

Citizenship

GLOBAL CITIZENSHIP REPORT 2009



Citizenship at Citi

Read about our Citizenship priorities, management approach and stakeholder engagement on [page 7](#).

Responsible Finance

Hear how we meet the needs of consumers and clients, treating them fairly and providing support when needed on [page 12](#).

How Microfinance Works

Citi Microfinance provides products and services for more than 100 microfinance institutions (MFIs), networks and investors that lend to the underserved. [See page 20](#).

Environment

Learn about how we are reducing our environmental footprint. [See page 31](#).



A Message from our CEO



Over the past two years, the people of Citi have dramatically transformed our company. In its financial strength, strategic focus and operating efficiency, this is a fundamentally different organization from what it was only two years ago.

Citi today is positioned to achieve profitability and growth, with a firmly renewed and even stronger dedication to serving the interests of our clients, shareholders and communities where we do business around the world.

The transformation of Citi is the result of extremely hard work by people everywhere in our organization. To me, it is especially impressive that despite all the challenges that faced our businesses, my Citi colleagues continued to devote themselves more energetically than ever to community service and the ideals of good corporate citizenship. I believe they were determined to show that regardless of its business difficulties, Citi remained a strong force for good citizenship and an institution in whose community consciousness they could take much pride.

The economic crisis has caused severe hardship in the United States and elsewhere. The difficulties of recent years have been a powerful reminder that a company must never forget that it profoundly affects - and is affected by - the world in which it functions. That is why it needs to see itself - and define its purpose - in the broad context of society as a whole and as a member of the communities it serves.

This basic principle especially applies to a global financial institution, which in vital ways touches the lives of hundreds of millions of people every day. Citi is striving hard to be a force for positive change, because it is intrinsically the right thing to do, and frankly, because we know that if we do not interact intelligently and constructively with the world around us, we put our businesses and shareholder value at risk.

There are also three more immediate reasons for Citi's renewing, and strengthening, our commitment to corporate citizenship. One is the extraordinary economic hardship millions of people have been experiencing. Second, there is our acute awareness that the entire financial system systemically underestimated risk and contributed to the crisis. Third, our sense of obligation has been heightened by the financial assistance Citi received from American taxpayers under the TARP program. We have repaid the US government's TARP investment, with a substantial return, and we believe we still owe a debt of gratitude to taxpayers - a debt that can best be repaid through responsible corporate behavior.

When Citi faced its greatest challenges, we regrettably had to scale back our charitable contributions to very worthy causes. However, we have combined still-meaningful funding with a substantial expansion of other equally important efforts to help people in hardship.



A Message from our CEO

Citi has assisted more than 2.4 million Americans with over \$56 billion of debt obligations. This includes more than 824,000 homeowners whom we helped to avoid potential mortgage foreclosure. Citi has also designed several proprietary programs that specifically target the unemployed and others in hardship to modify their credit card, consumer finance, auto loan and student debts. In many of our customer-assistance endeavors, we have taken the initiative to reach out to people and offer help before they have to come to us.

In addition, our Citi Microfinance programs are expanding their partnerships with community groups in the U.S. and many other parts of the world. Much of our focus is on helping disadvantaged individuals start their own small businesses. We are also helping low-income people to obtain checking and savings accounts as well as other basic financial services that otherwise would be unavailable to them.

Citi also has made significant investments in innovative educational programs. These include initiatives to encourage saving for college as well as scholarship grants. Further, Citi has developed unique programs aimed at helping low-income individuals learn the basics of managing household finances and planning for their financial futures in ways appropriate to their personal circumstances.

Meanwhile, we strive to ensure that our day-to-day business activities are aligned with our commitment to good citizenship. In all our businesses, we are committed to what we call Responsible Finance. That means we are taking - and will continue to take - an industry-leading role in contributing to economic recovery by lending extensively yet prudently to businesses of all sizes and across industries, including companies in renewable energy and clean technologies.

Responsible Finance also commits us to the development of products and services that promote customers' choice and control in their own finances through transparent and easy-to-understand offerings. Finally, Responsible Finance commits us to being outspoken advocates of industry and regulatory changes that advance and protect the interests of consumers.

We already have a clear record of action and accomplishment in Responsible Finance and we will build on that record in 2010 and beyond.

Early this year, the disaster in Haiti underscored poignantly the ties between Citi and its communities. After the earthquake, I flew to Haiti to visit with the families of five colleagues who died in the tragedy. I, together with those who accompanied me on the flight, also spent time with Haitian colleagues who had survived, and we delivered much-needed medicines to the country. Naturally, we were deeply moved by the grief and destruction all around us.

Yet, we also witnessed inspiring courage and determination. Our colleagues in Haiti succeeded in reopening our offices there just 11 days after the quake. They were determined to do this, regardless of severe personal problems, in order to provide services that the people of Haiti desperately needed for recovery.

This was Citi's people at their best. Their actions defined good global citizenship better than any words can.

The spirit of community service and selflessness drives all the work described in the following pages. For that, I thank my colleagues everywhere in Citi. I also would like to express my deep appreciation to the many community leaders and groups who partner with us in America and around the world. They are the best allies we could possibly have as we try to do our part to shape a better world.

Introduction

Citi is a leading global bank, with approximately 200 million customer accounts in more than 140 countries. We provide consumers, corporations, governments and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, transaction services, and wealth management.

ABOUT CITI

In January 2009, Citi announced its reorganization into two primary business segments, Citicorp and Citi Holdings. This has allowed us to focus on driving performance of our core businesses while maximizing value from “non-core” assets.

Detailed information is available at www.citigroup.com.

In 2009, we were included in the Dow Jones Sustainability Indexes (DJSI World and DJSI North America) and the FTSE4Good Index for the eighth consecutive year. Our continued inclusion reflects our leadership in setting standards in sustainable growth and in achieving exceptional environmental, social and economic performance.

ECONOMIC CONTEXT

Troubled Asset Relief Program: Repayment and Exiting of Loss-Sharing Agreement

In late 2008, the U.S. government responded to the gravity of threats to the stability of the U.S. financial system. A \$700 billion TARP fund was created to inject capital into the banking system, increase credit liquidity and restore market confidence.

In December 2009, Citi repaid \$20 billion of the U.S. government's TARP investment in Citi. At the same time Citi exited the loss-sharing agreement it had with the government, which initially covered a \$301 billion pool of assets. Citi paid the government approximately \$5.3 billion in premiums for the agreement, and the agreement was exited without the government incurring any losses or making any payments under the agreement. The U.S. Treasury continues to hold warrants to purchase Citi common stock, as well as approximately 7.7 billion shares of Citi common

Introduction

stock, which it has stated it intends to fully dispose of during 2010, subject to market conditions. By the end of December 2009, Citi had paid or accrued approximately \$3.0 billion in dividends and interest to the U.S. government on its TARP investment in Citi.

We owe the U.S. taxpayers a debt of gratitude that goes beyond repayment of TARP dollars. While we know that many banks as well as companies in other industries received U.S. government funds, we at Citi took the need for assistance very hard and very personally. We felt a sense of obligation not only to repay the government as quickly as was prudent, but also to be engaged in financial reform and recovery. We deployed funds to help expand the flow of credit to U.S. consumers, communities and businesses through various initiatives that were supported by TARP capital. We were the only bank to issue regular, detailed reports on how TARP capital was being deployed.

At the end of October 2009, Citi had provided approximately \$458 billion in new credit in the United States. Since the start of the U.S. housing crisis in 2007, Citi has worked with approximately 824,000 homeowners, with mortgages totaling nearly \$98 billion, to help them avoid potential foreclosures. Citi is also helping more than 1.6 million credit card customers manage their debt through a variety of programs. More than 510,000 card members entered these programs in 2009.

CHALLENGES AND ACHIEVEMENTS IN 2009

Consumer protection and support

Challenges

- Regain public trust following the financial and economic crisis
- Offer practical support to customers in financial distress

Achievements

- Updated our fair-lending policy to further enhance the protections we provide for consumers
- Helped 1.6 million credit card customers in financial distress through our payment assistance programs
- Worked with approximately 388,000 borrowers whose mortgages we own or service in their efforts to avoid potential foreclosure on loans totaling nearly \$58 billion

Environmental and Social Risk Management (ESRM)

Challenges

- Continue to screen transactions for environmental and social risks
- Stay abreast of emerging issues such as mountaintop mining, human rights, and best practices on community engagement standards

Achievements

- Developed a new mountaintop removal due diligence process
- Provided ESRM review on 387 transactions through our policy

Climate change initiative

Challenge

- Maintain level of commitment during economic downturn

Achievement

- directed \$5.11 billion to climate change initiatives in 2009, bringing our total to \$24.3 billion toward our \$50 billion 10-year initiative, which we launched in 2007

Introduction

Microfinance

Challenges

- Continue to work with MFIs globally to help them gain access to capital which supports their growth in their domestic markets
- Expand access to savings products for underserved communities

Achievements

- Produced the second Microfinance Banana Skins Report, looking at risks to the microfinance industry
- Launched a partnership with Grameen America to provide savings accounts for more than 1,800 Grameen America borrowers in New York City – Queens, Upper Manhattan, and the Bronx
- Arranged Bangladesh's first syndicated agricultural term financing facility of US \$21.7 million for the microfinance organization BURO, to support its expansion of micro-lending to the agriculture sector and lending to small farmers, mainly women

Our people

Challenge

- Keep employees motivated and engaged, and attract new talent during the economic downturn

Achievements

- Supported 54 employee-led networks with 13,500 members, promoting diversity within our business
- 85% participation in staff survey with a 64% satisfaction score
- 21.1 training hours on average per employee
- 259,988 volunteer hours

Environmental footprint & suppliers

Challenges

- Reduce our 2005 greenhouse gas (GHG) emissions by 10% by 2011
- Encourage our suppliers to meet sustainability goals

Achievements

- Reduced our GHG emissions by 9% from 2008 level
- First-ever net reduction of data center energy consumption by 2%
- Increased the number of LEED-certified projects around the world to 170
- Developed new Supplier Principles to guide suppliers on good sustainability practice

Citi Foundation

Challenge

- Achieve greater philanthropic impact in a resource-constrained environment

Achievements

- Re-focused giving priorities, exiting relationships that do not support the Citi Foundation's commitment to economic empowerment for the poor
- Supplemented grant dollars with a "more than philanthropy" approach that leverages the subject-matter expertise of our global employee network
- Developed a new results-based reporting framework for all Citi Foundation grants going forward

Our Approach

We are committed to running our business in a manner that benefits society and the environment. This approach – including a decade of external reporting – is part of our heritage and has remained consistent throughout the recent economic downturn. We believe that our strategic focus on Citizenship – supported by continued internal commitment and informed by external feedback – will strengthen confidence and trust among our stakeholders.



Pamela Flaherty,
Director, Corporate Citizenship; President
and CEO of the Citi Foundation

“At Citi we have not only an opportunity but an obligation to make a positive contribution to the communities we serve. This is not a new thought, but something baked into the way we run the company. While our philanthropy makes a positive impact, we know that our business is where the real power to make the largest impact lies – focusing on areas where we can serve clients and shareholders while at the same time help to improve communities.

We are proud of our achievements – our work on environmental sustainability, financial capability and microfinance. But we know that trust in the banking sector generally, and in Citi specifically, has been undermined by the financial crisis and our role in it. It is our strong belief that by holding true to a principle of providing finance responsibly, we will be able to earn back that trust. We intend to play a positive role in the economic recovery and beyond.”

– **Pamela Flaherty**, Director, Corporate Citizenship; President and CEO of the Citi Foundation

MANAGEMENT APPROACH AND MATERIAL IMPACTS

Management

The Public Affairs Committee of Citi’s Board of Directors oversees our overall Citizenship priorities and performance. Our businesses, supported by our Director of Corporate Citizenship, implement Citizenship policies and commitments through their daily work. Internal teams specializing in topics such as the environment, public policy, diversity, financial education, community relations and human rights support the businesses.

Our Approach

Citizenship Priorities

We align business objectives with stakeholder views (page 8), adjusting our priorities to meet local and global concerns and changing economic conditions. Our priorities are to:

- Treat customers fairly and support them in times of financial difficulty
- Lead the industry in developing and using standards to manage the environmental and social risks of our financing
- Help tackle climate change, directing \$50 billion over 10 years
- Provide access to financial services to those who would otherwise be excluded, through our microfinance business
- Improve financial capability by helping individuals and families gain the knowledge and support they need to achieve financial stability

In addition to these priorities, we aim to:

- Recruit and retain a diverse and engaged team of people around the world
- Reduce the environmental footprint of our operations
- Encourage suppliers to meet our sustainability guidelines
- Support our Citizenship priorities through community investment and the Citi Foundation.

Measuring Citizenship Performance

We measure performance in each of our [Citizenship priorities](#). We plan to consolidate these into key performance indicators (KPIs), and will share our progress in our next report.

Citi Foundation

The Citi Foundation, while independent, supports our Citizenship priority areas. It is committed to the economic empowerment of individuals and families, particularly those in need, in the communities where we work,

so they can improve their standard of living. We provide grant support for programs aligned with the Citi Foundation's five strategic funding areas.

- Microfinance and Microenterprise
- Small and Growing Businesses
- Financial Capability and Asset Building
- College and Careers
- Neighborhood Revitalization

To learn more about the Citi Foundation, please see [page 20](#).

GOVERNANCE

Board of Directors

As required by the NYSE, at least two-thirds of the members of Citi's Board of Directors are independent directors.

