



Diversity is not only  
good for business, it's  
the right thing to do.

### **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 where a healthy work/life balance is encouraged.

### **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 minority-, women-, and locally-owned businesses. 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 work and live 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; and we strive to make each community a better place because we are there.

MESSAGE FROM *our chairman & CEO*

**WITH A PRESENCE IN MORE THAN 100 COUNTRIES**, where 98 percent of our employees are hired locally, Citigroup is perhaps the most diverse company in the world. This diversity is a source of strength for our 250,000 employees, for our clients, and for the communities where we live and work.

At Citigroup, we have worked hard to create a workplace with an emphasis on inclusion, innovation, and merit, each rooted in our shared values and respect for our colleagues and the millions of people we serve. We are proud of our work to promote diversity in our workforce and in the community, including and engaging minority- and women-owned enterprises in more than \$500 million worth of business. We were honored in 2002 by the external recognition we continued to receive—including being awarded “Best In Class” honors for Family-Friendly/Corporate Culture from *Working Mother* magazine and being named one of the best companies for Latinas to work for in the U.S. by *LATINAS* magazine; and we were cited as one of the top 50 companies for minorities by *Fortune*.

Despite our progress, we know that we have more work to do if we are to achieve our aspirations—to be a company where the best people want to work; a company dedicated to empowering individuals and families around the world; and a company that provides opportunity for all.

I believe very strongly that embedding respect for diversity in everything we do will help us get there.

Sincerely,



SANDY WEILL

**MESSAGE FROM** *our director of global diversity*

**2002 WAS A YEAR OF CONTINUED ASSESSMENT AT CITIGROUP.** We took a close look at our diversity strategy and examined our progress toward reaching our goals. At the same time, we enhanced our strengths and developed a number of initiatives to better serve our employees, customers, suppliers, and communities.

We launched three employee networks in 2002. These networks enable our employees to meet other employees with similar interests, while supporting our businesses through recruiting, career development, community outreach, and customer initiatives.

Our Diversity Councils empowered employees across Citigroup to lead our diversity efforts. Through the councils, we provided a forum that involved employees shaping our diversity strategies and building a culture of leadership in diversity practices, a culture that we believe was a cornerstone of Citigroup's success in 2002.

We were proud to honor the achievements of many of the world's cultures through heritage months in 2002. In addition, we launched a redesigned website to help our 250,000 employees become more aware of the extent of our company's diversity and of our strategy globally. 2002 also saw us reach out further to our Hispanic customers with the launch of a new money transfer card, another important step in establishing Citigroup as the financial services provider of choice for the global Hispanic population. Moreover, through our Supplier Diversity department, we initiated the Mentor-Protégé Program, which is building productive working relationships between established companies and diverse suppliers.

We look forward to continuing to strengthen and enhance Citigroup's diversity in 2003 and beyond.

Regards,



ANA DUARTE McCARTHY



WITH 250,000 COLLEAGUES WORKING ACROSS  
100 COUNTRIES, WE GIVE "WE'RE ALL IN THIS  
TOGETHER" A WHOLE NEW MEANING.

**FOR OUR EMPLOYEES,**

we want to be the *employer of choice*

Every day, everywhere that we do business, we strive to foster an environment where the unique backgrounds of our employees are respected and valued. Part of our focus on attracting and developing talent means creating a company where people feel they can fully contribute. The diversity of our people and their perspectives, their awareness and understanding of one another, and our recruiting and mentoring programs—which emphasize diversity—help create an environment that works for us all.

## OUR PEOPLE

### DIVERSITY OPERATING COUNCILS

Our commitment to diversity is evident at all levels of the organization, but it begins at the top. The Citigroup-wide Diversity Operating Council is comprised of senior representatives from our businesses. This council meets twice a month to share best practices and initiatives, and the meetings provide an opportunity to involve our employees in the development and implementation of each business's strategy for diversity. The Citigroup-wide council is complemented by councils within the businesses.

Diversity councils help foster a culture that encourages leadership. One example is the work of our Global Corporate and Investment Bank's U.S. Equity Division Diversity Committee, which focuses on recruitment, promotion, training/internal development, and quality of life initiatives.

- **Recruitment** The U.S. Equity Division Diversity Committee works in close cooperation with our other diversity groups in the Global Corporate and Investment Bank, Human Resources, and Recruiting to develop coordinated programs to recruit minorities and women at universities through referrals and various minority and women's organizations.

- **Promotion** The committee also works with the various departments of the Equity Division to track, encourage, mentor, and provide meaningful career advancement opportunities for qualified diverse staff.
- **Training/Internal Development** The committee offers targeted professional training programs to nurture, develop, and retain key employees.
- **Quality of life initiatives** The committee explores ways to improve the work environment for employees in the Equity Division by offering appropriate quality of life options that benefit both the employee and the division.

### ATTRACTING TALENT

The success of our company depends, in large measure, on our ability to attract diverse talent at all levels of the organization. In 2002, we continued to develop relationships with leading organizations to hire diverse undergraduate, graduate, and professional talent.

