



2003 diversity annual report

“we will not rest until we are the employer, service provider, business partner, and neighbor of choice.”

CHUCK PRINCE

BOB WILLUMSTAD

employer of choice Citigroup* 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. Around the world, we are committed to being a company where the best people want to work; where opportunities to develop are widely available; where innovation and an entrepreneurial spirit are valued; and a healthy work/life balance is encouraged.

service provider of choice Citigroup strives to deliver products and services to our customers that reflect both our global reach and our deep local roots in every market where we operate. The diversity of our employees enables us to better understand our customers, while the breadth of our product offerings allows us to serve them better.

business partner of choice Citigroup works to create mutually beneficial business relationships with minorities, women, disabled veterans, and people with disabilities. We recognize that working with a wide range of professionals, suppliers, and consultants strengthens the communities we serve and creates value for our shareholders.

neighbor of choice Citigroup believes it has a responsibility to make a difference in the neighborhoods in which we live and work around the world. We reach out to and form partnerships with nonprofit organizations, civic groups, educational institutions, and local governments representing the diverse nature of these communities.



**Message from our
Chief Executive Officer and Chief Operating Officer**

Over the years, we have visited many of the countries in which Citigroup conducts business. Citigroup has been an important presence for 60, 70, and even 100 years in quite a few of these nations, and our tradition has been to hire people locally—indeed, 98 percent of our employees are native to the locations where they work. Because we do business in more than 100 countries, this tradition has made us one of the most diverse companies in the world.

We are proud to be part of a company like that and we want to reaffirm Citigroup's commitment to diversity globally.

Citigroup works constantly to be more inclusive, whether by deploying diversity councils across our businesses, fostering employee networks so employees from similar backgrounds can share their experiences, or developing diversity standards for managers throughout the company to meet.

As described in this booklet, Citigroup made significant progress on our diversity goals in 2003. But we will not rest until we are the employer, service provider, business partner, and neighbor of choice in the communities where Citigroup has a presence. The principles of diversity and inclusion are embedded in our culture; we will work every day to see that those principles are reflected both in our workforce and in the way we do business around the world.

Chuck Prince

Bob Willumstad



**Message from our
Director of Global Workforce Diversity**

When I look back on 2003, a number of important accomplishments stand out, but none more important than creating a common framework for understanding and strengthening our emphasis on diversity across Citigroup's family of businesses, an achievement that I believe will have far-reaching effects.

Indeed, Citigroup's major lines of business now share the same approach and outlook when it comes to accountability, attracting talent, developing people, and creating an inclusive work environment so our employees can reach their full potential. We want employees to know that regardless of the social challenges that may persist within society, work is a place where they are valued and respected.

Along the same lines, we now have a common set of leadership standards for senior managers across the company by which we can evaluate how they are managing their businesses and their people on specific issues, including diversity.

Citigroup maintains a strong commitment to inclusiveness, and this was further demonstrated in 2003 when we launched employee networks in the U.S. and Europe. These networks—Pride, African Heritage, Women's, Working Parents, Hispanic, and Multicultural—are open to all employees, enabling them to share common experiences and build awareness of diverse cultures within the company. We will support continued expansion of these efforts in 2004.

I am pleased with the progress we made in 2003. Once again, we received significant recognition for our initiatives, including being named among the top 50 companies for minorities by *Fortune*, among the 100 best companies for working mothers by *Working Mother* magazine, and among the best companies for Latinas to work for in the U.S. by *LATINAS* style.

We expect to build on our current momentum in the years ahead by globalizing our initiatives. We look forward to continued progress in 2004!

Ana Duarte McCarthy



citigroup values Citigroup 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. Around the world, we are committed to being a company where the best people want to 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.

10 employee networks 21 diversity councils
33,756 employees participated in diversity training
51,000 employees involved in diversity initiatives
81,000 employees have access to full-time and back-up child care programs

for our employees,
we want to be the
employer of choice

CITIGROUP HAS DEVELOPED A COMMON FRAMEWORK ACROSS THE BUSINESSES TO STRENGTHEN OUR EFFORTS ON EMPLOYEE DIVERSITY AROUND THE WORLD. IT COMPRISES MANAGEMENT ACCOUNTABILITY, ATTRACTING TALENT, DEVELOPING OUR EMPLOYEES, AND CREATING A POSITIVE AND INCLUSIVE WORK ENVIRONMENT.

Management Accountability

At Citigroup, diversity is a source of strength for our people and our businesses. In 2003, our company's senior leaders enhanced their commitment to diversity by fostering inclusion through training, mentoring, and networking initiatives, often becoming personally involved in the effort.

2003 was the first year that we linked progress in diversity to the performance of our senior managers. We communicated leadership standards by which all senior managers throughout the organization will be reviewed. The standards—which address four broad areas: business results, client focus, people, and the way we do business—are described in general terms, except for diversity, where we provide explicit standards on accountability, talent, development, and our work environment.

