering to the highest ethical standards.



Anti-Bribery Program

Citigroup has established and continues to maintain a Global Anti-Bribery Policy, designed to ensure, that at a minimum, Citigroup and all of its businesses are in compliance with all applicable anti-bribery laws and regulations, including the U.S. Foreign Corrupt Practices Act, the U.K. Bribery Act and applicable local anti-bribery and corruption laws of the countries in which Citi Operates.

Our Anti-Bribery Program expressly prohibits bribery in any form for our employees as well as our suppliers.

We have written policies, procedures, and internal controls reasonably designed to comply with anti-bribery laws. We conduct an annual bribery risk assessment of all global business lines. It addresses many areas of risk, including gifts and entertainment, hiring practices and third-party relationships.

We provide our staff with anti-bribery training annually, and supplement it with targeted training and communications as needed.

We give staff multiple ways, including an Ethics Hotline, to escalate instances of corruption and to prompt investigations, where necessary. Citi's Anti-Bribery Program is overseen by our Chief Compliance Officer who reports to the CEO.



Managing Compliance Risk

The Independent Compliance Risk Management organization is responsible for helping to drive a culture of ethical conduct at Citi by establishing policies, programs and procedures that guide and support our employees in making ethical decisions and adhering to the appropriate standards of conduct. Through an integrated compliance risk management framework, this group protects Citi by setting standards, providing guidance, training, and advice to our businesses regarding compliance risk, and driving ownership and accountability for managing compliance risk in accordance with Citi standards across the firm.

Managing compliance risk is the responsibility of all of our employees and requires not only adherence to applicable laws, regulations, policies, and relevant standards of conduct, but also the promotion of business behaviour and activity that is consistent with the values and conduct expectations outlined by our Mission and Value Proposition and Leadership Standards.

Citi's global Independent Compliance Risk Management organization is headed by our Chief Compliance Officer, who reports directly to Citi's Chief Executive Officer and provides regular reports on the performance of the compliance program to the Citigroup Board of Directors, including the Audit and Ethics and Culture Committees.



Sanctions Program

Citi conducts business and operations in compliance with applicable sanctions, laws and regulations, including those of the United States and other countries in which we operate. We maintain a robust, risk-based Sanctions Compliance Program that applies globally and is commensurate with our global footprint. As a financial institution organized in the United States, Citi and its subsidiaries globally comply with applicable U.S. sanctions requirements, among other requirements.

Our enterprise-wide Sanctions Program promotes compliance with increasingly dynamic sanctions requirements. The program includes policies and procedures, enterprise-wide screening, annual risk assessments and audits of sanctions control processes, employee training and a diverse team of Compliance professionals stationed around the world. Citi's Global Sanctions program and the associated policy are owned by the Chief Sanctions Office and the policy is approved by the Audit Committee of the Board of Directors.



Other Programs and Initiatives

Other programs and initiatives that help us manage our compliance risk include, but are not limited to, Citi's Anti-Money Laundering Program and Citi's taxation policies and standards.



Anti-Money Laundering Program

One of our most important obligations is to protect the integrity of the global financial system.

Our Anti-Money Laundering (AML) Program helps protect our clients, businesses and the financial system from the risks of money laundering and terrorist financing through a robust, globally consistent program.

It is based on our Anti-Money Laundering Policy, which provides globally consistent controls to identify and mitigate risks related to money laundering and comply with relevant laws and regulations.

The program centers on:



Prevention

Citi's global Know Your Customer (KYC) program is the cornerstone of our AML program, enabling us to effectively evaluate the potential risks associated with each client relationship and ensure that we adhere to globally consistent policies and standards, customer risk scoring and onboarding.



Detection

We monitor transactions to identify unusual or suspicious transactions, behaviours or patterns of activity across our global footprint. Our AML investigations unit reviews transactions of new and existing clients across businesses and regions.



Reporting

We create, track and file Suspicious Activity Reports, Suspicious Transaction Reports and Currency Transaction Reports, as required in many countries.



Governance

Our enterprise-wide controls govern the overall program including global AML policies, processes, testing and training. Citi's Global AML Program Head and Bank Secrecy Act (BSA) Officer is responsible for overseeing the program, including apprising the Board of Directors and senior management of AML initiatives, any significant deficiencies, and the reporting of suspicious activity.

Globally, we have more than 4,300 AML professionals, including over 400 designated AML officers covering every Citi business, function and geographic area.

These specialists help us effectively execute the program and meet our AML-related requirements. The global program is supported by the Independent Compliance Risk Management, Finance, Legal, Risk, and Internal Audit functions. In 2016, we centralized our AML efforts into a single, comprehensive function, including both compliance and operations, to support the evolution of our AML program with increased sophistication, effectiveness and efficiency.



Complaints Regulations

(BANKS, AUTHORIZED FOREIGN BANKS AND EXTERNAL COMPLAINTS BODIES)

SOR/2013-48

As required by the Complaints (Banks, Authorized Foreign Banks and External Complaints Bodies) Regulations SOR/2013-48, Citibank Canada confirms that a total of four (4) complaints were dealt with by the Citibank Canada Ombudsman in 2018.