In 2002, Citigroup continued its partnership with INROADS, a non-profit organization in the U.S. that trains and develops high school and college students of color for professional careers in business and industry. During the year, Citigroup sponsored 36 INROADS interns in New York, Connecticut, New Jersey, California, Illinois,

Florida, Missouri and Colorado, providing them with internship opportunities and mentoring programs across various businesses. These interns participated in a Summer Speaker Series, which featured presentations by senior executives, including Sandy Weill, Chairman & CEO; Sir Deryck Maughan, Chairman and CEO, Citigroup International; and Todd Thomson, Citigroup's Chief Financial Officer.

Citigroup has long had relationships with several leading Historically Black Colleges and Universities (HBCUs), but in 2002 we created a team designed specifically to recruit undergraduates and graduate students from these institutions. The team worked closely with our businesses to strengthen partnerships with such schools as Clark Atlanta, Florida A & M, Howard, Hampton, Morgan State, Morehouse, and Spelman. At Howard University, Tom Jones, Chairman and CEO of Citigroup's Global Investment Management and Citigroup Asset Management businesses, was the featured speaker, kicking off Howard's largest career and recruiting event of the year.

In 2002, we enhanced our strategic partnerships with a number of professional organizations, including the National Black MBA Association and the National Society of Hispanic MBAs. Citigroup is a member of both of their Corporate Advisory Boards.

We continued our work with The Robert Toigo Foundation, which partners with leading academic and financial institutions in the U.S. to create opportunity in the financial services industry for exceptional minority business students and alumni. Also in 2002, Citigroup continued its outreach to the gay and lesbian MBA population by participating in the *Reaching Out* conference.

Citigroup's effort to attract diverse talent at the professional level includes extensive participation in career fairs and expos. We annually participate in *Women for Hire* events in New York, Dallas, and Chicago during which, for example, we recruit women for positions in the consumer group, investment banking, private banking, and in technology. In 2002, we also participated in professional recruitment events held by the Wall Street Project, the Hispanic Alliance for Career Enhancement, and the Urban Financial Services Coalition.

#### **WORKFORCE DEVELOPMENT**

Citigroup is focused on developing the next generation of leaders within the organization. In 2001, we launched mentor programs that provide junior employees with an opportunity to interact with and learn from more senior employees. In 2002, we enhanced the program by establishing such programs globally, creating a strong learning environment for employees.

In 2002, the Citi Cards Mentoring Program, which exceeded its first year total with 179 pairs, launched its second season with a total of 201 pairs, an increase in participation of more than 12 percent. Twelve Citi Cards sites are currently involved in the program. Participants were invited to attend special events, including a Goal Setting Workshop and a seminar on *Emotional Intelligence*. Mentors received formal training, and mentees attended a workshop on Career Development.

In 2002, Diners Club launched its *Partnering for Success* mentoring program for North America and Canada, after a successful pilot in 2001. The 2002 program was a resounding success, nearly tripling in size. The 40 mentee/mentor pairs include employees in Chicago, Denver, Montreal, and London as well as several participants who work from remote sites.

The Citigroup Private Bank is in the second phase of its mentoring initiative, which matches 10 pairs of mentors and mentees in a six-month program. The program is tailored to meet the development objectives of individual participants. One-on-one meetings are supplemented by “brown bag lunches” and group meetings, where mentors and mentees share challenges and successes.

Our mentoring program in Japan helps new employees grow as independent business people within Citigroup’s culture. All mentors are former Management Associates who have received special training and have several years of experience working in the same business as the person they are mentoring. New college graduates are enrolled in the program as soon as they start work. The 2002 program included 68 staff members—34 mentors and 34 new hires. A total of 300 employees—150 mentors and 150 newcomers—have participated in this program since its introduction.

In 2002, Citigroup’s U.S. Equity Division held a Senior Women’s Conference. Some 100 women and 20 managers convened for issues-based sessions and career development presentations. As a result of the conference, three female representatives from around the globe were appointed to the Equity Management Committee to provide input on critical issues affecting the Global Equity Division.

In 2002, Citigroup Japan sponsored a number of senior women’s events in celebration of our 100-year anniversary in that country. Marge Magner, Chief Operating Officer of our Global Consumer Group, and Ana Duarte McCarthy, Global Diversity Director, were keynote speakers at a Citigroup Japan Women’s Summit. More than 200 senior Citigroup women attended, representing all of our businesses in Japan.

## WORK ENVIRONMENT

We strive to create a work environment where individual differences are embraced and celebrated, and where people are motivated to contribute in full. In 2002, Citigroup formally launched employee networks to provide a forum for employees with common interests to meet and enhance their professional growth. The network groups, open to all employees, build diversity awareness and support the company's business objectives, such as recruiting talent and identifying market opportunities.

