

# 2016 GLOBAL CITIZENSHIP SUMMARY



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## ABOUT THIS REPORT

Each year, we report on our global citizenship activities and performance. This document summarizes information found in our full 2016 Global Citizenship Report. The full report covers Citi's corporate citizenship activities and performance for the calendar year 2016 and provides progress updates for key areas of our citizenship efforts across our business units and operations, focusing on the issues we determined to be of greatest importance.

We prepared our full report in accordance with the G4 Core guidelines of the Global Reporting Initiative (GRI). In addition, we used the United Nations (UN) Global Compact and UN Guiding Principles on Business and Human Rights frameworks to guide our reporting. Index tables indicating where we have addressed components for all three of these frameworks can be found at the end of the full report. Our Global Citizenship Report supplements information published in our 2016 Annual Report.

To access our full report and for more information on Citi's citizenship initiatives and how Citi is responding to challenges around the world, please visit [citi.com/citizenship](http://citi.com/citizenship) or contact:

Global Public Affairs  
Citigroup Inc.  
388 Greenwich Street  
New York, NY 10013  
[citizenship@citi.com](mailto:citizenship@citi.com)



**“While we don’t have all the answers and can’t solve every problem, we can and do stand for progress and will continue to do our part to conceive of and contribute to solutions that address some of society’s most daunting challenges.”**

– Michael L. Corbat  
Chief Executive Officer  
Citigroup Inc.

Citi’s Mission and Value Proposition defines who we are as a company and guides every decision across our business. We demonstrate what we stand for through our actions and behaviors as well as the work we do with our clients in communities around the world. Everyone – from our Board of Directors to each of our nearly 220,000 employees – is responsible for upholding our mission on a daily basis.

# Our Mission and Value Proposition: Enabling Growth and Progress

Citi's mission is to serve as a trusted partner to our clients by responsibly providing financial services that enable growth and economic progress. Our core activities are safeguarding assets, lending money, making payments and accessing the capital markets on behalf of our clients. We have 200 years of experience helping our clients meet the world's toughest challenges and embrace its greatest opportunities. We are Citi, the global bank – an institution connecting millions of people across hundreds of countries and cities.

## WHAT YOU CAN EXPECT FROM US AND WHAT WE EXPECT FROM OURSELVES

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

We work with companies to optimize their daily operations, whether they need working capital, to make payroll or to export their goods overseas. By lending to companies large and small, we help them grow, creating jobs and real economic value at home and in communities around the world. We provide financing and support to governments at all levels, so they can build sustainable infrastructure, such as housing, transportation, schools and other vital public works.

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

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

### CITI FACTS

NEARLY

220,000

employees globally

MORE THAN

160

countries and jurisdictions  
where Citi does business

APPROXIMATELY

14,000

institutional client relationships

APPROXIMATELY

200 M

customer accounts

# OUR APPROACH TO CITIZENSHIP

Our citizenship efforts and priorities across the company are continuously informed by the wider societal context around us. This approach to citizenship issues – thinking about Citi's impacts on clients and customers and society – allows us to embrace the complexity and interconnectedness of our most material issues. We will continue to evolve our approach to citizenship to set ambitious goals that our global reach – connecting millions of people across thousands of cities in over 100 countries – can enable us to achieve.



## CITI AND THE SUSTAINABLE DEVELOPMENT GOALS

In September 2015, the 193 Member States of the United Nations adopted the new *2030 Agenda for Sustainable Development*, including the Sustainable Development Goals (SDGs). This set of 17 universal goals calls on all nations to end poverty, protect the planet and ensure prosperity for all. The UN estimates that developing countries will face an annual investment gap of \$2.5 trillion over the lifetime of the SDGs, making access to financing a critical factor for success.


To highlight specific ways Citi can contribute to achieving the SDGs, our full Global Citizenship Report explores several examples in which our activities are directly contributing to specific SDGs, including:

- Affordable & Clean Energy (Goal #7)
- Decent Work & Economic Growth (Goal #8)
- Industry, Innovation & Infrastructure (Goal #9)
- Sustainable Cities & Communities (Goal #11)
- Climate Action (Goal #13)
- Partnerships for the Goals (Goal #17)

To learn more about how Citi is contributing to the SDGs, download our full report at [citi.com/citizenship](https://citi.com/citizenship).



