



Enabling Progress

Public Accountability Statement 2015



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John Hastings
Citi Country Officer, Canada
CEO, Citibank Canada

Message from John Hastings

Among Citi's central responsibilities as the world's premier financial services organization is our dedication to enabling progress on behalf of our clients, employees and the hundreds of communities where we operate around the world. Through our core business practices and our work in the community we invest, partner and take action to foster economic growth by driving innovation and financial inclusion in 160 countries and jurisdictions.

In Canada, our history of enabling progress dates back almost 100 years. As one of the country's largest and longest-serving foreign financial services institutions, our legacy is one of innovation and exemplary citizenship.

In a business environment that is becoming increasingly global, digital and urban, Citi's network is ideal for businesses looking to expand and do business beyond Canada's borders. But while our globality is a key business attribute, our citizenship focus is to leverage that global footprint for the good of our local partners, to ensure that we make a tangible contribution where we work and live.

Within these pages, we are pleased to share the details of our citizenship efforts, from our philanthropy and volunteerism, to the details of our operations and what makes us unique.

Thank you for taking the time to review our contribution.



About Citi

Financial Ingenuity and Responsible Finance

Citi works tirelessly to provide consumers, corporations, governments and institutions with a broad range of financial services and products. We strive to create the best outcomes for our clients and customers with financial ingenuity that leads to solutions that are simple, creative and responsible.

Citi's Value Proposition

A Mission of Enabling Growth and Progress What You Can Expect From Us and What We Expect From Ourselves

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

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

These capabilities create an obligation to act responsibly, do everything possible to create the best outcomes, and prudently manage risk. We strive to earn and maintain the public's trust by constantly adhering to the highest ethical standards. We ask our colleagues to ensure that their decisions pass three tests: they are in our clients' interests, create economic value, and are always systemically responsible. When we do these things well, we make a positive financial and social impact in the communities we serve and show what a global bank can do.

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Citibank Canada
Head Office
Toronto, Ontario



Toronto Citi Service Centre
Mississauga, Ontario



Citi in Canada

Citi's roots in Canada date back to 1919. Currently, the company employs 2,721 employees in 220 locations across the country with major offices in Vancouver, Calgary, Montreal, Toronto and Mississauga. Citi is one of the most global financial services organizations in Canada, with access to Citi's far-reaching network in 160 countries and jurisdictions.

Citi's key strategic focus in Canada is to continue to enable progress and help our clients succeed through these major lines of business: Citi Corporate and Investment Banking, Citi Treasury and Trade Solutions, Citi Markets and Securities Services, Citi Private Bank, CitiFinancial and Citi Cards Canada.

Citi Corporate and Investment Banking

Citi's Corporate and Investment Banking franchises provide comprehensive relationship coverage service to ensure the best possible service and responsiveness to our clients. With our strong presence in many nations, we use our country, sector and product expertise to deliver Citi's global capabilities to clients wherever they choose to compete.

Citi's Corporate and Investment Banking client teams are organized by industry and by country. Each team is composed of two parts: Strategic Coverage Officers focus on mergers and acquisitions and equity and related financing solutions. Corporate Bankers, in partnership with our Capital Markets specialists and with support from our Global Subsidiaries Group, deliver corporate banking and finance services to global, regional and local clients.

Citi Treasury and Trade Solutions

Citi's Treasury and Trade Solutions (TTS) business provides integrated cash management and trade finance services to multinational corporations, financial institutions and public sector organizations across the globe. With the industry's most comprehensive suite of digital and mobile-enabled platforms, tools and analytics, TTS leads the way in delivering innovative and tailored solutions to its clients. Offerings include cash management, payments, receivables, liquidity management and investment services, working capital solutions, commercial and prepaid card programs, and trade finance.



**Ed Heffer, Site President
Toronto Citi Service Centre (CSC)**



TORONTO CITI SERVICE CENTRE

Located in Mississauga, Ontario, the Toronto Citi Service Centre (CSC) is responsible for the delivery of world-class technology solutions to Citi's global businesses. Identified as a global hub for Citi Markets and Securities Services technology, technologists and developers lead projects for Citi's operations around the world. The Toronto CSC has steadily grown to 500 developers in just four years, owing to the availability of top-notch talent and the outstanding developments produced by the growing team.

Citi Markets and Securities Services

Citi Markets and Securities Services provides world-class financial products and services as diverse as the needs of the thousands of corporations, institutions, governments and investors we serve. With trading floors in more than 80 countries, we work to enrich the relationships, products and technology that define our market-making presence. The breadth, depth and strength of our sales and trading, distribution and research capabilities span a broad range of asset classes, currencies, sectors and products - including equities, commodities, credit, futures, foreign exchange (FX), emerging markets, G10 rates, municipals, prime finance and securitized markets.

Citi Private Bank

Citi operates one of the world's foremost private banks, whose teamwork, commitment to service, and ability to see and seize opportunities for our clients set us apart. Our comprehensive services are tailored to individuals and families, including entrepreneurs and business owners, single- and multi-family offices, senior corporate

executives, and next-generation/inherited wealth. From banking and cash management to lending, investment strategies, and trust and wealth advisory services, we are here to support our clients with a comprehensive range of services. Our goal is to deliver expertise and a premier level of service while helping grow, manage and preserve wealth. As we partner with our clients, we can provide global thinking informed by deep local insight and can help deliver the complete financial management strategies that today's wealth requires.

Citi Cards Canada

Citi Cards Canada is one of the country's premier providers of private label credit and charge cards for retail organizations. Citi Cards Canada is part of Citi Retail Services, one of North America's largest providers of consumer and commercial credit card products, services and retail solutions.