We continued to promote diversity through our diversity councils, in which business leaders and employees from various levels and functional groups develop and execute diversity strategies for their businesses. Citigroup has 21 diversity councils globally, the newest of which was formed in Japan.

Citigroup's primary cross-business Diversity Operating Council, chaired by Global Workforce Diversity Director Ana Duarte McCarthy, consists of senior

diversity directors and Human Resources leaders representing our major businesses and regions. The council meets twice a month to review diversity policy and share best practices.

The councils operating within the businesses have fostered a greater awareness of diversity. For example, the Fixed Income diversity council in the Global Corporate & Investment Banking Group designed a "blueprint message" as part of its diversity strategy to highlight the importance of diversity in everyday management behavior. It was communicated to all Fixed Income managing directors in the U.S.

While the majority of the councils focus on broader aspects of diversity, several concentrate on gender:

- Citigroup International (CI) formed a Diversity Leadership Board—drawn from CI senior management—which established a Women's Leadership Council comprised of senior women representing Citigroup's regions and businesses.
- Global Transaction Services launched Women's Councils in the U.S., Dublin, London, and Frankfurt to increase retention and promotion of women in leadership roles.
- A Women's Council was created for Citigroup's Corporate Center. It seeks to enhance women's career opportunities within Citigroup.

Attracting Talent

Citigroup's ability to attract and retain diverse undergraduate, graduate, and professional talent is fundamental to our success.

To recruit the best talent, we strengthened partnerships with organizations such as the National Black MBA Association and the National Society of Hispanic MBAs. In 2003, Citigroup hired 17 MBAs from these two associations alone for management positions. We are also a member of both organizations' advisory boards and work closely with their national offices and local affiliates.

INROADS is another important partner. In 2003, through the INROADS program, 48 summer interns were hired and placed in various Citigroup businesses. INROADS recognized our efforts with two awards—"New Company of the Year" in Dallas and "Business Coordinator of the Year" in San Francisco.

Citigroup continued its support of the Robert A. Toigo Foundation, an organization that provides fellowships for top minority students pursuing MBAs. In 2003, we hosted 50 new Toigo scholarship Fellows at the Toigo Foundation's orientation in New York and later offered three of these Fellows full-time jobs.

We continued our partnership with the Consortium for Graduate Studies in Management, an alliance of 18 leading U.S. business schools that help talented African-American, Hispanic-American, and Native-American college graduates pursue careers in business. Citigroup sponsors the Consortium's orientation for new fellows and manages the Citigroup Ethics seminars in Financial Services and Investment Banking.

Citigroup made progress in 2003 in identifying diverse lesbian, gay, bisexual, and transgender (LGBT) MBA candidates. We sponsored LGBT receptions at leading business schools; we also sponsored the 2003 Reaching Out MBA, Inc. conference in New York, which provides a forum for LGBT MBA candidates, recent business school alumni, and business leaders to meet, share information, and build networks.

We continued to participate in professional diversity career fairs, including Women for Hire and the Urban Financial Services Coalition (UFSC). For example, we hired five women through Women for Hire, which brings the business community together with experienced female professionals in computer engineering, information technology, finance, and marketing.

employee networks

Snapshots of the Networks: 2003

DIVERSITY IS EVERYWHERE AT CITIGROUP, FROM OUR 275,000 EMPLOYEES AROUND THE WORLD TO OUR MILLIONS OF CUSTOMERS. FEW COMPANIES REFLECT SUCH A WIDE ARRAY OF PEOPLE WITH DIFFERENT BACKGROUNDS AND TALENTS. OUR EMPLOYEE NETWORKS REINFORCE THAT THIS IS A COMPANY WHERE DIVERSITY IS EMBRACED.

AFRICAN HERITAGE NETWORK-NYC The Citigroup African Heritage Network-NYC held its launch event with more than 400 employees attending. Later in the year, the network co-hosted its first professional development workshop with the Urban Financial Services Coalition-NY chapter. By the end of 2003, the network had grown to more than 800 members.

HISPANIC NETWORK-NYC More than 300 employees attended the launch of the Citigroup Hispanic Network-NYC. About 25 members of the network volunteered for a full day at a Habitat for Humanity building site. Members worked alongside future homeowners and networked with other employees.

PRIDE NETWORK-U.S. (chapters in NYC and Dallas/Ft. Worth) When word of the formation of the Pride-U.S. network was communicated to our employees in 2003, requests to form local chapters in six U.S. cities resulted. Network representatives from New York City, Dallas, and London participated in the Out & Equal Workplace Advocates' annual conference, where Citigroup was a finalist for the Significant Achievement Award.

WOMEN'S NETWORK-PRIVATE BANK The Women's Network-Private Bank created two volunteer programs in which employees offered career advice and financial education to young girls. The network launched an internal Web site and was featured in the Citigroup Private Bank's diversity video.

