

Citizenship at Citi



WHAT'S INSIDE

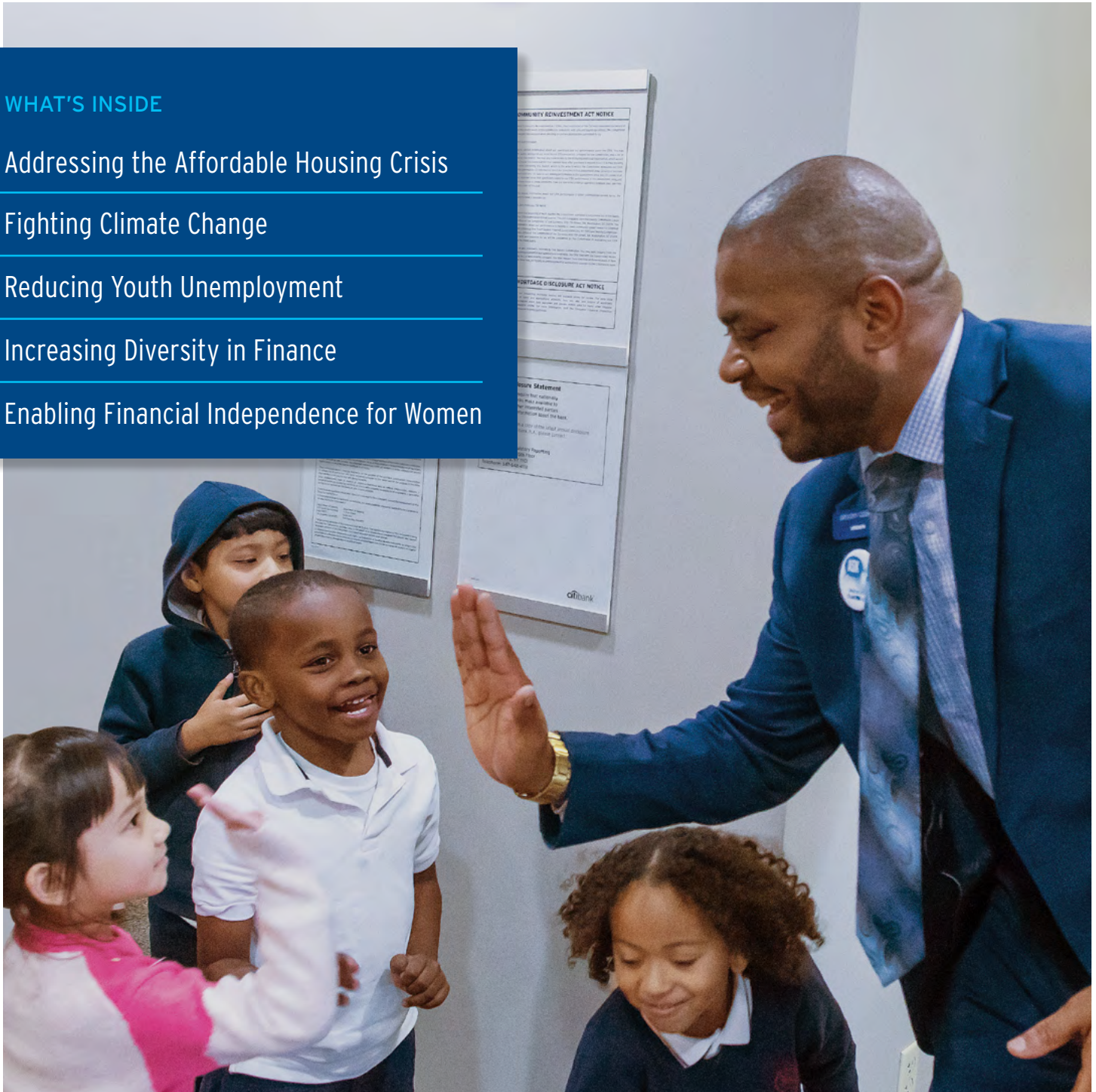
Addressing the Affordable Housing Crisis

Fighting Climate Change

Reducing Youth Unemployment

Increasing Diversity in Finance

Enabling Financial Independence for Women



Our Path to Economic Progress

At Citi, we take action to effect positive and meaningful change in our communities. Included here are examples of our impact in 2018.

HOW WE DO BUSINESS

Responsible business

Named "World's Best Bank for Corporate Responsibility" by Euromoney and "Most Innovative Investment Bank for CSR" by The Banker

Human rights

Updated our Statement on Human Rights to include emerging areas of concern, such as privacy rights and the risks associated with climate change and modern slavery



Ethics & Culture

Prioritizing safety

Issued U.S. Commercial Firearms Policy that outlines requirements and best practices for the sale of firearms



Disclosing climate risks

First major U.S. bank to release a climate disclosure report in response to the Task Force on Climate-related Financial Disclosures recommendations



Women in the Boardroom

The Art of Selection, Governance & Influence



Our People



Closing the gap

First in the industry to disclose an unadjusted gender pay gap among global workforce



Valuing diversity

Set representation goals for black talent in the U.S. and female talent globally to increase representation across all levels of the firm



Volunteering in communities

Celebrated annual Global Community Day, when 100,000+ Citi volunteers participated in projects in 450+ cities across 90 countries

24%

Citi's checkless, low to no fee Access Account now makes up 24% of all newly opened accounts

Better Banking



440,000 clients of minority-owned banks and credit unions in the U.S. received fee-waived access through the Citi ATM Community Network



\$24.4 billion in renewable energy projects financed globally (cumulative \$61.3 billion 2014-2018)

Sustainable Finance

80+ cities engaged in implementing municipal innovation projects with support from the Citi Foundation

