

Company:	Citigroup
Sector:	Diversified Financials
Report Year:	2013
Headquarters:	USA
Standard Application:	GRI 3.1 B
Format:	Summary overview of key topics (e.g. environment and financial inclusion)

ADVANCING ENVIRONMENTAL SUSTAINABILITY

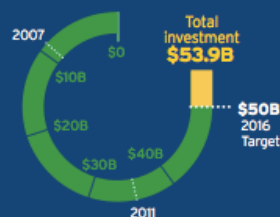
As the world's bank, we hope to leverage the global reach of our business to help bring environmental and sustainable solutions to scale. We do this by a three-pronged approach: reducing our operational impacts, managing the environmental and social risks of our banking activity, and facilitating investment in projects and technologies that will help mitigate climate change. Our work in advancing environmental sustainability can be found in *Environmental Sustainability*.

Achievements

- Surpassed, three years early, our 10-year goal to invest \$50 billion in activities that mitigate climate change.
- Completed a new Energy and Power Framework to responsibly guide our energy and power financing.
- Exceeded, two years early, our 2015 Operational Environmental performance goals for greenhouse gas emissions and waste.
- Ranked as the World's Greenest Bank by *Bloomberg Markets* magazine and the Sector Leader for Diversified Financials in the Dow Jones Sustainability Index.
- Launched 13 new Citi green teams, reaching a total of 18 around the world.

CLEAN ENERGY INVESTMENTS

In 2013 we surpassed our \$50B 2016 investment target by \$3.9 billion.

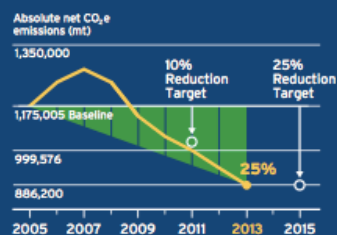


ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT TRANSACTION REVIEWS



GREENHOUSE GASES

We reached our GHG goal **two years early**.



Challenges

- Navigating frequent changes in financial regulations, which require ongoing adjustments to the way we do business, including environmental finance initiatives.
- Coordinating operational efficiency improvements across thousands of locations around the world.
- Developing a global framework for energy and power financing that outlines our vision and values in these sectors, while being sensitive to the different development journeys of the roughly 160 countries where Citi operates.

PROMOTING FINANCIAL INCLUSION AND ECONOMIC PROGRESS

Supporting economic development and standing up for Responsible Finance are critical to our business. Roughly 2.5 billion people globally cannot make progress because they are unconnected to financial markets. As we help include more people in these markets, we remain committed to Citi clients across 160 countries and offer support in times of financial difficulty. This report covers our commitment to promoting financial inclusion and economic progress in *Strengthening Communities* and *Supporting Clients*.

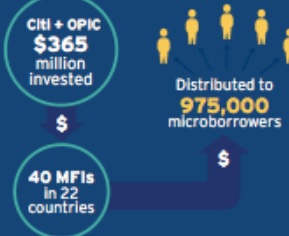
Achievements

- Citi invested \$66 million in community development to promote financial inclusion.
- More than 66,000 Citi volunteers in 473 cities and 95 countries volunteered for over 325,000 hours on Global Community Day.
- Citi Community Capital lent and invested nearly \$4.35 billion in affordable housing, education, healthcare and small business activities across 144 U.S. cities.
- Citi Community Development provided over \$22 million to support innovative and scalable programs in the U.S. that address the needs of low- and moderate-income communities, including over \$2.9 million on collaborations with municipalities to expand financial inclusion and access to capital.
- Completed the largest-ever purchase of non-performing mortgage notes by a U.S. nonprofit from a financial institution.
- Recognized as a top performer (for the fifth consecutive year) in the U.S. federal Home Affordable Modification Program.
- In addition to Citi's Citizenship efforts, the Citi Foundation donated \$78 million in 87 countries, enabling 1.3 million people to make progress toward financial inclusion and economic progress.

SMALL BUSINESS LENDING IN THE U.S.
Our goal was to lend \$24 billion to small business from 2011 through 2013. We surpassed this goal by \$2.6 billion.



MICROFINANCE INVESTMENTS WITH OPIC



ANNUAL STRATEGIC GIVING

In 2013, strategic giving by both Citi and the Citi Foundation increased. Citi corporate contributions include Citi Community Development Investments.



Challenges

- Further expanding microfinance opportunities across the world.
- Continuing to improve opportunities for small businesses to create jobs in a difficult economic environment.
- Broadening access to financial services globally and improving understanding of their appropriate uses.
- Promoting responsible use of our credit cards as a tool to improve family finances.
- Ensuring personal information remains private and secure, maintaining consumer trust.
- Continuing to support affordable homeownership in a difficult economic climate.

Enabling Progress through Citizenship

Our citizenship policies, programs and initiatives focus on three areas where we believe we can make the greatest impact for good.

Promoting Financial Inclusion and

Economic Progress: We look to provide financial opportunities, access, knowledge and support for underserved communities and individuals worldwide. We strive to treat our customers fairly and support them in times of financial difficulty, as embodied in our commitment to Responsible Finance.

Advancing Environmental Sustainability:

We use our global reach and our products and services to advance local environmental and sustainable solutions. We strive to lead our industry in environmental performance—reducing our operational impacts, developing and implementing standards to manage the environmental and social risks of banking activity, and mitigating climate change through environmental finance.

Valuing Our Employees: We develop and support the people who make all our work possible. Providing opportunities for our global and diverse talent base to succeed is a top priority, as is the recruitment and retention of diverse and engaged teams around the world.

We support our citizenship focus areas with our products and services, and through lending, investing and the expertise of our people. The Citi Foundation's strategic giving complements these efforts.

Measuring Performance

We measure our performance in these citizenship priority areas and report comparative data to show progress and impact over time. This year we are including both global and, where available, regional data. Our reporting closely aligns with the Global Reporting Initiative (GRI) G3.1 Guidelines, a widely recognized standard for best practice in corporate citizenship reporting. The structure and transparency of this report reflect the GRI

Framework. Based on an internal review, Citi determines this to be a B-level report against the GRI G3.1 Guidelines. We aim to report to GRI's new G4 level in 2015.

Stakeholder Engagement

We engage regularly with diverse stakeholders as we evolve our citizenship agenda, sharing information, listening to ideas and concerns and refining our policies and practices. Our stakeholders represent customers, corporate clients, investors, employees, regulators, communities, nonprofit organizations and suppliers. Our engagement with all these groups is ongoing, open and transparent. Our stakeholder-specific approaches, challenges and some 2013 highlights are described in the appendix.