WORKING PARENTS NETWORK-CITI CARDS The network provides a forum for sharing information and providing support for employees as they attempt to balance work and family life. A special sub-committee of the network—in conjunction with human resources—is evaluating the possible expansion of flexible work options in our Citi Cards business.

There are four employee networks operating within the UK:

CITIGROUP PARENTS Citigroup Parents held more than 25 events in 2003, including a series of educational workshops to help working parents deal with issues such as lack of sleep, poor nutrition, raising children, and abuse of drugs. Emergency First Aid training courses were offered for new parents and a Maternity Buddy program was started to provide support for pregnant women and mothers returning to work after having their babies.

CITIGROUP ROOTS Citigroup Roots works with employees to develop racial and cultural diversity initiatives. Tom Jones, Chairman & CEO of Citigroup's Global Investment Management business, addressed the network and offered advice on becoming successful.

CITIGROUP PRIDE Citigroup Pride promotes a supportive work environment where all employees can make a meaningful contribution to the company. In 2003, the network sponsored recruiting events for gay and lesbian students at schools such as the London Business School, Oxford, and the London School of Economics.

CITIGROUP WOMEN Citigroup Women helps professional women achieve success by promoting teamwork and knowledge sharing among women. The network focuses on career development and retention, and in 2003 conducted a series of presentations by senior managers to mid- and senior-level female employees.

Developing Our Employees

Citigroup works hard to develop and retain employees. Every year, we assess the company's top talent, and identify women and minorities to ensure that we develop a strong and diverse pool of future leaders. We also help employees develop their careers through informal networking and mentoring. Some 75 percent of our Management Committee participates in mentoring, along with many of our other employees.

Creating a Positive and Inclusive Work Environment

Creating a work environment where people feel valued and respected is critical to being an employer of choice. To strengthen this environment, we offer training, work-life programs, employee networks, and celebrations of cultural heritage months. These programs are designed to help our employees become more aware and develop a deeper understanding of the unique backgrounds of other employees.

Celebrating Diversity

In the U.S., Citigroup hosted activities celebrating the heritage months of various minority and other groups. These activities were designed to help employees learn about the achievements of others as well as to underscore our company's diversity.

In addition to sponsoring programs around Black History month, Hispanic Heritage month, Pride month and Women's History month, Citigroup added Asian Heritage month, Disability Awareness month, and Native American Heritage month to its list of sponsorships in 2003.

During Asian Heritage month, the Global Corporate & Investment Banking Group organized an event highlighting successful Asian managers at Citigroup. Our senior Asian managers shared personal stories and views on career development.

For Disability Awareness Month, Citigroup partnered with the American Association of People with Disabilities and the National Business and Disability Council to sponsor Disability Mentoring Day, a program that gives people with disabilities a chance to learn about career and employment opportunities.

Diversity awareness was also the theme of the Global Corporate & Investment Banking Group's Diversity Week in the UK in 2003, an event that included a series of programs addressing diversity matters within Citigroup and in the community.

Diversity Training

Diversity training initiatives throughout Citigroup gained momentum in 2003. At the senior level, nearly half of our Management Committee participated in training, and the company is committed to 100 percent participation in 2004. Citigroup-wide, 33,756 employees in the U.S., UK, Latin America, and Western Europe were trained in diversity in 2003, and we will continue to offer the training in 2004. Within Asia, all Citigroup staff in Japan—some 10,000 employees—participated in a Diversity Awareness program, and in 2004 the focus will be on building diversity management skills.

Diversity Feedback

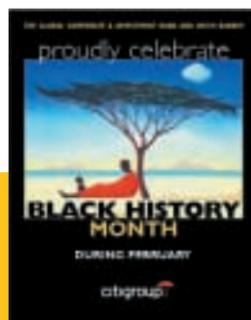
We want to know what our employees think about Citigroup's commitment to diversity. We capture their opinions through our Voice of the Employee survey and use the data to assess our progress and determine where we have more work to do.

Work/Life Programs

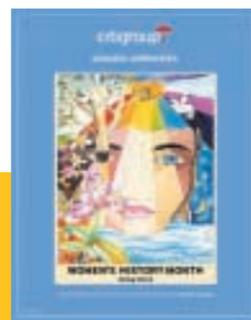
Citigroup believes strongly that employees need to balance their personal responsibilities with their responsibilities at work. To help them, we offer a variety of work/life programs; for example:

- Citigroup's partnership with LifeWorks®, a research and referral service, provides information to help employees and their dependents manage the demands of everyday life. Open to employees, their partners, and dependents in the U.S., Puerto Rico, and Canada, the program is available 24 hours a day through a toll-free telephone number or via the web. It provides access to information, research, and resources, as well as customized referrals to help employees find practical solutions on parenting, adoption, education, managing older adults, and legal issues.