- Citigroup's first employee network was Citigroup Pride. The network is based in New York, with chapters in Dallas and the U.K., and is open to all employees. Citigroup Pride's primary objective is to foster an environment of inclusiveness and respect throughout Citigroup, so employees feel comfortable being here regardless of sexual orientation, gender identification, or gender expression. Citigroup Pride believes that creating a safe, supportive, and productive work environment for all employees at Citigroup will attract the most talented people, increase loyalty, and improve productivity. Citigroup Pride representatives, in conjunction with our Office of Global Diversity, organized a PRIDE month program in New York City featuring Witeck-Combs Communications, leading consultants in the gay, lesbian, bisexual, and transgender (GLBT) market.

- C-Women, a network group formed in the Citigroup Private Bank, aims to support the mobility and career development needs of its members through networking, leadership skills forums, and encouraging mentoring at all levels of the organization. Marge Magner was the keynote speaker at the C-Women's launch and Sheri Ptashek, Head of Investor Relations, has shared her career experiences with the group.
- The Citigroup Working Parents Network was founded in July 2002. The network was created so employees could share information and provide support to better enable them to balance work and family life. Monthly brown bag lunches are offered where employees hear speakers on topics ranging from saving for college to choosing appropriate child care.

Our Office of Global Diversity oversees the networks and offers guidance and support.

### HERITAGE MONTHS

In the U.S., several months are designated as heritage months to acknowledge the achievements of various groups. During these special months, Citigroup businesses are encouraged to hold programs to educate, build awareness, and celebrate the diverse heritage of our employees.

For example, Citigroup's Global Corporate and Investment Bank embraced Hispanic Heritage month (September 15 to October 15) through an array of initiatives, ranging from offering Hispanic cuisine and coffees indigenous to the region, to programs and events geared towards educating people about the history of Hispanic culture.

In honor of Pride Month, Citigroup Pride-Dallas, in conjunction with our Dallas/Fort Worth businesses, hosted an employee awareness seminar with guest speaker Elizabeth Birch of the Human Rights Campaign. Ms. Birch spoke about corporate America's evolution regarding gay and lesbian workplace issues, and presented an overview of the laws, legislation, and policies covering discrimination based on sexual orientation. She also acknowledged Citigroup for our leadership concerning diversity issues such as non-discrimination policies and domestic partner benefits and praised our longstanding commitment to promote an appreciation of diversity.

In conjunction with the program, the Citigroup Foundation presented its first grant to a North Texas gay and lesbian non-profit group, GLSEN. The group will use the \$5,000 for its Teacher Training Lunchbox program, which provides sensitivity training on tolerance for teachers, guidance staff, and administrators in K-12 schools.

### WORK-LIFE BALANCE

Citigroup supports our employees' efforts to find a balance between the responsibilities of their personal lives and their responsibilities at work. We do not take a "one-size-fits-all" approach to helping our employees with work/life issues. Different businesses and locations have different needs, but our goal across businesses is to adopt programs that will help employees at home and at work.

Our programs include subsidized full-time and back-up child care, which is available to more than 65,000 employees. In fact, Citigroup makes back-up care available to more employees than any other company in the world. We also offer on-site or near-site full-time and back-up child-care at 11 centers across the U.S., serving more than 2,900 children daily. In 2002, Citigroup announced plans to open a new full-time on-site child care center at our U.S. Service Center in San Antonio, which has 3,500 employees. The Center

is expected to be completed in the fall of 2003 and is designed to accommodate nearly 400 children. Also in 2002, Citigroup Ireland began offering back-up child care to 1,200 employees at a local “crèche” near our offices in Dublin.

Our LifeWorks research and referral services in the U.S., Puerto Rico, and Canada help employees and their dependents better manage the demands of everyday life with free access to information and customized referrals on parenting, child and elder care, adoption, education, and legal issues.

Our Employee Assistance Programs in the U.S., Puerto Rico, Australia, Canada, Ireland, and the U.K. help protect the health and well-being of our employees and their immediate family members, and maximize employee productivity. Services include short-term counseling and referrals to trained counselors and other qualified service providers on a wide range of personal, family, and work issues, including chemical and alcohol dependency, relationship issues, or work-related problems.

In Spain, Citigroup launched a diversity initiative under the title *100% Igualdad—Un proyecto de todos* (“100% Equality—A project for everyone”). Among its objectives is to improve the work-life balance of working mothers. Policies have been implemented to provide flexible timetables for mothers with children under 18 months old. Six out of seven women who have had a baby in the last year at Citigroup Spain benefited from these new policies.

Among our many accolades in the work/life area in 2002, Citigroup was once again recognized as one of the *100 Best Companies for Working Mothers* and named *Best in Class: Family Friendly/Corporate Culture* by *Working Mother* magazine. We were also recognized by the Tokyo government for an innovative reduced working hours program, which helps employees care for children and elderly parents.



We recognize the power of the diverse customers we serve because they look a lot like us.

**FOR OUR CUSTOMERS,**

we want to be the *provider of choice*

Wherever we do business, we strive to ensure that our products and services fully meet the needs of our customers who are as diverse as the thousands of markets we serve. We recognize and value the unique demands of these markets and continually work to enhance our diversity marketing efforts.

