

A nighttime photograph of a city waterfront, likely Vancouver, featuring a large bridge, a marina with many boats, and a city skyline with illuminated buildings under a dark sky. The image is overlaid with a blue gradient and semi-transparent shapes.

More than Philanthropy

PUBLIC ACCOUNTABILITY
STATEMENT 2019



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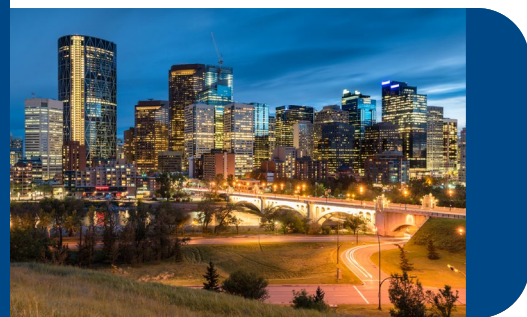
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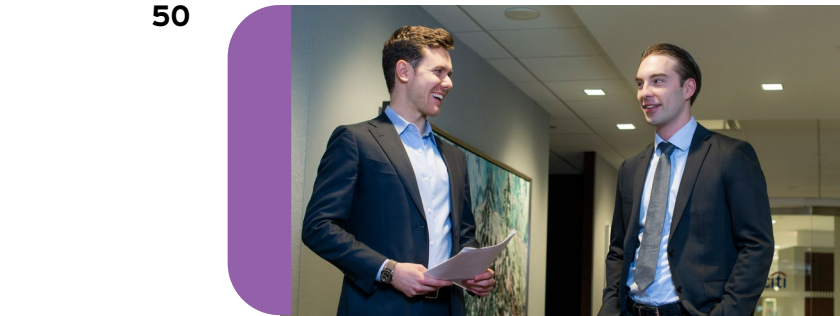
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Message from the CEO

2019 was a special year for Citi Canada.

Our 100th year of doing business in Canada provided an opportunity to engage our employees, clients and communities to learn about our history and what makes us different and to celebrate and thank all those who helped write our story. It was a memorable year, full of excitement about the future.

While 2019 marks the end of our first 100 years, it also marks the end of a decade that saw us fundamentally change our business globally and here in Canada. In the past 10 years in Canada, we made a number of changes to our business mix that capitalized on our strengths and have helped propel us forward.

Citi's citizenship efforts in Canada have grown as much as our business over the last decade. We now support our communities across Canada with nearly \$1.3 million in funding and more than 5,500 volunteer hours. Our 'more than philanthropy' approach continues to position Citi as an innovative thought leader in the community.

In this report, you will find the details of our efforts in 2019, from our philanthropy and volunteerism to the unique facets of our operations and what has guided us as a global leader, a community champion and a trusted partner in progress over 100 years.

Thank you for taking the time to review our contribution.



JOHN HASTINGS
Citi Country Officer, Canada
CEO, Citibank Canada



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.

EMPLOYMENT IN CANADA

AS OF DECEMBER 31, 2019



ALBERTA	17 FULL-TIME EMPLOYEES	
BRITISH COLUMBIA	12 FULL-TIME EMPLOYEES	
ONTARIO	1,401 FULL-TIME EMPLOYEES 12 PART-TIME EMPLOYEES	
QUEBEC	9 FULL-TIME EMPLOYEES	

FULL-TIME EMPLOYEES PART-TIME EMPLOYEES



CITIBANK CANADA'S AFFILIATES

Citibank Canada's affiliates in Canada operate under the following legal entities, as of December 31, 2019:

- Citibank, N.A., Canadian branch
- Citibank Canada Investment Funds Limited
- Citigroup Global Markets Canada Inc.
- Citi Cards Canada Inc.
- Citigroup Finance Canada ULC
- Citigroup Commodities Canada ULC
- Citi Canada Technology Services ULC

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Citi's Value Proposition: A Mission of Enabling Growth and Progress

What You Can Expect from Us & 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.

Citi in Canada

Citi's roots in Canada date back to 1919. Currently, the company employs approximately 2,000 people, with 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: Banking, Capital Markets and Advisory; Citi Markets and Securities Services; Citi Private Bank; Citi Treasury and Trade Solutions; and Citi Cards Canada. Canada is also home to the Citi Solutions Centre in Toronto, a large technology development site that serves Citi businesses and clients globally.

2,000 PEOPLE NATIONWIDE

160 COUNTRIES IN CONNECTION WITH CITI

Banking, Capital Markets and Advisory

Citi's Banking, Capital Markets and Advisory division provides comprehensive relationship coverage and a full suite of products and services in an effort to be the best possible financial partner to its institutional clients.

Citi leverages the breadth of its unmatched global network to meet clients' debt capital raising needs and to provide merger and acquisition and equity-related strategic financing solutions. From inaugural issuances and exchanges to cross-border transactions and first-of-their-kind landmark structures, our track record of successfully executing transactions in both buoyant and challenging market conditions is a testament to Citi's unwavering commitment to provide the highest quality service to clients. By serving these companies, we help them grow, creating jobs and economic value at home and in communities worldwide.