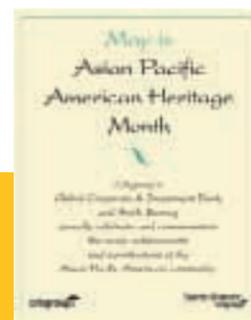
BUILDING
AWARENESS
THROUGH
CELEBRATION



Black History Month



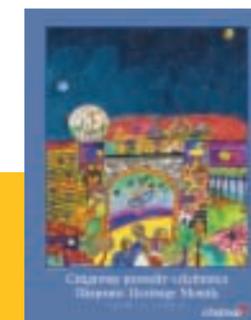
Women's History Month



Asian Pacific American
Heritage Month



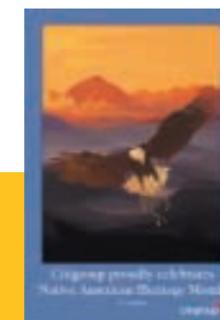
Pride Month



Hispanic Heritage Month



Disability Awareness Month



Native American Heritage Month

- Citigroup's Employee Assistance Program (EAP) helps protect the health and well-being of our employees. Employees and their immediate family members in the U.S., Puerto Rico, Australia, Canada, Ireland, and the UK, as well as expatriate staff, can contact the EAP 24-hours a day and via the Internet to speak to a counselor about personal or career concerns.

HEALTH MANAGEMENT PROGRAM

Citigroup operates 20 on-site wellness centers in the U.S., Ireland, UK, and Australia. In 2003:

- Nearly 24,000 employees were immunized against influenza
- 4,500 employees enrolled in a healthy habit and physical activity pilot program titled Project L.E.A.N. (Lifestyle, Exercise, Attitude and Nutrition)
- More than 1,000 women were screened for breast cancer
- 3,900 employees were screened for high blood pressure
- 800 employees were screened for cholesterol

CORPORATE LACTATION PROGRAM

To support mothers who are returning to work, lactation facilities are available in Citigroup medical clinics in London, Dublin, New York, Florida, and other company locations in the U.S. Citigroup offers an online tutorial about the benefits of breastfeeding, along with a list of U.S. lactation facilities.

CHILD CARE PROGRAMS

Citigroup offers full-time and backup child care programs to more than 81,000 employees in the U.S. and Europe, including at on- and near-site centers. In 2003, we opened a center in San Antonio and purchased slots at a consortium center in London. The San Antonio facility can care for 370 children full-time daily and is available to more than 4,000 employees at Citigroup's U.S. Service Center located 27 miles outside the city. The London facility provides care at a center near Citigroup's Canary Wharf location.

Citigroup employees in the U.S. may also receive discounts when they use leading national child care centers. Employees in participating businesses in 12 states and more than 500 work locations can receive company subsidized backup child care near their home or work locations through Just in Time Care®, a research and referral service that links employees with child care providers.

In 2003, more than 5,100 children of employees used Citigroup's subsidized child care programs.

ELDER CARE MANAGEMENT SERVICES INTRODUCED

Citigroup recognizes the challenge of caring for an older relative experiencing physical or mental health changes. In 2003, we began offering U.S. employees elder care services to help them manage their work and personal lives during these difficult times. Elder Care Management Services is a program provided through Citigroup's U.S. LifeWorks program.

what our employees are saying

ON THE HISPANIC MARKET

"Our approach to the Hispanic market segment in the U.S. has a huge grassroots component to it. Participating in events such as the Citi Hispanic Games brings us face-to-face with current and potential customers and enables us to establish a strong community presence and lasting relationships."

– Dina Weitzman

ON WOMEN

"Citigroup is a big beneficiary of women's growing power in Korea. We believe the growth engine of Korea is supported by the power of women." – Sajjad Razvi

ON THE CITIGROUP PRIDE NETWORK

"We see tremendous benefits from the network. Our management's support of the Pride Network is something that speaks well for Citigroup. We have noticed that non-gay students who are thinking of working here will ask if we have a network for gay and lesbian employees as a way of gauging how supportive the environment is." – J. Kevin Jones, Jr.

ON EMPLOYEE NETWORKS

"In recognizing the collective uniqueness of our employees, Citigroup creates an environment that fosters satisfied and productive employees." – Ajay Banga

ON BLACK ACHIEVERS

"Being recognized as a 2003 Harlem YMCA Black Achiever in Industry was one of the proudest moments in my 12-year career at Citigroup. I felt truly valued for my contributions to the company, and it was wonderful to have my family and colleagues on hand to celebrate this special honor."

– Andrea Mason

ON THE GLOBAL TRANSACTION SERVICES WOMEN'S COUNCIL

"The program is about making an impact on the lives and careers of the women in this organization, women who want to play a bigger role, who want to take on more leadership. What we're trying to do—and I think what we've done—is create an environment that's more favorable to allowing that to happen."