CitiFinancial

CitiFinancial is Canada's leading alternative lender of personal loans. With the stability of over 200 branches coast to coast and lending roots dating back to 1923, CitiFinancial has the expertise and experience to provide

responsible credit solutions that meet today's unique borrowing needs. CitiFinancial also offers flexible consumer retail financing across Canada through customized private label credit card and industry programs. CitiFinancial takes pride in making a difference in the communities where we live and work.

Citi's affiliates in Canada operate under the following legal entities:

Citicorp

Citi Cards Canada Inc.
Citi Trust Company Canada
Citi Transaction Services Canada Ltd.
Citibank Canada
Citibank Canada Investment Funds Limited
Citibank, NA Canadian Branch
Citigroup Finance Canada Inc.
Citigroup Global Markets Canada Inc.
Citigroup Energy Canada ULC
Citi Canada Technology Services ULC

Citi Holdings

CitiFinancial Canada Inc.
CitiFinancial Canada East Corporation
CitiFinancial Canada Issuance Trust
Citigroup Fund Services Canada Inc.
AIC Associates Canada Holdings Inc.



Progress in Our Communities

Community Development

Using a “More than Philanthropy” approach, we put the strength of Citi’s business resources and people to work to help improve communities. We recognize that the challenges communities face are complex, and to enable progress no single organization can do it alone. Citi collaborates with public agencies and community organizations to develop innovative and scalable solutions that help families to achieve financial empowerment.

Citi Volunteers

Citi employees actively leverage their professional skills and experience by volunteering their time directly to nonprofits and non-governmental organizations supported by the Citi Foundation. Supporting employees as they volunteer 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 exercise the enthusiasm and professional expertise of our employees.

The Citi Volunteer Management System (VMS)

Citi’s VMS is a multidimensional online platform available to all employees where they can register for volunteer opportunities in their area and track their volunteer hours. This application is intranet -and internet- based so that employees can login to view or signup for events and submit hours – personal or work-related – either at work or remotely.

Volunteer Day

Active and qualified employees are encouraged to take a paid day off from their job each calendar year to volunteer for the eligible organization of their choice. Employees may use this day for any charitable activity at a registered charity or a school. In 2015, employees across Canada used their Volunteer Day to support dozens of organizations, compiling 1,332 work days in volunteer time.

Volunteer Hours
Year



Employee Time and Talent

Belkin House Food Service	Joe Carter Classic
Big Bike For Heart and Stroke	London Food Bank
Boys and Girls Club	Meals on Wheels
Children's Aid Society, Family and Kin Fun Day	NPower
City of Mississauga	Red Cross Blood Drive
Cure Foundation	ReForest London
Daily Bread Food Bank	RISE Asset Development
Dixon Hall, Adult Enrichment and Wellness Program	Salvation Army
Dollars with Sense, Spring JA Day 2015	Salvation Army Hamper Program
Dollars with Sense, Summer JA Day 2015	The Mustard Seed
Good Shepherd Centre	TVDSB Special Olympics
JDRF Canada	United Way
	Windfall Basics

Community Development Advisory Council

In 2015, Citi Canada established a Community Development Advisory Council to provide oversight and accountability to the activities of the Community Development function. The council is responsible for ensuring that decisions of the function adhere to the Citi Charitable Contributions Policy and are aligned with the Citi Foundation pillars of providing support to organizations that focus on youth economic opportunities, financial inclusion and urban transformation. The council comprises a chairperson and 13 members who represent a diverse cross-section of Citi's businesses and functions across the country. Quarterly meetings are held to review the activities of the function, discuss upcoming opportunities and challenges, and provide approval on overall strategy and any potential changes over the course of the year.

Our Commitment to United Way

Across Canada and across the continent, Citi has an active commitment to United Way that reflects its commitment to the "More than Philanthropy" approach. In addition to corporate involvement, teams of employee volunteers are charged with designing events and activities that raise important funds for United Way and its member charities. These events raise awareness of United Way's work, and encourage staff to make a payroll donation, which can be done online.

The Citi Angels Among Us

To further encourage participation as donors, Citi offers an Angel Day, where a payroll donation equivalent to at least one hour's pay per month is rewarded with an extra day off and a tax receipt.

A total of 1,017 Citi Canada employees took advantage of this unique community-minded innovation in 2015. In Canada, Citi's contributions to United Way neared \$330,000 in 2015.



2015 HIGHLIGHTS

Employees spent **1,332** work days, or **9,993** hours volunteering in their communities

We supported **62** charitable organizations with time, talent and funding in 2015



2015 HIGHLIGHTS

We raised nearly **\$330,000** for United Way

1,017 employees donated an hour's pay per month to United Way, receiving an Angel Day in the process

Citi Foundation

The Citi Foundation works to promote economic progress and improve the lives of people in low-income communities around the world. We invest in efforts that increase financial inclusion, catalyze job opportunities for youth, and reimagine approaches to building economically vibrant cities. The Citi Foundation's "More than Philanthropy" approach leverages the enormous expertise of Citi and its people to fulfill our mission and drive thought leadership and innovation.

Youth Economic Opportunities

The Citi Foundation is focused on programs that help young people to link education goals with leadership skills training, professional networks, and onramps to employment to increase the number of low-income youth, ages 16-25, who are able to get a job or start an income-generating business.

Financial Inclusion

The Citi Foundation supports efforts to develop a more inclusive financial system that provides greater access to financial products, services and capital to low-income communities and individuals. Access to capital and financial products empowers adults and young people to build financial assets, enables entrepreneurs to grow or launch businesses that create jobs, and helps community-based organizations to strengthen and transform communities.