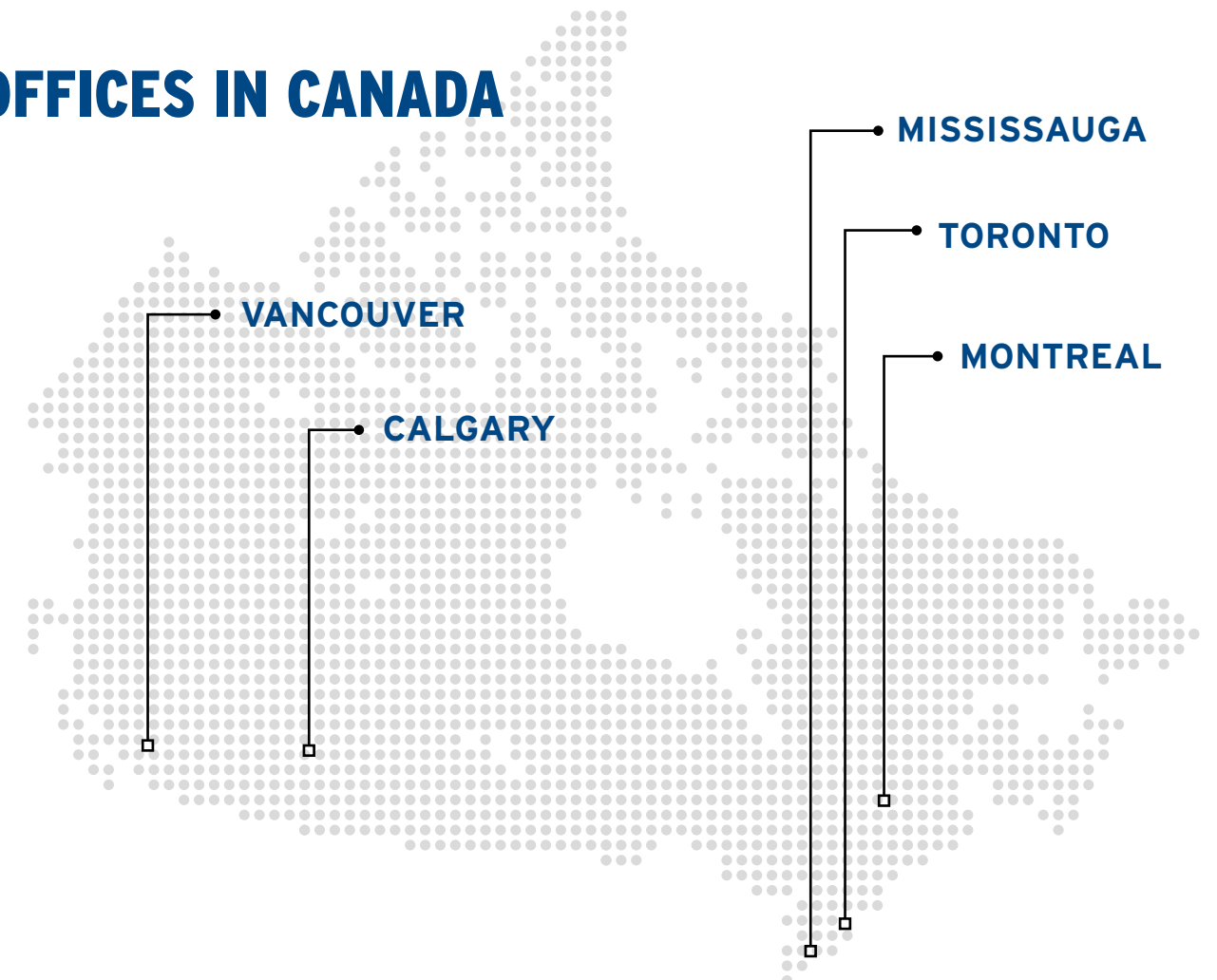


Citi Markets and Securities Services

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.

Direct Custody is a key component of Securities Services. It not only supports clearing and settlement activities of intermediaries such as banks, brokers and other institutional investors, but also uses this forum to provide input on securities legislation and work with regulators to participate in initiatives taken to improve the securities settlement environment. In this and all of our market advocacy efforts, our goals are to reduce market risk and improve market transparency and efficiency – to the ultimate benefit of all Citi clients.

CITI OFFICES IN CANADA



Our goal is to deliver expertise and a premier level of service while helping **grow, manage and preserve wealth.**

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 the complete financial management strategies that today's wealth requires.



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 our clients. Offerings include cash management, payments, receivables, liquidity management and investment services, working capital solutions, commercial card programs, and trade finance.

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.

Citi Solutions Centre Toronto

The Citi Solutions Centre (CSC) Toronto delivers worldwide technology solutions to Citi's global businesses.

Identified as a global hub for Citi Markets and Securities Services technology, Citi and its technologists and developers lead projects for Citi's businesses around the world.

As the largest of Citi Canada's sites across the country, the CSC Toronto has experienced steady growth within its technology function over the past four years, with almost 1,400 technologists and 150 employees on the consumer banking team. With plans to hire an additional 200+ team members in 2020, the growth at the site is set to continue.

As the site grows, so does its impact on the local community. In 2019, the site donated a delivery van to the local Seva Food Bank, enabling the charity to pick up large donations from local suppliers and keep their warehouse stocked. The van can be seen on the streets of Mississauga and throughout the Peel region, making a difference in the lives of the local community. The team also worked with the local Habitat for Humanity build, erecting front porches and dry walling interiors, spending two full days at the site.

The CSC Toronto is also proud to support the local Peel Children's Aid Foundation as they build a new facility within a few blocks of the CSC site. Opening in June 2020, Citi's donation has funded a portion of the build that will be known as the Citi Child Welfare Immigration Centre of Excellence. The centre will help Peel kids in a few different ways. First, it will help local kids in different stages of immigration assistance in gaining access to education. Second, being in the jurisdiction of Toronto Pearson International Airport, the foundation also sees about 50 children each year who come to Canada alone and are in need of care and shelter. In an act of desperation due to the circumstances in their home country, parents put their child on a plane to Canada, alone, knowing that Canada has the protections in place to ensure the child is cared for. The first faces they see in Canada are the Peel Children's Aid team, and this centre will support these children with the help they need.



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Progress in Our 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 achieve financial empowerment. Citi provides its employees with a number of internal programs and opportunities that encourage participation and engagement in all our charitable endeavours.

Citi Volunteers

Citi employees actively leverage their professional skills and experience by volunteering their time directly to non-profits and non-governmental organizations supported by Citi Canada and 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 an online platform that enables employees to seek out and register for volunteer opportunities in their area and track their volunteer hours. This application is intranet- and internet-based so that employees can log in to view or sign up 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 2019, 168 employees across Canada used their volunteer day to support dozens of organizations, compiling 156 work days in volunteer time.

We recognize that the challenges communities face are complex, and to enable progress no single organization can do it alone.

Employee Time and Talent

Daily Bread Food Bank

London Food Bank

Heart and Stroke Foundation

Investing in Children

Ronald McDonald House Charities

Montreal General Hospital Foundation

ReForest London

Pathways to Education Canada

Calgary Drop-In and Rehab Centre

Youth Employment Services

Tommy Thompson Conservation Area

ACCES Employment

The Salvation Army Belkin House

Salvation Army London Centre of Hope

Children's Aid Foundation of Canada

5,556 TOTAL VOLUNTEER HOURS

Community Development Advisory Council

In 2016, Citi Canada established a Community Development Advisory Council (CDAC) to provide oversight and accountability to the activities of the Community Development division. The council is responsible for ensuring that decisions 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.

Citi Skills Marathons

Citi Skills Marathons (CSM) were created to help leaders from non-profit organizations solve one or more of their most pressing organizational issues in a single day, using the time, talent and expertise of Citi employees who have the needed skill sets. During each event, project teams decide on an executable deliverable/recommendation and work through a four-phase model to design and complete a final deliverable.

On November 13, 2019, Citi hosted a Citi Skills Marathon with Rise Asset Development and members of Citi's Cyber Security Fusion Center (CSFC) based in New York.



Rise Asset Development required help with their information technology security, and Citi was able to connect them with David Edelman, Chief Cybersecurity Scientist, with Citi. David and his team helped Rise to prioritize critical issues and provided direction on specific corrective actions in the short and long term.

Rise helps those with a history of mental health challenges and/or addictions issues to start their own business by providing entrepreneurship training and micro-loans. They have also been a Citi Foundation grant partner for five years and offer many volunteer opportunities to Citi employees as coaches and mentors. If you have questions about Rise or how you can get involved, please visit www.risehelps.ca.

The Cyber Security Fusion Center (CSFC) is a collaborative, intelligence-driven centre that unifies Citi's efforts to prevent, pre-empt, mitigate, respond to, and recover from cyber attacks. Through a culture of collaboration, the CSFC fuses intelligence from a variety of sources to reduce Citi's cyber risk and support executive decision-making.