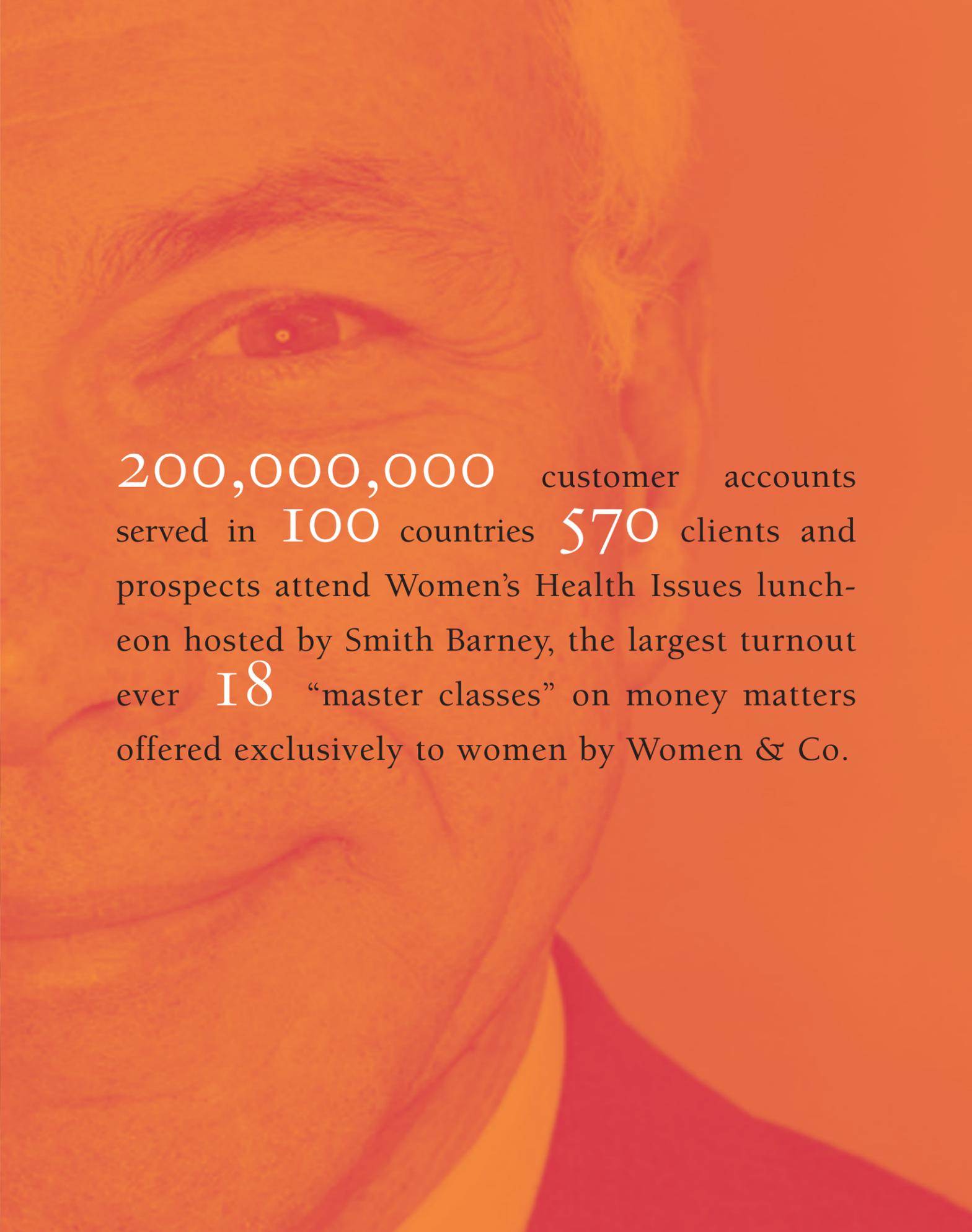
– Mary Ambrecht

ON CHILD CARE

"The Citigroup Children's Center is not a day care center to me, but rather an extension of my family. The quality of care that the teachers and director provide my daughters is more than I ever expected or wished for." – Nada Rodriguez



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200,000,000 customer accounts served in 100 countries 570 clients and prospects attend Women's Health Issues luncheon hosted by Smith Barney, the largest turnout ever 18 "master classes" on money matters offered exclusively to women by Women & Co.

for our customers,
we want to be the
service provider
of choice

African-American Customers

The African-American community was the focus of a special event and reception in New York, sponsored by Citigroup, to celebrate the living history of Harlem. Sponsored in conjunction with Black History Month, more than 750 guests attended the performance and reception, which included musical greats Gloria Lynne, Joe Cuba, and The Silver Belles.

The Smith Barney African-American initiative continues to gain new clients through investor education symposiums focusing on wealth management. Symposiums were held in Baltimore, Detroit, Philadelphia, Memphis, and Atlanta. A highlight of the initiative was the donation of the Encyclopedia Encarta—written by Dr. Henry Louis Gates, Director of the W.E.B. Du Bois Institute at Harvard—to school districts in Baltimore and Memphis. The encyclopedia covers the African Diaspora and chronicles the history of African, African-American, and African-Caribbean people.