John Hastings, Citibank Canada CEO, presents a cheque to the Children's Aid Foundation



2015 HIGHLIGHTS

We provided five organizations with a total of **\$250,000** in Citi Foundation grants

With these grants, over **1,190** youth were impacted, **145** new jobs and **75** new small businesses were created

Nearly **1,000** youth were prepared for post-secondary education

Citi Foundation Grants in Canada in 2015

Province	Community Partner	Area	Grant Amount (USD)
Ontario	Children's Aid Foundation, Pape Adolescent Resource Centre (PARC)	Youth Economic Opportunities	\$50,000
Ontario	Rise Asset Development	Financial Inclusion	\$80,000
Ontario	ACCESS Community Capital Fund	Financial Inclusion	\$50,000
Quebec	Fondation du maire	Financial Inclusion	\$35,000
Quebec	Pathways to Education	Youth Economic Opportunities	\$35,000
TOTAL (USD)			\$250,000

2015 Community Giving

In 2015, employees in Canada walked, rode, rowed, collected, sorted, planted, built, trained and performed a myriad of other tasks in support of community initiatives. Local and national charitable organizations were supported by a host of employee-led fundraisers, event participation, and through Citi corporate charitable contributions.

Charitable Contributions & Sponsorships (C\$)	Corporate Contributions \$	Employee Giving \$
Air Canada Foundation	10,000.00	
Alberta Treasury Management Charity Classic	4,500.00	
Arion Orchestra Baroque	5,000.00	
Art Gallery of Ontario	2,500.00	
BC Women's Hospital and Health Centre Foundation	5,000.00	
Boys and Girls Club of London	3,500.00	
Brian Bronfman Family Foundation	1,000.00	
Camp Trillium	9,000.00	
Children's Aid Foundation	30,000.00	
Daily Bread Food Bank	2,500.00	247.00
Darearts Foundation Incorporated	3,000.00	
Fondation Pere Sablon	7,500.00	
Fondation Tel Jeunes	3,000.00	
Foundation of Stars	2,400.00	
Foundation of The Women's Centre Of Montreal	5,000.00	
Front Street Capital Charitable Foundation	25,000.00	
Heart and Stroke Foundation	3,000.00	8,632.00

Charitable Contributions & Sponsorships (C\$)	Corporate Contributions \$	Employee Giving \$
Juvenile Diabetes Research Foundation (CA)	19,600.00	11,446.00
Law Society Foundation	1,500.00	
London Food Bank	4,000.00	
Meals on Wheels London	2,000.00	
Mind Your Mind	1,000.00	
Mining4Life	20,000.00	
Montreal Children's Hospital Foundation	5,000.00	
Montreal Heart Institute Foundation	625.00	
Movember Canada	1,000.00	2,592.00
MS Society of Canada	10,000.00	
Peel Children's Aid Foundation	10,000.00	
President's Choice Children's Charity	10,000.00	
Princess Margaret Hospital Foundation	1,720.00	
ReForest London	1,000.00	
Right to Play	4,000.00	
St Joseph's Health Centre Foundation	4,000.00	
St Mary's Hospital Foundation	5,500.00	
Toronto Symphony Orchestra	3,500.00	
United Way of Greater Toronto	10,000.00	227,917.00
United Way of London & Middlesex	10,000.00	46,449.00
United Way of Peel Region	20,700.00	52,862.74
Windrush Stable Therapeutic Riding Centre	2,000.00	
World Literacy Canada	2,500.00	
Youth Opportunities Unlimited	3,500.00	
	\$275,045.00	\$350,145.74

GRAND TOTAL

\$625,190.74



How will **you** serve your city?

June 13, 2015

42,607 MEALS

served and more than 20 tons of food collected supporting healthy living solutions



2,735 FAMILIES

in 38 cities have improved housing as a result of 9,900+ hours served



76,000+ HOURS

and 280 events focused on environmental sustainability, including the revitalization of beaches and parks



149,000 YOUTH

received mentoring, help with literacy skills, job training and college prep at 560 events in more than 300 cities



130+ EVENTS

focused on the delivery of more than 10,000 hours of skill-based service that ranged from capacity building for nonprofits to financial education



Global Community Day

Each year, tens of thousands of Citi volunteers, their friends and families join together for Global Community Day - an opportunity to use their time, skills and expertise to make a difference in their cities. In 2015, more than 80,000 volunteers worked alongside community partners at service projects in 487 cities across 93 countries in the days leading up to and including Global Community Day. The annual activities focus on a range of local needs - from urban revitalization to environmental conservation to literacy and education. Global Community Day is one of the many ways Citi shows its commitment to the communities where we have a presence year round. To date, more than two million service hours have been donated since the inception of Global Community Day in 2006.

On and around June 13, 2015, 1,140 Citi Canada employees, family members and alumni demonstrated a shared commitment to the communities where they work and live as part of Global Community Day. From Newfoundland and Labrador to British Columbia, volunteers taught, planted, mulched, sorted clothes, painted, packed and cleaned for local community organizations. The country-wide impact on communities was significant, with 32 events across six time zones.