Citi embraces its "more than philanthropy" approach through its commitment to United Way – across Canada and across the continent.

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 network of agencies. These events raise awareness of United Way's work and encourage staff to make a payroll donation, which can be done online.

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.



In 2019, a total of 146 Citi Canada employees took advantage of this unique community-minded innovation and Citi's contributions to United Way totalled more than \$130,000.

Global Community Day

On and around June 8, 2019, Citi Canada celebrated its 14th annual Global Community Day (GCD) with nearly 1,000 employees participating in 18 events in six cities across Canada. Since the inaugural Global Community Day in 2006, Citi volunteers have contributed more than 32,000 hours in Canada. Citi employees are more engaged than ever in supporting the communities where we work and live through a variety of activities related to health, environmental sustainability, poverty and homelessness.



Canada's biggest GCD event took place at the Lakefront Promenade Park on Saturday, June 8, with more than 425 employees from the Toronto CSC in **Mississauga** helping to collect garbage and plant trees for the community to enjoy.



Inn from the Cold

In **Calgary**, on June 7, employees volunteered with Inn from the Cold, an organization providing shelter, sanctuary, and healing to assist homeless children and their families achieve independence. Calgary volunteers also spent time with

the Mustard Seed, an organization serving people experiencing poverty and homelessness. On June 8, volunteers sorted and organized donations in their Resource Sorting Centre.



London, Ontario

More than 50 employees in **London, Ontario**, worked with ReForest London on Saturday, June 8, to help clean up a local park by weeding, mulching and checking on tree collars to help improve tree survival and growth. On Monday, June 10, Citi volunteers helped to run the Special Olympics event

for elementary school children with the Thames Valley District School Board and employees also participated in the Big Bike Ride for Heart and Stroke on Saturday, June 14, by riding a 30-seat bike for 3 km around London to support heart disease and stroke research.



DAREarts and ACCES Employment

In **Toronto**, employees participated in several events, including providing career coaching for new immigrants with ACCES Employment and making greeting cards with children to help fund Indigenous programs with DAREarts in late May.



Tommy Thompson Park

Employees also travelled to Tommy Thompson Park with Citi CEO Mike Corbat to help rebuild downtown **Toronto's** largest conservation area by planting 1,500 shrubs and 400 flowers to replenish the native ecosystem.

1,500
SHRUBS
PLANTED



Ronald McDonald House

At Ronald McDonald House in **Toronto**, on Thursday, June 6, volunteers prepared and served a meal for 135 parents and children, providing them with a healthy, home-cooked meal after a long day at the hospital.

750
POUNDS OF
FOOD SORTED



Daily Bread Food Bank

Thirty employees also helped the **Toronto** area's poverty-stricken, homeless and hungry with the Daily Bread Food Bank on Friday, June 7, sorting 750 pounds of food, which feeds 300 families.

300
FAMILIES
FED



Belkin House

In **Vancouver**, Citi volunteers made their way to Belkin House Homeless Shelter, on Saturday, June 8, to clean the shelter and to prepare and serve food to the homeless.

Montreal General Hospital Foundation

To wrap up Citi Canada's Global Community Day efforts, employees in **Montreal** partnered with The Montreal General Hospital Foundation Run for Women on Saturday, June 15, to help support women facing mental health challenges.

The Citi Canada Charity Golf Tournament

The Citi Canada Charity Golf Tournament began a decade ago as a small fundraising initiative of the Citi Canada United Way committee. The tournament has since grown into our largest charitable endeavour of the year. Today the Citi Canada Community Development Advisory Council votes on a new community partner for the golf tournament each year, and funds raised go toward directly supporting one of their critical programs.

In 2019, Citi Canada collaborated with Ronald McDonald House Charities (RMHC) Toronto and DAREarts. RMHC is an organization that provides a “home away from home” for seriously ill children and their families so that they can heal better together.

DAREarts works with kids in at-risk neighbourhoods to empower them as leaders through out-of-school educational experiences in the arts.

The golf tournament raised a record \$55,000 in support of RMHC Toronto and the DAREarts educational program and has raised a total of \$265,000 in five years.

\$55,000 RAISED IN 2019

\$265,000 RAISED IN 5 YEARS



In support of



Charitable Contributions, Events & Sponsorships

	Corporate Contributions (\$)	Employee Giving (\$)
AGF IN TRUST CHARITY GOLF CLASSIC	2,625.00	
ALBERTA CANCER FOUNDATION	10,000.00	
AMERICAN FRIENDS OF UHN INCORPORATED	5,000.00	
BIG BROTHERS BIG SISTERS OF CALGARY AND AREA	900.00	
BOYS AND GIRLS CLUB OF LONDON	1,500.00	
BRAIN CANADA FOUNDATION	5,000.00	
CAMP TRILLIUM	9,000.00	
CHILDREN'S AID FOUNDATION OF CANADA	1,000.00	3,190.00
CN EMPLOYEES' AND PENSIONERS' COMMUNITY FUND	2,000.00	
CROW'S NEST	500.00	
DAILY BREAD FOOD BANK	2,500.00	
DAREARTS FOUNDATION INCORPORATED	8,000.00	
FONDATION CHU SAINTE-JUSTINE	12,500.00	
FONDATION PÈRE SABLON	4,500.00	
GOLF CANADA FOUNDATION	76,500.00	
HABITAT FOR HUMANITY GREATER TORONTO AREA	24,000.00	
HBC FOUNDATION	7,345.00	
HEART AND STROKE FOUNDATION	1,000.00	2,788.00
HOCKEY HELPS THE HOMELESS	4,000.00	
HORATIO ALGER ASSOCIATION OF CANADA	10,000.00	
LONDON FOOD BANK	50.00	
LONDON HUMANE SOCIETY	50.00	
MICHAEL GARRON HOSPITAL FOUNDATION	15,000.00	
MONTREAL GENERAL HOSPITAL FOUNDATION	1,000.00	
PEACE NETWORK FOR SOCIAL HARMONY	2,000.00	
PEEL CHILDREN'S AID FOUNDATION	75,000.00	
PRESIDENT'S CHOICE CHILDREN'S CHARITY	7,000.00	
PRINCESS MARGARET CANCER FOUNDATION	1,000.00	
PROVIDENCE HEALTHCARE FOUNDATION	2,500.00	
REFOREST LONDON	1,000.00	
RIGHT TO PLAY	4,000.00	
RISE ASSET DEVELOPMENT	5,000.00	
TORONTO GENERAL AND WESTERN HOSPITAL FOUNDATION	3,500.00	
UNITED WAY ELGIN MIDDLESEX	2,000.00	30,229.69
UNITED WAY GREATER TORONTO	15,000.00	81,598.43
UNIVERSITY OF TORONTO	10,000.00	

\$449,776.12
TOTAL CORPORATE AND EMPLOYEE GIVING

\$829,943.30
TOTAL CITI FOUNDATION GRANT GIVING

\$1,279,719.42
TOTAL CHARITABLE GIVING IN CANADA IN 2019

2019 Community Giving

In 2019, employees in Canada mentored, walked, rode, collected, sorted, coached, 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.