Asian Customers

In 2003, Citigroup celebrated Diwali by launching a promotion targeted at Asian-Indian clients. Diwali is a holiday held at a time of year considered advantageous to making major financial decisions. The promotion—which offered incentives to prospective Asian-Indian customers to open accounts—was advertised on Asian-Indian television stations and in Asian-Indian newspapers.

Female Customers

Smith Barney hosted its 7th annual Women's Health Issues luncheon symposium as part of its sponsorship of the 2003 Susan B. Komen New York City Race for the Cure. More than 570 clients and others attended,

the largest turnout ever. The forum focused on the latest developments in the diagnosis, treatment, and research of cancer, as well as medical advances and investment opportunities within the healthcare industry.

In 2003, Women & Co., a Citigroup service that offers its members access to financial professionals, financial education, and discounts, completed its national roll-out across the U.S. Currently, it has several thousand members from 40 states and more than 1,000 financial professionals from Smith Barney and Citicorp Investment Services who are committed to serving the women's market.

Lesbian, Gay, Bi-Sexual, and Transgender Customers

In 2003, Citigroup's Consumer Finance Home Equity division continued its partnership with Gay.com/PlanetOut.com by advertising our home equity products in its print publication. In addition, Citibank financial centers participated in the 10th International Gay and Lesbian 2003 Business and Entertainment Expo in New York and San Francisco. Fliers and posters were displayed at our financial centers to advertise the event and representatives attended the Expo to promote our products and services.

Hispanic Customers

As part of Citigroup's strategy to better serve the growing U.S. Hispanic market, Citigroup launched several new products and services in 2003, including the Citibank Access Account. The inexpensive Access Account encourages consumers who previously may not have participated in the banking system to open accounts. It also features convenient and affordable ways to send money within the U.S. and to Mexico.



citigroup works to create mutually beneficial business relationships with minorities, women, disabled veterans, and people with disabilities. We recognize that working with a wide range of professionals, suppliers, and consultants strengthens the communities we serve and creates value for our shareholders.

590,000,000 dollars spent with diverse suppliers 6.7 percent of dollars spent by Citigroup for U.S.-based vendor businesses spent with minorities and women 83,000,000 dollars invested through the Black Enterprise/Greenwich Street Corporate Growth Fund

for our suppliers,
we want to be the
business partner
of choice

Citigroup Supplier Diversity continues to do business with enterprises owned by minorities, women, disabled veterans, and people with disabilities. In 2003, our diversity spending reached more than \$590 million, up from \$500 million in 2002.

Strengthening Programs

MENTOR PROTÉGÉ PROGRAM

The Citigroup Supplier Diversity Mentor Protégé Program helps build working relationships between major Citigroup suppliers and minority- and women-owned and other diverse suppliers. For example, Armstrong World Industries partnered with Millennium Electrical Supply and Lee Hecht Harrison partnered with Selective Staffing. The results were noteworthy.

Armstrong conducted process improvement training with Millennium, reducing Millennium's billing errors by 50 percent in the first quarter of 2004. Lee Hecht Harrison helped Selective Staffing form a spin-off business named McClure Management. McClure will open for business in 2004 and is believed to be the only minority-owned outplacement firm in the U.S.

MIGRATION POLICY GROUP

Citigroup is one of 10 companies to form the European Supplier Diversity Project. It is spearheaded by the Migration Policy Group, a European research organization. Plans for the project include the exploration of supplier diversity in five European countries. The project is committed to building an environment that offers under-represented businesses the same opportunity to compete for the supply of goods and services as established suppliers. An initial pilot to identify women- and minority-owned businesses in the UK will commence in 2004.

SELECTIVE CORPORATE INTERNSHIP PROGRAM

Because of our Supplier Diversity program, Citigroup was recognized by the Selective Corporate Internship Program (SCIP) as "Corporation of the Year" in 2003. The award recognized our leadership and participation in SCIP's summer internship program for promising and underprivileged high school juniors. The program provides students with training and exposure to careers and opportunities in corporate America.

SUPPLIER DIVERSITY INTEGRATED ACROSS CITIGROUP

Supplier Diversity is now represented in Citigroup's major businesses. When our businesses seek diverse suppliers, Citigroup's Supplier Diversity program provides them with qualified suppliers identified through our corporate memberships in the National Minority Supplier Development Council, the Women's Business Enterprise National Council, the National Minority Business Council, and other local government and trade organizations.

ASSISTING FIRMS IN THE EXTERNAL MARKETPLACE

In 1998, Citigroup helped create and raise \$91 million for the Black Enterprise/Greenwich Street Corporate Growth Fund, which was created to finance the growth of established minority-owned or -managed businesses. To date, nearly 91 percent of the capital has been invested.