"We Are Still In"

First major U.S. bank to join with 2,000+ businesses and investors in signing the We Are Still In declaration in support of the Paris Climate Agreement

\$38.4 billion financed and facilitated toward the \$100B Environmental Finance Goal (cumulative \$95.3 billion from 2014-2018)



\$76 million in charitable giving through Citi businesses and **\$78 million** by the Citi Foundation

Community Impact



Investing in youth

\$49 million invested globally by the Citi Foundation through its Pathways to Progress program to prepare youth for 21st century jobs



SOLUTIONS FOR IMPACT



Creating affordable housing

Provided more than \$6 billion in loans for affordable housing projects in the U.S., making Citi the largest U.S. affordable housing lender for the 9th consecutive year

Addressing the Affordable Housing Crisis

When something iconic fades away, is there a way to bring it back? In El Paso, TX, a figurative and literal flame was gradually extinguished as the historic Blue Flame building, built in 1954, sat mostly empty over the past quarter century. The building had served for decades as the natural gas company's headquarters, its signature 21-foot flame (a mix of Plexiglass and steel) standing sentry on the roof and changing colors to reflect shifts in the weather forecast.

After Blue Flame moved out of town, however, the structure no longer served as the heartbeat of downtown – even if it remained an essential part of the El Paso skyline.

Recently, Citi Community Capital helped give it a new chapter.

Working alongside the Housing Authority of the City of El Paso (HACEP) and Franklin Companies, Citi provided over \$50 million in construction loans and tax credits to reignite the Blue Flame (both the building and the popular flame itself).

The building will soon house 120 affordable units, and the flame will resume its normal duties (with the help of internet technology, of course). A generation after nearly fading away, the 18-story piece of history will once again serve a vital purpose in El Paso.

“The revitalization of an existing building in an area where there’s a massive influx of money coming in is important,” said HACEP CEO Gerald Cichon. “This is the time for affordable housing to get in, before families are priced out. We wanted to be in the middle of the revitalized area.”

Meeting the Challenges of Urbanization

The Blue Flame building is unique but it tells a story that’s increasingly common around the United States. As cities become more crowded and expensive, the structures that inject them with history and character are being replaced or running into obsolescence.

And as Cichon alluded to, there’s also a human toll: The people who make cities tick – teachers, firefighters, waiters, social workers, working parents – are getting priced out, along with older residents with limited income who struggle to keep the houses and apartments they’ve lived in for years.

Fortunately, these two parallel challenges – an abundance of empty buildings and an upsurge in people seeking an affordable place to live – yield a symbiotic solution. If there are former offices, factories, and dormitories sitting empty with ample space and solid bones, why not restore them into housing units that don’t break the bank?

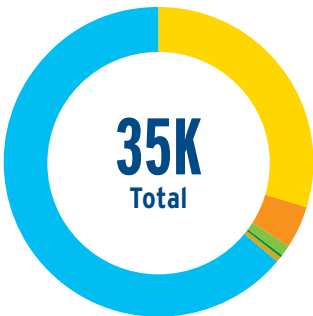
It’s a big challenge that requires big ideas, but as the largest affordable housing lender in the United States, we’re doing our part. Our work in this area also includes our goal to not only meet, but exceed, our obligations under the Community Reinvestment Act. Recognizing the importance of vibrant and diverse populations, Citi is proud to support efforts that provide housing opportunities for a wide range of people.

“This is the time for affordable housing to get in, before families are priced out. We wanted to be in the middle of the revitalized area.”

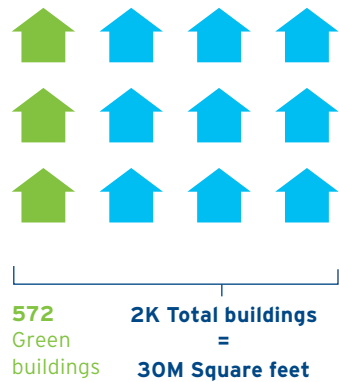
– Gerald Cichon, CEO, HACEP

HOUSING UNITS CREATED

- 10K Senior
- 1.6K Transit-oriented development
- 365 Formerly homeless
- 156 Workforce
- 121 Vet units
- 22.8K Additional affordable housing

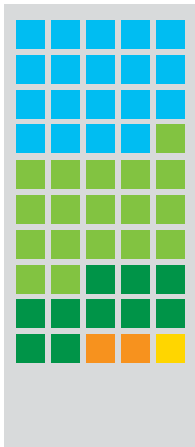


BUILDINGS FINANCED



PROJECTS COMPLETED

- 83 Rehab construction
 - 79 New construction
 - 42 Other permanent financing
 - 7 Adaptive reuse
 - 4 Acquisition
- 215 Total



Old Buildings, New Beginnings, Valuable Opportunities

In addition to the Blue Flame, Citi has supported several initiatives over the past year that provide affordable housing and sustain the unique character of America's cities.

In Washington, DC, we're providing financing for Abrams Hall Senior Apartments, 80 affordable apartments for seniors on the campus of the former Walter Reed Army Medical Center.

The project, which was lauded by DC Mayor Muriel Bowser, reflects the spirit of the structure, which was built in 1976 as barracks housing for soldiers living semi-independently while receiving medical care.

"We're able to take something that was an important part of our history and turn it into something that will live on forever," said Barry Krinsky, a Director at Citi. "It's just the first piece of what's going to be the ultimate redevelopment of this entire neighborhood."

Indeed, the project is the first of many at Walter Reed that will provide more affordable housing units for veterans and seniors.

Thousands of miles west, in Denver, CO, Citi is supporting the construction and permanent financing of 49 affordable senior housing units in Tammen Hall, a building that was constructed in the 1930s and sat vacant for the past 10 years.