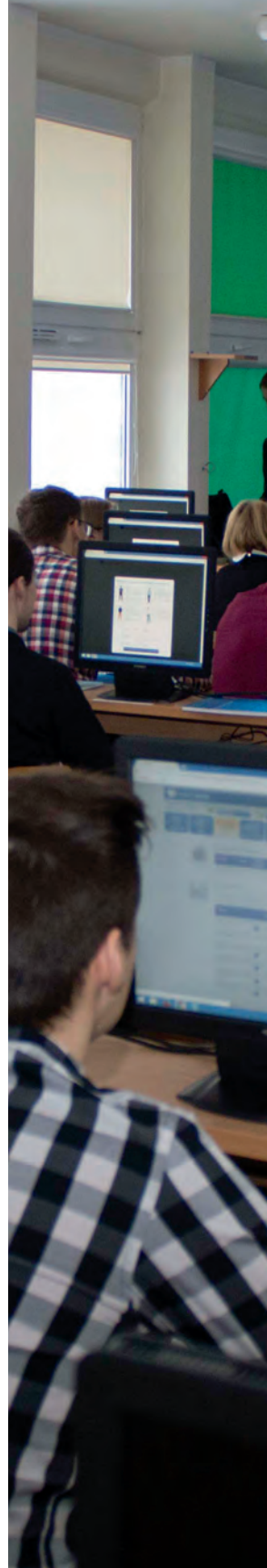
# HOW WE DO BUSINESS



Responsible business practices are not only the backbone of our company's success, they are also imperative to protecting the broader financial system and the communities in which we live and work. It starts with a culture of ethics and integrity delivered by a diverse, skilled workforce committed to serving our clients. Whether we are protecting our customers' privacy, respecting human rights, engaging with our suppliers or assessing and addressing the environmental and social risks of the projects we finance, our goal is always to earn our customers' trust through responsible, ethical activities.

# CONDUCT, CULTURE AND GOVERNANCE

Earning and maintaining public trust is core to our Mission and Value Proposition, as well as a crucial requirement for the success of our business. Adhering to the highest ethical standards takes constant effort, and we continuously work to build a culture of ethics that employees are eager to embrace. We make managing compliance risk the responsibility of all our employees. It requires not only adherence to applicable laws, regulations, policies and relevant standards of conduct, but also the promotion of business behavior and activity that is consistent with our mission.







## 2016 HIGHLIGHTS

More than

# 20,000

employees completed in-person  
and virtual **LEADERSHIP MATTERS:**  
**IT STARTS WITH US** training

Implemented our  
**CONDUCT RISK PROGRAM**  
across multiple businesses  
in approximately

# 44 COUNTRIES

More than

# 197,000

employees have completed  
**ANTI-MONEY LAUNDERING,**  
**SANCTIONS AND ANTI-BRIBERY**  
**AND CORRUPTION** training

# CONSUMER AND CLIENT PROTECTION

Safeguarding assets and conducting business responsibly are key tenets of our mission. We use technology to increase accessibility and convenience for our customers, but without compromising security. In today's digital world, data security and privacy are top priorities. We must take a proactive and robust approach in an effort to stay ahead of ever-increasing threats. We have stringent policies, robust technologies and a strong team in place to protect our data and systems. All our efforts rest on our assurance to our customers that we aim to deliver products and services that provide value, clarity and dependability.

<sup>1</sup> "Cyber Crime Costs Projected to Reach \$2 Trillion by 2019," [\*Forbes\*, January 2016](#).

## CASE STUDY

### “ETHICAL HACKERS” PROTECTING OUR CLIENTS

Some estimates indicate that data breaches could cost businesses more than \$2 trillion globally by 2019<sup>1</sup> and cyber criminals don't limit their attacks to large institutions such as Citi – they can also target individuals. We work proactively behind the scenes to protect our clients from the ever-increasing and complex threat of cyber crime.

Since 2001, we have had a small team of specialists testing Citi's electronic safety and safeguards. That team has now grown to 100 full-time “ethical hackers” who view Citi's offerings from the perspective of cyber attackers, identify security holes that need to be plugged and stay current on the cutting edge of technology. This team's focus has evolved beyond protecting against current attacks to also proactively guard against future ones by evaluating new products and services to ensure that they are as safe and secure as possible before being rolled out.