## OUR CUSTOMERS

### AFRICAN-AMERICAN CUSTOMERS

Citigroup continues to make inroads with multi-cultural markets. For example, we held a Smith Barney-sponsored *Preserving a Legacy* luncheon in Washington D.C. to increase awareness of investment opportunities among influential and affluent African-American women in business, government, and the community. Guest speakers included Dr. Johnetta B. Cole, Ph.D., President of Bennett College and diversity advisor to Citigroup, and James Tighe, Smith Barney's Chesapeake Bay Regional Director. The speakers discussed the life issues of accomplished women and related them to their financial concerns as investors.

In New York City, our Black History Month celebration featured a private reception for our customers at the Whitney Museum, which exhibited the work of renowned African-American artist Jacob Lawrence. In addition, Citibank initiated the Global Diversity Series, a one-day workshop for African-American and other minority business owners and entrepreneurs to help them start and run their own business. The keynote speaker was Earvin "Magic" Johnson.

### ASIAN CUSTOMERS

In 2002, Citigroup's Non-Resident Indian Services offices were introduced in select locations, offering a "Rupee Checking Account" for individuals living in the U.S. who need to send money or pay bills back home in India. The offices have more than 20,000 customers, acquired through advertising, the Internet, and our branches.

In addition, Citigroup sponsored a number of Korean community development programs. The Citigroup Private Bank reached out to the Korean market by participating in community activities. One outcome was the formation of the Korean-American Community Foundation, Inc. The foundation was created to serve the Korean-American community of the Greater New York Metropolitan Area by providing a venue through which Korean-Americans of all generations can help enrich the lives of their neighbors.

### GAY AND LESBIAN CUSTOMERS

Citigroup's Consumer Finance Internet and Advertising division partnered with Gay.com/Planet Out.com to market Citibank's home equity products within the gay and lesbian communities. Through the agreement, online advertising on the website ([www.gay.com](http://www.gay.com)) includes a direct link to the division's website ([myHomeEquity.com](http://myHomeEquity.com)) for

further information and an online application. The partnership includes print advertising in Gay.com/ Planetout.com's biannual print publication.

#### **HISPANIC CUSTOMERS**

Citigroup's goal is to become the global financial institution of choice for Hispanics at all stages of their economic lives. In 2002, we implemented a "multi-level" strategy across businesses focusing on becoming an employer of choice for Hispanics, establishing an enhanced presence in communities through partnerships with Hispanic organizations, and offering world-class financial products and services to customers. The strategy includes:

- Providing the U.S. Hispanic community with services in Spanish by continuing to hire bilingual employees. In addition, our other Spanish language services include ATMs and marketing materials, and several Internet sites, such as Citibank Online.
- Accepting the Mexican Consular ID as a form of identification to open bank accounts at U.S. Citibank branches.

- Offering products tailored to satisfy the needs of the Hispanic community in the U.S. For example, we launched c2it, an Internet-based service that allows people to transfer money to Mexico and Latin America easily and quickly. Funds can be transferred from any bank account or credit card for cash pick-up at any Banamex branch in Mexico or Citibank branch in Latin America.
- Introducing the Money Card, which allows Mexican-Americans to send money more easily and reliably to their relatives in Mexico. The product was piloted in three U.S. markets—New York, California, and Illinois.

#### **FEMALE CUSTOMERS**

Citigroup is a leader in providing custom-designed services and financial products for women. For example, Women and Company, a business division within Citigroup, helps women achieve financial independence through one-on-one consultations with financial professionals and special savings on Citigroup services and other financial offerings. More than 750 Citibank, Citigroup Investment Services, and Smith Barney sales people currently participate in the program.



We might be one of the world's largest financial services firms, but we couldn't do it without the help of hundreds of small businesses.

**FOR OUR SUPPLIERS,**

we want to be the *business partner of choice*

Citigroup's Supplier Diversity program works to create mutually beneficial business relationships with suppliers that strengthen the communities we serve.

The result has been an increase in the amount of business we conduct with diverse suppliers, particularly enterprises owned by minorities, women, veterans, and individuals with disabilities.

## OUR SUPPLIERS

This year, Citigroup hiked its spending with diverse suppliers to more than \$500 million, a nearly 20 percent increase over 2001.

These results were achieved through the development and implementation of a four-point strategy to: 1) build programs 2) improve metrics 3) integrate Supplier Diversity into all Citigroup businesses in the U.S. and 4) to build upon current strategic alliances. Following are some accomplishments:

### **BUILD PROGRAMS**

**Mentor Protégé Program** We launched a Mentor Protégé Program, which will build working relationships between established companies and less experienced diverse suppliers, i.e., companies owned by minorities, women, veterans, and individuals with disabilities. The goal is for the suppliers to benefit from the knowledge and experience of the established firms. In addition to providing this guidance, the program strongly encourages the creation of relationships that will lead to mutually beneficial business opportunities.