IN 2019, CREDIT COUNSELLING GRANTS WERE PROVIDED TOTALLING \$16,169.77.



2019 Citi Foundation Grants in Canada

Citi Foundation grant funding in Canada remained at \$829,943.30 in 2019, allowing partners to grow their program offerings and expand to new markets across the country.

Programs in Canada support gaps in service in youth populations with the highest need - youth in and from care, youth with a history of mental health and addiction challenges, Indigenous youth and youth facing multiple barriers to employment, including poverty, homelessness and immigration status. Our core partnerships in 2019 were:

ORGANIZATION	CAD DOLLARS GRANTED
CHILDREN'S AID FOUNDATION OF CANADA	\$165,000.00
YOUTH EMPLOYMENT SERVICES	\$315,840.00
RISE	\$251,930.12
PATHWAYS TO EDUCATION	\$97,173.17
TOTAL 2019 FUNDING	\$829,943.30

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.

Pathways to Progress

The Citi Foundation invests in programs that help young people aged 16 to 24 pursue their career and economic ambitions by connecting them to on-ramps to opportunity. In 2017, the Citi Foundation announced its largest philanthropic commitment ever with the global expansion of Pathways to Progress, a response to persistent youth unemployment. By 2020, we will invest an additional \$100 million to impact the lives of 500,000 youth globally. Citi will also engage at least 10,000 employees as volunteers, serving as mentors, coaches and role models, to young people in support of their career progress and aspirations.



Creating Pathways for Youth Initiative:

Created in 2018, this program aims to connect youth in and from care to critical resources such as employment, mental health supports, housing, personal relationships and education. The resources offered by governments and local and national agencies are underutilized due to lack of know-how and know-what among this niche audience. Youth-informed research in phase one of the program indicated that a web-based platform would be highly effective, especially if youth had direct access to a youth specialist who could provide immediate support throughout the process.

Phase two in 2019 aimed to develop a test pilot version of the web-enabled community-based resource, develop an impact measurement framework, work with community partners to refine the critical resources available and hire a youth specialist to support the platform.



EnterRISEing Youth+:

Established in 2018, this program offers youth the opportunity to explore self-employment and move from ideation to launch and grow a small business using online experiential learning combined with in-person learning delivered by expert facilitators.

Additionally, the program brings Rise's experience in design-thinking-based teaching to a national community of youth and builds capacity through local partnerships.

Funding in 2019 improved the ability of Rise to market and deliver the curriculum to four provinces and included a brand and website refresh that increased awareness and the digital presence of Rise across Canada.



YES On Demand (YOD):

Launched in 2017, YES On Demand seeks to provide solutions to the persistent issue of youth unemployment by delivering interventions including training, skills development, access to networks, entrepreneurship skills and specialized employment programming to 1,000 low-income youth in Toronto and across Canada.

Outside Toronto, YOD utilizes a knowledge-transfer program that strengthens the capacity of partner organizations across Canada by providing training and support on specialized mental health and entrepreneurship curricula customized to meet the needs of the youth demographic in those communities. Since 2017, YOD is now available to youth in Toronto, Vancouver, Winnipeg, Calgary and Ottawa.

Pathways to Education

Supporting Indigenous Student Success in Canada:

This program supports Indigenous youth in communities across Canada, including Mashteuiatsh, Winnipeg, Saskatoon and Edmonton, to develop core employability skills, such as critical thinking, communication, problem solving and interpersonal skills. This culturally respectful program includes tutoring, extracurricular opportunities to expand learning, digital literacy, financial literacy, and mentorship. The program improves graduation rates in the communities it serves and better prepares Indigenous youth to transition to post-secondary education, training and meaningful employment.

2019 marked Citi's 100th anniversary in Canada with engaging initiatives for employees, clients and stakeholders in a year-long celebration. Here are a few highlights from the year!



A WORLD OF PROGRESS.

In Canada, our history of enabling progress dates back a century.



Progress through Diversity and Inclusion

First published in 2002, Canada's Top Employers for Young People is an editorial competition organized by the Canada's Top 100 Employers (Top 100) project. This annual competition recognizes the employers who lead the nation in helping college and university graduates make the transition from school to work. In addition to offering great opportunities, these employers have well-established entry-level recruitment programs that offer the best opportunities for ongoing career development and advancement. Editors at the Top 100 also examine each employer's mentorship, training and career management programs and conduct an overall profile of the organization's workforce.



Citi Canada has made a significant commitment to boost the careers of young people by actively hiring into our New Graduate/Campus Programs. The brightest minds from across the globe start their careers at Citi, answering the needs of economies, businesses and communities. At Citi, our analysts are part of a dynamic, global team that has a presence in more than 100 countries, focuses on individual development and believes in recognizing talent from within. Citi is a place where recent graduates can build a career and gain broad experience and global exposure. Our extensive global reach means that our analysts can work with and learn from colleagues all over the world.

Nurturing and encouraging new employees is critical to corporate strategy. Citi's commitment to attracting, developing and retaining the best talent is instilled in all employees, from the global CEO to the new analyst, and positions Citi as an employer of choice for new graduates. Around the world, Citi is committed to being a company where the best people work, where opportunities to learn and grow are widely available, where innovation and an entrepreneurial spirit are valued, and where a healthy work-life balance is encouraged.

As the world's most global bank, diversity and inclusion are part of our DNA - they are at the core of what makes Citi a vibrant and dynamic workplace. Some of the programs that support Citi's diversity strategy include initiatives designed to enable the advancement of women, such as 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 the workplace, and Citi takes every opportunity to celebrate the rich background of its employees through various events throughout the year.



Citi's commitment to diversity and inclusion is long-standing. Citi was the first financial institution to publicly release the results of a pay equity review comparing compensation of women to men. We conducted our review globally because we believe increasing transparency in this critical area is the best way to hold ourselves accountable for making progress. To make the comparisons meaningful, we adjusted pay to account for a number of factors, including job function, level and geography.

On this adjusted basis, we found that women globally are paid on average 99% of what men are paid at Citi. We also reported our raw pay gap data, illustrating the importance of our goals to increase representation of women in senior and higher-paying roles at Citi. This data will help us reduce the difference in our raw pay gap numbers over time.



To provide an environment that is conducive to these priorities, Citi has introduced a number of programs to ensure our hiring and management practices embrace these core values, including:

» **Diverse Panels**

Citi has a diverse set of leaders involved in assessing candidates in order to identify unique perspectives on potential new hires.

» **Diverse Slates**

The firm tracks and documents its approach for managing director and director hires to provide a diverse representation in the pool of candidates.

» **Building an Inclusive Culture**

Training is provided to create awareness around potential unconscious biases and enable more inclusive decision-making.

As part of Citi's continuing journey in building an inclusive culture, we hosted four sessions across the globe where our colleagues had the opportunity to learn more about inclusive leadership and why it matters at Citi, micro-inequities and the impact they have on our colleagues and how small changes in our behaviours can promote an inclusive culture.