A stately brick building that is on the National Historical Register, Tammen Hall was initially used as a dormitory for

nursing staff and later used for medical offices. Now the renovated building will serve as a safe, comfortable place for older Denver residents to live with dignity – replete with a workout studio, library and a rooftop patio.

Succeeding with A Business-Minded Approach

Citi dedicated over \$6 billion in financing in 2018 and countless hours to affordable housing projects because, quite simply, we want to generate a positive return from each one.

Citi treats affordable housing like any other investment area, deploying a wide range of experienced professionals – including underwriting staff, a credit committee, and bankers with local expertise – to identify the best possible rehabilitation projects, execute them with efficiency and professionalism, and ensure they will be fruitful both for Citi and a building's new residents.

Citi is proud to use our experience and industry-leading skills to protect cherished structures and help individuals stay in the places they call home. And although there has been good progress to date, Citi is just getting started – and can't wait to help reignite more flames (literal or otherwise) across the nation. ■

AFFORDABLE HOUSING REACH

33 States



248 Cities



112 Clients served

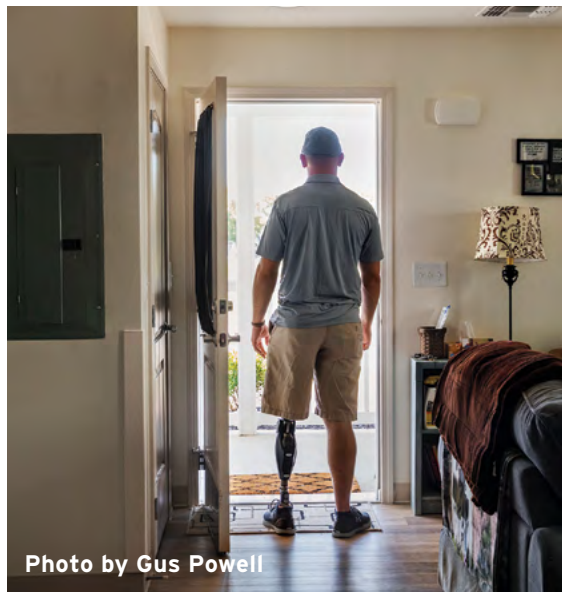


Photo by Gus Powell



Preserving Affordability Through Community Land Trusts

A half century after the Fair Housing Act was passed to boost access to housing opportunities for all U.S. residents, the entry point for homeownership is only getting higher. While housing prices have risen across the country, real median household income has remained stagnant, pushing many families out of the neighborhoods they have long called home.

Citi has zeroed in on a proven tool for creating and preserving affordable housing: community land trusts (CLTs).

A CLT is a nonprofit organization that buys land to build permanently affordable housing for low-income households. Under this model, the CLT places a cap on resale and rental prices to maintain affordability over the long-term, even as property prices in the area increase. This enables renters to access stable, affordable housing while those able to buy can build equity and accrue other benefits of homeownership.

Citi has invested approximately \$5 million in seeding new CLTs in New York City, Long Island, Washington, D.C. and Miami, among other locations in the U.S. A new initiative – the Citi/ Grounded Solutions Network CLT Accelerator – is propelling the growth of CLTs and other shared-equity programs. With a \$1 million investment from Citi, Grounded Solutions Network will scale up the sector and increase access to permanently affordable homeownership for low-income, first-time homebuyers. In 2018, Grounded Solutions held a competitive review process to select three Accelerator Fund recipients. Together, Citi and Grounded Solutions Network are providing technical assistance and investing \$500,000 in capital grants to existing high-capacity CLTs and similar shared equity homeownership programs that hold the potential to transform the lives of low-income households.

Bringing Veterans Home

We partner with organizations working to end the problem of veteran homelessness. On any given night in America, an estimated 37,000 veterans are homeless. Since 2012, Citi has supported the Bring them HOMES initiative by the Local Initiatives Support Corporation (LISC) and its investment affiliate, the National Equity Fund, which finances, facilitates, advocates for and implements affordable housing options for veterans. To date, a total of 4,300 affordable housing units, including 3,000 specifically for veterans, have been completed or are in development.



A person wearing a white hard hat and a dark jacket is seen from behind, looking out over a body of water. In the foreground, a large offshore wind turbine with a yellow base and white tower is prominent. Several other wind turbines are visible in the distance under a cloudy sky.

Fighting Climate Change

Not all world records are cause for celebration. According to the National Oceanic and Atmospheric Administration, the last four years have been the hottest on record. This statistic – along with countless others telling a similar story – emphasizes both the scope of climate change and the immediacy of the problem.

Citi recognizes that to fight record-breaking problems, the world needs record-breaking solutions. To that end, the company has financed Hornsea 1, which will become the world's largest offshore windfarm once it's completed in 2020.

Located at the southern end of the North Sea, the 250 square mile, 174 turbine windfarm will have a total capacity of 1,218 megawatts and provide clean energy for more than one million UK homes.

To make the financing a reality, many aspects of Citi's business were brought to bear for a transaction of unprecedented scale. Having executed four transactions for Ørsted in the last five years, the bank utilized its strong relationships with the client and institutional investors to facilitate the necessary financing for Hornsea 1. Citi acted as co-debt financial advisor, co-placement agent and sole export credit agency arranger to Ørsted and Global Infrastructure Partners on the £3.6 billion debt financing – the largest ever project financing in the global renewables sector. Citi also served as exclusive sell-side advisor to Ørsted. The Hornsea 1 transaction followed on the success of another project in the region, Walney Extension, where Citi served as exclusive M&A financial advisor, co-structuring bank and placement agent for the then largest investment grade holdco project bond for a greenfield offshore wind project.