At the end of 2009:

- 16 of 17 directors are independent
- Three directors are female, 14 male
- Four directors – including the Chairman and the Chief Executive Officer – are Asian, Black or Hispanic.

As of December 31, 2009, there were six standing board committees: Audit, Risk Management and Finance, Citi Holdings Oversight, Personnel and Compensation, Nomination and Governance, and Public Affairs. A written charter for each committee outlines the mission, membership qualifications and duties for committee members.

For more information, including our current committee memberships, please visit our Corporate Governance web page. For information on our policy on anti-money laundering, please click [here](#).

Our Approach

Executive Compensation

Executive compensation in the banking industry came under intense scrutiny in 2009. The public was concerned with the perception that executives across various financial institutions were being paid with taxpayer funds, which was not the case at Citi, and rewarded despite poor performance. Our industry is highly competitive and talent is the bedrock of our strategy. An essential aspect of the new Citi culture is that our leaders embrace a team-oriented, collegial approach to their work. All of our accomplishments would mean very little for the future of Citi without the right people and management in place to execute our plans.

We made changes to the structure of how compensation is awarded in 2008, and in 2009 we continued to evaluate our process to ensure that we are aligned with industry standards during the continued economic uncertainty. CEO Vikram Pandit thought it was important to show leadership on this issue, so he pledged before Congress in February last year to take only \$1 in annual compensation from that point until we return to sustained profitability.

Our approach to executive compensation is based on the following principles:

- Facilitate Competitiveness. Our compensation structure should be competitive within the global financial services market.
- Reward Performance over the appropriate period. Incentives should be based on financial and non-financial measures that best reflect the state of ongoing operations, including risk-related metrics.
- Promote meritocracy by recognizing current or prospective contributions to the value of Citi by differentiations in pay.
- The most senior leaders should be most affected. We have instituted a policy under which we can recoup executive compensation that over time proves to be based on inaccurate financial or other information. We also have placed significant new limitations on the amount of severance compensation that can be awarded to executives.

- Alignment. Compensation should align the long-term interests of employees with those of stockholders by having employees share in both upside opportunities and downside risk.
- Discourage unnecessary or excessive risk taking. Our compensation programs are designed to avoid unnecessary or excessive risk that could harm our franchise while encouraging appropriate entrepreneurial activity to improve our performance.

STAKEHOLDERS AND ENGAGEMENT

Stakeholder Groups

Our key stakeholders include investors, employees, customers, vendors, suppliers, communities, regulators, non-governmental organizations (NGOs) and peer institutions in networks such as the Equator Principles and Carbon Principles.

Engagement

We seek to engage regularly with both individual stakeholders and institutions. We **survey employees** and hold frequent policy briefings and discussions with our stakeholders. This process provides opportunities to share information, listen to stakeholders' ideas and concerns and, where possible, refine our policies and practices in response.

In 2009 we held a number of policy briefings for community partners in the United States addressing issues such as TARP (the United States Economic Stimulus Act), mortgage lending and foreclosure prevention. Our senior leadership team, including our CEO, Vikram Pandit, traveled separately to 17 cities in 14 states, meeting representatives of more than 200 not-for-profit and community groups, to better understand local issues and needs.

Our Approach

In 2009, we also consulted key stakeholder groups on our approach to human rights (see page 10), and ran a stakeholder workshop that explored energy efficiency financing solutions.

Through our membership in Ceres*, we sought feedback during the development of our 2009 Citizenship report. Ceres convened an independent group of experts on environmental, social and governance issues who represent a range of stakeholders and constituencies. This group reviewed the editorial outline of the report and considered whether we were reporting on our most material citizenship issues. Their feedback was used in developing the complete report and continues to influence our thinking on Citizenship strategy and disclosure in general. Some of the most significant issues raised in the discussion, and Citi's response, are outlined in the table to the right.

*Ceres is a network of investors, environmentalists and other public interest groups that works with companies and investors to address sustainability.

CERES REVIEW	
STAKEHOLDER FEEDBACK	CITI'S RESPONSE
Citi should clearly acknowledge the challenges and impacts of the financial crisis, including impacts on the company itself and key stakeholders such as clients, shareholders and employees.	Vikram Pandit's CEO Statement discusses the impacts that the financial crisis has had on the company, our employees and our shareowners, and notes that the confidence of our customers and community partners has also been impacted. Details on the support that Citi received from taxpayers, as well as on Citi's programs to support economic recovery, are detailed in the Economic Context section.
Disclosure of the company's Citizenship efforts during the economic downturn should address the real impacts that these efforts have had on our customers.	The impact of Citi's work on helping homeowners avoid foreclosure and on helping credit card customers manage their debt are discussed in the Economic Context and Protecting and Supporting Consumers sections.
The report should address critical governance issues such as executive compensation.	A section on executive compensation discusses changes made to the compensation structure in 2008, and how those continued to be implemented and evaluated in 2009.
The report should include how Citi's microfinance efforts in the U.S. provide access to financial services to those who would otherwise be excluded.	Citi Microfinance serves more than 100 microfinance institutions in more than 40 countries, including the United States. A case study on our work with Grameen America is provided.
Citi should disclose how the mountaintop removal (MTR) mining environmental diligence process is being implemented.	The Environmental and Social Risk Management section provides details on how the diligence is being implemented, including the number of transactions reviewed under the policy, and the number of transactions that proceeded and did not proceed.
Is Citi on track for meeting its GHG reduction goal, and once the goal is met, will Citi set a more aggressive target going forward?	In the Environmental Performance section we discuss our progress toward our goal of 10% reduction by 2011, and we also set a new goal for 2015, in addition to specifying water- and waste-related goals for the first time.

Our Approach

ETHICS AND HUMAN RIGHTS

Ethics

The Citi Code of Conduct, updated in 2009, outlines the laws, rules, regulations and Citi policies that govern our activities and sets companywide standards of ethics and business behavior. The Citi Board of Directors annually reviews and approves the Code, which is available [here](#) in 25 languages.

Employees attest to the Citi Code of Conduct upon joining the company and periodically complete Code of Conduct training. We introduced new Code of Conduct training for all employees beginning in February 2010.

Code of Ethics for Financial Professionals

This [Code of Ethics](#) supplements the Citi Code of Conduct. It applies to the principal executive officer of Citi, all professionals serving its subsidiaries and all professionals worldwide serving in finance, accounting, tax or investor relations.

Public policy making

Citi participates in public policy debates globally to further the company's strategic and Citizenship goals. For example, in 2009 we:

- Worked with members of the U.S. Congress and Administration to develop policies and programs such as the Home Affordable Mortgage Program, aimed at preventing distressed borrowers from losing their homes
- Consulted policymakers and other lenders about proposed legislative and regulatory changes that would dramatically impact the private student lending market in the United States and, by extension, student access to credit
- Led a major review, in partnership with the U.K. government, on London's competitiveness as a financial center. We subsequently used the report's conclusions as the basis for briefings across Asia on developing competitive financial centers in major markets such as China and India.

Human Rights

We support the preservation of human rights around the world and are guided by fundamental principles such as those described in the United Nations Universal Declaration of Human Rights and the International Labor Organization (ILO) Core Conventions. We reflect these principles in our policies and our conduct toward employees, suppliers, customers and the countries where we do business. Citi's Statement on Human Rights is available [here](#).

The Statement is linked to our Environmental and Social Risk Management (ESRM) Policy, which states that we expect ESRM-covered transactions in developing countries to comply with the International Finance Corporation's Performance Standards on Social and Environmental Sustainability. These standards cover issues relating to indigenous peoples; the involuntary resettlement of affected people; harmful child labor and forced labor; and public consultation with affected communities.

In January 2009, we hosted a discussion on human rights, attended by 11 external stakeholders and 19 Citi employees, including senior bankers and corporate staff. The topics discussed included Sudan, human rights safeguards in our ESRM Policy and the human rights challenges associated with operating international franchises. We have enhanced our reporting on transactions that trigger human rights standards in our [ESRM Policy](#) as a result of feedback received.

Responsible Finance

Our success depends on selling competitive products and services that meet the needs of consumers and clients, treating them fairly at all times and providing support when needed. Equally important is the need to manage the environmental and social risks posed by the projects we finance. We are a pioneer in developing and using financial industry standards such as the Equator Principles and Carbon Principles, and are targeting \$50 billion in financing and investment (by the end of 2016) to address climate change.

PROTECTING AND SUPPORTING CONSUMERS

“Our business is about providing customers with great products, at a fair price, backed by outstanding customer service. This is both our responsibility and the key to our business success. It means we must ensure that our savings, lending and investment products and services are compelling, affordable and transparent. And when our customers find themselves in financial difficulties, we strive to help.”

– **Manuel Medina-Mora**, CEO, Consumer Banking for the Americas and Chairman of the Global Consumer Council, Chairman & Chief Executive Officer Latin America & Mexico

Fair and affordable lending

We strongly support regulations that aim to expand access to credit and eliminate discrimination and unfair lending practices. In June 2009, we updated our U.S. Fair Lending Policy and Standards. These are specific

guidelines to enable our businesses to meet their fair lending obligations and satisfy regulatory expectations, while avoiding even the suggestion of discrimination.

We have highly qualified officers dedicated to assessing and managing fair lending risk and ensuring compliance with our Fair Lending Policy and Standards across all businesses. Many countries have ‘fair lending’ or ‘fair access’ laws that specifically prohibit discrimination against prospective or actual clients on the basis of race, sex, religion or other factors; we live within the letter of these laws and regulations, and also embrace their spirit and intent. In 2003, Citi committed to finance \$200 billion in affordable housing in the United States through 2010. We surpassed this goal in 2005 and, through December 31, 2009, CitiMortgage had originated and purchased approximately \$312.9 billion in affordable mortgages since making that commitment.

Responsible Finance

Supporting credit card holders

Citi is currently helping more than 1.6 million customers manage their credit card debt. We offer eligible customers a variety of options, including temporary forbearance, settlements and rate reductions, as well as payment incentives and balance-consolidation programs that help quickly reduce card-loans without significantly increasing the cost. Our Citi Forward® credit card rewards responsible credit management. We continue to support and enhance www.usecreditwisely.com, which provides financial calculators, money management advice and other tools.

Overdrafts

We want to protect consumers from unnecessary overdraft fees. Citi's longstanding policy is that we do not authorize debit card purchases or ATM withdrawals if the customer does not have sufficient available funds. We also support additional efforts to improve consumer awareness of overdraft protection and alternative payment options.

"I support Citi taking a leadership role in the area of protecting consumers from unnecessary overdraft fees and supporting consumer awareness efforts regarding overdraft protection and alternative payment options. ...Project Unity, our partner organizations and the thousands of families that we serve will benefit from Citi's initiatives, allowing many to come back to mainstream banking or come to mainstream banking for the first time."

– **Jeannie McGuire**, Founder & President, Project Unity

Low- and moderate-income neighborhoods

As well as pricing our loans fairly, we work with nonprofit organizations to provide products and services for people, families and communities on lower incomes, who are often excluded from mainstream banking.

In the United States, the Community Reinvestment Act (CRA) encourages this activity. The CRA is a federal law designed to ensure that financial institutions provide for borrowers throughout the community. Government regulators have consistently given our five banks ratings of "outstanding" or "satisfactory" for CRA compliance.

Measuring customer satisfaction

Our consumer banking businesses use methods including internal and external surveys to track customer loyalty, identify and address problem areas, and improve the customer experience. Improving customer loyalty is a particular focus in North America, where in 2010 we will increasingly measure performance based on customers' willingness to recommend Citi to others.

In China we measure customer satisfaction and loyalty toward our people and company each year. We use this data to track our progress and strategically work to enhance our client-centric philosophy. An independent third party conducted the survey and the results indicate substantial improvement of key scores relative to 2008 levels:

- Customer loyalty metric improved by 14%
- Overall satisfaction improved by 14%
- Likelihood to continue as a customer improved by 3%
- Problem incidence reduced by 2%

Responsible Finance

ISSUE FOCUS: Protecting homeowners in the United States

Foreclosures affect entire communities as well as individuals and families. Early intervention and a full understanding of the available options are important to help people avoid foreclosure or minimize its impact.

We have long evaluated mortgage loans in or near default, to identify customers who need help to refinance or modify their mortgages. In the wake of the economic crisis, we continue to provide additional support for homeowners who have already defaulted, or are at risk of doing so.

Our Office of **Homeownership Preservation** helps people to stay in their homes and address their financial challenges. We work directly with borrowers at risk of losing their homes, as well as organizations advocating on their behalf. Our strong partnerships help us develop and implement effective solutions, such as the hotline we run for housing counselors. We also offer defaulting borrowers free services such as 24-hour access to qualified counselors, and the www.mortgagehelp.citi.com site, now available in Spanish at espanolmortgagehelp.citi.com.

Since the beginning of the mortgage crisis in 2007, Citi has helped approximately 824,000 distressed homeowners, representing mortgage loans totaling nearly \$98 billion, in their efforts to avoid potential foreclosure and remain in their homes. We have participated in 63 borrower outreach events in 39 cities, attended by more than 3,300 borrowers. We have also conducted 15 train-the-trainer sessions for 723 counselors from 330 organizations.

Citi focuses on long-term solutions for borrowers in need, such as loan modification. This is an important option both for borrowers who have already defaulted on their loans as well as those at risk, although still current on their mortgages. In March 2009, we launched Homeowner Unemployment Assist, which helps eligible, recently unemployed customers stay in their homes by reducing their monthly mortgage payment for three months while they seek work.