Examples of our leadership

- CitiFinancial employees from our **Montreal** site, along with friends and family volunteered at the Moisson Montréal food bank. In three hours, volunteers labelled 8,640 food cans, assembled 1,920 bags of frozen vegetables, sorted eight pallets of baked goods, dried three pallets of bins, and assembled 300 gift bags for the food bank's charity golf tournament.
- The Citi Cards Canada team in **London** partnered with ReForest London, planting approximately 100 trees in Celebration Forest adjacent to St. Joseph's Health Care's Parkwood Hospital. Established in May 2011, Celebration Forest is an ongoing naturalization project sponsored by donors who wish to plant trees in memory or in celebration of loved ones.
- In **Vancouver**, the Citi Private Bank team spent the day assisting with food preparation, food service, and clean up at the Salvation Army Belkin House, which offers support through housing, meals and counselling/life skills to those less fortunate.
- The **Toronto Citi Service Centre** saw more than 400 colleagues, family and friends descend on Meadow Wood Park in **Mississauga** to plant trees, build a trail, and clean up the area for the community to enjoy.
- In **Calgary**, volunteers sorted clothing donations for the needy with the Mustard Seed Resource Sorting Centre which feeds, clothes and gives a bed to 350 men and women per night.
- In **Toronto**, employees helped to de-tag and package over 4,000 pieces of new clothing for the needy with Windfall Basics. At the Daily Bread Food Bank, employees helped to sort over 11,000 pounds of food donations helping to feed 735 members of the community.



Accelerating Pathways

As the world becomes more urbanized, globalized and digitized, city leaders must find new ways to sustain economic growth and a better quality of life for their citizens. Investing in youth is a key part of this strategy. In fact, cities are set to grow by 28% by 2030, just as the number of youth increases by 150 million globally.

With a unique global reach and an interest in making a positive impact in assisting cities in planning to address these trends, in 2015 the Citi Foundation launched research that complements our existing Pathways to Progress efforts in the youth economic opportunities space. The Accelerating Pathways study, undertaken by the Economist Intelligence Unit, is the

first to provide a comparative snapshot of how cities around the world support young people's ambitions and provides new insights meant to spark dialogue among leaders, government and municipal agencies, policy makers and engaged influencers.

The study included both a survey of individuals from 35 key global cities and a global index. The index scored 35 cities on 31 city-based Indicators that contribute to young people's economic prospects - from city GDP growth and local government policy to levels of youth engagement, education, employment and health.

In this initial index, Toronto ranked first overall for the economic prospects for youth. While we at Citi Canada were pleased with this result, we used this development as an opportunity to facilitate a dialogue with key youth leaders and stakeholders about the needs of youth in the community. We look forward to continued dialogue into 2016 as we work to enhance our own contribution to the economic prospects of youth in the communities we serve.

1 Toronto	13 Seoul	25 Delhi
2 New York	14 Dubai	26 Istanbul
3 Chicago	15 Tel Aviv	27 Buenos Aires
4 Singapore	16 Warsaw	=28 Mexico City
5 Hong Kong	17 Beijing	=28 Mumbai
6 Washington DC	18 Kuala Lumpur	30 Lima
7 Los Angeles	19 Moscow	31 Bangkok
8 London	20 Shanghai	32 Bogota
9 Sydney	21 Johannesburg	33 Jakarta
10 Miami	22 São Paulo	34 Casablanca
11 Taipei	23 Manila	35 Lagos
12 Madrid	24 Panama City	

Youth Economic Progress

A ranking of select cities' efforts to support their young people

See the full global youth survey at www.citi.com/acceleratingpathways
#Pathways2Progress



Leo Abruzzese
Global Forecasting Director
Economist Intelligence Unit

Brandee McHale
President
Citi Foundation

John Tory
Mayor of Toronto

John Hastings
Citi Country Officer and CEO
Citibank Canada

“Toronto is proud to be ranked as the best city in the world for providing economic opportunities for young people. As Mayor, a key priority for me is continuing to attract young talent because I believe it is critical to ensuring Toronto can compete and grow our economy. We understand the key to building a fair and prosperous city includes connecting young people to jobs.”

John Tory, Mayor of Toronto

Progress Through Our People

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 work; where opportunities to develop are widely available; where innovation and an entrepreneurial spirit are valued; and where a healthy work/life balance is encouraged.

Some of the key initiatives that support our diversity strategy include various women's initiatives designed to enable progress of women, including the establishment of women's networks across the world and scholarship programs for diverse candidates, including students with disabilities and indigenous students. Cultural diversity is also an important part of our workplace, and we take every opportunity to celebrate the rich background of our employees through various celebratory events throughout the year.

We measure our progress on diversity through various ways, including the annual Voice of the Employee survey.

"I am often asked what makes Citi a great place to work - for me, it's quite simply about the smart, talented and creative people that work here. They work tirelessly to make a difference and contribute to the success of our clients, to our communities and to each other."

Christine Di Scola
Director, Human Resources, Citi Canada



2015 HIGHLIGHTS

86% of employees feel they are treated with respect and dignity at work

84% of employees feel free to discuss concerns with their manager

83% of employees feel their manager supports their work/life balance efforts

92% of employees feel accountable to identify and escalate risk issues

Development & Talent Programs

Citi Canada has several talent and development programs that support our current and future leaders. Delivered both locally and globally, these programs are designed to deliver organizational capability through our leadership standards.

Citi offers an **online careers site** which allows employees to search for available positions across divisions and regions around the globe. Over 30% of our roles are filled internally, and we continue to foster internal mobility through **“Job Blast”** emails that allow employees to view current vacancies. In addition, our robust employee **Referral Fee** has fostered talent partners in our own employees.

Citi’s online **Global Learning Management System (GLMS)** houses over 10,000 web-based courses related to professional and personal development and technology skills. We continue to evolve our learning culture at Citi through new learning solutions, including video based learning to provide employees with ongoing, just-in-time development.

Supporting our employees’ development is also fostered through other formal programs, including mentorship programs, high-potential development programs and new manager programs. We believe that strong leadership enables progress at Citi.