## 2016 HIGHLIGHTS

More than

# 119,000

employees globally completed  
annual training on

**TREATING CUSTOMERS FAIRLY**

EXPANDED

# BIOMETRIC AUTHENTICATION

across various Citi products, and  
implemented voice biometric  
authentication in customer service  
centers in multiple countries



# TALENT AND DIVERSITY





At Citi, diversity and developing our talent are business imperatives. Our success rests on our ability to create an environment that supports the personal and professional growth of our employees, where they can be themselves. We are a global company and welcome people of every cultural background, gender, race/ethnicity, generation, sexual orientation, and gender identity or expression, as well as military veterans and people with disabilities. We aim to ensure that our working environment fosters opportunities for growth for our employees, through exposure to our global businesses and products and by continually enhancing the programs and resources available to them to support their career. We strive to treat all employees fairly and with respect and hold them accountable for maintaining our standards of excellence.

CASE STUDY

EXPANDED BENEFITS

We recently enhanced our parenting leave Policy in the U.S. and Puerto Rico for employees who have been with Citi for at least one year. As of January 1, 2017, Paid Pregnancy Leave is extended from 13 to 16 weeks for employees who are the birth mother. For all other parents, Paid Parental Leave is extended from two to eight weeks in connection with the birth or adoption of a child.

2016 HIGHLIGHTS

More than  
**54,000**  
employees participated  
in the pilot phase of the  
**"BUILDING AN INCLUSIVE CULTURE"**  
training on unconscious bias

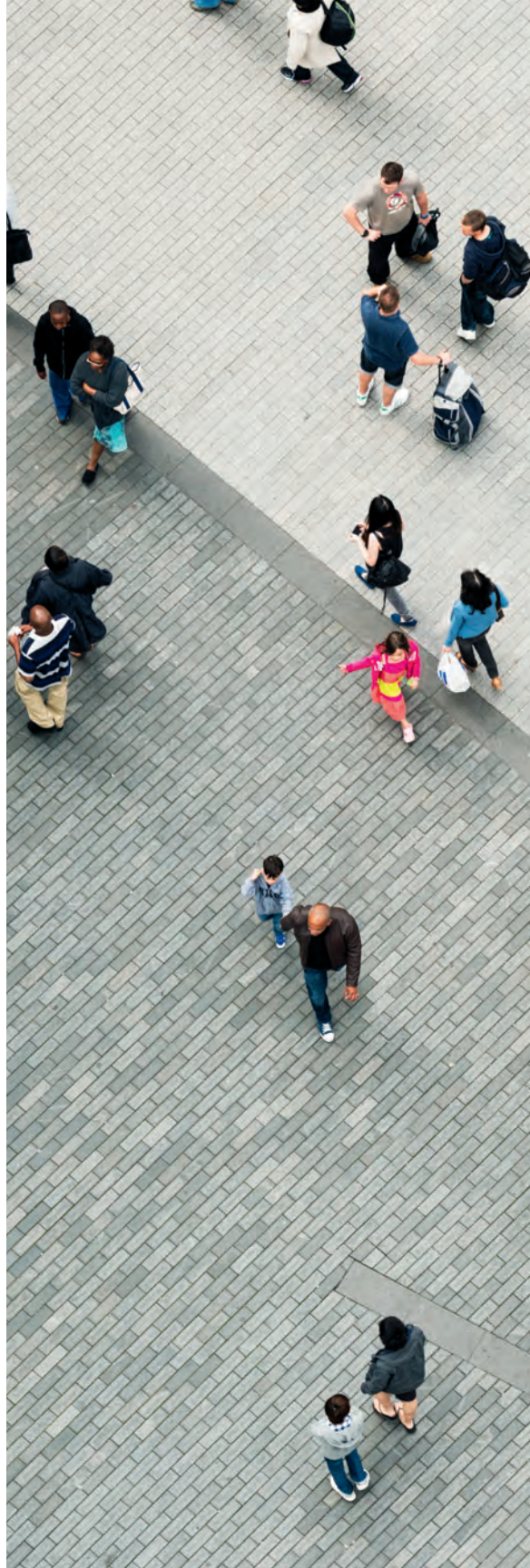
**17,000**  
employees used formal  
**FLEXIBLE WORK ARRANGEMENTS**

The Diversity Index, which measures  
**FOUR KEY METRICS OF DIVERSITY**  
in the workplace as part of our  
annual VOE survey, continues at

**81%**  
**FAVORABILITY**

# HUMAN RIGHTS

Because of our global reach and scale, the human rights standards we set for ourselves – and for those with whom we work – can have a profound impact in the world. Our respect for human rights is not only evident in our employee protections and supplier guidance, but also directly informs our business decisions, including what we choose to finance. We proactively conduct risk analysis, due diligence and stakeholder engagement activities to ensure human rights considerations are always taken into account. We are also working to evolve our risk analysis tools to identify sectors and geographies within our client base that pose an elevated human rights risk.