We have dedicated considerable resources to successfully implementing the Administration's Home Affordable Modification (HAM) Program, and Citi's performance to date reflects this hard work. In its December 2009 Making Home Affordable Program report, the U.S. Treasury listed Citi as the top performer among the country's largest lenders in terms of active trial and permanent modifications as a percent of estimated eligible, over-60-days-past-due delinquencies.

In December, Citi launched a national foreclosure suspension program for Citi-owned mortgages to allow distressed homeowners to remain in their homes through the holiday season. During the 30-day suspension, effective December 18, 2009, through January 17, 2010, borrowers with first mortgage loans owned by CitiMortgage and CitiFinancial North America were not subject to foreclosure sales or foreclosure notifications.

Each quarter since February 2008, we have published data on our U.S. consumer mortgage lending businesses and foreclosure prevention programs, to demonstrate our commitment to transparent lending and foreclosure prevention. Read our most recent report [here](#).

"Citi is a recognized leader in advancing best practices in homeownership preservation. One of the key challenges housing counselors experience when assisting homeowners at risk of foreclosure is communicating with lenders and servicers. By serving as a responsive point of entry for counselors and overseeing transactions from start to finish, the Office of Homeownership Preservation promotes more effective and efficient case management and resolution. Citi has been such a strong partner with NeighborWorks America, particularly in bringing effective solutions to America's foreclosure crisis."

– Kenneth D. Wade, Chief Executive Officer, NeighborWorks® America

Responsible Finance

ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT (ESRM)

Through Citi's global reach and the variety of financial products we offer, we commit and mobilize billions of dollars of capital into a variety of infrastructure and energy projects. Before making a lending decision, we thoroughly evaluate the environmental and social impacts of these transactions and advise clients on implementing internationally accepted environmental and social management practices. This is a critical contribution that we can make to sustainable development.

ESRM policy and management

We use our comprehensive ESRM Policy to screen transactions, help our bankers to advise clients, and promote environmentally and socially sound ways of doing business.

We developed our ESRM Policy in 2003 to address the credit and reputational risks of transactions with environmental and social sensitivities. It applies to all transactions globally with known use of proceeds (directed to a specific physical project or asset) that meet certain financial threshold limits. For more information click [here](#). The Policy incorporates the following industry standards: the Equator Principles, the International Finance Corporation (IFC) Performance Standards, the IFC Environmental, Health and Safety (EHS) guidelines and the Carbon Principles. The Policy also includes sector standards on Sustainable Forestry and Nuclear transactions, as well as Citi's new Mountaintop Removal (MTR) Environmental Diligence Process.

Citi's Environmental and Social Policy Review Committee (ESPRC) provides guidance on environmental and social policy issues. The Director of Corporate Citizenship and Vice Chairman, Global Banking, co-chair the committee, and senior managers from Citi business units are members.

Our ESRM Unit serves the following functions:

- Advising on, reviewing and monitoring transactions covered by the ESRM Policy
- Training relevant Citi employees on the ESRM Policy
- Communicating with stakeholders on issues related to policy implementation and sensitive transactions
- Working with other Equator Principles Financial Institutions to develop best practices
- Revising the ESRM Policy as necessary, based on implementation experience.

Citi's ESRM Policy covers a wide variety of sensitive sectors. Transactions in emerging markets must comply with the relevant IFC EHS Guidelines (these 63 sector-specific Guidelines are available here:

www.ifc.org/ifcextsustainability.nsf/Content/EnvironmentalGuidelines).

Our Policy prohibits transactions that involve forced labor, harmful child labor, or illegal logging.

Citi and the Equator Principles

The Equator Principles are a benchmark for managing environmental and social risks in project financing. As a founding member, Citi continued its leadership role in the Equator Principles Financial Institutions (EPFI) network in 2009. In early 2010, Citi was elected Chair of the EPFI Steering Committee, and Citi representatives led best practice working groups. In 2009, the IFC started to revise the Performance Standards that underlie the Equator Principles. The EPFI network is a key stakeholder in this process and is providing feedback to the IFC on banks' experience with the Performance Standards. For more information, visit www.equator-principles.com. To read about 2009 transactions receiving Equator Principles Review, click [here](#).

Responsible Finance

Citi and the Carbon Principles

Citi was instrumental in the development of the Carbon Principles, along with a number of other financial institutions and with input from environmental groups and U.S. power companies. The Principles, adopted by Citi in 2008, provide a framework for banks and their power sector clients to evaluate and address carbon risks posed by financing new coal-fired power projects over 200 megawatts in the United States. In 2009, the Carbon Principles were officially expanded to cover municipal and co-op power plants. Citi has trained relevant bankers, fully integrated procedures for screening transactions against the Principles into our Credit Policy, and applied them to two municipal finance deals in 2009. carbonprinciples.org/

Reviewing transactions

We record all transactions reviewed by the ESRM Unit in a central database. We classify transactions into three Categories, as defined in the ESRM Policy:

- A - use of proceeds is expected to have significant adverse social and/or environmental impacts that are diverse, irreversible or unprecedented
- B - use of proceeds is expected to have limited adverse environmental and/or social impacts that are few in number, generally site-specific, largely reversible and readily addressed through mitigation measures
- C - use of proceeds is expected to have minimal or no adverse impacts.

For a detailed analysis of our project review process, click [here](#).

Case study: Declining a power transaction in Sub-Saharan Africa

In 2009, Citi ESRM reviewed a loan to a thermal power plant in sub-Saharan Africa. The plant was to be located in an area of low water availability; operational water for the plant was to be piped into the site from a distant watershed. Given the resource constraints, the plant would not have adequate water supply to install flue gas desulphurization equipment in the plant. This meant that the air emissions would not be in compliance with the IFC EHS Guidelines for Thermal Power. Citi ESRM, in consultation with the designated senior-level ESRM approver, decided not to proceed with this transaction due to the risk profile and non-compliance with the IFC EHS Guidelines.

Training

Citi uses a web module to train relevant employees on the ESRM policy and procedures, in addition to holding periodic in-person training sessions. In 2009, we trained 157 Citi employees on the ESRM Policy either online or in person, bringing the cumulative total trained since we developed the Policy in 2003 to more than 3,750. The following case study shows how Citi develops ESRM capacity by training clients and regulatory bodies.

Case study: Training clients and regulators in Latin America

In 2009, Citi conducted two innovative ESRM training sessions in Latin America to share our implementation experience and leadership on the Equator Principles. We held one session for 35 representatives from government ministries, and a second for a Citi client that had experienced challenges related to indigenous communities surrounding its proposed project. The workshop covered numerous topics including strengthening the company's social assessment practices, the importance of public consultation with locally affected communities, and protecting biodiversity and forests when projects impact these resources.

Responsible Finance

Good practice and market leadership

In 2009:

- Our ESRM Unit hosted an official from the China Banking Regulatory Commission (CBRC) for a month-long secondment, to demonstrate how we integrate environmental and social risk assessment into our lending decisions.
- We led the EPFI Scope Review Working Group that is developing guidance for applying environmental and social risk management frameworks to corporate and bridge loans.
- We led development of a Good Practice Guidance Note on incorporating environmental and social considerations into loan documentation.

Mountaintop removal mining

Mountaintop removal (MTR) mining is a controversial method of coal mining used in the Central Appalachian region of the United States. It has come under close scrutiny in recent years for its environmental and community impacts. In response to concern from scientists and local communities, in 2009 federal agencies agreed on a coordinated approach to further review and strengthen regulations governing MTR.

Although Citi does not directly finance MTR projects, we do have clients that use the practice. To better understand the issue, since 2007 Citi has done extensive engagement with local communities, environmentalists and the mining industry, including making multiple visits to the region and holding a senior-level briefing.

Citi understands and shares the concern that many communities and regulators have about the practice of MTR. In 2009 we developed a new MTR Environmental Diligence Process that is fully incorporated into our

credit risk policies and procedures. The process provides for an MTR-specific risk assessment – including 33 specific potential diligence questions – and applies to any client that uses the practice, regardless of the percentage of the client's coal production that comes from MTR. Within this policy, we may require an independent review under certain circumstances. Prior to a new transaction with a company that engages in MTR, we conduct an appropriate due diligence evaluation based on the company's:

- Regulatory compliance history;
- Readiness to meet future regulatory requirements;
- Exposure to litigation, including existing lawsuits and judgments; and
- Public profile, and exposure to negative franchise risk.

Due to our limited number of clients in this space, we expect that the number of clients subject to this new policy will be small. In 2009, three potential transactions triggered Citi's MTR Environmental Diligence Process during the initial "greenlight" phase. Of these, two transactions were reviewed and approved, and one transaction did not proceed.

Citi is committed to continuing dialogue with clients and stakeholder on this issue. We believe that our focus on this sector will help us and our clients to better understand and manage the associated risks. We will revise the MTR Environmental Diligence process as necessary, based on our experiences and as regulations change.

Read a summary of the policy [here](#).

To see the number of transactions where this policy was applied, [click here](#).

Responsible Finance

INVESTING IN CLIMATE CHANGE SOLUTIONS

Climate change is a critical issue that requires coordinated action from governments, businesses and civil society, including regulation of carbon emissions in a form that helps companies make business decisions.

Citi's role

Our global presence and close relationships with clients and partners make us well placed to lead the development of innovative climate change strategies, products and services. Citi's role in tackling climate change is to:

- Work with clients to provide financing and investments that help them reduce their GHG emissions
- Set an example for others by reducing GHG emissions from **our own operations**
- Support policymakers as they develop regulations and standards to reduce GHG emissions and move toward lower-carbon economies
- Develop partnerships and programs to address the impacts of climate change on lower-income families and communities.

Citi, through our Government Affairs and Corporate Sustainability teams as well as various banking units, actively tracks climate policy developments and determines how Citi can effectively support policymakers. We also collaborate with diverse non-profit and research organizations such as the Pew Center on Global Climate Change, Environmental Defense Fund (EDF), Natural Resources Defense Council (NRDC), Ceres, Renewable Energy and International Law (REIL) policy network, the Global Roundtable on Climate Change (GROCC) and the Clinton Climate Initiative.

\$50 billion climate change initiative

In 2007, we announced our intention to direct \$50 billion over 10 years to a wide-ranging portfolio of activities to tackle climate change. These include internal projects such as constructing new Citi facilities to be sustainable, as well as client initiatives such as financing alternative energy, investing in clean technology and researching carbon reduction strategies on behalf of our clients. Our business and operational units have directed \$24.3 billion so far.

Despite the economic crisis that has affected our rate of activity in certain businesses, we are confident about meeting our 10-year goal. This confidence is based on the growth in clean energy driven by existing and anticipated carbon regulation, and Citi's renewed capacity to respond to growing climate demand and government programs.

Carbon Disclosure Project

Citi has responded to the CDP since it began in 2000. Our response is publicly available [here](#).

Tracking our contribution

Please see the [Performance](#) section to track our contributions through 2009.

The Banker magazine named Citi 'most innovative bank in climate change' for 2009

Responsible Finance

Examples of funded projects:

Capturing methane to reduce emissions

In Honduras, Citi is the lead arranger for a \$22 million OPIC (Overseas Private Investment Corporation)-supported financing for Grupo Jaremar, one of the region's biggest producers of palm oil. The proceeds will be used, in part, to finance a biogas project to produce heat and electricity for the company. Two lagoons used to treat palm oil mill effluent will be covered to capture the methane gas emitted by the decomposing organic effluent.

This will prevent the emission of about 30,646 tons of CO₂ equivalent a year, as verified by the Clean Development Mechanism (CDM). The company will benefit from carbon credits it earns, while the load on the grid will be reduced. Some of the income from the sale of the credits will be invested in the community to provide essential services.

Financing wind power

In the United States, Citi partnered with AES Corporation – a leader in renewable energy – to construct a 100MW wind farm in Pennsylvania. The Armenia Mountain project utilizes turbines operated by AES Wind. In addition to arranging \$221 million in construction financing for the project, Citi invested \$120 million in tax equity. This was the first wind financing structured to utilize the Investment Tax Credit grant offered under the Stimulus Act.

Removing N₂O emissions from chemical plants

In Israel, Citi has structured a Certified Emission Reduction (CER) transaction that finances the implementation of projects to reduce the emission of aggressive greenhouse gas N₂O (nitrous oxide) by Haifa Chemicals. The transaction involves significant changes to two plants and will increase the chemical manufacturer's revenues by more than \$60 million. This highly complex transaction required specialized risk management and expertise in trading Certified Emission Reduction (CER) Credits.

CER trading is based on the requirement of the United Nations' Kyoto Protocol, which obligates developed countries to meet emission targets according to assigned quotas. Companies that deliver verified emission reductions according to CDM rules can receive CERs, which are then traded with companies that face much higher costs in reducing emissions.

Ensuring Access for All

“Our ambition is to be *the* partner to the leading microfinance institutions and providers around the world to bring them access to funding and other products/ services that enable them to achieve scale, bring down costs and increase efficiency.”

– **Bob Annibale**, Global Director,
Citi Microfinance

Economic empowerment and access to financial services are critically important for the health of communities and societies, as is the capacity to understand basic financial concepts and banking products.

Citi Microfinance works with a range of institutions as clients and partners to ensure that those outside the reach of traditional banks get access to financial services.

MICROFINANCE

Citi Microfinance works across Citi’s businesses and regions to provide products and services for microfinance institutions (MFIs), networks and investors that lend to the underserved. It serves more than 100 MFIs in more than 40 countries.