"Both the Walney Extension and Hornsea 1 transactions are a testament to Citi's commitment to renewable energy," said Raphael Mun, Director, EMEA Project and Infrastructure Finance, Citi. "We remain at the

"We remain at the forefront of bringing innovative solutions to clients to raise debt capital to finance their clean energy projects."

– Raphael Mun, Citi

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Ample Resources for a Critical Battle

Citi's support of Hornsea 1 and other environment-focused projects reflects the company's belief that the private sector has a critical role to play in addressing climate change. As sea levels rise, temperatures increase and droughts worsen, there is a need for all-hands-on-deck urgency around the world.

Citi is well-positioned to respond with a full service suite of products and services. With extensive partnerships and engagements between different teams, Citi is able to fulfill the array of our clients' needs from managing financing, to lending and advising, amongst other activities.

At the heart of Citi's efforts is the \$100 Billion Environmental Finance Goal, which includes financing activity that supports renewable energy, water quality and conservation, sustainable transportation, green building, energy efficiency, and clean technology.

\$100B ENVIRONMENTAL FINANCE GOAL HIGHLIGHTS

\$95.3B

toward the \$100B Environmental Finance Goal* resulted in



\$6.7B
in sustainable
transportation



\$18.5B
in public finance



\$11.1B
in water quality
and conservation



\$61.3B
in renewable energy



\$16.0B
in green bonds**



\$4.1B
in green building

* Transactions fall within multiple categories of reporting.
** Includes green portion of sustainability bonds when information is available.

Our \$100B Environmental Finance Goal in Action

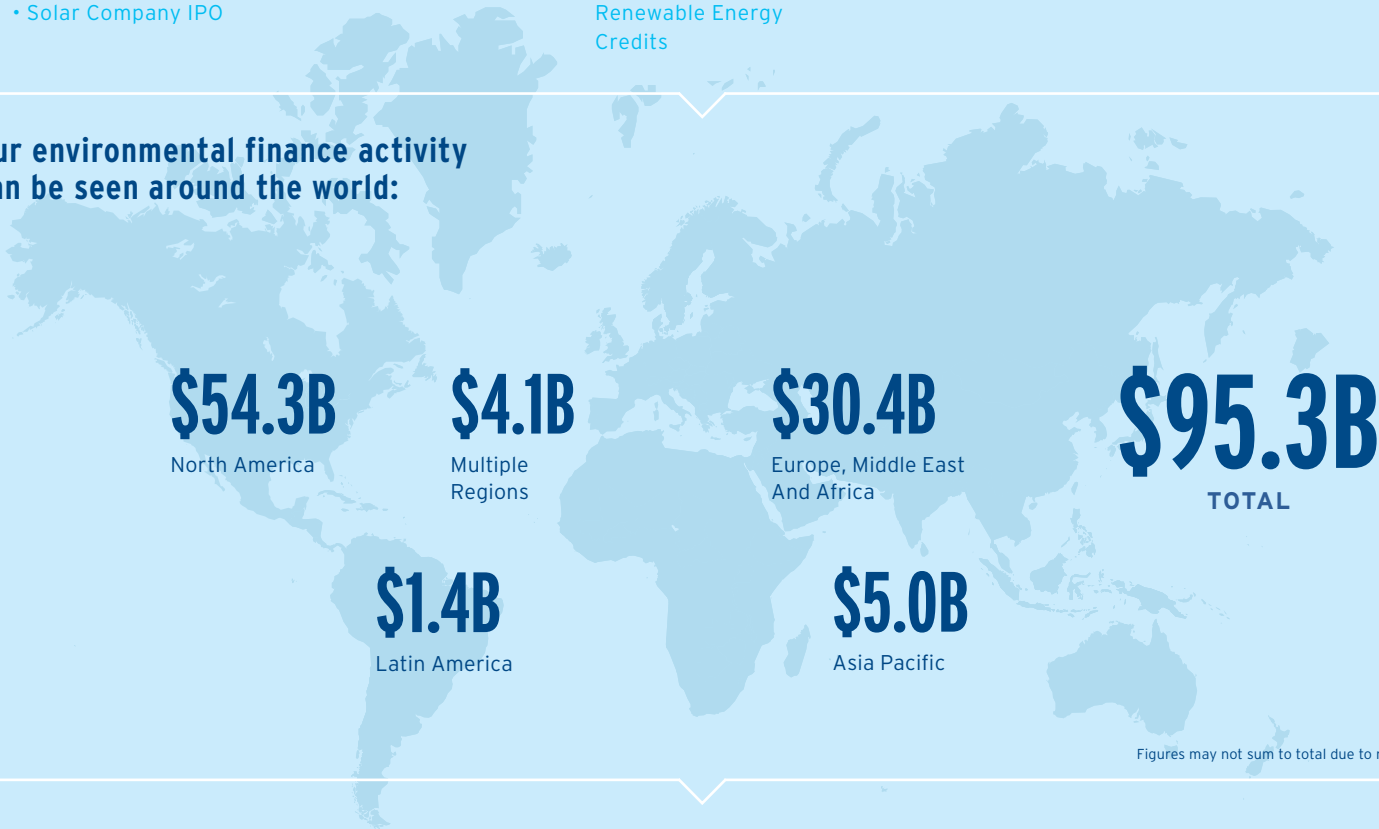
To reach our goal, we apply our environmental criteria:

-  Renewable Energy
-  Water Quality and Conservation
-  Green Building
-  Energy Efficiency
-  Sustainable Transportation
-  Clean Technology

Working with partners and clients we finance a range of transactions, such as the examples listed below:

- ALTERNATIVE ENERGY BANKING AND FINANCE**
 - Wind Energy Project Financing
 - Solar Company IPO
- PUBLIC FINANCE**
 - Mass Transit Bond
 - LEED Certified Affordable Housing Loan
- COMMODITIES**
 - Power Purchase Agreement
 - Monetization of Renewable Energy Credits
- CONSUMER/COMMERCIAL BANKING**
 - Solar Company Corporate Loan
- GREEN BONDS**
 - Corporate Green Bond
 - Sovereign Green Bond

Our environmental finance activity can be seen around the world:



Figures may not sum to total due to rounding.