In 2002, two of our major suppliers began a 12-18 month program. Armstrong World Industries became mentor to Millennium Electrical Supply Corp, a minority-owned distribution business. The goal of this relationship is to provide

Millennium with an opportunity to learn process improvement and strategic management from Armstrong. Additionally, Lee Hecht Harrison, a world-class provider of outplacement services, is partnering with Selective Staffing, a minority-owned staffing firm, to increase minority presence in the outplacement market by providing greater access to knowledge about this industry.

**Minority- and Women-Owned Business Enterprises (M/WBE) Broker Dealer Development Program** In 2002, Citigroup spun off the Travelers Property Casualty business in an historic IPO. Working through the Office of the CFO, four minority co-managers and 21 women and minority broker dealers were included in this deal, the largest M/WBE participation ever on a single deal at Citigroup.

**External Marketplace** Citigroup helped create and raise \$91 million for the Black Enterprise/ Greenwich Street Corporate Growth Fund. To date, nearly 81 percent of the capital has been invested. The Fund was created to finance the growth of established minority-owned or managed businesses.

**Selective Corporate Internship Program** Supplier Diversity is a corporate partner of the Selective Corporate Internship Program (SCIP), a summer internship program for high school students from disadvantaged backgrounds. A highlight of the

partnership was SCIP Day hosted by Citigroup, where students learned about the company and met key business managers. Citigroup received the 2002 Partnership Award from SCIP for our participation in the program.

**National Minority Business Council 2002 Chairman's Award** Citigroup has had a relationship with the National Minority Business Council (NMBC) for more than 15 years. In 2002, we were given the Chairman's Award at an NMBC luncheon for our leadership efforts to assist the organization's growth and outreach. The luncheon surpassed all previous attendance and fundraising records, increasing revenues more than 30 percent, with some 800 people attending.

#### **IMPROVE METRICS**

Citigroup's Supplier Diversity program improved its ability to capture and report diversity spending. Working with our Global Procurement unit and business heads, we determined that spending had increased as a result of greater commitment to diverse supplier inclusion, and first-time reporting of diversity spending. Additionally, we conducted an ongoing review to monitor the progress and status of the top 80 percent of all such suppliers.

#### **INTEGRATE SUPPLIER DIVERSITY INTO ALL CITIGROUP BUSINESSES IN THE U.S.**

We incorporated language into all Citigroup contracts within our Global Procurement unit to inform suppliers of our commitment to supplier diversity, and to recommend goals for subcontracting participation. The same language will be reviewed with all businesses in 2003.

#### **BUILD UPON CURRENT STRATEGIC ALLIANCES**

Citigroup Supplier Diversity maintains relationships with community organizations and professional associations. We are a corporate member of the National Minority Supplier Development Council and Women's Business Enterprise National Council. Both organizations are recognized sources of third party certification for M/WBEs.

#### **Cal Fed community minority vending commitment**

We acquired California's Golden State Bancorp in 2002. As part of our unprecedented 10-year, \$120 billion community commitment, we will make our best efforts to achieve a long-term goal of awarding to diverse suppliers 40 percent of all new contracts for supplier-related expense in California and Nevada. We continue to work with Citigroup's Corporate Realty Services to make this goal a reality.



We care about the  
Community as much  
as you do!

We live there, too.

**FOR OUR COMMUNITIES,**

we aspire to be the *neighbor of choice*

For more than a century, Citigroup has been part of the fabric of thousands of cities and neighborhoods around the world. With this shared history comes a special responsibility to play a leadership role in the life of the community and the marketplace, part of our commitment to make each a better place.

## OUR COMMUNITIES

### MAKING COMMUNITIES BETTER

In 2002, Citigroup continued to strengthen its participation in a broad range of initiatives that help foster healthy communities: financing affordable housing; creating and sustaining microlending programs; helping nongovernmental organizations (NGOs) and nonprofits strengthen their operations; and supporting financial education, small business development, and savings incentive programs. Our involvement also includes developing customized products and services, offering access to technical assistance and management expertise, and providing funding and employee volunteers.

### FINANCIAL EDUCATION AT CITIGROUP

Citigroup believes in offering opportunities for people everywhere to learn more about managing their finances. By providing access to training, technical assistance, and professional expertise, we help people select which financial products and services best suit their needs. We accomplish this by drawing upon our businesses' wealth of resources, as well as by partnering with nonprofits specializing in these services.

Our businesses offer a variety of financial education programs to benefit their respective target markets. Citibank's Financial Center-based Financial Education Seminar Series in the U.S. helps educate consumers of all ages about personal finance. During 2002, more than 12,000 consumers attended 1,200 seminars at the bank's retail locations and other sites through Citibank's Bank-at-Work program. Along with these seminars, we offer consumers and business entrepreneurs CitiPro, a free financial needs analysis tool available in English and Spanish.