Citi Microfinance supports the commercial development of MFIs through:

- Innovation, financing and product development with partners;
- Local currency funding and transaction services;
- Corporate finance and capital markets solutions;
- Credit, savings, insurance and remittance products;
- Risk assessment framework for the industry.

Thought leadership

We have worked closely with the Center for the Study of Financial Innovation to understand the risks facing the microfinance industry. The Citi Microfinance team provided input and guidance on the 2009 Microfinance Banana Skins report, co-sponsored by the Citi Foundation and

the Consultative Group to Assist the Poor (CGAP). The report identifies potential risks to the microfinance industry based on responses from 400 industry practitioners, regulators, investors and others in 82 countries.

UNITED STATES: Building savings

Citi Microfinance works in partnership with the nonprofit microfinance organization Grameen America (www.grameenamerica.com) to provide savings accounts for more than 1,800 Grameen America borrowers in New York City – Queens, Upper Manhattan, and the Bronx. Most of Grameen America’s borrowers have never had a bank account, and the opening of a Citibank savings account is their first opportunity to bank with a commercial bank. A savings program in conjunction with micro-loans, basic financial training and credit establishment helps Grameen America’s borrowers become members of the mainstream financial system. Stephen Vogel, CEO of Grameen America, said, “By ensuring a welcoming experience for Grameen America’s borrowers, Citi is providing one of the first steps needed to lift Grameen America’s borrowers and their families out of poverty.”

Ensuring Access for All

“The local currency solution provided by Citi will support the expansion of our agricultural microlending portfolio in Bangladesh.”

– **Zakir Hossain**,
Executive Director of BURO

BANGLADESH: Agricultural loan

In Bangladesh, Citi helped arrange a syndicated loan (supported by a group of banks) of \$21.7 million to BURO, a nonprofit organization and one of the fastest growing microfinance institutions in the country. BURO serves more than 700,000 customers, 99 percent of whom are women. This syndicated loan will be used solely to expand micro-lending to small farmers – a first in Bangladesh.

PERU: Bond to benefit micro-entrepreneurs

In 2009, Citi registered the first bond and commercial paper program, worth \$85 million, for Caja Municipal Arequipa, a public microfinance institution in Peru. This important step will give the institution access to the local capital markets, benefiting more than 160,000 micro-entrepreneurs.

MEXICO: Debit cards

In 2009, Citi introduced a new debit card for customers of CAME, one of Mexico's leading microfinance institutions. More than 13,000 borrowers can now access their loans through a debit card, often for the first time. Debit cards not only provide microfinance clients with convenient and secure access to their funds, but also increase cost efficiency for partner microfinance institutions.

“During 2009, the global economic crisis significantly curtailed microfinance lending, thereby raising costs and causing liquidity problems for many MFIs that need access to markets and funding to continue their work. A new Citi/OPIC \$250 million funding facility will support the expansion of financing to microfinance institutions, supporting their loans to micro-borrowers in Africa, the Middle East, Asia, Europe and Latin America, beyond the 23 MFIs in 13 countries we currently finance together.”

– **Dr. Lawrence Spinelli**, Overseas Private Investment Corporation

Read more about Citi Microfinance [here](#).

SUPPORTING ECONOMIC EMPOWERMENT

The Citi Foundation supports programs that foster economic empowerment for those in need in the communities we serve. We do this through a powerful combination of financial support and employee engagement, tapping into Citi's global network of employee expertise in more than 100 countries. This “more-than-philanthropy approach,” which includes skills-based volunteering, board membership and financial capability, enables us to significantly enhance the value of the support we provide to our nonprofit partners and increase the long-term impact of our investments.

The Citi Foundation provides grant support for programs aligned with our strategic funding areas:

- Microfinance and Microenterprise to help individuals and families improve their lives through economic self-sufficiency and reduce financial vulnerability
- Small and Growing Businesses to create employment opportunities and support broad economic growth
- Financial Capability and Asset Building to help individuals and families gain the knowledge and ongoing support they need to achieve financial stability
- College and Careers to increase the number of low-income students who enroll in post-secondary education and earn a degree; and also to provide secondary students outside the U.S. with the career skills they need to enter the workforce
- Neighborhood Revitalization in the United States, with a focus on creating economically vibrant communities.

Ensuring Access for All

Since 2008, we have concentrated our resources on fewer but higher-impact grants focused on these priority areas and significantly reduced our support of off-mission programs. We want to ensure that every grant dollar we provide generates the greatest measurable impact and have introduced a new results-oriented methodology for our grant-making that will capture and report more effectively on the outcomes of the programs we fund.

Click here for a summary of the [Foundation's 2009 giving](#).

Microfinance and small & growing businesses

Microfinance and microenterprise development are instruments of change, empowering individuals to become economically self-sufficient through self-employment, while small and growing businesses are a catalyst for job creation.

The Citi Foundation has been supporting the microfinance sector for more than 25 years and over the past 11 years has granted more than \$80 million in support of 365 microfinance and microenterprise programs in 60 countries. Through our broad, long-term support of the microfinance sector, we seek to provide the poor with greater access to the financial services they need, such as microcredit, savings, microinsurance and remittances, to increase their income and reduce their financial vulnerability.

Small and growing businesses are important drivers of economic growth and job creation around the globe. The Citi Foundation supports the growth of these enterprises by funding access to technical assistance and investment capital, as well as helping them respond to changing realities in the marketplace by adopting new models for achieving financial sustainability. The Foundation is particularly interested in programs that support green enterprise development, which generates “triple bottom-line” economic, environmental and social benefits.

GLOBAL: World Resources Institute New Ventures

The Citi Foundation has been supporting the World Resources Institute's New Ventures program for more than a decade. This program provides financing and business development services to entrepreneurs who incorporate social and environmental benefits into their small and growing enterprises. Citi supports New Ventures in five markets: Brazil, China, Colombia, India and Indonesia. Through this program, local Citi managers get involved in mentoring entrepreneurs and provide strategic guidance on how to grow their businesses.

To date, the New Ventures program has invested \$181 million in 229 small and growing businesses, creating nearly 9,000 jobs as a direct result. Indirectly, these small businesses have supported the creation of more than 930,000 supplier and customer-facing jobs.

In 2009, we funded work to identify 40 promising entrepreneurs operating in sectors such as renewable energy, organic agriculture and clean technology, which yield social and environmental benefits as well as financial returns. These businesses typically employ low-skilled workers and source products from rural and low-income populations, promoting increased production and employment in these underserved communities.

LATIN AMERICA: ACCION International savings program

The microfinance sector recognizes the importance of providing savings programs that enable the poor to set money aside for short-term needs, emergencies and longer-term goals. Demand for savings products among low-income communities continues to grow, and the sector is responding with innovative savings products and services. For example, the Citi Foundation recently helped ACCION International, a global microfinance organization, to carry out market research, product development, marketing and cost/benefit analyses on savings products with partners in 10 Central and Latin American countries, with the goal of increasing access to savings.

As a result, ACCION's partners increased their total number of savings customers by 22 percent to 700,000, and their active savings portfolios grew 79 percent to \$2.18 billion. With our continued support, ACCION expects to deepen its emphasis on access to savings, with a specific focus on Colombia and Ecuador.

Ensuring Access for All

Financial Capability and Asset Building

The ability to establish and maintain financial plans during times of uncertainty as well as prosperity is critical for people to remain financially stable. In 2004, Citi launched a 10-year, \$200 million global commitment to financial capability. We have since become a global leader in supporting financial capability and asset-building programs such as budgeting, savings, money management and homeownership.

The Citi Foundation supports programs that help people take control of their finances by improving their financial behaviors, making informed decisions about financial products and services, and learning how to acquire and preserve their assets. The Citi Foundation recognizes that people's priorities differ throughout their lives, and supports programs that reflect the varying needs of young people, adults and families. Since the launch of our 2004 commitment, we have invested approximately \$167 million in hundreds of financial capability programs, and in research that is critical to improving the effectiveness of our efforts.

At the halfway mark of our 10-year commitment our thinking has evolved to reflect the realization that while classroom-based financial education is important, other elements are necessary to achieve sustainable changes in financial behavior. Therefore we have adopted a new and more holistic approach that is focused on the broader concept of "Financial Capability," which encompasses four key elements:

- increasing financial literacy;
- developing short-term and long-term financial plans;
- increasing ability to select appropriate financial products or services to implement those plans and;
- providing ongoing support that helps consumers redefine their financial goals over the course of their lives.

In 2009, the Citi Foundation provided \$18.4 million in support of financial capability programs in 73 countries and U.S. territories.

Citi-FT Financial Education Summit 2009

In 2009, the Citi Foundation partnered with the Pearson Foundation and the Financial Times to develop and support the sixth Citi-FT Financial Education Summit, which has established itself as a leading annual international forum on financial literacy. The Citi-FT Financial Education Summit, "Securing the Future: Creating a Financially Resilient Society," which was held in Singapore in December 2009, convened more than 250 delegates from 30 countries, and more than 50 distinguished and experienced practitioners and policymakers from 14 countries. During the conference, Citi experts provided thought leadership on topics such as "individual financial capability in the global economy" and "restoring consumer confidence." Read more at www.FinancialEducationSummit.org.

POLAND: Savings week campaign

In October 2009, the Savings Week Campaign in Poland brought national attention to the importance of personal financial management through a series of events leading up to World Savings Day. Research shows that only seven percent of Poland's 38 million people save regularly, only 34 percent have any savings at all, and 55 percent spend all their income to meet their expenses.

The campaign reached approximately 150,000 school pupils through special classes and World Savings Day celebrations. Led by the Kronenberg Foundation and Think Foundation, financial experts, including Citi Handlowy employees, volunteered to teach classes. A broad media campaign on the importance of saving reached 7.6 million Poles.

Ensuring Access for All

College and Careers

Expanding educational opportunities and helping to improve academic achievement can be two of the most effective strategies for economically empowering households and increasing the ability of young people to contribute positively to the broader economy.

Recognizing how critical obtaining a college degree is to increasing earning power and breaking intergenerational cycles of poverty, we are specifically focused on efforts to generate a dramatic and sustainable increase in the number of low-income and first-generation students who enroll in college and obtain a degree. Since 2008, the Citi Foundation has invested more than \$17.4 million to increase the college-going rate of low-income and first-generation students in the United States.

In 2010, the Citi Foundation will expand this program outside the United States, to increase the earning potential of low-income secondary-school students around the world by helping them develop the knowledge, skills and behaviors that will prepare them for further education or to enter the workforce in a living-wage job upon graduation.

BRAZIL: Instituto Profissionalizante Paulista

Instituto Profissionalizante Paulista (IPP) is a pre-employment center for low-income high school students in Sao Paulo, Brazil. The center prepares disadvantaged young people for the job market and helps increase their career opportunities. IPP offers courses in basic academic subjects such as math and Portuguese, as well as business skills such as computing, basic office tasks, communication and telemarketing.

The center offers internships during which students spend eight days with a company to observe and help with simple office tasks and then are placed in formal apprenticeships at local companies for two years. Nearly 2,000 young people have benefited from this program since the Citi Foundation began its support in 2004.

UNITED STATES: Center for Economic Progress

Figuring out how to pay for a college education and applying for federal financial aid are two of the biggest obstacles low-income students face when pursuing a degree. Recognizing that a college degree is one of the most effective ways to help students increase their earning potential, the Citi Foundation is funding Financial Aid U, a program that helps low-income students and their families understand their options and complete the necessary forms to access grants, loans and scholarships. Run by the Center for Economic Progress (CEP), the program is being replicated nationwide. Fifty Citi volunteers are putting their expertise to work by helping students complete their Free Application for Federal Student Aid, making college a financial reality.

Neighborhood Revitalization

The Citi Foundation is committed to helping low- to moderate-income communities remain economically vibrant throughout the United States. Through our Neighborhood Revitalization portfolio, we fund the development and preservation of affordable housing for low-income individuals and families, as well as community facilities such as charter schools and community centers that primarily serve low- to moderate-income populations. We are also committed to helping community development organizations invest in their neighborhoods and preserve those gains.

UNITED STATES: Growing green in South Dakota

With a \$250,000 grant from the Citi Foundation, The Rural Learning Center (RLC) in Miner County, South Dakota, started the Growing Green – Rural Partners Program to create a green training facility in this small rural community. The facility will provide training in technical skills for the renewable energy generation and help people to find green jobs. The training is designed to help low-income individuals get better-paying jobs or start their own businesses. The program reaches 1,500-2,500 individuals each year.

Ensuring Access for All

National Council of La Raza, U.S. Community Development Program

The National Council of La Raza (NCLR) is the largest national Hispanic civil rights and advocacy organization in the United States, reaching millions of Latino Americans through its network of nearly 300 nonprofit community-based affiliates.

In 2009, the Citi Foundation supported NCLR's ongoing community and economic development initiatives, which focused on revitalizing and stabilizing neighborhoods affected by the foreclosure crisis. Grant funding supported the purchase, renovation and maintenance of foreclosed properties as affordable housing for low-income buyers. We also funded NCLR's efforts to develop community facilities, including schools and health care centers in underserved neighborhoods. Additionally, in these challenging economic times, our Community Relations staff devoted their time and expertise to help NCLR enhance their communications skills, in order to help the organization secure the resources they need to continue their services to families and communities across the country. Through our support, NCLR reached approximately 7,500 low- to moderate-income people in such markets as Chicago, Houston, Los Angeles, Miami, New York, Newark and Phoenix.