By deepening our understanding of unconscious bias and its impact, we can take small actions every day that foster an environment that welcomes each and every one of us and builds on our inclusive culture.

» **Day in the Citi**

This all-women on-site event hosts undergraduate students in the hopes they apply for either our summer or full-time analyst class the following year. The event includes a keynote address from a senior leader, various business information sessions, an all-women analyst panel discussion and a networking opportunity. This event is a direct reflection of how Citi continues to support the advancement of women in finance roles.

» **Early Identification Program (Early ID)**

Citi diversity recruiting offers an Early ID program - Women's Leadership Program that focuses on introducing women students to careers in financial services and includes mentoring and identifying top diverse talent for the analyst programs.

This five-week virtual mentorship program provides second-year students with the opportunity to be mentored by current Citi senior analysts or associates. Students develop and practice their interview skills, participate in various business-exclusive learning webinars, hear from global Citi Senior Leaders on webinar sessions and complete self-paced e-learning modules.

» **Training**

Most summer interns receive five days of head office training in New York City, and new graduates generally receive five weeks to ensure they are well-positioned for success in their roles. At Citi Canada, one of our most important strategic advantages is the remarkably wide range of cultures, backgrounds and perspectives that we all bring to work every day.

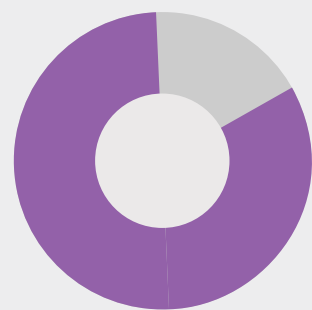
Firm-Wide Diversity Representation Goals



50%
WOMEN
EMPLOYEES AT
CITI GLOBALLY



45%
MINORITIES IN OUR
U.S. WORKFORCE



80%
EMPLOYEES
PARTICIPATED IN
UNCONSCIOUS-BIAS
TRAINING

Citi's commitment to diversity is at the core of our values. There are many things we are proud of: more than 50% of our colleagues globally are women and 45% of our U.S. workforce are minorities; our senior leaders chair our Affinity groups; and more than 80% of our colleagues have participated in unconscious-bias training.

We are working to further increase diversity with new ideas, new resources, new policies and new partners while also maintaining a meritocracy at Citi that attracts, retains and promotes highly talented colleagues who deliver results and exemplify our Leadership Standards.

As part of this focus on diversity, we have implemented new representation goals for women globally and for Black colleagues in the U.S. In the next three years, our goals are to increase our representation of women Assistant Vice Presidents through Managing Directors to at least 40% and our representation of Black AVPs through MDs in the U.S. to at least 8%. These initial goals will ensure we quickly learn which new efforts are working and which are not. We will use what we learn through this work to support representation across all diverse groups globally.



Focus Areas

>> Targeted Recruitment

Our goal is to have analyst and associate programs that include 50% women globally and 30% Blacks and Hispanics/Latinos in the U.S. Citi will deploy new training and technology designed to improve our hiring process and drive greater diversity, including new interview training for all recruiters and hiring managers and new sourcing platforms.

>> Development and Retention

At every level within the firm, we are exploring innovative ways to support high-performing talent and expand our development programs. We will continue our focus on pay equity for all our employees.

>> Promotion Paths and Processes

With tremendous focus and continued investment in development, more than 25% of Citi CCOs are women, and our goal is to increase that to 50%. We are also working with external consultants to ensure that our talent process supports diversity, including our approaches to performance feedback and promotion calibration.

30% BLACKS AND
HISPANICS/LATINOS
INVOLVED IN U.S. CITI
RECRUITMENT

» Diversity & Inclusion Committee

The mandate of the Diversity and Inclusion Committee is to foster an environment where everyone, regardless of their diversity status, can feel valued working at Citi and to demonstrate that our workplace is one where our employees feel they can bring their whole self to work.

The committee will also ensure we comply with Employment Equity (EE) requirements to remove barriers that exist for the four designated groups highlighted by EE legislation: women, Aboriginals, persons with disabilities and visible minorities.

» Total Rewards, Wellness & Recognition

We are committed to help all our employees achieve physical, mental, and financial wellness. Our comprehensive benefits programs cater to the needs of our diversified workforce and their families.

A redesigned and enhanced group benefits plan came into effect January 1, 2019. It is more competitive, tailored to the needs of our changing employee population, and simplified for better understanding. Our programs include extended health and dental coverage; life, accident, and disability insurance coverages; critical illness; second opinion service; and an employee and family assistance program. We provide resources, tools and access to professional services to promote mental health through our partnership with benefits and wellness vendors.

Citi Canada looks at wellness holistically, considering physical, mental, and financial well-being. Robust wellness programming helps to connect employees to the programs and services that support their specific needs and goals along their personal health and wellness journey. Citi is proud to deliver mental health training to managers and employees that supports a culture of inclusiveness.

Citi has a globally branded wellness program, Live Well at Citi. Under the Live Well banner, Citi offers programming at the global and local levels. Live Well at Citi programs continue to raise awareness and empower employees to focus on their wellness through year-round activities. Our workplace accommodation programs help improve work environments for employees with special needs.



One of our most important strategic advantages is the remarkably wide range of cultures, backgrounds and perspectives that we all bring to work every day.

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.

Citi Canada offers comprehensive pension and other retirement saving programs to help our employees plan, save, and invest for a sound financial future. We also offer other programs to support our employees and their families, including the Citi Scholarship Program for employees' children, employee discount program to stretch their dollars, and emergency daycare services to support employees with young children.

Citi Gratitude is the platform that allows us to recognize and thank colleagues for outstanding performance and significant effort for the great work they do every day. We believe that strong leadership enables progress at Citi.

Our people are our greatest asset, and we want to celebrate their commitment to Citi. Our Anniversary Program recognizes employees' tenure, dedication and commitment. All Citi employees are eligible to receive milestone recognition and annual congratulations awards.



Development & Talent Programs

Citi Canada has several talent and development programs that support our current and future leaders. These local and global programs deliver organizational capability through our Leadership Standards.

Launched in early 2017, the My Career program aims to empower employees and leaders to build a culture of development and learning by providing them with a toolkit for success. There is a connection between My Career and Citi's mission of enabling growth and progress. Citi prioritizes employees' development, and empowers them to learn something new every day.

Citi offers an online careers site, which allows employees to search for available positions across divisions and regions around the globe. Many of our roles are filled internally in Canada, and we continue to foster internal mobility through global job vacancy listings on the site.



My Career Experience

In 2018, our intranet site, Citi For You (CFY), launched a new My Career Experience program. Aligned with Citi's Leadership Standards, the My Career Experience empowers employees to enhance their career by providing a single gateway for all they need to develop, learn and grow.

Citi has created curriculum recommendations based on job functions and career paths within the organization to help employees tailor their learning opportunities. These recommendations link employees directly to curated training options, ensuring alignment with the most relevant content.