## 2016 HIGHLIGHTS

# JOINED

## SHIFT'S BUSINESS LEARNING PROGRAM

Shift is the leading center of expertise on the UN Guiding Principles on Business and Human Rights

SCORED

# 100%

on the Human Rights Campaign's Corporate Equality Index annually since 2004

## CASE STUDY

## PREVENTING HUMAN TRAFFICKING

*"Following the flow of funds from human trafficking is no easy task; it's like looking for a needle in a haystack. But we began on a year-long journey of testing what we knew and what we didn't and inputting massive amounts of data. In the end, we built an algorithm to identify potential patterns of behavior related to human trafficking."*

- A lead statistical data miner, Data Intelligence Unit, Citi

The Data Intelligence Unit is a specialized group within our Anti-Money Laundering team that seeks to understand connections and associations related to the movement of money within Citi to prevent fraud and money laundering. To report and deter the illegal movement of money related to these crimes, the team worked with law enforcement and Citi investigators to develop a highly effective algorithm to systematically identify potential human traffickers. The team is leveraging their patent-pending methods to further advance detection by applying advanced data science techniques to detect human trafficking networks – potentially giving the algorithms a global range.

# ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT

Citi lends billions of dollars of capital to a wide variety of companies and projects, many of which have potential environmental and social impacts. We take a comprehensive approach to risk analysis, evaluating potential impacts at the transaction level as well as monitoring clients and projects that fall within high-risk sectors, such as forestry, palm oil and coal mining. Where there are gaps, we work to clarify project details and engage with clients to manage environmental and social risks. In addition, our Environmental and Social Risk Radar Report helps us proactively scan for emerging risks.

## 2016 HIGHLIGHTS

### REDUCED OUR CREDIT EXPOSURE

to coal through the first full year of implementation of our

## COAL MINING STANDARD

Addressed fire prevention practices of

## PALM OIL CLIENTS

to assess alignment with industry best practice by updating our

### DUE DILIGENCE QUESTIONNAIRES

Piloted an ESRM Watchlist process to provide an

## EARLY WARNING SYSTEM

on clients and transactions that may pose heightened

### ENVIRONMENTAL, SOCIAL OR REPUTATIONAL RISK



## ADDRESSING STAKEHOLDER CONCERNS: DAKOTA ACCESS PIPELINE

Citi is one of the 17 banks that financed the Dakota Access Pipeline (DAPL) project – an underground oil pipeline in the U.S. from North Dakota to Illinois. Construction of the pipeline raised concerns and spurred protests by Indigenous Peoples and environmentalists as well as many others who were concerned about the project and its potential impact. Citi recognizes the importance of the issues they have raised and will learn from this experience to improve our approach to due diligence on social risk, including on issues related to Indigenous Peoples.

When first approached to work on this project, Citi conducted careful due diligence under our ESRM Policy and the Equator Principles, including closely reviewing the Environmental Assessment report. The banks engaged an independent consultant to review the permitting and approval process to confirm compliance with U.S. laws and regulations. Following this review, we determined that the project met our ESRM Policy and the Equator Principles.

As the objections of the tribal and other stakeholder communities to the project escalated, Citi realized the need to directly engage with the Standing Rock Sioux Tribe, as well as a number of stakeholders from the human rights, academic, investor and non-governmental organization communities, to better understand their concerns. We greatly appreciated the constructive nature

of those discussions and used what we learned from them to engage with the project sponsors, expressing our concerns and advocating for steps toward a peaceful resolution. Citi, together with TD bank and on behalf of the other banks, spearheaded the engagement of an independent human rights expert, Foley Hoag LLP, to review the U.S. legal requirements for consultation with Indigenous Peoples, and the project sponsors' policies and procedures in the areas of community consultation, cultural heritage assessment, and security. The review resulted in recommended improvements that project sponsors can make to these policies and procedures in line with international best practice.