Valuing Our People

“At Citi, we strive to shape a company where Citi is a picture of society – where diversity is valued and represented at all levels of our company and where all of our employees believe they have opportunities to reach their full potential.”

– **Ana Duarte McCarthy**,
Chief Diversity Officer

We value the people who work for us. We provide a safe and stimulating workplace while offering them opportunities to learn and improve their personal and professional skills. We know a diverse workforce that reflects our global client base contributes to our success.

DIVERSITY

Citi 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, and where employees are encouraged to fulfill their professional and personal goals.

Our diversity strategy focuses on four areas: management accountability, attracting talent, workforce development and work environment.

We develop diversity plans across our businesses, and our board of directors reviews progress against these plans annually. The Human Resources Diversity Operating Committee, composed of senior diversity and Human Resources leaders from core businesses and regions, implements the strategy and aligns policy and practices. Diversity Councils in the products, functions and regions are an important vehicle for driving diversity objectives.

Our partnerships with, for example, the Human Rights Campaign, Opportunity Now, and the National Council for Research for Women inform our policy and practices and help us continue our leadership in the diversity arena.

Our diversity strategy includes more than 50 employee networks focusing on the primary areas of our diversity strategy, including, among others, women, multicultural heritage, working parents and people with disabilities. Each network is started and led by employees and open to all, offering opportunities for networking, mentoring, recruiting, professional development and community involvement.

Our women's strategy, Women4Citi, helps women to progress into global leadership positions and creates a platform aligning our women's councils and networks around the world.

To learn more about Diversity at Citi, please read our [Global Diversity Annual Report 2009](#).

Valuing Our People

ENGAGEMENT AND TRAINING

Listening to our employees

Employee feedback is important. We gather opinions in many ways, including periodic “pulse surveys” and our annual employee opinion survey, the Voice of the Employee (VOE). Managers use the feedback to improve our performance and strengthen our culture, ensuring we do the very best for our clients and each other.

The web-based VOE survey is confidential and available in 30 different languages in more than 100 countries. It aims to measure employee attitudes on important issues and management practices.

We carried out the most recent VOE survey in September 2009, and 85 percent of employees responded. Despite the turbulent year, the number of employees reporting satisfaction with Citi and our direction is slightly higher than last year. The results also confirmed our strong commitment to customers, integrity and teamwork, with questions on these topics receiving high scores in our survey.

Please visit the [Performance](#) section for a detailed review of responses.

Training

Training is an investment in our company’s future. We design programs to meet the specific needs of each business unit, and offer training in classrooms and online. Employees can participate in leadership, management and professional development programs that give them the skills they need to succeed in their roles, grow with the company, and reach their potential as leaders.

In 2009 we focused in particular on developing leaders at Citi. A new leadership training series helped our employees develop key skills, values and behaviors needed to succeed at critical times in their careers – for example, coaching skills and understanding the impact of management style. The training is tailored to different levels of experience, from first-time managers to strategic leaders.

Please visit the [Performance](#) section for a breakdown of our 2009 training data.

Performance evaluation

We measure employee performance and allow managers to provide specific feedback to clarify employee expectations, facilitate growth, and inform pay and promotion decisions. Our performance management guiding principles are to:

- Drive a culture of meritocracy, differentiating on performance;
- Manage performance against challenging business goals;
- Evaluate employees on how business goals were achieved, not just end results;
- Provide balanced feedback and direction regarding strengths and areas for development.

Unions and Collective Bargaining

Citi’s Statement on Human Rights supports the freedom of association for employees and the right to organize and bargain collectively as expressed in the International Labor Organization’s Core Conventions. Employees have formed or joined trade unions and work councils in many of Citi’s operations around the world.

Valuing Our People

FLEXIBLE WORKING

We strive to offer employees a work-life balance while maintaining their value to the company. All employees may request a flexible work schedule, via our online system, for consideration by their manager and HR representative.

Our web portal provides managers and employees with information about their options and gives managers the tools they need to implement the program. The online training course, released in 2009 to help managers operate in a flexible working environment, supports our continued commitment to transforming our corporate culture. The information is available in 16 languages, and the program now spans more than 50 countries.

We also help employees fulfill their responsibilities outside of work. Our helpline for employees in Canada, Puerto Rico and the United States provides information, resources and customized referrals on parenting and child care, adoption, education, care for the elderly, wellness and the law. We offer child care and elderly care services to more than 81,000 employees in Europe and the United States.

HEALTH, SAFETY AND WELLNESS

Our employees are mainly office-based and face relatively few direct occupational health and safety risks. We focus on helping our employees lead healthier, more productive lives.

Each region develops programs that meet the specific needs of their employees, including on-site medical and fitness facilities. We provide travel health assistance for employees globally.

We offer and coordinate an array of health promotion and wellness programs to encourage employees to live healthily, including flu shots, smoking cessation, nutrition counseling, mammography and cholesterol screening. For example, in 2009, we gave more than 26,000 seasonal flu shots in the United States.

CITI VOLUNTEERS

Volunteering to help communities where Citi has a presence is an important part of our Citizenship strategy. Helping employees work together to make a difference in their communities builds stronger teams, fosters company loyalty and has a positive impact on the communities in which we work. We offer traditional and skill-based volunteering opportunities that tap into the enthusiasm and professional expertise of our employees. Many of these activities take place through existing relationships with nonprofits and non-governmental organizations supported by the Citi Foundation.

Key elements of our program include:

- Volunteer Day. We encourage employees to take a paid day off work each calendar year to volunteer for an eligible organization of their choice.
- Volunteer Management System. Employees can find and register online for volunteer opportunities in their area, and track their volunteer hours.
- Volunteer Leaders. Our global network of Volunteer Leaders coordinates volunteerism in each of their regions and/or business areas.

We introduced Volunteer Councils in late 2009 to further enhance volunteerism. These Councils consist of Citi employees who are passionate about making a difference in their communities. Councils encourage broad volunteer leadership and participation, creating a robust and sustainable employee-driven model that will make a stronger impact.

In 2009, our employees gave 259,988 volunteer hours. This number is less than in 2008 and reflects the reduced number of employees at the company.

Valuing Our People

Teach Children to Save

Teach Children to Save South Africa taught 100,000 South African children during one week in July 2009 about the importance of saving money. The program also promoted volunteerism and financial literacy. Citi Volunteers swapped their offices for classrooms in the Alexandra Township, north of Johannesburg, spending time teaching 720 students from the Skeen Primary School about financial literacy and the importance of saving.

Since the global program Teach Children to Save began in the United States in 2000, some 3,554 Citi Volunteers have taught 107,705 children around the world the importance of managing their finances.

Go Paperless, Plant a Tree

In 2009, Citi Volunteers around the world participated in tree-planting programs in support of our business initiative encouraging customers to enroll in electronic statements. This is part of Citi's ongoing effort to help build environmental awareness and deliver tangible benefits to customers who want to reduce their paper consumption.

- In Singapore, 400 Citi Volunteers and their families planted 1,000 trees at Changi Coastal Park Connector, a trail way for runners, cyclists and walkers.

- In Egypt, 56 employees planted more than 100 trees around the newly established district of New Cairo, helping to turn the surrounding desert into a green neighborhood.
- In Mexico, to celebrate the more than 200,000 customers who requested that their account statements no longer be printed, Banamex organized a Reforestation Day. More than 200 employees volunteered to plant trees in the Izta-Popo National Park in southern Mexico.

Junior Achievement

Citi Global Transactions Services CEO and Junior Achievement (JA) Worldwide board member Francesco Vanni d'Archirafi received a Platinum Board Excellence Award for 2008/09 from JA Worldwide. The award recognizes board members who have raised significant sums of money for the organization. The Platinum Award is the highest level of this honor, recognizing fundraising of \$1 million or more.

Citi has also been awarded a Silver President's Volunteer Service Award. This award honors corporations with a U.S. presence that provide volunteers to teach JA programs anywhere in the world. In the academic year 2008/09, Citi contributed more than 10,000 volunteer hours around the world to JA activities and programs.

Valuing Our People

Global Community Day

Citi's Global Community Day (GCD) took place on November 7, 2009. More than 47,000 Citi Volunteers and their families, in more than 900 cities across more than 90 countries, gave their time to improve their local communities. Citi Volunteers worked on a variety of projects, including literacy, financial education, housing, environmental protection, nutrition and healthcare.

Global Community Day saw:

- 460,791 lives impacted;
- 22,459 meals served;
- 56,834 pounds of food donated;
- 13,673 flora planted;
- 14,014 people received financial education.

Here are some examples:

Argentina - Citi Volunteers completed a reforestation project in a nature reserve.

Australia - Citi Volunteers worked closely with their new community partner, Mission Australia, to collect secondhand clothes, fundraise, paint a homeless men's facility and cook lunch for residents at an aged care facility.

Brazil - Citi Volunteers participated in 12 activities across the country, ranging from school renovations to park reforestations.

China - An 8-kilometer sponsored walk helped Citi Volunteers raise funds for the Million Tree Project, which will pay for the planting of a 3,300-tree Citi Forest in Inner Mongolia, offsetting carbon emissions and combating climate change.

Egypt - Fifty Citi Volunteers helped children in Cairo's poor neighborhood of Darb Al-Ahmar through craft and financial literacy training.

El Salvador - More than 2,000 Citi Volunteers participated in 10 activities around the country. Activities ranged from visits to retirement homes and orphanages to the reforestation of parks and refurbishment of schools.

Hong Kong - More than 2,300 volunteers participated in 14 activities, including environmental conservation initiatives, financial education classes, and care for underprivileged children, the aged and the disabled.

Indonesia - More than 1,500 employees from six cities participated in 21 activities including tree planting, painting, community cleanups, gardening, learning projects and a blood donation drive.

Kenya - Citi Volunteers helped construct two classrooms at a local school while others donated food and clothing to drought-stricken residents.

Mexico - Employees at Banamex organized a national campaign to collect plastic bottles for recycling, and other ecological activities in city parks.

Philippines - More than 1,500 Citi Volunteers took part in a run to raise funds for Operation Smile Philippines, which provides free reconstructive surgeries for poor children with cleft lips and palates.

United Kingdom - Citi Volunteers focused on helping increase the career preparation skills of young people by conducting résumé and interview workshops.

United States - Citi Volunteers in Dallas, Texas, taught financial education to underserved families, cleaned parks, painted community clinics and coached domestic violence survivors on job-seeking skills.

Operations

We are committed to improving the environmental efficiency of our operations, primarily by reducing our energy use.

ENVIRONMENTAL PERFORMANCE

Our commitment, by 2011, is to reduce absolute greenhouse gases (GHG) emissions by 10 percent, from 2005 levels. We are on track to achieve this goal, having reduced our emissions in 2009 by 9 percent from 2008 levels. We achieved this through energy efficiency improvements, green building design, IT best practices and the purchase of renewable energy credits.

What we measure

We measure our **total environmental footprint** – energy use, fuel consumption, water use and waste (generated, recycled and electronic) – in our facilities. Almost all of our GHG emissions are scope 2 indirect emissions from electricity use in our facilities.

How we reduce and conserve

We pursue our reduction targets by seeking ways to improve efficiency, purchasing renewable energy where available and providing opportunities for employees to contribute to a greener Citi.

Investing in energy efficiency

Working with the Clinton Climate Initiative (CCI) and energy services companies, we have devised a program to develop energy reducing projects across our facilities. This program is under way in all regions with many of our large facilities participating and will begin to deliver permanent GHG reductions in 2010.

Green buildings

We use two independent efficiency rating systems to help us improve the sustainable management of our real estate:

- U.S. Environmental Protection Agency's (EPA) ENERGY STAR Commercial Buildings rating;
- U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) system.

By the end of 2009, more than 50 Citi-managed facilities in the United States received ENERGY STAR certification. We also benchmarked more than 2,000 of our facilities globally, and found many facilities outside the United States (where certification is not available) with similar superior energy performance.

In 2009 Citi completed more than 170 LEED-certified projects, including 100 LEED-certified branches, as well as:

- The first-ever LEED for New Construction Platinum- and Gold-certified data centers in Frankfurt, Germany and Georgetown, Texas, respectively;
- LEED-certified campuses in Regent and Las Colinas, Texas.

Citi Hong Kong won a 2009 Power Smart Biggest Unit Saver Award for reducing its electricity consumption by 1.2 million kWh.

Operations

Data centers

Data centers – buildings that house computer servers, data storage and network infrastructure – account for a significant portion of our global electrical consumption. Energy is primarily used to power and cool the IT equipment. We are working to reduce the amount of energy our equipment uses, as well as to design buildings to aid cooling. For example, our data center in Frankfurt, Germany, was designed to use 70 percent less energy than a similar building. Citi continues aggressive technology virtualization efforts across all platforms, in addition to standardizing processes and hardware, and removing inefficient servers and other equipment. In 2009, we saw our first-ever net reduction of data center energy consumption of 2 percent, while power demand was reduced by 6 percent. This goes against the historical pattern, where increased processing capacity requires more power. We are also on track to meet our target to reduce our number of data centers to 24 by end 2010, with 27 in 2009.

Desktop standardization

We are upgrading every Citi employee's computer to a standardized, energy-efficient desktop by the end of 2010. This effort extends beyond the desktop itself to include optimization of the back-end infrastructure, resulting in increased energy efficiencies and a less complex technical environment. We are deploying Thin Clients (i.e., equipment that runs software and processing functions off a central server rather than at the desktop) and purchasing only ENERGY STAR rated equipment. We also ensure our computers use less energy by changing the way they run, for example, by running software functions off a central server and using centralized sleep settings. We expect these actions to reduce our global GHG emissions by 3 percent by the end of 2010.