The Fund's capital has helped a variety of businesses in the U.S. to expand, including a radio broadcasting group, an asset management firm, a consumer foods manufacturer, and a multi-media enterprise with publishing, television, and music assets.



citigroup believes it has a responsibility to make a difference in the neighborhoods in which we live and work around the world. We reach out to and form partnerships with nonprofit organizations, civic groups, educational institutions, and local governments representing the diverse nature of these communities.

88,800,000 dollars in combined philanthropic giving from Citigroup Foundation and our businesses 200 billion dollars available for affordable mortgages in the U.S. through 2010 158 environmentally beneficial projects underwritten in the U.S., exceeding 8 billion dollars

for our communities,
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The Citigroup Foundation and Citigroup's businesses provide hundreds of thousands of people around the world with access to financial resources to help them improve their lives and strengthen their communities.

In 2003, Citigroup's combined philanthropic giving from the Citigroup Foundation and our businesses was \$88.8 million. While the support is widespread, much of it was focused on four key areas: financial education, general education, microfinance, and lending and investing in low- and moderate-income communities.

Access to Financial Resources

Citigroup is aware that in many developing countries, microfinance is the only means for people to provide for their families and improve their lives and their communities. These programs provide access to financial resources for tens of thousands of the world's poorest people, so they can lift themselves up from poverty and contribute to the economic well-being of their communities. In the last five years alone, the Citigroup Foundation has awarded \$17 million in grants to 178 microfinance organizations in 50 countries.

Our support continues. In 2003, the Foundation awarded a \$250,000 grant to help fund the United Nations' activities during its designated International Year of Microcredit 2005. In addition, in partnership with the Grameen Foundation, we are sponsoring new training programs for microfinance institution managers across China.

Businesses Making a Difference

Finding opportunities for our businesses to give back to their communities is a value that is deeply embedded in Citigroup's culture. Examples from 2003:

- We underwrote 158 environmentally beneficial projects in the U.S., totaling more than \$8.3 billion, including facilities for pollution control, water and sewer projects, recycling, and solid waste disposal.
- We served as lead manager on a 10-year, \$200 million bond financing that was the debut issue for the Central American Bank for Economic Integration, which provides critically needed funds to finance environmentally friendly economic growth.
- We provided \$19 billion in the first year of our 10-year, \$120 billion commitment to lend and invest in underserved communities in California and Nevada.
- We announced a new commitment to make \$200 billion available for affordable mortgages in the U.S. through 2010.

Supporting Financial Education

Over the years, we have seen the good that comes from responsible and wise use of financial resources. Citigroup supports Financial Education because it helps people understand how to use these resources, raises the quality of life for individuals and families, and strengthens communities around the world. In 2003, Citigroup businesses and the Citigroup Foundation invested more than \$14 million in Financial Education programs. Responding to community concerns, we strengthened our commitment by announcing a new Financial Education curriculum, a package of lessons and other resources available in English and Spanish. Citigroup is working with selected community groups to ensure the curriculum is widely available and effectively used. Plans also are underway to roll out the program internationally.

Also in the area of Financial Education, more than 20,000 students in the U.S. and London are attending Academies of Finance, a program of the National Academy Foundation (NAF), founded and chaired by Citigroup Chairman Sandy Weill and designed to prepare students for careers in financial services. In 2003, we supported the NAF with \$2.6 million in grants.

Another of our global partners in Financial Education is Junior Achievement, whose partnership with Citigroup spans 26 years. Since 1999, we have contributed more than \$5 million to support Junior Achievement programs on four continents and in some 30 countries, bringing the world of business and finance to life for millions of students.

Educating the Next Generation

Because knowledge is critical for individuals and societies to realize their full potential, we strongly support education and career development. We want to strengthen the quality of teaching, improve student achievement, and increase access to higher educational opportunities. The Citigroup Success Fund, an award-winning program, is one example of our efforts. This program provides grants to educators to develop innovative, easily replicable grassroots programs aimed at

improving student achievement. In 2003, we provided close to \$1 million in grants to support Success Funds in 20 U.S. markets and five Asian countries.

Encouraging Employee Volunteerism

In 2003, Citigroup made a major commitment to volunteerism by creating an internal office to coordinate our employees' volunteer activities. Citigroup employees responded with enthusiasm, many of them giving more than 100 hours of community service in the course of the year.

We also strengthened our U.S. employee volunteer program with Habitat for Humanity International in 42 cities. Grants in 2003 totaled nearly \$2.8 million. Our employees in Bolivia, Canada, Dominican Republic, Egypt, Hungary, Jordan, Kenya, Korea, Lebanon, Nigeria, Poland, South Africa, Tanzania, Thailand, Turkey, Uganda, the UK, and Zambia, among others, participated in local builds.

While we are proud of our efforts to make communities better, we realize there is more to do and remain committed to playing an even more significant role in the years ahead.