This work results in measurable impacts:


- 8.5M** mt CO₂e
GHG emissions avoided
- 55.9M**
Population in U.S. cities and counties served by water-quality projects
- 5.7K**
Families served by green affordable housing
- 131.6K**
Jobs supported (direct, indirect and induced)
- 5.5K** MW
New renewable energy capacity

Like all of Citi's financing and investments, the transactions that count toward this goal are risk-adjusted and designed to produce positive returns. This approach speaks to a consideration that is important to Citi, and should be important to companies of all stripes: "Helping the bottom line and helping the environment aren't mutually exclusive exercises, they're complementary – and they've never been more important," said Val Smith, Citi's Global Head of Corporate Sustainability.

A Positive Global Footprint

As a global company, Citi has the resources and geographic reach to pursue such a wide range of initiatives and work with an array of partners. We see climate change as a pressing global issue, where thoughtful engagement and action are needed from not only businesses, but governments and other key stakeholders. Citi recently acted as joint bookrunner and billing and delivery on the Republic of Poland's €2 billion dual-tranche green bond offering, formed of 10- and 30-year tenors - the latter being the longest ever green bond issued by a sovereign.

In San Patricio County, TX, Citi provided comprehensive financing – including a construction loan, long term tax equity financing, agency and trust services, and the energy hedge – behind the 163 megawatt Midway Wind Project. In addition to providing this full service, one-stop-shop approach to help develop this project, Citi is also purchasing energy from this project to contribute to Citi's goal to power its global facilities with 100 percent renewable energy by 2020.



When it comes to climate change, the time for concerned proclamations has given way to a need for immediate action, and Citi is proud to be fighting the problem with optimism, serious energy, and an ever expanding stable of allies.

Strengthening a Vital Commitment

Underscoring Citi's view that global warming is a genuine crisis and not a political issue, the company remains a strong supporter of the Paris Agreement. To that end, Citi recently signed the We Are Still In declaration in partnership with businesses, investors, state and city governments, and other organizations that are advocating for climate policy solutions.

Citi also supports the Task Force on Climate-related Financial Disclosures (TCFD), and has responded to their recommendations in a recent report, *Finance for a Climate-Resilient Future*. The TCFD works to improve the way that companies analyze and disclose

the financial impacts of climate-related risks and opportunities. This mission reflects that of Citi's Sustainable Progress Strategy, which focuses on reducing climate change impacts and creating innovative solutions to help the environment – all in concert with our clients and other stakeholders.

Citi collaborates with a wide range of partners across the globe by diversifying its efforts to combat climate change, and is well-positioned to contribute to and learn what works to best target its efforts to make a positive impact. When it comes to climate change, the time for concerned proclamations has given way to a need for immediate action, and Citi is proud to be fighting the problem with optimism, serious energy, and an ever expanding stable of allies. ■



Reducing Youth Unemployment

For a young person, a lot goes into landing a first job. A strong resume, relevant experience, good interview technique – having these components is challenging enough. Sometimes, though, the right relationships can make all the difference. Building a strong network can open opportunities for young people as they launch their careers, provide good models for how to approach the world of work, and encourage their aspirations.

Unfortunately, professional networks can be hard to come by for young people, particularly when they are from low-income backgrounds or are the first in their families to pursue higher education. This isn't an isolated challenge facing a few, but a reality facing far too many. The youth unemployment rate around the world is three times higher than that of adults, with 67 million young people looking for work.



A participant in the Citi Foundation-supported MLT Ascend Program

There is also a bright side. According to Citi Foundation research surveying young people across 32 countries, more than 70 percent of young people today feel optimistic about their career prospects despite profound uncertainty and change across the globe. The study also found that three out of four respondents are willing to take risks to achieve their career aspirations.

It's clear that there is more work to be done to harness this enthusiasm by equipping the world's youth with the skills, opportunities and relationships they need to succeed. Through its three year, \$100 million Pathways to Progress commitment, the Citi Foundation is aiming to connect 500,000 young people around the world to jobs, paid internships, workforce training and leadership development by 2020. In the first two years, over 400,000 young people across more than 80 countries have been given tools to succeed in today's economy, including access to professional networks and role models for the more than 210,000 young people mentored.

Building Crucial Connections

When not focused on his day job as a cyber intelligence analyst at Citi, Matt Goldberg makes time to volunteer through iMentor, which pairs high school students from low-income backgrounds with trained professional volunteers who mentor the young people on their college and career goals.

Matt has been working with his mentee for two years and has been struck by how similar his high school

PATHWAYS TO PROGRESS HIGHLIGHTS

400K
YOUTH REACHED



7K
Citi volunteers



80
Countries & territories
across the globe



210K
Young people mentored



15k
Businesses started by
youth entrepreneurs



160
Community programs

path is to his mentee, who is now a sophomore and feeling the pressure and demands of school and early adulthood. "I remind him to keep it simple and just focus on doing the best he can in all his classes," Matt says. "I remember being in his shoes, feeling all the demands of school, family, activities and all, and just wanting to retreat. He takes a deep exhale and I can tell he appreciates that reminder."