Ranked #4 in *Computerworld's* Top Green IT Organizations 2009

Virtual offices

Technology such as smartphones, portable telephone numbers and video conferencing enables employees to be more productive while traveling less and needing less conventional office space. We facilitate video meetings anytime, anywhere, and offer employees flexibility to work on a secure network from anywhere in the world. We reduced the carbon emissions from business air travel from 127,000 metric tons in 2008 to just 87,000 in 2009.

Renewable energy

Energy from renewable resources, such as wind and sun, is carbon neutral and helps us reduce our GHG emissions. In 2009, we purchased a total of 125,899 MWH of green electricity in seven countries. In the United States we are ranked 24th in the EPA's Green Power Partnership among Fortune 500 companies for 2009 with over 5 percent of our energy coming from wind turbines.

Operations

Engaging employees

We provide opportunities for employees to contribute to a cleaner environment and to organize activities locally and globally.

Earth Hour is an annual global event organized by the World Wildlife Fund to promote action against climate change. Companies and local governments are encouraged to switch off their lights at a designated hour, as a symbol of commitment. In 2009, 350 of our facilities in 56 countries took part.

Citi launched the “Lighten Your Load” campaign in 2009 to educate employees on the carbon cost of data storage. Keeping unnecessary duplicate electronic files consumes electricity. The campaign offers simple steps, in 11 languages, to reduce the need for storage.

Our “Wireless Drop-Off” campaign expanded globally in 2009 with participation in China, the United Kingdom and the United States. The initiative allows employees to donate old cell phones and mobile devices for recycling and raises awareness about the correct disposal of electronic waste.

Performance

Please see the [Performance](#) section for our 2009 environmental performance.

SUPPLIER MANAGEMENT

In 2009, we had more than 16,000 approved suppliers from all parts of the world. We purchase a wide variety of technology solutions, workforce and business services, as well as office - and facilities - related products and services.

Promoting sustainable supply chains

Our goal is to integrate ethical, social and environmental factors into our global procurement practices, and to promote these among our suppliers.

As a minimum, suppliers must comply with all applicable laws, regulations and standards where they operate. In 2009, we developed aspirational guidelines – our [Statement of Supplier Principles](#) – with the goal of helping suppliers develop similar codes or statements of best practice to improve their performance.

During 2010, we will circulate our Principles to 3,000 of our core approved suppliers and ensure all new suppliers are aware of them.

Operations

Sustainable purchasing

We are developing a supplier rating system that assesses the use of hazardous materials and recycled content, as well as the reusability and recyclability of the products we purchase for use in our facilities. This system will be used to help select products based on environmental performance, leading to reduced energy use and waste sent to landfill.

Our Procurement Sustainability initiatives to reduce the environmental footprint from our supply chain include:

- A toner cartridge recycling program that during a six-year period ending in 2009 has eliminated a total of 2,345,599 pounds of solid waste from the environment.
- A print optimization program at 27 sites in the United States and Canada, which helped reduce the number of printers from 6,518 in 2008 to 1,723 in 2009. This program will be rolled out to other regions in 2010.
- Of the 6,096 metric tons of paper purchased from Citi's preferred supplier, 92 percent contained 30 percent post-consumer recycled content.

Supplier diversity

Citi seeks a diverse supplier base working in partnership with the National Minority Supplier Development Council and Women's Business Enterprise National Council, both in the United States. Our strategy is to increase spending with and build capacity within diverse suppliers.

We review diverse supplier spending quarterly by category to track our progress and are developing a process to increase the number of diverse suppliers on our books. We held our second "Doing Business With Citi" workshop in September 2009, in partnership with the New York/New Jersey Minority Supplier Development Council and the Women Presidents Educational Organization. The workshop focused on professional services and was attended by 50 commercial business owners and law firms.

We continued to host meetings and run workshops with external partners such as the Institute of Supply Chain Management. In 2009, we re-launched our Business Development initiative and selected two suppliers to become mentees.

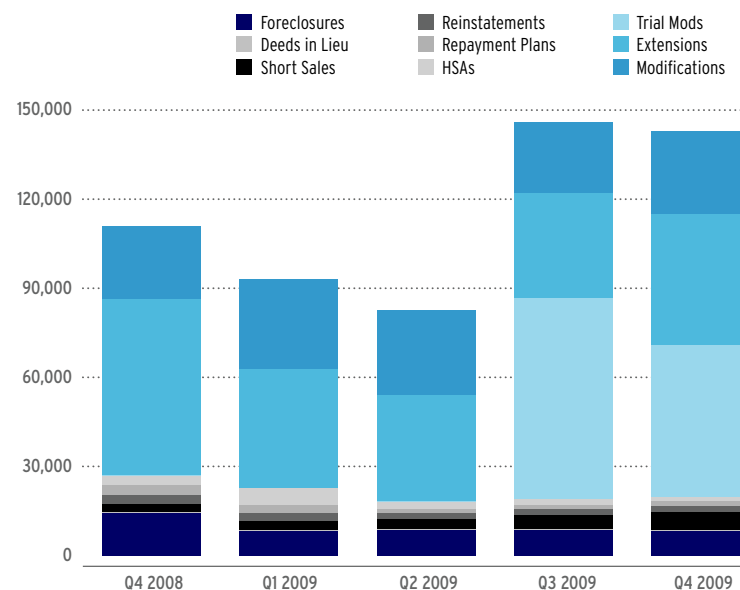
Performance

We measure our performance across our Citizenship priorities using a number of metrics. We report our 2009 performance here.

CONSUMER PROTECTION

We publish data on our U.S. consumer mortgage lending businesses and foreclosure prevention programs, to demonstrate our commitment to transparent lending and foreclosure prevention.

LOSS MITIGATION ACTION



CLIMATE CHANGE INITIATIVE

In 2007, we announced our intention to direct \$50 billion over 10 years to a wide-ranging portfolio of activities to tackle climate change. These include internal projects such as constructing new sustainable Citi facilities, as well as external initiatives such as financing alternative energy, investing in clean technology and researching carbon reduction strategies on behalf of our clients.

AMOUNT DIRECTED IN 2009 TO \$50 BILLION TARGET

Region	2009 Totals (in billions)
U.S. & Canada	\$3.24
Europe, Middle East & Africa	\$0.91
Asia & the Pacific	\$0.91
Latin America & the Caribbean	\$0.05
Total	\$5.11

Despite the economic crisis that has affected our rate of activity in certain businesses, we are confident about meeting our 10-year goal, and have directed \$24.3 billion so far. Our confidence is based on the growth in clean energy driven by existing and anticipated carbon regulation, and on Citi's renewed capacity to respond to growing climate demand and government programs.

CUMULATIVE TOTAL DIRECTED TO \$50BN TARGET

	May 2007 Base	2007 Total	2008 Total	2009 Total	To Date
Total (billions)	\$9.4	\$5.49	\$4.29	\$5.11	\$24.3

Performance

ENVIRONMENTAL AND SOCIAL RISK MANAGEMENT

The following tables show transactions receiving Environment and Social Risk Management (ESRM) review by product type and region. We use our comprehensive ESRM Policy to screen transactions, advise our bankers and clients, and promote environmentally and socially sound ways of doing business. We track all transactions reviewed by the ESRM Unit and classify them into three categories according to the risk profile of the underlying asset.

See page 16 for more information on categorization.

TRANSACTIONS RECEIVING ESRM REVIEW BY REGION

	2009 Total		2008 Total	
	A		A	
U.S. & Canada	56	2	76	9
Europe, Middle East & Africa	129	24	124	18
Asia & the Pacific	111	18	91	12
Latin America & the Caribbean	91	18	89	16
Total	387	62	380	55

TRANSACTIONS RECEIVING ESRM REVIEW BY PRODUCT TYPE

	2009		2008	
	Total	A	Total	A
Project Finance	17	4	39	13
Project Finance Advisories	35	11	23	15
Corporate & Government Loans	192	19	157	9
Debt & Equity Underwriting	43	14	39	10
Forestry Annual Reviews	20	0	19	0
Other (i.e. Acquisition Finance, Letters of Credit, Refinancings)	80	14	103	8
Total	387	62	380	55

TRANSACTIONS RECEIVING ESRM REVIEW

by Sector	2009 Total
Power	87
Infrastructure & Transportation	76
Oil, Gas & Petrochem	55
Metals & Mining	55
Manufacturing & Industrials	34
Forestry, Pulp & Paper	33
Telecom	22
Other	15
Agribusiness (including palm oil)	10
Total	387

EQUATOR PRINCIPLES REPORTING

	Cat	Reviewed	Funded	Total Project Costs of Funded Projects (\$bns)
2009 EP-covered Project Finance Deals				
	A	4	1	\$1.5
	B	13	2	\$0.7
	C	0	0	\$0.0
	Total	17	3*	\$2.2
	Cat	Reviewed	Mandated	
2009 EP-Covered Project Finance Advisory Mandate				
	A	12	2	
	B	23	10	
	C	0	0	
	Total	35	12	

*2 power sector deals, 1 infrastructure sector deal

Performance

Transactions where Citi's Human Rights Statement was invoked or relevant

In 2009, for the first time, Citi is reporting on the number of ESRM-covered transactions where Citi's Human Rights Statement is relevant or invoked. Many human rights-related issues are incorporated into our existing ESRM Policy, via the IFC Performance Standards and the Equator Principles. The IFC Performance Standards invoke, and are consistent with, relevant International Labour Organization Core Labor Standards and Conventions. In 2009, a total of 16 transactions reviewed under the ESRM policy had the human rights components described below. Of those 16 transactions, the following table represents the number of times a specific human rights issue was identified and managed.

Human Rights Issue	Total
Labor challenges that invoked specialized or independent review	3
Security and Human Rights	4
Indigenous Peoples	6
Involuntary Resettlement	5

Note: Total adds up to more than 16 because one transaction may involve more than one human rights issue.

2009 Completed Transactions Subject to the Carbon Principles

In 2009, Citi participated in two municipal bonds subject to the Carbon Principles. Citi did not participate in any project finance or corporate finance transactions subject to the Carbon Principles. For more discussion on the Carbon Principles, please [see the box on page 15](#).

Financial Product Type	Number of Carbon Principles transactions completed
Municipal Bonds	2
Corporate Loans	0
Project Finance	0

Transactions subject to the Mountaintop Removal Mining Environmental Diligence Process

For a discussion on Citi's MTR Environmental Diligence Process and our stakeholder engagement efforts on the issue, please [see page 16](#).

Total 2009 potential transactions subject to the MTR Process	3
Transactions approved and closed	2
Transactions that did not proceed	1

2009 Carbon Emissions from Project Financings in the Power Sector

Citi reports annually on the aggregate lifetime carbon dioxide emission from thermal power plants (new builds and expansions) that it finances through project finance. Citi project financed one thermal power plant in 2009 and none in 2008. Project-specific emissions are calculated for both a 30- and 60-year plant lifetime and are derived from the plant's capacity and heat rate, the carbon content of the fuel and projected capacity utilization. We report the percent of lifetime emissions equivalent to the percent of total project costs financed by Citi.

FINANCED EMISSIONS (LIFETIME OF PLANT)		
Reporting Year	30-year plant life	60-year plant life
2009	8.7 mmtCO ₂	17.4 mmtCO ₂
2008	0	0

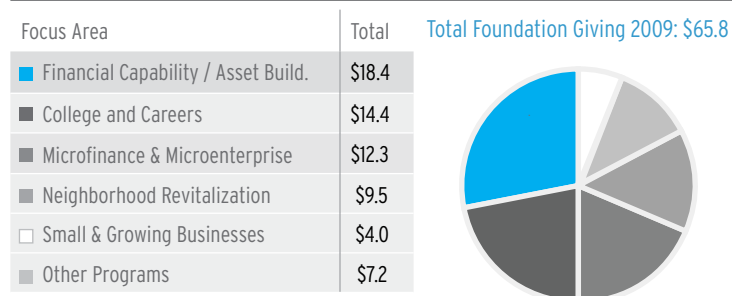
Performance

ENSURING ACCESS FOR ALL

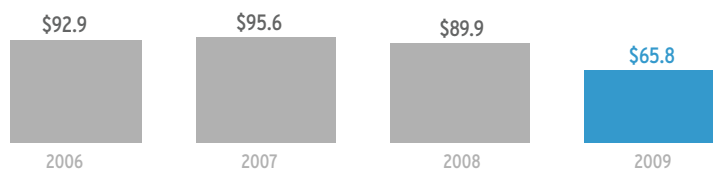
Citi Foundation

In 2009, our giving was less than in recent previous years which reflects economic conditions generally. However, we strategically realigned our Foundation to focus on five priority areas and impact measurement before the economic downturn. We also continue to implement “more than philanthropy” by supporting innovation, providing the talents of our employees and promoting collaboration.

2009 FOUNDATION GIVING BY FOCUS AREA (MILLIONS)



FOUNDATION GIVING (MILLIONS)



In 2009, 44 percent of the Foundation's grants went to projects outside of the United States. Grants were made in 88 countries.

Additionally, in 2009 Citi's businesses made nearly \$29 million in charitable contributions globally.