Employment in Canada

Province/Territory	F/T	P/T	Total
Alberta	122	8	130
British Columbia	86	9	95
Manitoba	50	1	51
New Brunswick	38	9	47
Newfoundland	59	1	60
Northwest Territories	3		3
Nova Scotia	45	7	52
Ontario	1,831	54	1,885
Prince Edward Island	10		10
Quebec	296	61	357
Saskatchewan	26	2	28
Yukon	3		3
			Total 2,721

What We Expect of our Leaders

Citi’s Leadership Standards encapsulate the measurable skills, abilities and knowledge that we should demonstrate to be successful Citi leaders. Our Mission and Value Proposition explains what we do. Our Leadership Standards explain how we do it.



DEVELOPS OUR PEOPLE

Builds talent and teams for Citi by creating a culture of meritocracy and transparency, and celebrating excellence, initiative and courage

- Inspires and empowers the team to work collaboratively to achieve superior results
- Creates an environment where people hold themselves to the highest ethical standards
- Models personal growth and consistently provides coaching and feedback in support of ongoing development and retention
- Attracts great talent, builds a diverse talent pipeline, and recognizes, rewards, promotes based on performance



CHAMPIONS PROGRESS

Champions a culture of high standards, pushes for progress, embraces change and challenges the status quo in support of Citi’s vision and global strategy

- Communicates a vision that is forward looking and responsive to changes in the environment
- Inspires enthusiasm and mobilizes resources for productive and innovative change
- Exhibits confidence and agility in challenging times
- Sets a positive tone when implementing Citi-wide change initiatives



DRIVES VALUE FOR CLIENTS

Enables economic value and positive social impact for clients, companies, governments, and communities

- Puts clients first by anticipating, understanding, and exceeding their expectations and needs
- Acts as a trusted partner to clients by delivering superior advice, products and services
- Brings the best of Citi and knowledge of global issues and market trends to create value and good will with clients
- Drives innovation, competitive differentiation and speed to market by actively learning from others



DELIVERS RESULTS

Ensures systemically responsible outcomes while driving performance and balancing short and long term risks

- Sets the standard for the highest integrity in every decision
- Leads by example; willing to make difficult choices in support of Citi and our stakeholders
- Makes Citi better for all by putting the clients’ and Citi’s interests ahead of individual or team interests
- Has the courage to always do what’s right and the humility to learn from mistakes



WORKS AS A PARTNER

Works collaboratively across the firm and encourages others to achieve the best results for Citi and our clients

- Exemplifies global leadership by embracing unique perspectives from across Citi to achieve the best solutions
- Challenges self and colleagues to higher levels of performance by actively listening and engaging in constructive dialogue
- Treats people with respect and assumes the intentions of others are based on common goals and shared purpose



LIVES OUR VALUES

Sets high standards and achieves performance objectives by creating a clear path toward ethical and sustainable results

- Translates Citi’s strategy into effective business plans while proactively overcoming obstacles
- Prioritizes and provides a clear line of sight to the most critical work
- Sets goals and measures progress to ensure the organization is focused on ethics, execution, and results
- Expects self and team to consistently meet/exceed expectations



Employees gather for a Live Well at Citi fitness event on Toronto's Centre Island

Live Well at Citi

Live Well at Citi is a program to help employees take action on their well-being. Citi Canada has put many programs in place to support our employees' well-being, including Citi Work Strategies which allow employees to realize both personal and business objectives while continuing to have meaningful work and career opportunities; Employee Assistance Program, to provide 24-hour counselling support and other professional consultation services; emergency day care to ensure that our employees have peace of mind when emergency back-up child care is required.

We are proud of the mental health training that we have delivered to our people managers and employees, to support our culture of inclusiveness. We know that mental health is an important social and workplace issue, and we have invested effort to ensure that we demonstrate our commitment to our employees and provide them with the tools they need to manage through challenges in their lives.

Our workplace accommodation policy is designed to provide support to returning employees from leave, as well as for new employees requiring accommodation.

Rewards and Recognition

Citi's compensation philosophy is designed to attract, retain and motivate high performing employees. Our compensation programs and practices align with our business results, goals and objectives and consider the long-term best interests of our shareholders and clients.

In addition to pay and benefits, we offer other programs in support of employees' total reward package including our Scholarship Program, in support of the continuing education of our employees' children; our Employee Discount Program, to provide employees with savings on various products and services; and our Anniversary Program, to recognize and celebrate our employees' tenure, dedication and commitment.



Progress Through Ethics

At Citi, we hold ourselves to the highest possible ethical standards. We go beyond compliance and create a culture where ethical behavior is a given and every employee's responsibility. We hold ourselves accountable for all our statements and actions.

Citi strives to do the right thing for our clients, employees and shareholders, even when it is difficult. We take swift action if we fall short. We make ethical conduct every Citi employee's responsibility. And we accept accountability for everything we say and do. All of us are expected to act ethically, maintain the highest possible standards of conduct, and speak up when something does not seem right.

In 2015, we implemented several new programs to reinforce our longstanding culture of ethics and accountability. Anchoring these programs is our new Value Proposition, which outlines our mission to be a trusted partner providing financial services that enable growth and economic progress.

Our central Ethics Office communicates these principles and processes consistently to Citi employees around the globe. We have an intranet site where employees can see our annual ethics program results, report concerns and find resources to help them make good decisions.

Citi expects employees to not only adhere to rules and regulations, but to live by our principles. We know it is not always easy to raise ethical concerns, so we provide education, tools and resources to make the process as comfortable as possible. These programs, a few of which are summarized in the following pages, are part of our ongoing efforts to make ethical conduct a way of life at Citi.