The average length of time taken by the Ombudsman's Office to deal with the complaints was 10 days. It is Citibank Canada's opinion that of the four complaints received, all were resolved to the satisfaction of the persons who made the complaints.

All four (4) of the complaints received were for Citibank Canada. No complaints were received for Citibank, N.A., Canadian branch.



Progress through Sustainability

To drive sustainable progress worldwide we need to lead by example. That means doing everything we can to reduce the impacts of our facilities on the local and global environment by conserving energy, water and other resources, influencing employee and supplier behaviour and investing in green building design.



Environmental Sustainability

As part of our Sustainable Progress strategy, Citi has established new environmental footprint goals for 2020, including 35 percent reduction in greenhouse gas (GHG) emissions, 30 percent reductions in energy and water use and 60 percent reduction in waste to landfill, all against a 2005 baseline. The initiative also includes a longer-term 2050 GHG emissions reduction goal of 80 percent; both the 2020 and 2050 GHG goals were created using a climate science-based methodology.

Set in 2010, these goals address key performance areas including reducing greenhouse gas (GHG) emissions, waste generation, water conservation, Leadership in Energy and Environmental Design (LEED) building, and improving energy efficiency. Annual targets drive progress across Citi's nearly 12,000 locations.

Citi Realty Services (CRS) has incorporated sustainable building practices globally in all new construction and renovations since 2007.



Citi Toronto

LEED SILVER CERTIFIED, 2014



LEED Certification

All new projects are candidates for LEED Certification in the project planning by the Architect and project manager.

In Canada, CRS has achieved LEED status for two significant sites, the new Calgary Global Banking/Commodities Trading office and the fully renovated Citi Canada Head office in Toronto.

The Calgary Office received LEED Silver certification in 2013 based on five standard categories; sustainable sites, water efficiency energy and atmosphere, materials and resources, indoor environmental quality and innovation and design process. Citi achieved Silver Certification in March 2014 for the Citi Canada Head Office renovation project,

which encompassed a complete retrofit of five floors at Citigroup Place in Toronto.

This project, completed in late 2013, was evaluated according to LEED Canada – Commercial Interiors, in five environmental categories: sustainable sites, water efficiency, energy and atmosphere, materials and resources, indoor environmental quality as well as innovation and design process.

In addition to CRS Project Management and Building Operations, the project team consisted of professionals in the fields of Interior Design, Mechanical and Electrical engineering, Construction and Sustainability, all chosen for their experience and commitment to the green building movement.

The project was designed to provide a very modern, high quality office space incorporating sustainable design features such as low flow water fixtures, high efficiency air-conditioning systems, lighting sensors, construction materials with high levels of recycled content, furniture/finishes with low-level VOCs etc., all prerequisites to creating a sustainably built environment.

Citi Canada is committed to promoting global sustainability initiatives and practices through education and awareness in order to reduce its environmental impact.

Environmental Impact Report

Absolute Indicators	2017	2017 (Jan-Dec)	2018 (Jan-Dec)	YTD 2018 Forecasted Reduction from 2017
Electricity	8.72	8.72	8.73	
District Heating (Steam & Chilled Water)	0.64	0.64	0.80	
Energy Purchased (Scope 2)	9.35	9.35	9.53	
Natural Gas	1.84	1.84	1.55	
Fuel Oil	0.00	0.00	0.00	
Energy Consumed (Scope 1)	1.84	1.84	1.55	
Total Energy (GwH)	11.19	11.19	11.09	-0.97%

CO2e Emissions

Direct CO2e	372.93	372.93	314.44	
Indirect CO2e	1,472.77	1,472.77	1,515.77	
Total CO2e (Metric Tons)	1,845.70	1,845.70	1,830.20	-0.84%

Water

Total Water Consumption (m³)	25,734.75	25,734.75	28,940.06	12.46%
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Waste

Recycled Waste (Metric Tons)	134.66	134.66	97.96	
Refuse and Other (Metric Tons)	40.39	40.39	60.09	
Total Waste (Metric Tons)	175.05	175.05	158.05	-9.71%
Diversion Rate (%)	77%	77%	62%	

Citi Canada 2018 Reductions

By the end of 2018, Citi Canada showed the following reductions:

-0.97%
ENERGY USAGE

-0.84%
CO2e EMISSIONS

-9.71%
WASTE PRODUCTION

Debt Financing for Businesses in Canada

At Citi, we are committed to making debt financing available to our clients across Canada.

As of December 31, 2018, authorized amounts available to businesses in Canada total approximately \$21,843,466,999.

*Client counts and authorizations for Yukon and Northwest Territories have been added to Nunavut for the same dollar band to preserve confidentiality.

**Client counts and authorizations for Newfoundland and Nova Scotia have been combined with Nunavut, and Prince Edward Island has been combined with Saskatchewan for the same dollar band to preserve confidentiality.

***Client counts and authorizations for Manitoba and Saskatchewan have been combined with Quebec for the same dollar band to preserve confidentiality.