Financial Capability

CONTRIBUTIONS THROUGH FC GRANTS

2009	\$18 million in 73 countries
2008	\$28 million in 73 countries
2007	\$36 million in 65 countries
2006	\$32 million in 72 countries
2005	\$30 million in 68 countries
2004	\$23 million in 40 countries

VALUING OUR PEOPLE

Employee engagement

We run a staff satisfaction survey each year. In 2009 the survey was conducted in September and, despite the turbulence of the past year, 85 percent of employees completed the survey.

Year	Response rate	Satisfied	Neutral	Dissatisfied
2009	85%	64%	20%	16%
2008	84%	63%	22%	15%
2007	89%	70%	17%	13%
2006	94%	70%	17%	13%

Performance

Training

TRAINING SESSIONS BY TYPE AND REGION

Region	Population	Web-based trainings	Instructor-led trainings	Total trainings completed	# of hours delivered	Hours/Employee
U.S. & Canada	128,333	1,835,119	399,916	2,235,035	4,330,206	33.7
Europe, Middle East & Africa	50,948	385,316	602,509	987,825	865,705	17.0
Asia & the Pacific	80,109	347,281	322,054	669,335	790,256	9.9
Latin America & the Caribbean	87,570	276,822	341,631	618,453	1,348,108	15.4
Total	346,960	2,844,538	1,666,110	4,510,648	7,334,275	21.1

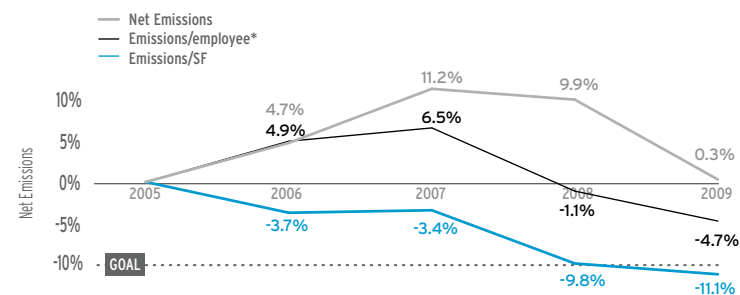
Volunteering

TOTAL VOLUNTEER HOURS BY YEAR

2009	259,988
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OPERATIONAL ENVIRONMENTAL PERFORMANCE

GHG EMISSIONS



* includes part-time and contract employees

CITI REALTY SERVICES LEED ACCREDITATION

(number of staff accredited by end of year)	2008	2009
LEED Commercial Interiors	25	41
LEED Existing Buildings	9	7
LEED New Construction	4	4
Total	38	52

LEED PROJECTS

LEED Projects	Completed 2007	Completed 2008	Completed 2009
Data Centers	0	3	3
Office Buildings	1	8	11
Operations Centers	2	0	3
Branches	0	64	75
Total	3	75	92
Cumulative Total	3	78	170

Performance

CITI'S ENVIRONMENTAL FOOTPRINT					
PORTFOLIO	2005	2006	2007	2008	2009
Rentable Square Footage ¹	73,670,865	80,149,082	84,805,094	89,718,695	83,183,296
ABSOLUTE INDICATORS²					
Electricity (GwH)	2,170	2,319	2,464	2,487	2,282
District Heating (Steam & Chilled Water)	86	86	91	66	63
Energy Purchased (GwH) - Scope 2	2,256	2,405	2,555	2,554	2,345
Natural Gas (GwH)	189	163	165	159	151
Fuel Oil (GwH)	52	56	54	51	69
Energy Consumed (GwH) - Scope 1	242	219	218	210	220
Total Energy (GwH)	2,498	2,624	2,773	2,764	2,565
Recycled Office Paper (Metric Tons)	19,153	22,062	21,851	24,009	22,970
Refuse and Other (Metric Tons)	83,251	70,948	73,996	68,927	60,424
Total Waste (Metric Tons)	102,404	93,011	95,846	92,936	83,395
Total Water Consumption (m³)	7,305,703	7,688,377	7,493,854	8,331,291	7,062,546
CO₂e Emissions					
Direct CO ₂ e (GHG Scope 1)	50,439	45,982	46,053	45,565	45,567
Indirect CO ₂ e (GHG Scope 2)	1,154,201	1,235,034	1,317,300	1,328,534	1,205,929
Total CO₂e (Metric Tons)	1,204,639	1,281,016	1,363,354	1,374,099	1,251,496
Green Power Offsets (CO ₂ e)	5,953	25,748	30,394	57,032	48,812
Net CO₂e (Metric Tons)	1,198,686	1,255,269	1,332,960	1,317,067	1,202,685
RELATIVE INDICATORS					
Total Energy Consumed					
KwH / RSF	33.91	32.74	32.70	30.81	30.83
Net CO₂e					
Metric Tons / RSF	.0163	.0157	.0157	.0147	.0145

¹"RSF" is rentable square footage. This value is a 12-month average of the total owned/leased portfolio, excluding sublet space in which utilities are consumed by non-Citi tenants.

² All absolute indicators and CO₂e emissions are rounded to whole number values.

³ Data in this table will differ from prior year's reports due to accuracy improvements in historical consumption data, as well as the recalculation of all emissions using the most up-to-date eGRID (United States) and WRI (non-US) GHG conversion factors for purchased electricity.

Performance

OPERATIONAL ENVIRONMENTAL GOALS AND PERFORMANCE	
2009 Goals	2009 Performance
Complete ENERGY STAR benchmarking of 1,500 branches and expand major buildings portfolio to more than 100 sites	1,600 branches benchmarked in ENERGY STAR, more than 100 major buildings benchmarked
Achieve ENERGY STAR Certification in at least 20 new sites and recertify all 2008 recipient facilities	All 11 2008 ENERGY STAR facilities recertified and 43 new facilities certified in 2009, totaling 54 certified facilities
Expand LEED training program to assist employees in earning LEED Accreditation	LEED training organized and available in all regions, resulting in 35% increase in number of LEED Accredited staff members
2010 Goals	
Expand ENERGY STAR benchmarking to more than 6,000 facilities globally	
2015 Goals	
Achieve a 25% reduction in absolute GHG emissions from 2005 base year (building upon current 2011 goal of 10%)	
Achieve a 40% reduction in waste stream to landfill from a 2005 base year	
Achieve a 20% reduction in water usage from a 2005 base year	
15% of global real estate portfolio will be LEED certified	
Improve portfolio energy efficiency 20% from 2005 base year as measured in ENERGY STAR's Portfolio Manager	

GRI G3 Content Index

The table below provides information on our use of the Global Reporting Initiative (GRI) G3 Sustainability Guidelines in Citi's 2009 Citizenship report. We are self-declaring a "B" Application Level. With regard to the location of specific information, we refer to the relevant pages of the 2009 Citizenship report, available on our website at www.citizenship.citigroup.com. We also indicate information that is reported on our website or in Citi's 2009 Annual Report and Proxy Statement.

	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
STRATEGY AND ANALYSIS					
1.1	Statement from the most senior decision maker of the organization about the relevance of sustainability to the organization and its strategy	Core	Yes	CEO statement (p2)	»
				and Our Approach (p7)	»
1.2	Description of key impacts, risks and opportunities	Core	Yes	Our Approach (p7)	»
PROFILE					
2.1	Name of reporting organization	Core	Yes	Introduction (p4)	»
2.2	Primary brands, products and services		Yes	2009 Annual Report	»
2.3	Operational structure of the organization including main divisions, operating companies, subsidiaries and joint ventures	Core	Yes	2009 Annual Report	»
2.4	Location of organization's headquarters	Core	Yes	2009 Annual Report	»
2.5	Number of countries where organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report	Core	Yes	About Citi (p4)	»
2.6	Nature of ownership and legal form	Core	Yes	2009 Annual Report	»

GRI G3 Content Index

	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
2.7	Markets served (including geographic breakdown, sectors served and types of customers/beneficiaries)	Core	Yes	2009 Annual Report	»
2.8	Scale of the reporting organization, including: •Number of employees •Net sales •Total capitalization broken down in terms of debt and equity; and •Quantity of products or services provided	Core	Yes	2009 Annual Report	»
2.9	Significant changes during the reporting period regarding size, structure or ownership, including: •Location of, or changes in operations, including facility operations, closings, and expansions; and •Changes in the share capital structure and other capital formation, maintenance, and alteration operations	Core	Yes	2009 Annual Report and About Citi (p4)	» »
2.10	Awards received during the reporting period	Core	Yes	Global Diversity Report 2009 and Operations (p31-32) and Investing in Climate Change Solutions (p18)	» »

REPORT PARAMETERS

3.1	Reporting period for information provided	Core	Yes	About this report (p55)	»
3.2	Date of most recent previous report	Core	Yes	About this report (p55)	»
3.3	Reporting cycle	Core	Yes	About this report (p55)	»
3.4	Contact point for questions regarding the report or its contents	Core	Yes	Contact (p55)	»

REPORT SCOPE AND BOUNDARY

3.5	Process for defining report content, including: •Determining materiality. •Prioritizing topics within the report; and •Identifying stakeholders the organization expects to use the report	Core	Yes	Our approach (p8) and Stakeholders & Engagement (p9)	» »
3.6	Boundary of the report	Core	Yes	About this report (p55) and About Citi (p4)	» »
3.7	Limitations of the scope or boundary of the report	Core	Not applicable		
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that could affect comparability	Core	Yes	About Citi (p4)	»
3.9	Data measurement techniques and assumptions	Core	Yes	Operations (p31) and Performance (p40-41)	» »
3.10	Explanation of the effect of any restatements of information provided in earlier reports	Core	Yes	Performance (p40)	»
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the reports	Core	Not applicable		

GRI G3 Content Index

	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
GRI CONTENT INDEX					
3.12	Table identifying the location of the Standard disclosures in the report	Core	Yes	GRI section (p42)	»
ASSURANCE					
3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider	Core	Yes	Stakeholder engagement (p9-10)	»
GOVERNANCE, COMMITMENTS AND ENGAGEMENTS					
GOVERNANCE					
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	Core	Yes	Our Approach (p4) and Governance (p8)	» »
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and if so, their function within the organization's management and the reasons for this arrangement)	Core	Yes	Proxy Statement	»
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members	Core	Yes	Governance (p8)	»
4.4	Mechanisms for stakeholders and employees to provide recommendations or direction to the highest governance body	Core	Yes	Proxy statement	»
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements) and the organization's performance (including social & environmental performance)	Core	Yes	Proxy statement	»
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Core	Yes	Proxy statement	»
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental and social topics	Core	Yes	Proxy statement	»
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance, and the status of their implementation	Core	Yes	Ethics (p11) and Environmental & Social Risk Management (p15)	» »
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed upon standards, codes of conduct, and principles	Core	Yes	Our Approach (p7)	»
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental and social performance	Core	Yes	Corporate Governance Guidelines	»

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	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
COMMITMENTS TO EXTERNAL INITIATIVES					
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	Core	Yes	Environmental & Social Risk Management (p15)	»
				and Investing in Climate Change Solutions (p18)	»
4.12	Externally developed economic, environmental and social charters, principles or other initiatives to which the organization subscribes or endorses	Core	Yes	Various, including Human Rights (p11)	»
				and Environmental & Social Risk Management (p15)	»
4.13	Members in associations and/or national/international advocacy organizations in which the organization: •Has positions in governance bodies •Participates in projects or committees •Provides substantive funding beyond routine membership dues; or •Views membership as strategic	Core	Yes	Various, including Global Diversity Annual Report 2009	»
				and Environmental & Social Risk Management (p15)	»
STAKEHOLDER ENGAGEMENT					
4.14	List of stakeholder groups engaged by the organization E.g. communities, civil society, customers, shareholders and providers of capital, suppliers and employees, other workers and their trade unions	Core	Yes	Stakeholders and engagement (p9)	»
4.15	Basis for identification and selection of stakeholders with whom to engage (Includes process for defining stakeholder groups and for determining the groups with which to engage)	Core	Yes	Stakeholders and engagement (p9)	»
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group E.g. surveys, focus groups, community panels, corporate advisory panels, written communication, management/union structures and other vehicles. Say whether any engagement was undertaken specifically as part of the report preparation process	Core	Yes	Stakeholders and engagement (p8)	»
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting	Core	Yes	Stakeholders and engagement (p9)	»
PERFORMANCE: ECONOMIC					
DISCLOSURE ON MANAGEMENT APPROACH					
	Provide a concise disclosure on the Management Approach items outlined below with reference to the following economic aspects: economic performance, market presence and indirect economic impacts.		Yes	Economic Context (p4)	»
ECONOMIC PERFORMANCE INDICATORS					
ASPECT: ECONOMIC PERFORMANCE					
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	Core	Yes	Economic Context (p4)	»
				and Supporting Economic Empowerment (p21)	»