Citi took away a number of key learnings from our involvement in this project that will impact how we evaluate such work in the future. Specifically, the current approach to consulting Indigenous Peoples in the U.S. does not align with international standards, and the policies that we have used to evaluate those consultations during due diligence are not sufficient. Accordingly, we are working with a third-party consultancy specializing in community engagement – Monkey Forest Consulting – to advise us in strengthening our internal due diligence in this area this year. We also intend to continue to maintain a direct dialogue with members of the Standing Rock Sioux Tribe community and other relevant stakeholders on a regular basis going forward.

# OPERATIONS AND SUPPLY CHAIN

With 12,000 owned and leased facilities and thousands of suppliers worldwide, we have a responsibility to minimize any negative environmental or social impacts of our operations. In 2016, we made positive gains toward our 2020 goals for carbon emissions, energy and water use and waste diversion. We also expanded our focus on the emerging field of sustainable building design as it pertains to the well-being of our employees.

In our supply chain, we seek out suppliers who share our values and standards. We continue to gather information on the ways our suppliers are responding to a range of citizenship and environmental sustainability issues, and we are expanding our supplier diversity efforts outside the U.S.

## 2016 HIGHLIGHTS

Nearly

2,400

suppliers have completed our **CORPORATE RESPONSIBILITY QUESTIONNAIRE** since it was established in 2013

## REDUCED ABSOLUTE GHG EMISSIONS BY

28%

towards our 2020 goal

Expanded our **LEED-CERTIFIED** real estate portfolio to

20%



## CASE STUDY


### WORKING WELL

Our Citi Tower in Hong Kong is a significant milestone in our pursuit to operate facilities that live up to high environmental standards and also provide employees with workplaces that support their well-being. The building has been awarded LEED Platinum Certification, which contributes to our goal of 33 percent of our portfolio being LEED certified by 2020. Citi Tower's environmentally sustainable features include solar control glass to help reduce the use of energy for air conditioning, efficient lighting and lighting controls and low-VOC paints and adhesives. Citi Tower is also the first Citi project approved for WELL Silver Precertification by the International WELL Building Institute™. The WELL Standard – which is separate from yet highly complementary to LEED certification – assesses buildings for features related to health and wellbeing. The Tower includes many wellness-related benefits for the over 3,000 Citi employees who work at the facility, from water- and air-quality testing to a fitness center and workstations with ergonomic features.



# SOLUTIONS FOR IMPACT



A decorative background on the left side of the page, consisting of a series of overlapping, semi-transparent blue squares and rectangles arranged in a diagonal, geometric pattern.

As one of the world's leading financial service companies, Citi is well positioned to help address complex societal challenges, such as rising wealth inequality, rapid urbanization and climate change. Whether it is providing capital for large infrastructure projects or lending to a small business owner, we see these activities as potential solutions to global issues that matter to our clients and impact our communities. There is still much work to be done, but we believe that by addressing the challenges of today, we can find greater opportunities for tomorrow.

# ENVIRONMENTAL FINANCE

The effects of climate change present both enormous opportunities and challenges to our clients' businesses today. New financial solutions are needed for the energy, infrastructure and technology projects enabling progress toward a more sustainable economy. In 2015, we announced our \$100 Billion Environmental Finance Goal. Our progress toward this goal continues at a robust pace. In the first two years since announcing our commitment, we recorded our highest annual volumes of sustainable finance activity, with \$26.3 billion in transactions in 2016 and \$47.6 billion in 2015.



## CASE STUDY

### BRINGING OFFSHORE WIND POWER TO THE U.S.

In October 2016, Citi closed financing of the construction and operation of Deepwater Wind's Block Island Wind Farm, the first-ever U.S. offshore wind farm. Citi participated in the construction loan and provided unlevered partnership tax equity financing along with GE for the 30-megawatt wind farm, which utilizes five GE turbines and is located three miles off the coast of Block Island, Rhode Island. Each wind turbine is 600 feet (180 meters) high and can withstand a Category 3 storm.

This is a landmark transaction in U.S. renewable power history, signifying the growth of renewable energy development. The offshore installation took two years, with more than 300 local workers helping to develop, build and commission the project, according to Deepwater Wind. They also indicate that Block Island Wind Farm will lower carbon dioxide emissions by 40,000 tons each year and is expected to save Block Islanders as much as 40 percent on energy bills, based on an independent report by the local Block Island government.

The wind farm has executed a 20-year Power Purchase Agreement with the Narragansett Electric Company and started delivering power in December 2016.