****Client counts and authorizations for Manitoba and Nova Scotia have been combined with Saskatchewan for the same dollar band to preserve confidentiality.

*****Client counts and authorizations for Manitoba has been combined with New Brunswick for the same dollar band to preserve confidentiality.

*****Client counts and authorizations for Manitoba and New Brunswick have been combined with Nova Scotia for the same dollar band to preserve confidentiality.

		\$0 - \$24,999	\$25,000 - \$99,999	\$100,000 - \$249,999	\$250,000 - \$499,999	\$500,000 - \$999,999	\$1,000,000 - \$4,999,999	\$5,000,000 >	Grand Total
Alberta	Number of Clients	14,664	412	19	4	7	16	51	15,173
	Authorized Amount	\$75,017,612	\$13,647,885	\$2,501,522	\$1,481,797	\$5,901,351	\$33,340,590	\$3,483,611,304	\$3,615,502,061
British Columbia	Number of Clients	18,832	396	23	4	4	9	30	19,298
	Authorized Amount	\$85,875,699	\$13,209,536	\$2,589,553	\$1,509,740	\$2,290,000	\$23,018,455	\$1,752,813,651	\$1,881,306,633
Manitoba	Number of Clients	6,450	173	5	***	****	*****	*****	6,628
	Authorized Amount	\$33,989,019	\$5,791,010	\$500,000	-	-	-	-	\$40,280,029
New Brunswick	Number of Clients	1,494	53	0	0	0	3	*****	1,550
	Authorized Amount	\$7,736,868	\$1,888,000	-	-	-	\$7,500,000	-	\$17,124,868
Newfoundland and Labrador	Number of Clients	411	20	**	0	0	0	0	431
	Authorized Amount	\$2,212,850	\$651,000	-	-	-	-	-	\$2,863,850
Nova Scotia	Number of Clients	2,404	63	**	4	****	5	6	2,482
	Authorized Amount	\$12,827,075	\$2,141,088	-	\$1,483,000	-	\$9,197,653	\$410,519,346	\$436,168,162
Northwest Territories	Number of Clients	20	*	0	0	0	0	0	20
	Authorized Amount	\$112,900	-	-	-	-	-	-	\$112,900
Nunavut	Number of Clients	21	6	5	0	0	0	0	32
	Authorized Amount	\$123,300	\$186,000	\$680,000	-	-	-	-	\$989,300
Ontario	Number of Clients	74,236	1,497	100	45	60	80	121	76,139
	Authorized Amount	\$353,622,327	\$52,350,757	\$13,316,342	\$15,001,105	\$42,214,095	\$192,543,078	\$12,823,582,279	\$13,492,629,984
Prince Edward Island	Number of Clients	602	5	**	0	0	0	0	607
	Authorized Amount	\$3,150,530	\$234,644	-	-	-	-	-	\$3,385,174
Quebec	Number of Clients	21,707	283	27	7	9	15	36	22,084
	Authorized Amount	\$110,837,114	\$9,741,912	\$3,545,765	\$2,612,974	\$6,140,290	\$38,428,287	\$1,694,298,148	\$1,865,604,489
Saskatchewan	Number of Clients	3,644	172	4	***	4	0	6	3,830
	Authorized Amount	\$26,128,570	\$5,621,100	\$400,000	-	\$2,800,000	-	\$452,507,430	\$487,457,100
Yukon	Number of Clients	13	*	0	0	0	0	0	13
	Authorized Amount	\$42,450	-	-	-	-	-	-	\$42,450
Total Number of Clients		144,498	3,080	183	64	84	128	250	148,287
Total Authorized Amount		\$711,676,312	\$105,462,932	\$23,533,182	\$22,088,616	\$59,345,737	\$304,028,062	\$20,617,332,158	\$21,843,466,999

By Jurisdiction	Income Taxes	Capital Taxes	Total
Federal	39,679,567	-	39,679,567
Alberta	5,645,644	-	5,645,644
British Columbia	1,018,540	-	1,018,540
Manitoba	-	-	-
New Brunswick	-	-	-
Newfoundland	-	-	-
Northwest Territories	-	-	-
Nova Scotia	-	-	-
Nunavut	-	-	-
Ontario	22,137,870	-	22,137,870
Prince Edward Island	-	-	-
Quebec	194,157	100,000	294,157
Saskatchewan	-	-	-
Yukon	-	-	-
	68,675,778	100,000	68,775,778

By Company	Income Taxes	Capital Taxes	Total
Citibank Canada	26,506,469	100,000	26,606,469
Citibank Canada Investment Funds Limited	841,046	-	841,046
Citi Transaction Services Canada Ltd.	3,404,770	-	3,404,770
Citi Canada Technology Services ULC	7,860,191	-	7,860,191
Citibank NA (Canadian Branch)	25,003,851	-	25,003,851
Citigroup Finance Canada Inc.	80,515	-	80,515
Citi Cards Canada Inc.	3,010,002	-	3,010,002
Citigroup Global Markets Canada Inc.	1,968,934	-	1,968,934
Citigroup Energy Canada ULC	-	-	-
	68,675,778	100,000	68,775,778





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