Citi's online Learning Management System (LMS) provides employees with access to development programming from elite educational institutions like Harvard University and Cornell University. Staff can take part in everything from soft skills courses, like networking and communications, to job-related courses within their respective career paths. With more than 10,000 courses available to Citi Canada staff, there is a wealth of resources within this system to meet their every development need.

In addition to online courses and seminars, there are also hundreds of articles, suggested readings and other rich learning resources that support Citi's learning and development objectives.

With a focus on innovation, Citi recently announced a partnership with Udemy, a marketplace for online learning and one of the largest education producers of how-to videos. It provides access to content developed by industry experts and individuals, giving employees access to a modern learning experience. Citi is thrilled to leverage video for learning as an engaging and effective way to develop new knowledge and skills. Citi also offers access to Degreed, a global learning platform designed to foster lifelong learning and deliver on-demand learning customized to an employee's needs and career aspirations. There are many learning pathways to choose from, with access to various articles, podcasts, videos, books, etc. to complement additional learning goals. Employees can access Degreed through their mobile or desktop at any time and from anywhere.

Supporting our employees' development is also fostered through formal programs, including mentorship programs, high-potential development programs, global experience, philanthropic opportunities and new manager-capability and leadership programs.

More than 10,000

COURSES AVAILABLE TO CITI CANADA STAFF



External Diversity Scholarships & Bursaries

Indspire:

This is an Indigenous-led, national registered charity that invests in the education of Indigenous peoples for the long-term benefit of these individuals, their families and communities, and Canada.

Each year, Indspire distributes more than \$10 million in post-secondary scholarships and bursaries to First Nations, Inuit and Métis students nationwide. Citi has been a long-time supporter of the Building Brighter Futures: Bursaries, Scholarships and Awards program.

The Citi Canada Award for Indigenous Students is an annual award for two Indigenous students who are attending university in the Greater Toronto Area in their second year of study in a business or commerce program. The award is based on academic merit and with demonstrated financial need for contribution to education costs.



Citibank Canada Award for Students with Disabilities at Rotman Commerce - University of Toronto:

This award delivers support to students with disabilities and provides them with invaluable assistance as well as recognition of their hard work and academic achievements. These awards are presented annually to business or commerce students with a disability who are enrolled in their second year or higher. Awards are based on financial need and academic merit.

Citibank Community Award - Schulich School of Business, York University:

Awarded to a second year BBA/iBBA student in the fall term who has demonstrated strong academic ability, an interest in finance, and extraordinary community involvement and engagement. This award is presented by Citibank Canada in recognition of the firm's commitment to diversity and their support of women, Aboriginals and persons with disabilities, people of all backgrounds.

Annual Employee Survey:

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.

We measure our progress on diversity in various ways, including the annual Voice of the Employee survey. Our last annual employee survey results indicate:



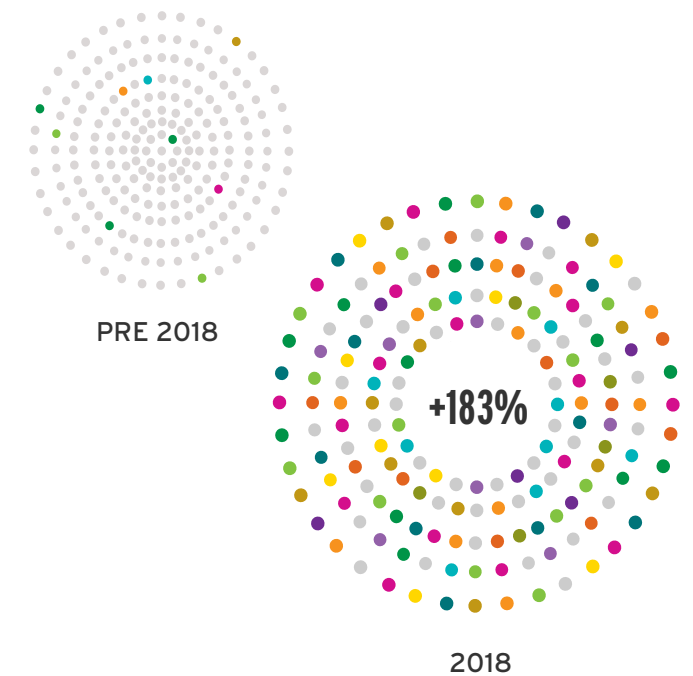
Supplier Diversity

In 2016, Citi formed a proud partnership on the path to diversity and inclusion by joining the Canadian Aboriginal and Minority Supplier Council (CAMSC). This engagement signifies Citi's commitment to increasing access, opportunity, development, and capacity building for Aboriginal and minority suppliers. Aboriginal- and minority-owned businesses represent a community of innovative thinking and diverse thought leadership. Citi is excited to be collaborating with CAMSC and its members on the engagement and inclusion of Aboriginal and minority suppliers as part of our commitment to inclusiveness in our global supply chain practices.

Citi Canada expanded its partnerships in diversity and inclusion in 2017 by joining WeConnect International, an organization that identifies, educates, registers, and certifies women's business enterprises (WBEs) based outside of the U.S. that are at least 51% owned, managed, and controlled by one or more women, and then connects them with multinational corporate buyers (decision makers). In 2018, Citi added new partners WBE Canada and Canadian LGBT+ Chamber of Commerce (CGLCC) to its supplier diversity program.

Citi collaborated with CAMSC to establish a Financial Industry Group to share best practices with Canadian financial industry leaders in supplier diversity and to enhance the growth and evolution in the industry and the communities we serve. In addition, working with WeConnect International, Citi has piloted a mentorship program to enhance the development of their women-owned businesses. The mentorship program is in the process of transitioning from a pilot project to broader implementation where Citi will be an active stakeholder and participant.

Diverse Suppliers at Citi



Citi has increased the number of diverse suppliers by 183% over 2018, with much of this growth stemming from activities with WBEs. Fifteen percent of our non-core spending is done through diverse suppliers and WBEs represent 89% of those diverse suppliers.

Citi is excited about the positive growth and momentum of its supplier diversity efforts and looks forward to further developing, enhancing access to and improving opportunities with diverse suppliers in its communities.

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, and promotes based on performance

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

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

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

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 sign 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

Progress through Ethics and Culture

Each Citi employee has made a commitment to serve as our clients' most trusted partner, in every transaction and every interaction, by responsibly providing our products, services and expertise. We expect our employees to comply with all applicable laws, regulations and Citi policies – including our Code of Conduct. Our Mission and Value Proposition asks our employees globally to ensure that their decisions pass three tests: They are in our clients' interests; they create economic value; and they are always systemically responsible.

These three tests help our employees to deliver on our core activities of safeguarding assets, lending money, making payments and accessing capital markets on behalf of our clients – each of which creates an obligation to act responsibly, do everything possible to create the best outcomes and prudently manage risk. The Ethics and Culture Committee of our Board of Directors oversees Citi's efforts to reinforce and enhance a culture of ethics throughout the firm.