“Adhering to the highest possible standards is the foundation of our license to do business and to gain the trust of our stakeholders”

Mike Corbat, CEO



2015 HIGHLIGHTS

99% of Citi employees have completed Code of Conduct training.

There are **five ways** for Citi employees, suppliers, customers and other stakeholders to contact the Ethics Office: phone, e-mail, website submission, mail and fax.

Ethics and Culture Committee

In 2014, we established the Ethics and Culture Committee, a standing committee of the Citi Board of Directors. Their roles are to oversee management's efforts to foster a culture of ethics at Citi, evaluate progress and provide feedback.

The committee comprises at least three non-management board members, rotated periodically.

Ethics Hotline

We encourage Citi employees, suppliers, customers and other stakeholders to promptly report misconduct or ethics concerns to a Citi manager or designated contact. Those who are uncomfortable raising concerns in person can contact our Ethics Office via a toll-free phone number available 24/7 in 100 languages, or by e-mail, mail, fax and website submission in 11 languages. All contacts are confidential. Complaints, including submissions from Citi computers, may be made anonymously to the extent permitted by law.



2015 HIGHLIGHTS

Our Code of Conduct is available in **26** languages

We trained over **213,000** employees and workers globally on anti-money laundering, sanctions and anti-bribery and corruption

Compliance

Our global Compliance organization proactively identifies, evaluates, mitigates and reports on compliance, regulatory and reputational risks across Citi. It has evolved from a primarily advisory function to a forward-looking function focused on risk management and expanded its programs to include Corporate and Conduct Risk.

Anti-Money Laundering

Our comprehensive Global Anti-Money Laundering (AML) Program helps protect our clients and our business from the risks of money laundering, terrorist financing and other crimes. It is based on our Anti-Money Laundering Policy, which provides globally consistent controls to identify and mitigate AML risks and comply with AML laws and regulations. The program centers on:

- **Prevention:**

We adhere to a robust Know Your Customer (KYC) program of globally consistent standards/policies, customer risk scoring, onboarding and maintenance of customer data in an enterprise-wide repository.

- **Detection:**

We monitor transactions globally to identify unusual or suspicious transactions or patterns of activity. Global AML Investigations review new and existing clients across businesses and regions.

- **Reporting:**

We proactively create, track and file Suspicious Transaction Reports (STRs) and Currency Transaction Reports (CTRs), as required in many countries.

- **Governance:**

Our enterprise-wide controls govern the overall program including global AML policies, processes, training and testing.

Citi has more than 2,500 AML professionals world-wide, including 400+ designated AML compliance officers (AMLCOs) covering every Citi business, function and/or geographical coverage area. They serve as resources to help execute the program and meet our AML requirements.



**Corporate Banking Employees
Calgary, Alberta**

Anti-Bribery and Corruption

We comply with all applicable anti-bribery and corruption (AB&C) laws and regulations, including the U.S. Foreign Corrupt Practices Act, the U.K. Bribery Act and applicable local anti-bribery and corruption laws of the countries in which Citi operates. The Citigroup Global Anti-Bribery & Corruption Compliance Program expressly prohibits bribery in any form.

We conduct an annual, enterprise-wide AB&C risk assessment of all global business lines. The assessment methodology, which is regularly reviewed and enhanced, addresses traditional bribery and corruption risk areas such as gifts and entertainment, hiring practices and third-party relationships. All Citi employees receive AB&C training annually, supplemented by targeted training and communications as needed. We communicate regularly with employees on AB&C issues. We also have multiple ways, including an Ethics Hotline, for anonymous escalation and independent investigation. Constant changes in business processes, technology and global commerce create new ethical dilemmas every day. As employees become more knowledgeable, they recognize and raise more sophisticated ethics issues. We must be ready to answer

questions that are not black and white and ensure our policies encourage and reward the right behaviors.

Ethics will always be a strong focus at Citi; it is our license to do business and the key to earning and maintaining public and consumer trust. It also requires constant diligence. We have 250,000 employees globally and countless stakeholders and situations influencing our decisions every day. We must reinforce our principles with communications and programs that are sustainable for the long-term. As ethics awareness grows, so does the volume of concerns raised. We consider this a positive and we have increased our investigative staff to respond quickly to protect our clients, colleagues and shareholders.

Citi strives for innovation in our ethics programs just as we do throughout our company. We are involved in industry groups, we talk to other multinational companies and we participate in think tanks grappling with ethics issues. Our focus and commitment to ethics are not only for our own benefit, but to help raise ethical standards in the entire financial services industry.

Complaints (Banks, Authorized Foreign Banks and External Complaints Bodies) Regulations SOR/2013-48

As required by the Complaints (Banks, Authorized Foreign Banks and External Complaints Bodies) Regulations SOR/2013-48, Citibank Canada confirms that a total of 12 complaints were dealt with by the Citibank Canada Ombudsman in 2015. The average length of time taken by the Ombudsman's Office to deal with the complaints was 10 days. It is Citibank Canada's opinion that of the 12 complaints received, all were resolved to the satisfaction of the persons who made the complaints. All complaints received were for Citibank Canada. The Citibank Canada Ombudsman did not receive any complaints for Citibank, N.A., Canadian Branch in 2015.



Progress Through Sustainability

Environmental Sustainability

To drive sustainable progress worldwide we need to lead by example. That means doing everything we can to reduce the impacts of our facilities on the local and global environment by conserving energy, water and other resources, influencing employee and supplier behavior and investing in green building design.