These are the type of one-on-one connections between young people and experienced professionals that the Citi Foundation thinks can help make a difference. With \$2.5 million in support from the Citi Foundation, iMentor is supporting tens of thousands of students in major cities across the U.S. to build relationships with people like Matt and expand their networks.

The Global Implications of Individual Opportunities

Matching motivated young people with professional training and job opportunities can yield some big moments on a small scale. Perhaps it's a 22-year old who gets to tell her parents about her first-ever job offer, or the 18-year old entrepreneur who never believed he could create his own job by turning his passion into his own small business.

"When young people believe in themselves, their ability to advance personally and professionally is that much greater," said Brandee McHale, Head of Corporate Citizenship at Citi and President of the Citi Foundation. "The relationship with a mentor isn't just about building skills but also building aspirations."

These opportunities can also have bigger implications. For Citi – and the many companies, organizations and individuals we serve – to succeed, young, underserved populations need opportunities to thrive. Their success can mean greater availability of talented young professionals for the workforce – regardless of industry.

Yet, the youth workforce shouldn't be viewed simply as a pool of talent; it's a rising tide that lifts the professional world as a whole. Viewed with that lens, it's clear just how important it is to provide the world's youth with the resources – both the skills and the connections – necessary to make their way up. ■



Providing Essential Skills – and Contacts – In Europe

In London, the Citi Foundation is helping young people make a career out of creativity. The Foundation is a key supporter of the Mayor's Fund's Creativity Works program, which helps young people find jobs in the city's booming arts and creative industries.

The initiative offers 10-week programs – ranging from creative master classes to employability support to practical work experience – across advertising, TV, fashion, and more. Creativity Works also aims to help youth build less tangible skills such as confidence and self-belief, crucial qualities for anyone entering the working world.

What's more, the Citi Foundation is supporting Youth Business International (YBI) with a \$1.6 million grant. The support goes towards providing 8,700 European youth with entrepreneurship training, and establishing over 1,000 mentoring relationships across eight countries.



A Youth Business International participant opened an Ethiopian restaurant in Belgium using skills and a loan he received from the program





Fighting Cyber Crime in Latin America

The tech sector is booming in Latin America, and with that rapid growth comes new security risks for companies – as well as a fresh crop of job opportunities in cyber security. What's lacking, however, are educational resources for younger people interested in the industry.

Trust for the Americas, a nonprofit organization affiliated with the Organization of American States and a Citi Foundation grantee, is tapping into the inherent tech savvy of those entering the workforce by offering cyber security training to low-income urban youth in the region.

The program is a way for vulnerable young people to harness their technological wherewithal, secure jobs that are in high demand, and ultimately protect the companies that bring jobs and other resources to the region.



Youth participants in the Cyber Security program

A man and a woman in business attire are engaged in a conversation in an office setting. The man, on the left, is wearing a dark suit and tie, and is looking towards the woman. The woman, on the right, is wearing a dark blazer over a grey patterned top and is smiling. They are standing in front of a window with horizontal blinds. A yellow horizontal line is positioned above the title.

Increasing Diversity in Finance

The best kind of progress is rarely made quickly. Lasting, positive change – whether pursued by an individual, an organization, or an entire industry – stems from a sustained, long-term effort rather than flipping a switch.

It's an important concept to consider when approaching the problem of lack of diversity in the global financial industry. The stark truth is that women and non-white professionals make up a disproportionately small percentage of the industry.

Today, Citi's workforce is in line with the rest of the industry when it comes to female and non-white representation. That said, the company is instituting several goals and initiatives aimed at developing a more diverse workforce.

There's a long way to go, but Citi is working hard to lay the groundwork for real progress.

Setting Clear Objectives

As with all challenging, necessary efforts, this one starts with establishing specific goals.

In August 2018, Citi identified two important aspirations to hit by 2021: on a global level, increase representation of female Assistant Vice Presidents (AVPs) through Managing Directors (MDs) to 40%; and in the U.S., increase representation of black AVPs through MDs to 8%.

Achieving these goals will allow Citi to make meaningful progress in the mission to be more representative of the communities it serves.

Building Progress from the Ground Up

Attracting a wide range of candidates at the middle and senior levels is an important consideration, but Citi also recognizes the value of building a diverse employee base at early career levels. Indeed, without a steady stream of diverse talent entering its doors, the company will not see the sort of representation it's seeking at all levels.

To that end, the company's goal is for its analyst and associate programs to comprise 50% women globally, and 30% black and Hispanic/Latino hires in the U.S. The rationale is simple but powerful: in order to establish a sustainable, diverse future for the firm, Citi must get it right at the entry level.

One way Citi hopes to achieve its goals is by expanding the Citi Ventures CUPID (Citi University Partnership in Innovation and Discovery) Program to work with over 20 universities globally on innovation projects within Citi, engage talented women and under-represented minorities, and develop a robust pipeline of talent.

In 2018, the company expanded its partnerships to historically black colleges and universities (HBCUs) with the CUPID launch at Howard University, one of the most storied HBCUs in the U.S.

Making Citi a Better Place to Work – For All

Bringing in a diverse set of new faces is a critical goal for Citi, but it's just as important for the company to retain those talented individuals. That's why, at every level of the company, Citi is exploring ways to engage with high-performing talent (outside of bi-annual

PAY EQUITY REVIEW

Global figure measuring equal pay, including base salary and bonuses, for equal work adjusting for appropriate factors such as job function, level, geography, etc.