At Citi, we establish and communicate our core values and principles through our publicly available Code of Conduct, our publicly available Leadership Standards, various training and development opportunities, employee engagement initiatives and communications from our senior leaders. In doing so, we reinforce that our employees must apply our values and principles every day to everything they do and wherever Citi operates.

Ethics Program

Citi's Ethics Office, a part of Independent Compliance Risk Management (ICRM), is responsible for our Ethics Program, which includes reinforcing Citi's values through the Code of Conduct, Code of Conduct training and employee outreach efforts such as the Spotlight on Ethics series. The Ethics Program also includes Citi's Ethics Hotline, works with our businesses and control functions to identify control enhancements, and reports on significant matters to Citi's internal and external stakeholders.

As part of Citi's annual Voice of the Employee survey, a key culture initiative to gather feedback from our employees, we include an Ethical Culture Index. This index measures five items: comfort with reporting unethical practices without fear of reprisal, a feeling of accountability to identify and escalate issues, confidence that Citi will act upon reported legal or ethical violations, a belief that colleagues act with integrity, and manager encouragement of ethical conduct even in the face of pressure. Index results have held steady for several years, with 89% responding positively to the index items in 2018, the same as in 2017 and up from 88% in 2016.

We ask our colleagues to ensure that their decisions pass three tests:

1. Is it in our clients' interest?
2. Does it create economic value?
3. Is it systemically responsible?

Code of Conduct

Citi's Code of Conduct outlines the standards of ethics and professional behaviour expected of employees and representatives of Citi when dealing with clients, business colleagues, shareholders, communities and each other. It also provides an overview of key legal and regulatory requirements and select global policies. The Code applies to all directors, officers and employees of Citi worldwide. In addition, individuals performing services for Citi may be subject to the Code by contract or agreement. The Code is publicly available in 26 languages at our Investor Relations website.

Our Code of Conduct illustrates how our employees can make ethical decisions using a decision-making guide that identifies key criteria through which a proposed choice or course of action should pass in order to align with the tests contained in our Mission and Value Proposition and our Leadership Standards. Updated in 2017 and approved by our Board of Directors, the Code reinforces for employees their responsibility to adhere to our core values while leading by example, taking responsibility for their decisions, and escalating actual or potential misconduct, whether their own or that of others. It also highlights for senior leaders and managers their elevated responsibility to model ethical conduct.

Upon joining Citi, employees must acknowledge that they have read and will comply with the Code, and we ask employees to periodically reaffirm this commitment through Code of Conduct training. Violations of the Code can result in disciplinary action up to and

including termination of employment.

The training is required biennially following the issuance of an updated Code of Conduct. As such, new training was provided to all employees in 2018. The training serves as an essential means to connect Citi's values and principles to expected employee behaviours and conduct. Through the use of hypothetical work-related ethical scenarios, the training enables employees to better recognize when to seek guidance or report concerns about their conduct or that of others; it also provides information about the various avenues through which they can do both. Code of Conduct training is offered to new hires globally on a rolling basis and to non-employee contingent workers who are performing services for Citi.

Escalating Business and Ethical Concerns

We emphasize to our employees the importance of following Citi's global Escalation Policy. The Escalation Policy clearly sets forth employees' obligation to escalate violations or potential violations of law, rule or regulation; or breach or potential breach of Citi policy, procedure or Code of Conduct. The Escalation Policy also provides information on the multiple avenues through which employees can raise issues, including, among others, their managers or other members of management, their Human Resources or labour relations representatives, internal legal counsel, a designated Independent Compliance Risk Management officer, Citi Security and Investigative Services, and the Ethics Hotline.





The Escalation Policy

The Escalation Policy was updated in 2018 to clarify how employees are expected to escalate any issues, including concerns about employee misconduct related to sales practices, and to establish requirements for prompt reporting of significant matters to the appropriate governance committees and the Board of Directors. The policy sets forth requirements on what to escalate, when to escalate and the parties to whom to escalate. It includes roles and responsibilities for the identification, reporting, investigation, resolution and senior management reporting of these concerns and for the oversight of escalation requirements and processes.

The Ethics Hotline provides five channels for employees and any third party, including members of the general public, to report concerns about unethical behaviour to Citi's Ethics Office. A telephone line is available 24 hours a day, seven days a week, with live operators who can connect to translators in multiple languages. Other reporting channels include a dedicated email address, fax line, website (both internal and public facing) and mailing address.

We believe it is essential that individuals feel secure when raising a concern. All contact and investigations are treated as confidentially as possible, consistent with the need to investigate and address the matter, and subject to applicable laws and regulations. Concerns may be raised either anonymously or with attribution. Further, Citi prohibits any form of retaliation against anyone who raises a concern or question in good faith or who participates in a subsequent investigation.

Employees who engage in retaliation against a colleague because he or she raised a concern or question in good faith, asked for a reasonable accommodation, reported a violation or was involved in an investigation are subject to disciplinary action, up to and including termination of employment or other relationship with Citi.

Each year, the Citi Ethics Office provides to all employees a summary of the types of concerns received through the Ethics Hotline, to show the use of Citi's ethics process and demonstrate that raising concerns to the Citi Ethics Office leads to meaningful action within our organization. Examples of such action can include disciplinary steps against individual employees and non-employees; the termination of vendor relationships; referrals to the appropriate law enforcement or governmental authorities; communications to our workforce; additional training for employees and non-employees; changes to Citi policy, business processes and procedures; and control enhancements.

In addition, the Ethics Office publicizes an internal website that provides employees with updates on Citi's Ethics Program and initiatives, as well as resources for managers and employees to learn more about Citi's ethical values and principles.

Managing Compliance Risk

The Independent Compliance Risk Management (ICRM) team is responsible for helping to drive a culture of ethical conduct at Citi by establishing policies, programs and procedures that guide and support our employees in making ethical decisions and adhering to appropriate standards of conduct. Through an integrated compliance risk management framework, this group protects Citi by setting standards; providing guidance, training and advice to our businesses regarding compliance risk; and driving ownership and accountability for managing compliance risk in accordance with Citi standards across the firm.

Managing compliance risk is the responsibility of all of our employees and requires not only adherence to applicable laws, regulations, policies and relevant standards of conduct but also to the promotion of business behaviour and activity consistent with the values and conduct expectations outlined by our Mission and Value Proposition, Leadership Standards and Code of Conduct. Through the efforts of a range of teams, including Anti-Bribery, Anti-Money Laundering (AML), Ethics and Risk, we work to counteract the many and varied threats of corruption facing the financial sector. Citi's global ICRM is headed by our Chief Compliance Officer, who reports directly to our CEO and provides regular reports on the performance of the compliance program to our Board of Directors, as well as its Audit, Risk Management, and Ethics and Culture committees.