As part of our Sustainable Progress strategy, Citi has established new environmental footprint goals for 2020, including 35 percent reduction in greenhouse gas (GHG) emissions, 30 percent reductions in energy and water use and 60 percent reduction in waste to landfill, all against a 2005 baseline. The initiative also includes a longer-term 2050 GHG emissions reduction goal of 80 percent; both the 2020 and 2050 GHG goals were created using a climate science-based methodology.

Set in 2010, these goals address key performance areas including reducing greenhouse gas (GHG) emissions, waste generation, water conservation, Leadership in Energy and Environmental Design (LEED) building, and improving energy efficiency. Annual targets drive progress across Citi's nearly 12,000 locations.



2015 HIGHLIGHTS

We received **two Silver LEED** certifications on buildings in **Toronto and Calgary**

We Reduced:

- Energy usage by **-4.03%**
- **CO2e** emissions by **-4.10%**
- WATER usage by **-12.36%**
- WASTE production by **-6.58%**



Citi Realty Services (CRS) has incorporated sustainable building practices globally in all new construction and renovations since 2007. By the end of 2015, we are on track to achieve 15% LEED certification of our global real estate portfolio and intend to reach 33% by 2020. All new projects are candidates for LEED certification in the project planning by the architect and project manager.

In Canada, CRS has achieved LEED status for two significant sites, the new Calgary Global Banking/Commodities Trading office and the fully renovated Citi Canada Head office in Toronto. **The Calgary Office received LEED Silver certification in 2013 based on five standard categories; sustainable sites, water efficiency energy and atmosphere, materials and resources, indoor environmental quality and innovation and design process. Citi achieved Silver Certification in March 2014 for the Citi Canada Head Office renovation project, which encompassed a complete retrofit of five floors at Citigroup Place in Toronto.**

This project, completed in late 2013, was evaluated according to LEED Canada - Commercial Interiors, in five environmental categories: sustainable sites, water efficiency, energy and atmosphere, materials and resources, indoor environmental quality as well as innovation and design process. In addition to CRS Project Management and Building Operations, the project team consisted of professionals in the fields of Interior Design, Mechanical and Electrical engineering, Construction and Sustainability, all chosen for their experience and commitment to the green building movement. The project was designed to provide a very modern, high quality office space incorporating sustainable design features such as low flow water fixtures, high efficiency air-conditioning systems, lighting sensors, construction materials with high levels of recycled content, furniture/finishes with low-level VOCs etc., all prerequisites to creating a sustainably built environment.

Citi Canada is committed to promoting global sustainability initiatives and practices through education and awareness in order to reduce its environmental impact. Citi Canada also participates in Earth Hour and Earth Week annually and has site Green Teams composed of employee volunteers who coordinate green initiatives year-round at their respective sites.

Environmental Impact Report

ABSOLUTE INDICATORS	2011 Full Year	2012 Full Year	2013 Full Year	2014 Full Year	2014	2015	YTD 2015 Reduction from 2014
Electricity (GwH)	22.13	22.13	19.14	13.10	13.10		
District Heating (Steam & Chilled Water)	1.68	1.61	.61	.61	.61	12.64	
Energy Purchased (GwH) - Scope 2	23.80	23.74	19.74	13.71	13.71	.60	
Natural Gas (GwH)	7.66	7.26	7.34	5.49	5.49	13.24	
Fuel Oil (GwH)	.00	.00	.00	.00	.00	5.19	
Energy Consumed (GwH) - Scope 1	7.66	7.26	7.34	5.49	5.49	.00	
Total Energy (GwH)	31.47	31.00	27.09	19.20	19.20	5.19	
Total Energy (GwH) 2015					100%	18.43	ENERGY -4.03%
						18.43	
CO2e Emissions							
Direct CO2e (GHG Scope 1)	1,551.31	1,470.29	1,486.79	1,111.90	1,111.90		
Indirect CO2e (GHG Scope 2)	4,119.69	3,739.97	3,049.78	2,132.27	2,132.27	1,050.98	
Total CO2e (Metric Tons)	5,671.00	5,210.26	4,536.57	3,244.17	3,244.17	2,060.32	
Total CO2e (Metric Tons) 2015					100%	3,111.30	CO2e -4.10%
Total Water Consumption (m3)	54,603.29	56,759.46	56,065.09	50,023.59	50,023.59	3,111.30	
Total Water Consumption (m3) 2015					100%	43,842.86	WATER -12.36%
Waste						43,842.86	
Recycled Office Paper (Metric_Tons)	177.95	30.33	55.48	98.56	98.56	172.31	
Total Recycling (Metric_Tons) 2015					100%	172.31	
Refuse and Other (Metric_Tons)	235.61	200.50	158.74	158.65	158.65	169.08	
Total Waste (Metric_Tons) 2015					100%	169.08	WASTE -6.58%
Total Waste (Metric_Tons)	413.56	230.83	214.22	257.21		341.39	
Diversion Rate (%)	43%	13%	26%	38%		50%	



Debt Financing for Businesses in Canada

At Citi, we are committed to making debt financing available to our clients across Canada. As at December 31, 2015, authorized amounts available to businesses in Canada total approximately \$17,388,884,510.

As of December 31, 2015

*Client counts and authorizations for Yukon and Northwest Territories have been added to Nunavut for the same dollar band to preserve confidentiality.

**Client counts and authorizations for New Brunswick and Nova Scotia have been added to Quebec and Nunavut and Saskatchewan have been added to Alberta for the same dollar band to preserve confidentiality.

***Client counts and authorizations for Alberta and Manitoba have been added to British Columbia and Nova Scotia added to Quebec for the same dollar band to preserve confidentiality.