As one of the founders of the Rainbow/PUSH Coalition's *Wall Street Project*, Citigroup supports the project's efforts to provide minorities with greater access to opportunities in the financial services industry. These efforts focus on companies' hiring and promotion practices; inclusion on corporate boards; awarding business to minority companies; and increasing the amount of business minority firms do with each other. In 2002, Citigroup sponsored the organization's 5th Annual Wall Street Project Conference. We also support the Rainbow/PUSH Coalition's *One Thousand Churches Connected* initiative, which offers access to financial education through church congregations.

### **EDUCATING THE NEXT GENERATION**

Knowledge enables individuals and societies to realize their fullest potential. Our commitment to provide access to higher education to underrepresented populations includes programs in more than 26 countries, including China, the United Kingdom, Russia, Lebanon, and Cameroon.

**National Academy Foundation** During the 2002-03 school year, more than 19,000 students are attending Academies of Finance (AOF), a program of the National Academy Foundation (NAF), which was founded and is chaired by Citigroup's Chairman and CEO, Sandy Weill. With Citigroup's support, the first AOF programs opened outside the U.S. at three schools in the greater London area. As in the U.S. program, students will study financial industry-related courses for two years and complete a paid internship at financial services companies. As a result, these students will develop essential personal finance skills and be prepared to enter the workforce, or they can continue their studies toward a financial services career. Academies also are in operation for the travel and tourism and information technology industries. In 2002, we provided \$2.3 million in support to NAF and local academies.

**TeachNet Ireland** TeachNet Ireland encourages teachers and students to embrace the use of technology in the classroom. The project provides grants and professional development to primary- and secondary-level teachers to enable them to share their best classroom practice—using information technology—with other educators. Since 2000, the Citigroup Foundation has contributed \$425,000 to adapt the TeachNet model developed by Teachers Network in the U.S.

### **BUILDING COMMUNITIES AND ENTREPRENEURS**

Five years ago, Citigroup committed to lend and invest \$115 billion over 10 years in low- and moderate-income (LMI) communities and to small businesses throughout the U.S. Last year, we reached \$100 billion in community reinvestment activity, putting us on track to complete the commitment in just six years.

**\$120 Billion Community Commitment for California and Nevada** In 2002, after announcing our proposed acquisition of Golden State Bancorp, we met with numerous California- and Nevada-based community groups to learn about their communities' financial services needs. Based on these dialogues, we announced an unprecedented 10-year, \$120 billion community commitment to lend and invest in underserved communities in those two states.

**Leadership in Establishing IDAs** Citigroup has taken a leadership role in establishing Individual Development Accounts (IDAs) in the U.S. IDAs are savings programs that help low-income individuals work towards financial independence. We are the only financial institution in the U.S. to have invested \$1 million in the *American Dream Demonstration*, the country's first national IDA learning demonstration. Citibank also is one of the only banks in the U.S. to offer nonprofits an IDA financial management product to manage IDA savings and matching funds in a low-cost manner, while allowing IDA consumers to earn as high an interest rate as possible. We currently have 32 local IDA programs with nonprofits across the U.S.

**Microfinance** Citigroup has pioneered and funded microlending programs since 1965. Over the past four years, the Citigroup Foundation has made \$11 million in grants to 145 microfinance partners in more than 50 countries. In addition, dozens of our employees volunteer to serve on the boards and committees of microfinance institutions (MFIs) and help train our microfinance partners around the world.

When appropriate, we provide specialized underwriting services, wholesale credit facilities, and other financial instruments. To cite just one

example, in 2002 Banamex's stock brokerage arm, Accival, handled the sale of a \$10 million bond issued by Mexican MFI and ACCION affiliate, Financiera Compartamos.

Citigroup has partnered with Microfinance Opportunities to support the development of a financial education curriculum that will promote financial literacy among MFI clients. MFIs selected to participate in the development process include: SEWA Bank in India, Equity Building Society in Kenya, Al Amana in Morocco, and Pro Mujer in Peru/Bolivia. A fifth MFI will be selected from the Philippines. We are supporting this program with \$1.4 million in grants payable over three years.

**Capacity Building and Leadership Development in Our Communities** Our businesses support NGOs and nonprofits around the world by developing individualized financial programs and offering customized financial products and services. We also work to assist our community partners in building their own operating abilities and leadership.

In 2002, we had numerous initiatives underway to help our NGO partners strengthen their operations. For instance, in South Africa more than 128 local NGOs attended workshops on ways to form effective partnerships with the private sector. Sponsored by Citibank, this workshop series is part of a three-

year collaborative relationship among Citibank, the National Council of South African YMCAs, and the Harlem YMCA in New York.

In partnership with the YWCA Korea, Citigroup supported two new programs—Korea’s Women’s Leadership Awards and the Financial Management Program for NGO Female Supervisors—with grants totaling \$115,000 payable in 2002 and 2003. The empowerment of women in Korea is behind other developing countries and these programs, the first of their kind, are intended to help.

During 2002, Citigroup enhanced its partnerships with *LATINStyle* magazine to train female Hispanic entrepreneurs in starting a franchise. In addition, in conjunction with *Together in America*, we offered Hispanics more affordable access to financial products and made a financial education program available to Hispanic youth through ASPIRA.