## 2016 HIGHLIGHTS

### FINANCED & FACILITATED

# \$26.3 B

as part of our \$100 Billion  
Environmental Finance Goal

### Facilitated

# \$5.9 B

### IN GREEN BONDS

for environmentally  
responsible projects

### Financed

### FIRST-OF-ITS-KIND PROJECTS

like the Block Island Wind  
Farm Project, the first

# OFFSHORE WIND FARM

in the U.S.

# INCLUSIVE COMMUNITIES

Cities today are facing a range of challenges – from income inequality to infrastructure pressure – that demand big solutions. Through our core business and philanthropic activities, we work with community partners, policymakers and leading thinkers to find viable approaches and scale impact. In cities around the globe, we focus on addressing challenges such as affordable housing, employment, entrepreneurship, access to city services and financing for sustainable urban growth projects. Our approach goes much deeper than simply financing projects – we partner to develop ideas that drive progress and strengthen communities.

## CITI BIKE

Citi's sponsorship of our bike-sharing program began in New York City, but has since expanded to several cities across the U.S., helping more urban dwellers decrease their carbon footprints and expand their transportation options.

### NEW YORK CITY

**Launched:** May 2013

**Trips Since Launch:** 38 million

**Miles Traveled:** 80 million

### MIAMI

**Launched:** December 2014

**Trips Since Launch:** 2.9 million

**Miles Traveled:** 8.6 million

### JERSEY CITY

**Launched:** September 2015

**Trips Since Launch:** 285,000

**Miles Traveled:** 427,000

Stats through December 2016



## 2016 HIGHLIGHTS

Launched the  
**CITI FOUNDATION COMMUNITY  
PROGRESS MAKERS FUND,**

a two-year,

**\$20 M**

initiative to support local  
organizations working to build  
more sustainable cities in the U.S.

**RANKED TOP U.S.  
AFFORDABLE HOUSING LENDER  
FOR THE 7TH YEAR**

Financed

**\$5.75 B**

of affordable housing, totaling  
nearly 50,000 units

**INCREASED SMALL BUSINESS LENDING**

in the U.S. to more than

**\$11 B,**

raising lending over the last five  
years to nearly \$50 Billion

## CASE STUDY

### POWERING SOUTH AFRICA

While access to power across South Africa is fairly wide-spread, the reliability of the power is often tenuous. In addition, access is fairly limited in surrounding nations. Citi, in partnership with the African Development Bank and various commercial lenders, arranged for financing to Eskom, South Africa's power utility and primary supplier of electricity, to improve and expand its energy transmission network. Financing will ultimately allow Eskom to further develop its electricity generation capabilities in South Africa and across the sub-Saharan region, thus increasing industrialization and job creation as well as energy reliability and overall quality of life for people in those areas. This project is a part of the [New Deal on Energy for Africa](#), which aims to achieve universal access to energy in Africa by 2025.

# FINANCIAL RESILIENCE

Thriving economies are built on financial stability at the individual level. But many around the world lack access to the resources and tools to build a strong financial foundation. We seek to create opportunities for people to earn an income and to access high-quality, affordable financial products and services to protect and grow their savings. Through technology, partnerships, engaged Citi volunteers and funding from Citi and the Citi Foundation, we support youth education, training and financial capability programs that help people become more economically resilient.





## 2016 HIGHLIGHTS

Launched  
**CITIBANAMEX FINANCIAL INCLUSION**,  
a unit dedicated to broadening  
access to affordable and  
appropriate financial products in  
Mexico, as part of our new

**\$1B**

investment in Citibanamex

Piloted the Citi ATM Community  
Network, providing **FREE USE**  
**OF CITI'S ATM NETWORK** to over

**300,000 CLIENTS**

of participating minority-owned  
banks and credit unions in the U.S.

Met our Citi Foundation Pathways  
To Progress goal to invest

**\$50 M**

**AND REACH 100,000 YOUTH**  
with training, leadership and  
entrepreneurship opportunities

## CASE STUDY



### PATHWAYS TO PROGRESS

*"Pathways to Progress set a foundation of skills I needed to succeed in my career. The rest was me just jumping into things and trying them out. That hands-on experience was key to finding out what was right for me. I've grown so much as a person in the last six months."*

**— BEN TYSON**, Youth Radio,  
Youth Opportunity Fund Grantee

The Youth Opportunity Fund is a competitive grant program, designed to support innovative, city-level initiatives that prepare young people for today's competitive job market.



Citigroup Inc.  
388 Greenwich Street  
New York, NY 10013  
[citi.com/citizenship](http://citi.com/citizenship)