****Client counts and authorizations for British Columbia have been added to Alberta and Nova Scotia have been added to Quebec for the same dollar band to preserve confidentiality.

*****Client counts and authorizations for New Brunswick and Nova Scotia have been added to Quebec and British Columbia have been added to Alberta for the same dollar band to preserve confidentiality.

*****Client counts and authorizations for Manitoba and Saskatchewan added to British Columbia and New Brunswick and Nova Scotia have been added to Quebec for the same dollar band to preserve confidentiality.

Legal State/Province	Data	\$0 - \$24,999	\$25,000 - \$99,999	\$100,000 - \$249,999	\$250,000 - \$499,999	\$500,000 - \$999,999	\$1,000,000 - \$4,999,999	\$5,000,000 - >	Grand Total
Alberta	Number of Clients: Authorized Amount:	14,099 \$76,215,332	410 \$13,538,908	17 \$1,105,123	*** ***	5 \$3,443,530	16 \$40,076,610	66 \$4,690,400,494	14,613 \$4,824,779,997
British Columbia	Number of Clients: Authorized Amount:	20,759 \$98,686,258	412 \$13,472,718	21 \$2,441,169	4 \$1,344,954	**** ****	***** *****	13 \$1,089,940,105	21,209 \$1,205,885,204
Manitoba	Number of Clients: Authorized Amount:	6,473 \$34,849,000	180 \$6,166,512	8 \$857,137	*** ***	0 \$0	0 \$0	***** *****	6,661 \$41,872,649
New Brunswick	Number of Clients: Authorized Amount:	1,507 \$8,023,350	53 \$1,817,000	** **	0 \$0	0 \$0	***** *****	***** *****	1,560 \$9,840,350
Newfoundland And Labrador	Number of Clients: Authorized Amount:	443 \$2,451,650	22 \$795,000	0 \$0	0 \$0	0 \$0	0 \$0	0 \$0	465 \$3,246,650
Nova Scotia	Number of Clients: Authorized Amount:	2,202 \$10,906,598	54 \$1,739,027	** **	*** ***	**** ****	***** *****	***** *****	2,256 \$12,645,625
Northwest Territories	Number of Clients: Authorized Amount:	26 \$146,700	* *	0 \$0	0 \$0	0 \$0	0 \$0	0 \$0	26 \$146,700
Nunavut	Number of Clients: Authorized Amount:	24 \$135,600	7 \$226,000	** **	0 \$0	0 \$0	0 \$0	0 \$0	31 \$361,600
Ontario	Number of Clients: Authorized Amount:	69,704 \$355,401,635	1,399 \$49,951,715	101 \$13,677,073	37 \$12,758,615	39 \$27,821,991	40 \$97,887,124	108 \$8,764,833,765	71,428 \$9,322,331,918
Prince Edward Island	Number of Clients: Authorized Amount:	455 \$2,907,680	7 \$304,644	0 \$0	0 \$0	0 \$0	0 \$0	0 \$0	462 \$3,212,324
Quebec	Number of Clients: Authorized Amount:	24,444 \$124,793,953	291 \$10,102,975	23 \$3,009,916	8 \$3,062,284	6 \$4,174,743	23 \$62,672,082	38 \$1,724,302,314	24,833 \$1,932,118,267
Saskatchewan	Number of Clients: Authorized Amount:	3,875 \$27,317,816	156 \$5,041,410	** **	0 \$0	0 \$0	0 \$0	***** *****	4,031 \$32,359,226
Yukon	Number of Clients: Authorized Amount:	17 \$84,000	* *	0 \$0	0 \$0	0 \$0	0 \$0	0 \$0	17 \$84,000
		144,028 \$741,919,572	2,991 \$103,155,909	170 \$21,090,418	49 \$17,165,853	50 \$35,440,264	79 \$200,635,816	225 \$16,269,476,678	147,592 17,388,884,510



Citi Canada and community partners celebrate the 10th annual Global Community Day by opening the Toronto Stock Exchange

Summary of 2015 Taxes Payable

Jurisdiction	Income Taxes	Capital and Premium Taxes	Total
Federal	32,165,540	-	32,165,540
Alberta	3,210,789	-	3,210,789
British Columbia	886,706	-	886,706
Manitoba	576,747	-	576,747
New Brunswick	1,047,177	-	1,047,177
Newfoundland	2,013,246	-	2,013,246
Northwest Territories	26,998	-	26,998
Nova Scotia	1,586,832	-	1,586,832
Ontario	13,628,135	-	13,628,135
PEI	98,675	-	98,675
Quebec	2,204,834	1,247,694	3,452,528
Saskatchewan	362,475	-	362,475
Yukon	28,804	-	28,804
	57,836,959	1,247,694	59,084,653
By Company			
Citibank Canada	827,777	149,805	977,582
Citibank Canada Investment Funds Limited	789,332	-	789,332
Citi Transaction Services Canada Ltd.	197,803	-	197,803
Citi Canada Technology Services ULC	584,014	-	584,014
Citibank NA (Canadian Branch)	9,787,978	-	9,787,978
CitiFinancial Canada Inc.	25,238,856	1,097,889	26,336,745
CitiFinancial Canada East Corp.	9,600,945	-	9,600,945
Citigroup Finance Canada Inc.	636,005	-	636,005
Citigroup Fund Services Canada, Inc.	-	-	-
Citi Cards Canada Inc.	10,174,251	-	10,174,251
Citigroup Global Markets Canada Inc.	(0)	-	(0)
	57,836,959	1,247,694	59,084,653



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