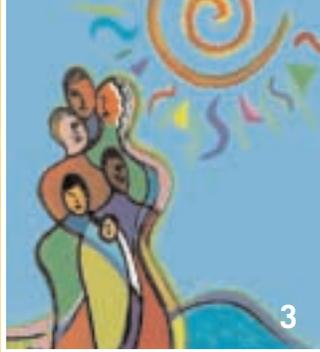
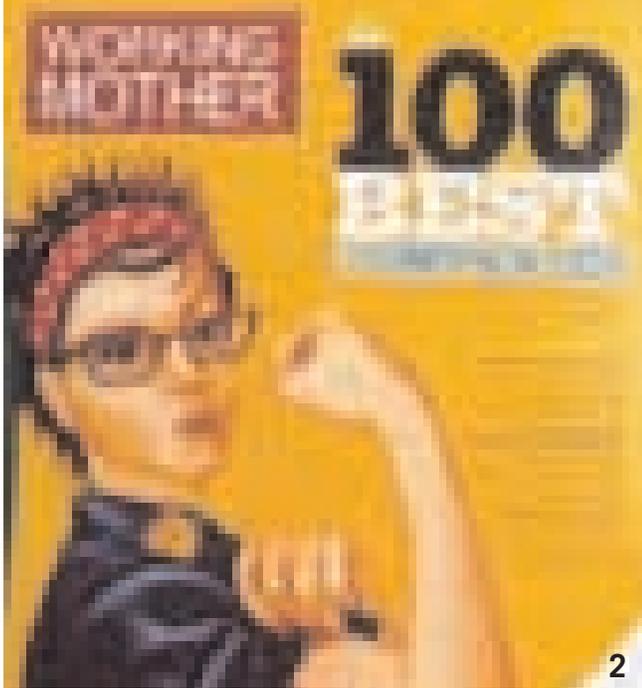
Citigroup also sponsored the activities of several organizations, such as the Hispanic Association of Corporate Responsibility, the U.S. Hispanic Chamber of Commerce, National Association of Latino Elected Officials, and the League of United Latin American Citizens.

In Poland, 290 representatives from 200 NGOs attended Citigroup Bank Handlowy’s intensive 17-session training program to enhance the quality of financial management in the nonprofit sector.

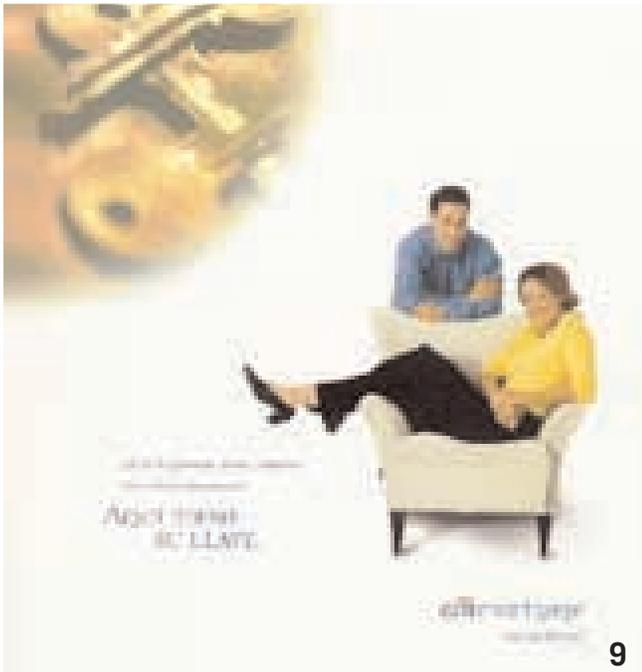
In the U.S., the Citigroup Financial Education Leadership Program, in conjunction with the National Community Reinvestment Coalition, continued to reach out to more and more individuals. Launched in 2001, this “train the trainer” program is certifying representatives from community organizations as financial education counselors. They are also being provided a curriculum in English and Spanish, which they will use to help educate low- and moderate-income individuals in their neighborhoods. Since beginning the program, 480 organizations have participated, helping some 5,000 individuals.

Citigroup’s Community Development Institute in the U.S. sponsored technical assistance and training programs attended by hundreds of nonprofit organizations in 2002. The Institute covers the cost for our nonprofit partners who wish to attend courses offered by organizations such as the National Development Coalition.