JANUARY 2018

First financial institution to release adjusted pay gap. We also made appropriate pay adjustments in the U.S., UK, and Germany



JANUARY 2019

Completed pay equity review for global workforce, and made adjustments as part of this year's compensation cycle



ON ADJUSTED BASIS

♀ 99% PAID ♂
WOMEN MEN

NO statistically significant difference between

U.S. MINORITIES VS U.S. NON-MINORITIES

RAW PAY GAP DATA

First company to disclose aggregate measure of total compensation (all men vs all women, all U.S. minorities vs U.S. non-minorities) across all employees regardless of age

MEDIAN PAY

♀ 71% PAID ♂
WOMEN MEN

FIRM-WIDE REPRESENTATION GOALS

↑ Mid and senior-level female talent globally to 40% BY 2021



U.S. 93% PAID U.S. NON-MINORITIES

↑ Mid and senior-level black talent (U.S. only) to 8% BY 2021



INCREASED REPRESENTATION of Women and Minorities in higher compensated roles to help close raw pay gaps

development conversations) and expanding our development programs.

The financial services industry as a whole has to significantly increase efforts to attract, develop, and retain the right balance of talent across organizations.

To help bridge that gap at the entry levels, Citi has established an Early Career steering committee to understand and address concerns of female and minority analyst and AVP-level employees. The company also implemented unconscious bias training for 35,000 employees in-person – as a complement to online inclusive leadership training that over 80% of the workforce has completed.

The company's goal is for its analyst and associate programs to comprise 50% women globally, and 30% black and Hispanic/Latino hires in the U.S.



Closing the Gap

In an effort to be transparent and spark an important conversation, Citi recently became the first U.S. company to disclose its unadjusted median pay gap – the simple difference between median pay for all female employees, compared to median pay for all male employees at Citi (as well as median pay for U.S. minorities compared to U.S. non-minorities).

The review found that the median pay for females globally is 71% of the median for men, and the median pay for U.S. minorities is 93% of the median for U.S. non-minorities.

The numbers stress the importance of increasing representation of females and U.S. minorities in senior and higher-paying roles at Citi.

Building Momentum, Effecting Change

Citi – along with every other large financial company – will not reach its diversity goals overnight. That said, the company has set a range of important, realistic objectives, and has several efforts underway to reach them. ■



LGBT+ Equality and Rights



Citi employees march together in the New York City Pride Parade



Citi executives discuss gender representation in the board room and across the industry

In late 2018, Citi joined other companies in signing the [Human Rights Campaign's Business Statement on Transgender Equality](#). Citi was proud to reaffirm its commitment to stand with the millions of people in America who identify as transgender or gender non-binary, or who are intersex. Through this public demonstration of support, Citi aims to encourage others to treat this community with respect and dignity.

In the summer of 2018, Citi initiated a new global badging policy to enable transgender colleagues to more easily change the name reflected on their Citi identification badge. In addition, the company expanded demographic questions on sexual orientation and gender identity in our Voice of the Employee survey to 39 countries, reaching 82 percent of its employee base. Responses to these voluntary questions will allow the company to better understand the experiences of all LGBT+ colleagues.

Citi also expanded insurance and other benefits available under its U.S. policies to LGBT+ partners globally wherever the benefits are legal and permitted under local law. In addition to designating a spouse through marriage or civil partnership, employees are able to designate a "partner," of any sex, as an eligible family member. Citi recognizes that employee benefits are critical to ensuring equality and mobility for its colleagues.

In Northern Ireland, where Citi is one of the largest employers, with approximately 2,800 people located in Belfast, the company joined with other companies to support the effort to legalize gay marriage in 2018. Northern Ireland is the only part of the UK that has not made gay marriage legal. Citi was one of 29 companies that published a joint statement for reform that acknowledged the importance of a diverse, outward-looking and inclusive society to creating a prosperous future for Northern Ireland.

Timeline of Select 2018 Events

January 2018

Completed initial pay equity review in the U.S., the UK and Germany

February

Signed the CEO Action for Diversity and Inclusion Pledge, committing to driving policy changes and practices at Citi that help advance equitable workplaces

April

As part of our pledge to procure \$100 million from women-owned businesses, continued our partnership with WeConnect International

July

Expanded insurance and other benefits available under our U.S. policies to LGBT+ partners globally wherever benefits are legal and permitted under local law

July

Initiated a new global badging policy to enable our transgender colleagues to more easily change the name on their Citi identification badge

April

Engaged directly with partners to begin the process of reviewing and evaluating women-owned businesses and their capabilities in Europe, Latin America, Africa and other regions

August

Announced firm-wide representation goals for female talent globally and black talent in the U.S.

August

Joined forces with the Flatiron School to connect women with up to \$1 million in scholarship dollars to attend one of the school's industry-leading software engineering or data science courses

September

Participated in the Grace Hopper Celebration focused on retaining and advancing women in technology

October

Signed the European Diversity Charter, which was launched in 2004 to promote the European Union's anti-discrimination and diversity policies among employers

November

Signed the Business Statement for Transgender Equality

October

Expanded the demographic questions on sexual orientation and gender identity in the Voice of the Employee survey to 39 countries, reaching 82% of our employee base. Responses to these voluntary questions allow Citi to better understand the experiences of all of our LGBT+ colleagues

November

Joined #SeeHer, a groundbreaking movement launched by the Association of National Advertisers to eliminate unconscious bias against women and girls in advertising and media

January 2019

Completed global pay equity review and released unadjusted pay gap figures



Enabling Financial Independence for Women

There are many reasons why the right thing to do is, well, the right thing to do.

Take, for example, working towards economic equality for women. There are countless moral and ethical reasons to tackle the systemic challenges that face half the world's population: a lack of access to high quality training and education, disparities in pay, societal norms regarding women in the workplace and the home, and the impact of automation on the overall labor market.

Then there are the economic reasons. Consider that women control \$28 trillion of the \$35 trillion global consumer market, and, according to Citi, if women matched men in terms of average amount of labor force participation, hours worked, and labor productivity, OECD GDP could go up by anywhere from six to 20 percent.