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	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	Core	Yes	Environmental & Social Risk Management (p15)	»
				and Investing in Climate Change Solutions (p18)	»
EC3	Coverage of the organization's defined benefit plan obligations	Core	Yes	2009 Annual report	»
EC4	Significant financial assistance received from government	Core	Yes	Economic Context (p4)	»
ASPECT: MARKET PRESENCE					
EC5	Range of ratios of standard entry-level wage compared to local minimum wage at significant locations of operation	Additional	Not reported		
EC6	Policy, practices and proportion of spending on locally based suppliers at significant locations of operation	Core	Not reported		
EC7	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation	Core	Not reported		
ASPECT: INDIRECT ECONOMIC IMPACT					
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro-bono engagement	Core	Yes	Protecting and supporting consumers (p12);	»
				Microfinance (p20);	»
				and Supporting Economic Empowerment (p21)	»
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	Additional	Yes	Protecting and supporting consumers (p12);	»
				Microfinance (p20);	»
				and Supporting Economic Empowerment (p21)	»
PERFORMANCE: ENVIRONMENTAL					
DISCLOSURE ON MANAGEMENT APPROACH					
	Provide a concise disclosure on the management approach items outlined below with reference to the following environmental aspects: materials, energy, water, biodiversity, emissions, effluents and waste, products and services, compliance, transport and overall.		Yes	Operations (p31)	»
ENVIRONMENTAL PERFORMANCE INDICATORS					
ASPECT: MATERIALS					
EN1	Materials used by weight or volume	Core	Yes	Performance (p40)	»
EN2	Percentage of materials used that are recycled input materials	Core	Yes	Performance (p40)	»

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	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
ASPECT: ENERGY					
EN3	Direct energy consumption by primary energy source	Core	Yes	Performance (p40)	»
EN4	Indirect energy consumption by primary source	Core	Yes	Performance (p40)	»
EN5	Energy saved due to conservation and efficiency improvements	Additional	Yes	Performance (p40)	»
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives	Additional	Not reported		
EN7	Initiatives to reduce indirect energy consumption and reductions achieved	Additional	Yes	Operations (p31)	»
ASPECT: WATER					
EN8	Total water withdrawal by source	Core	Yes	Performance (p40)	»
EN9	Water sources significantly affected by withdrawal of water	Additional	Not applicable		
EN10	Percentage and total water volume of water recycled and reused	Additional	Not reported		
ASPECT: BIODIVERSITY					
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity outside protected areas	Core	Not reported		
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Core	Not reported		
EN13	Habitats protected or restored	Additional	Not reported		
EN14	Strategies, current actions and future plans for managing impacts on biodiversity	Additional	Not reported		
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	Additional	Not applicable		
ASPECT: EMISSIONS, EFFLUENTS AND WASTE					
EN16	Total direct and indirect greenhouse gas emissions by weight	Core	Yes	Performance (p40)	»
EN17	Other relevant indirect greenhouse gas emissions by weight	Core	Yes	Performance (p40)	»
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	Additional	Yes	Operations (p31)	»
EN19	Emissions of ozone-depleting substances by weight	Core	Not applicable		
EN20	NOx, SOx, and other significant air emissions by type and weight	Core	Not reported		

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	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
EN21	Total water discharged by quality and destination	Core	Not applicable		
EN22	Total weight of waste by type and disposal method	Core	Yes	Performance (p40)	»
EN23	Total number and volume of significant spills	Core	Not applicable		
EN24	Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	Additional	Not applicable		
EN25	Identity, size, protected status and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff	Additional	Not applicable		
ASPECT: PRODUCTS AND SERVICES					
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation	Core	Yes	Environmental & Social Risk Management (p15)	»
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	Core	Not applicable		
ASPECT: COMPLIANCE					
EN28	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations	Core	Not reported		
ASPECT: TRANSPORT					
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce	Additional	Yes	Operations (p32)	»
ASPECT: OVERALL					
EN30	Total environmental protection expenditures and investments by type	Additional	Yes	Investing in Climate Change Solutions (p18)	»
PERFORMANCE: LABOR PRACTICES AND DECENT WORK					
DISCLOSURE ON MANAGEMENT APPROACH					
	Provide a concise disclosure on the management approach items outlined below with reference to the following labor aspects: employment, labor/management relations, occupational health and safety, training and education, and diversity and equal opportunity.		Yes	Valuing Our People (p26)	»
LABOUR PRACTICES AND DECENT WORK PERFORMANCE INDICATORS					
ASPECT: EMPLOYMENT					
LA1	Total workforce by employment type, employment contract and region	Core	Not reported		

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	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
LA2	Total number and rate of employee turnover by age group, gender and region	Core	Not reported		
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Additional	Not reported		
ASPECT: LABOR / MANAGEMENT RELATIONS					
LA4	Percentage of employees covered by collective bargaining agreements	Core	Not reported		
LA5	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements	Core	Not reported		
ASPECT: OCCUPATIONAL HEALTH AND SAFETY					
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes	Additional	Not applicable		
LA7	Rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities by region	Core	Not reported		
LA8	Education, training, counseling, prevention, and risk-control programmes in place to assist workforce members, their families, or community members regarding serious diseases	Core	Not reported		
LA9	Health and safety topics covered in formal agreements with trade unions	Additional	Not applicable		
ASPECT: TRAINING AND EDUCATION					
LA10	Average hours of training per year per employee by employee category	Core	Yes	Performance (p39)	»
LA11	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing their careers	Additional	Yes	Valuing Our People (p27)	»
LA12	Percentage of employees receiving regular performance and career development reviews	Additional	Not reported		
ASPECT: DIVERSITY AND EQUAL OPPORTUNITY					
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership and other indicators of diversity	Core	Yes	Global Diversity Report 2009 and Governance (p8)	» »
LA14	Ratio of basic salary of men to women by employee category	Core	Not reported		
PERFORMANCE: HUMAN RIGHTS					
DISCLOSURE ON MANAGEMENT APPROACH					
	Provide a concise disclosure on the management approach items outlined below with reference to the following human rights investment and procurement practices: non-discrimination, freedom of association and collective bargaining, abolition of child labor, prevention of forced and compulsory labor, complaints and grievance practices, security practices and indigenous rights.		Yes	Human Rights (p11) and Engagement & Training (p27)	» »

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	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
HUMAN RIGHTS INDICATORS					
ASPECT: INVESTMENT AND PROCUREMENT ACTIVITIES					
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening	Core	Yes	Performance (p36)	»
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	Core	Not reported		
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees that are trained	Additional	Not reported		
ASPECT: NON-DISCRIMINATION					
HR4	Total number of incidents of discrimination and actions taken	Core	Not reported		
ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights	Core	Not applicable		
ASPECT: CHILD LABOR					
HR6	Operations identified as having a significant risk for incidents of child labor, and measures taken to contribute to the elimination of forced or compulsory labor	Core	Not applicable		
ASPECT: FORCED AND COMPULSORY LABOR					
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor	Core	Not applicable		
ASPECT: SECURITY PRACTICES					
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations	Additional	Not applicable		
ASPECT: INDIGENOUS RIGHTS					
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	Additional	Not applicable		
PERFORMANCE: SOCIETY					
DISCLOSURE ON MANAGEMENT APPROACH					
	Provide a concise disclosure on the management approach items outlined below with reference to the following society aspects: community, corruption, public policy, anti-competitive behaviour and compliance.		Yes	Various, including Ethics (p11) and Public policy making (p11)	» »

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	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
SOCIETY PERFORMANCE INDICATORS					
ASPECT: COMMUNITY					
S01	Nature, scope and effectiveness of any programmes and practices that assess and manage the impacts of operations on communities, including entering, operating and exiting	Core	Yes	Protecting and supporting consumers (p12)	»
ASPECT: CORRUPTION					
S02	Percentage and total number of business units analyzed for risks related to corruption	Core	Not reported		
S03	Percentage of employees trained in organization's anti-corruption policies and procedures	Core	Yes	Ethics (p11)	»
S04	Actions taken in response to incidents of corruption	Core	Not reported		
ASPECT: PUBLIC POLICY					
S05	Public policy positions and participation in public policy development and lobbying	Core	Yes	Public policy making (p11)	»
S06	Total value of financial and in-kind contributions to political parties, politicians and related institutions by country	Additional	Not reported		
ASPECT: ANTI-COMPETITIVE BEHAVIOR					
S07	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices and their outcomes	Additional	Not reported		
ASPECT: COMPLIANCE					
S08	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Core	Not reported		
PERFORMANCE: PRODUCT RESPONSIBILITY					
DISCLOSURE ON MANAGEMENT APPROACH					
	Provide a concise disclosure on the management approach items outlined below with reference to the following society aspects: customer health and safety, product and service labeling, marketing communications, customer privacy and compliance.		Yes	Protecting & supporting consumers (p12)	»
PRODUCT RESPONSIBILITY PERFORMANCE INDICATORS					
ASPECT: CUSTOMER HEALTH AND SAFETY					
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures	Core	Not applicable		

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	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes	Additional	Not applicable		
ASPECT: PRODUCT AND SERVICE LABELING					
PR3	Type of product and service information required by procedures, and percentage of significant products and service subject to such information requirements	Core	Not reported		
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labelling, by type of outcomes	Additional	Not reported		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction	Additional	Yes	Measuring customer satisfaction (p13)	»
ASPECT: MARKETING COMMUNICATIONS					
PR6	Programes for adherence to laws, standards and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship	Core	Not reported		
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes	Additional	Not reported		
ASPECT: CUSTOMER PRIVACY					
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	Additional	Not reported		
ASPECT: COMPLIANCE					
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Core	Not reported		
FINANCIAL SERVICES SECTOR					
FINANCIAL SERVICES SECTOR: SPECIFIC DISCLOSURE ON MANAGEMENT APPROACH					
FS1	Policies with specific environmental and social components applied to business lines	Core	Yes	Protecting and supporting consumers (p12), Microfinance (p20), and Environment & Social Risk Management (p15)	» » »
FS2	Procedures for assessing and screening environmental and social risks in business lines and safety impacts of products and services during their life cycle, by type of outcome	Core	Yes	Environmental & Social Risk Management (p15)	»
FS3	Processes for monitoring clients' implementation of and compliance with environmental and social requirements included in agreements or transactions	Core	Yes	Environmental & Social Risk Management (p15)	»
FS4	Processes for improving staff competency to implement the environmental and social policies and procedures as applied to business lines	Core	Yes	Environmental & Social Risk Management (p16)	»

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	GRI GUIDELINE	TYPE	INCLUSION	LOCATION / NOTES	
FS5	Interactions with clients/investors/business partners regarding environmental and social risks and opportunities	Core	Yes	Environmental & Social Risk Management (p15)	»
				and Investing in Climate Change Solutions (p18)	»
FINANCIAL SERVICES SECTOR: PRODUCT AND SERVICE IMPACT INDICATORS					
ASPECT: PRODUCT PORTFOLIO					
FS6	Percentage of the portfolio for business lines by specific region, size and sector	Core	Not reported		
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Core	Not reported		
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Core	Yes	Investing in Climate Change Solutions (p18)	»
				and Performance (p35)	»
ASPECT: AUDIT					
FS9	Coverage and frequency of audits to assess implementation of environmental and social policies and risk assessment procedures	Core	Not reported		
ASPECT: ACTIVE OWNERSHIP					
FS10	Percentage and number of companies held in the institution's portfolio with which the reporting organization has interacted on environmental or social issues	Core	Not applicable		
FS11	Percentage of assets subject to positive and negative social and environmental screening	Core	Not applicable		
FS12	Voting polic/ies applied to environmental or social issues for shares over which the reporting organization holds the right to votes on shares or advises on voting	Core	Not applicable		
ASPECT: COMMUNITY					
FS13	Access points in low-populated or economically disadvantaged areas	Core	Yes	Protecting and supporting consumers (p12)	»
FS14	Initiatives to improve access to financial services for disadvantaged people	Core	Yes	Protecting and supporting consumers (p12)	»
				and Microfinance (p20)	»
ASPECT: PRODUCT AND SERVICE LABELING					
FS15	Policies for the fair design and sale of financial products and services	Core	Yes	Protecting & supporting consumers (p12)	»
FS16	Initiatives to enhance financial literacy by type and beneficiary	Core	Yes	Supporting Economic Empowerment (p21 and p23)	»

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Report Application Level		C	C+	B	B+	A	A+
STANDARD DISCLOSURE	G3 Profile Disclosures	Report on: 1.1 2.1-2.10 3.1-3.8, 3.10-3.12 4.1-4.4, 4.14-4.15	REPORT EXTERNALLY ASSURED	Report on all criteria listed for level C plus: 1.2 3.9,3.13 4.5-4.13,4.16-4.17	REPORT EXTERNALLY ASSURED	Same as Requirement for Level B	REPORT EXTERNALLY ASSURED
	G3 Management Approach Disclosures	Not Required		Management Approach Disclosures for each Indicator Category		Management Approach Disclosures for each Indicator Category	
	G3 Performance Indicators & Sector Supplement Performance Indicators	Report on a minimum of 10 Performance Indicators, including at least one from each of: Economic, Social and Environmental.		Report on a minimum of 20 Performance Indicators, including at least one from each of the following: Economic, Environmental, Human Rights, Labor, Society, Product Responsibility.		Report on each core G3 and Sector Supplement* Indicator with due regard to the Materiality Principle by either: a. reporting on the Indicator or b. explaining the reason for its omission.	

Contact

We appreciate your interest in Citi and hope that this report has provided you with relevant and useful information about our strategy, programs and initiatives. As we work to improve both our Citizenship performance and communications, we invite you to contact us with any comments or questions.

CONTACT INFORMATION

For more information on the Citizenship initiatives described in this report, please visit Citi's [website](#) or contact:

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ABOUT THIS REPORT

This report covers the reporting period January 2009 to December 2009. We report on an annual basis and our last report was published in April 2009.

FORWARD LOOKING STATEMENTS

Certain statements in this document are “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act. These statements are based on management’s current expectations and are subject to uncertainty and changes in circumstances. Actual results may differ materially from those included in these statements due to a variety of factors. More information about these factors is contained in Citigroup’s filings with the Securities and Exchange Commission.