Hispanic Scholarship Fund



Akanksha Foundation's school program in Mumbai, India



Race for the Cure

diversity awards & recognition

AMERICA'S 50 BEST COMPANIES FOR MINORITIES

Fortune magazine, Citigroup named to top 50

TOP 50 COMPANIES FOR DIVERSITY

DiversityInc magazine, Citigroup named to top 50

100 MOST POWERFUL MINORITY BUSINESS LEADERS

CRAIN'S New York Business magazine, Thomas W. Jones, Chairman and CEO of Citigroup's Global Investment Management and Citigroup Asset Management, named to list

50 MOST DESIRABLE MBA EMPLOYERS

Fortune magazine, Citigroup ranked No. 5

CORPORATE 100

HISPANIC magazine

GREAT PLACES TO WORK: 17 FORTUNE 1000 COMPANIES WHERE SISTERS ARE FINDING SUCCESS

Essence magazine

50 MOST POWERFUL WOMEN IN BUSINESS

Fortune magazine, Marge Wagner, Chairman and CEO, Global Consumer Group, No. 5; Sallie Krawcheck, Chairman and CEO, Smith Barney, No. 14

100 BEST COMPANIES FOR WORKING MOTHERS

For the 13th year, *Working Mother* magazine named Citigroup to list

LATINASTYLE 50 BEST COMPANIES FOR LATINAS TO WORK FOR IN THE U.S.

LATINASTyle magazine

OPTIMA AWARD—EQUAL OPPORTUNITY EMPLOYER

Award for Citibank's program "100% Igualdad"—given to Citibank's Office of Diversity in Spain by the Spanish Ministry of Labor and Social Affairs

HARLEM YMCA SALUTE TO BLACK ACHIEVERS IN INDUSTRY

Citigroup's Darryl P. Hendricks, Andrea L. Mason, Mark W. Willis, and Marcia E. Young

YWCA SALUTE TO WOMEN ACHIEVERS

Citigroup's Sally Durdan, Sallie L. Krawcheck, Rachel F. Robbins, Frances Aldrich Sevilla-Sacasa, and Jane Sherburne were inducted into the YWCA City of New York's Academy of Women Achievers

BANAMEX: EQUITY OF GENDER CERTIFICATION

(Women's National Institute—Mexico) for policies and practices promoting gender equity

MAKING A DIFFERENCE

citigroup 2003 DATA EFFECTIVE JULY 2003

u.s. workforce information report

JOB CATEGORIES	NUMBER OF EMPLOYEES										
	OVERALL	MALE					FEMALE				
		White	Black	Hispanic	Asian	American Indian	White	Black	Hispanic	Asian	American Indian
Officials & Managers	19,840	8,762	651	702	578	27	6,867	939	762	517	35
Professionals	25,886	9,977	1,004	1,085	2,490	36	7,499	1,455	922	1,388	30
Technicians	2,420	997	149	129	182	10	661	129	63	94	6
Sales Workers	19,862	12,321	518	652	622	32	3,787	574	690	632	34
Office & Clerical	57,993	8,779	2,770	2,399	986	96	26,381	8,041	6,116	2,154	271
Craft Workers	64	38	12	2	2	0	5	4	0	1	0
Operatives	839	156	117	83	72	2	203	54	35	111	6
Laborers	40	3	2	25	3	0	1	0	6	0	0
Service Workers	167	62	35	15	5	0	27	13	7	3	0
Total	127,111	41,095	5,258	5,092	4,940	203	45,431	11,209	8,601	4,900	382

Citigroup's U.S. workforce demographic data has been published in the Diversity Annual report since its inception in 1999. Total minority representation in Citigroup's U.S. employee population continues to trend positively, going from 27.7 percent in 2001 to 31.9 percent in 2003, a 4.2 percent representation increase. Our largest minority group, African-American, represents 13 percent of Citigroup's U.S. workforce, followed by Hispanic at 10.8 percent, Asian at 7.7 percent, and American Indian at 0.4 percent. Total minority representation continues to increase in almost all job categories. In looking at our Officials & Managers and Professionals jobs, total minority representation was 16.7 percent in management positions in 2001, and increased to 21.2 percent in 2003, a 4.5 percent representation increase. Representation in professional jobs rose from 26.3 percent in 2001 to 32.5 percent in 2003, a strong 6.2 percent representation increase.

Citigroup Inc. and its subsidiaries offer Equal Employment Opportunity (EEO) to everyone—regardless of race, religion, color, sex, national origin, age, disability, Vietnam-era and other covered veteran status, citizenship, marital status, or sexual orientation. Citigroup's EEO policies apply to all employment practices, including recruiting, hiring, promoting, and training. Citigroup's commitment to EEO includes the development and implementation of Affirmative Action programs modeled after federal, state, and local employment laws and regulations. Executives and department managers are responsible for making good faith efforts to achieve Affirmative Action goals. The primary responsibility for developing and monitoring each program is assigned to a senior human resources officer, and progress on Affirmative Action efforts is regularly reviewed with senior management.

“diversity is driven through the efforts of our employees. we recognize and greatly appreciate their contribution to our progress so far.”

ANA DUARTE McCARTHY