EMPLOYEES



CUSTOMERS



SUPPLIERS



COMMUNITY



2002: CITIGROUP



5



7



6



8



12



13



15



16



19

- 1 YWCA Women Achievers Luncheon
- 2 Working Mother Awards Dinner
- 3 Hispanic Heritage Month Poster
- 4 Employee Event, Hispanic Heritage Month
- 5 Julian Bond at Black History Month Celebration
- 6 Latin Collector Gallery, Hispanic Heritage Month
- 7 LATINASStyle, One of the Best Companies for Latinas
- 8 Citigroup's Marge Wagner and Anne MacDonal at YWCA Women Achievers Luncheon
- 9 CitiMortgage Brochure in Spanish
- 10 Citibank Money Card Brochure in Spanish
- 11 Smith Barney African-American Ad
- 12 Citibank Customer Welcome Kit in Spanish
- 13 Citibank's Student Loan Bookmark in Spanish
- 14 "Queens Women Minding Their Business" Conference
- 15 Citigroup's Ana Duarte McCarthy and Citigroup Employees at National Minority Business Council Event
- 16 Citigroup's Pam Flaherty Receives National Minority Business Council Award
- 17 Wall Street Project Conference
- 18 Citigroup's Victor Menezes at Wall Street Project Conference
- 19 Citibank Grant Presentation to Operation Hope

# AND DIVERSITY

# CITIGROUP WORKFORCE INFORMATION REPORT

## 2002 U.S. EMPLOYMENT DATA

JOB CATEGORIES	NUMBER OF EMPLOYEES										
	OVERALL	MALE					FEMALE				
		White	Black	Hispanic	Asian	American Indian	White	Black	Hispanic	Asian	American Indian
Officials & Managers	19,057	8,854	673	629	458	19	6,506	922	589	380	27
Professionals	35,133	14,613	1,193	1,124	2,459	56	11,267	1,826	1,090	1,465	40
Technicians	3,093	1,322	180	123	138	7	1,008	162	53	94	6
Sales Workers	18,986	12,549	468	515	504	29	3,594	427	449	433	18
Office & Clerical	64,981	9,889	2,755	2,161	870	89	32,136	9,028	5,814	1,949	290
Craft Workers	58	35	11	3	1	0	5	3	0	0	0
Operatives	1,271	203	235	149	98	3	220	130	87	139	7
Laborers	35	4	22	6	1	0	1	0	1	0	0
Service Workers	482	221	53	66	15	0	75	19	26	7	0
<b>Total</b>	<b>143,096</b>	<b>47,690</b>	<b>5,590</b>	<b>4,776</b>	<b>4,544</b>	<b>203</b>	<b>54,812</b>	<b>12,517</b>	<b>8,109</b>	<b>4,467</b>	<b>388</b>

Data effective July 2002

Citigroup Inc. and its subsidiaries (Citigroup) 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.

## CITIGROUP'S 2002 DIVERSITY AWARDS & RECOGNITION

### TOP 50 EMPLOYERS

*Careers & the Disabled* magazine: Rank: 5.

### YWCA WOMEN ACHIEVERS

Citigroup's Christine E. Larsen, Anne MacDonald, Lorraine Montero, and Kathleen Preston were inducted into the YWCA of the City of New York's Academy of Women Achievers.

### EOWA EMPLOYER OF CHOICE FOR WOMEN

Equal Opportunity for Women in the Workplace Agency (EOWA) awarded Citibank Australia for its women-friendly environment and equal opportunity programs.

### 50 MOST POWERFUL WOMEN IN BUSINESS

*Fortune* magazine: Marge Wagner, Chief Operating Officer, Global Consumer Group. Rank: 22 (Previous rank: 33).

### TOP 50 AFRICAN-AMERICANS ON WALL STREET

*Black Enterprise* magazine: Mercer Cook III, Managing Director, Head of North American Institutional Sales, Citigroup Asset Management; James F. Haddon, Managing Director, Infrastructure Finance Group, Public Finance, Salomon Smith Barney; and Thomas W. Jones, Chairman & CEO, Global Investment Management and Chairman & CEO, Citigroup Asset Management.

### 100 BEST COMPANIES FOR WORKING MOTHERS

*Working Mother* magazine: Citigroup received "Best In Class" honors for Family-Friendly/Corporate Culture.

### LATINASStyle 50—BEST COMPANIES

#### FOR LATINAS TO WORK FOR IN THE U.S.

*LATINASStyle* magazine.

### MOST ADMIRED COMPANIES IN AMERICA

*Fortune* magazine: Citigroup named to top-10.

### AMERICA'S 50 BEST COMPANIES FOR MINORITIES

*Fortune* magazine: Citigroup named to top-50.

### THE 50 MOST POWERFUL BLACK EXECUTIVES IN AMERICA

*Fortune* magazine: Thomas W. Jones Chairman & CEO, Global Investment Management and Chairman & CEO, Citigroup Asset Management, No. 5; Brenda Gaines, President, Diners Club North America, No. 20

### OPPORTUNITY NOW AWARD

New Member Award for Citigroup's work with the "100 Day Task Teams"—Citigroup's global corporate and investment bank, Office of Diversity, Europe

### 80 ELITE HISPANIC WOMEN

*Hispanic Business* magazine: Marcela Perez de Alonso, Division Executive, North Latin America, Citibank.

### NATIONAL HISPANIC CORPORATE ACHIEVERS, INC.

Citigroup's Cristobal Ezyguirre, General Counsel for Citibank Latin America, and Liza Sosik, Audit Program Director, Audit Risk and Review.