Indeed, supporting gender equality and removing barriers to entry into the workforce for women can improve the world in powerful, sustainable ways. With this mission in mind, Citi is working to level the playing field so that women around the globe are better equipped to pursue financial opportunities – and benefit everyone in the process.

Providing Direct Opportunities

While women wield considerable financial influence around the world, they fall behind when it comes to receiving corporate contracts. In fact, recent Citi research found that only 1% of corporate procurement contracts globally are awarded to women-owned businesses.

To help correct this stark imbalance, the company recently joined forces with WeConnect International – a global nonprofit that connects women-owned businesses to qualified buyers around the world – and three other leading corporations. This coalition committed to procure \$100 million each from women-owned businesses over the next three years (with a particular focus on companies in developing markets). In 2018, we procured \$185 million from women-owned businesses.

Enabling Financial Access in Mexico

In Mexico, where 32% of the population lacks access to basic financial services, Citibanamex, Citi's Mexican subsidiary, and America Movil, the country's largest mobile operator, partnered to launch Transfer, a low-cost bank account that can be opened and operated without going to a branch. To help bring the benefits of the partnership to as many people as possible, the partnership was accelerated through a relationship with OXXO, Mexico's largest convenience store chain.

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Thanks to the program's accessibility (it can be used in OXXO stores and Citibanamex branches and ATMs), Transfer has grown to more than 10 million accounts – over half of which are held by women – with 80% of clients accessing banking services for the first time.

Spurring Entrepreneurship Worldwide

To help empower women entrepreneurs, Citi has worked with the Overseas Private Investment Corporation (OPIC) through a risk-sharing program to provide over \$495.5 million in financing to 53 inclusive businesses in 26 countries, reaching over 1.3 million entrepreneurs, 88% of whom are women.

It's a wide-ranging effort that's generated significant results at the local level. In Jordan, for example, Citi provided \$5 million equivalent in local currency financing to enable one of the country's leading microfinance institutions, Microfund for Women (MFW), to provide loans to an additional 10,000 underserved Jordanian women – increasing their number of borrowers by 7% and providing real economic benefits to their families and communities.

Additionally, the Citi Foundation supports Poland's Foundation for Women's Entrepreneurship, which provides high-potential female entrepreneurs in Warsaw with access to intensive business training, one-on-one mentorship, access to office space, business networking meetings and technical assistance to properly design, manage and scale their companies.

Big Change in the Big Apple

For several years, Citi has supported a unique partnership with the New York City Housing Authority (NYCHA) and the NYC Department of Small Business Services to advance business opportunities for public housing residents. With funding from Citi, the Food Business Pathways program provides NYCHA residents with customized training and resources to start their own businesses.

For example, the 10-week food business course provides participants with a free food handler's license and business incorporation, group and one-on-one business training, and the opportunity to compete for incubator space. Two nonprofit partners (Start Small Think Big and Hot Bread Kitchen) provide free legal and business guidance to participants. Since its start in 2015, the Food Business Pathways program has helped 271 graduates – 90 percent of them women – create nearly 190 businesses.

A Long-Term Commitment to a Crucial Effort

Achieving economic equality around the world is undoubtedly a massive challenge. Nevertheless, Citi is working hard to support programs that provide information, resources, and funding to help women make a positive economic impact in their communities. ■



Customized mobile banking services for small-scale farmers in Africa



Joann, owner of NYC's Best Dressed Cupcakes, has strengthened her small business thanks to training from Food Business Pathways and access to microloans from Grameen America



Citizenship at Citi

Through our corporate citizenship efforts, we aim to be engaged community problem solvers working to address some of society's greatest challenges, an imperative stated in our mission and an idea that shapes our decisions every day.



Executing a Business Model That Adds Value to Society

Our core businesses, and the financial innovation that is inspired by our drive to serve clients and solve society's greatest challenges, are fundamental to our mission to enable growth and progress.



Maintaining a Focus on Ethical Decision-Making and Responsible Business Practices

Ethical business practices are central to the success of the entire financial services sector. We place significant emphasis on understanding, improving and fully integrating ethical and responsible practices in everything we do.



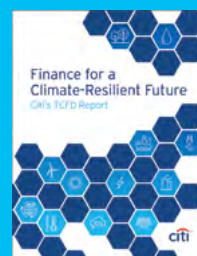
Taking a Stand on Issues That Matter and Driving Solutions

Companies are expected to leverage their corporate voice to benefit society. We take a stand on issues that matter to our employees, clients, investors and communities. Where we can, we work to be part of the solutions.

SUSTAINABLE DEVELOPMENT GOALS

Sustainable Development Goals

Citi has an important role to play in helping to finance the SDGs and the estimated \$5 trillion to \$7 trillion annual global development need. Since 2016, we have reported on how our activities relate to the seven SDGs on which we can have the greatest impact and we indicate relevant information throughout our full Citizenship Report.



Task Force on Climate- related Financial Disclosures

Citi was an early supporter of the Task Force on Climate-related Financial Disclosures. We are proud to be the first major U.S. bank to issue a TCFD report. By voluntarily adopting the TCFD framework, Citi is working to better understand our own climate risks and help navigate the transition to a low-carbon economy.



Reporting Transparently and Learning through Dialogue

We need to communicate what we are doing and engage in dialogue to understand what more can be done. We are committed to improving our reporting efforts and the way in which we engage stakeholders in all of our activities.



Catalyzing Innovation Through Strategic Philanthropy and Employee Engagement

We support a variety of philanthropic causes and develop partnerships with community organizations to catalyze change through innovative and efficient solutions. We increase our impact by encouraging our colleagues to volunteer.



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