Leadership Standards Accountability

Our culture is not just who we are and what we believe; it's how we act in small, everyday moments. We encourage all employees to demonstrate the behaviours of our Leadership Standards, which are the measurable skills, abilities and knowledge that all of us at Citi should exhibit to be successful leaders. Holding ourselves and each other to these high standards is part of our culture and our commitment to operating in our clients' best interests, driving economic value and minimizing risk. We expect managers to lead by example and inspire their employees to live Citi's values. Every manager is responsible for creating a work environment free of discrimination, harassment and retaliation. As role models, managers reinforce the importance of following our Leadership Standards, Code of Conduct and Mission and Value Proposition, as well as encourage employees to raise any concerns about potential legal or ethical issues. Managers also ensure concerns are properly resolved or promptly escalated through appropriate channels, promote awareness of all resources available for reporting concerns and neither engage in nor tolerate retaliation of any kind.

Anti-Bribery Program

We continually enhance our Anti-Bribery Program with respect to the areas outlined in the Citi Anti-Bribery Program Statement, which is updated at least annually, and in our Code of Conduct, which summarizes our Anti-Bribery Policy. Citi complies with all applicable anti-bribery laws and regulations, including the U.S. Foreign Corrupt Practices Act, the UK Bribery Act and the applicable local anti-bribery laws of the countries in which we operate. Our Anti-Bribery Program Statement expressly prohibits bribery in any form for our employees, and our suppliers.

We have written policies, procedures and internal controls designed to comply with anti-bribery laws. We conduct an annual bribery risk assessment of all global business lines. The risk assessment addresses many areas of risk, including gifts and entertainment, hiring practices and third-party relationships. The Anti-Bribery Program is overseen by our Chief Compliance Officer, and information on anti-bribery compliance is disseminated to senior management at both the regional and enterprise levels and to the Board of Directors or a committee of the Board, as appropriate. We provide our staff with anti-bribery training annually and supplement it with targeted training and communications as needed. We provide staff with multiple ways, including the Ethics Hotline, to escalate bribery-related concerns and to prompt investigations, where necessary.

Sanctions Program

Citi conducts business and operations in compliance with applicable sanctions, laws and regulations, including those of the U.S. and other countries in which we operate. We maintain a robust, risk-based ICRM Sanctions Program that applies globally and is commensurate with our global footprint. As a financial institution organized in the U.S., Citi and our subsidiaries globally comply with applicable U.S. sanctions requirements, among others. Our enterprise-wide Sanctions Program promotes compliance with increasingly dynamic sanctions requirements. The program includes policies and procedures, risk category statement and tolerance thresholds, enterprise-wide screening, annual risk assessments and audits of sanctions control processes, employee training and a diverse team of compliance professionals stationed around the world. Citi's Sanctions Program and the associated policy are owned by the Chief Sanctions Officer, and the policy is approved by the Audit Committee of the Board of Directors.



Anti-Money Laundering Program

Citi's AML Program works to protect our clients, our franchise and the global financial system from the risks of money laundering and terrorist financing. The program centres on:

• PREVENTION

Citi's global Know Your Customer Program is the cornerstone of our AML Program, enabling us to effectively evaluate the potential risks associated with each client relationship and ensure that we adhere to globally consistent policies and standards, customer risk scoring and onboarding.

• DETECTION

We monitor transactions to identify unusual and suspicious transactions, behaviours and patterns of activity across our global footprint. Our AML investigations unit reviews transactions of new and existing clients across businesses and regions.

• REPORTING

We create, track and file Suspicious Activity Reports, Suspicious Transaction Reports and Currency Transaction Reports, as required in many countries.

• GOVERNANCE

The enterprise-wide controls that govern our overall program include global AML policies, processes, testing and training. Citi's Global AML Program Head and Bank Secrecy Act Officer is responsible for overseeing the program, including apprising the Board of Directors and senior management of AML initiatives and any significant deficiencies and reporting suspicious activity.

Our AML Program includes more than 6,400 employees globally, including more than 440 designated AML Officers covering every Citi business, function and geographic area. These specialists partner with various departments, including Compliance, Audit, Technology, and our institutional and consumer businesses, to provide effective enterprise AML risk assessments and to meet our AML-related requirements at both the global and local levels.

In 2019, we focused on simplifying and creating more efficiencies for Citi's clients while continuing to build and execute on an AML Program that protects our franchise, proactively mitigates risk and delivers on our regulatory requirements. For more information on Citi's AML Program, visit our website.

COMPLAINTS (BANKS, AUTHORIZED FOREIGN BANKS AND EXTERNAL COMPLAINTS BODIES) REGULATIONS SOR/2013-48

Citibank Canada and Citibank N.A., Canadian branch have dedicated complaint handling procedures in place. The procedures define the need to take customer complaints seriously, perform a comprehensive assessment to identify opportunities for ongoing improvement and to resolve in a timely manner. As required by the Complaints (Banks, Authorized Foreign Banks and External Complaints Bodies) Regulations SOR/2013-48, Citibank Canada confirms that one (1) complaint was dealt with by the Citibank Canada Ombudsman in accordance with established internal complaint handling procedures in 2019.

The average length of time taken by the Ombudsman's Office to deal with the complaint was 15 days. It is Citibank Canada's opinion that the complaint received was resolved to the satisfaction of the person who made the complaint. No complaints were received for Citibank, N.A., Canadian branch.

Our culture is not just who we are and what we believe; it's how we act in small, everyday moments.



Progress through 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 behaviour and investing in green building design.

Environmental Sustainability

As part of our Sustainable Progress strategy, Citi has established new environmental footprint goals for 2020, including 35% reduction in greenhouse gas (GHG) emissions, 30% reductions in energy and water use and 60% reduction in waste to landfill, all against a 2005 baseline. The initiative also includes a longer-term 2050 GHG emissions-reduction goal of 80%; 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 waste generation, water conservation, Leadership in Energy and Environmental Design (LEED) building, improving energy efficiency and the reduction of GHG emissions. Annual targets drive progress across Citi's nearly 12,000 locations. Citi Realty Services (CRS) has incorporated sustainable building practices globally in all new construction and renovations since 2007.

LEED Certification

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 volatile organic compounds (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

		2018	2018 (Jan-Dec)	2019 (Jan-Dec)	YTD 2019 Forecasted Reduction from 2018
Absolute Indicators	Electricity	8.73	8.73	7.95	
	District Heating (Steam & Chilled Water)	0.80	0.80	0.92	
	Energy Purchased (Scope 2)	9.54	9.54	8.87	
	Natural Gas	1.55	1.55	2.47	
	Fuel Oil	0.00	0.00	0.00	
	Energy Consumed (Scope 1)	1.55	1.55	2.47	
	Total Energy (GwH)	11.09	11.09	11.35	2.32%
CO2e Emissions	Direct CO2e	314.44	314.44	500.43	
	Indirect CO2e	1,515.77	1,515.77	1,427.17	
	Total CO2e (Metric Tons)	1,830.21	1,830.21	1,927.60	5.32%
Water	Total Water Consumption (m3)	28,940.06	28,940.06	28,774.61	-0.57%
Waste	Recycled Waste (Metric Tons)	97.96	97.96	69.89	
	Refuse and Other (Metric Tons)	60.09	60.09	60.94	1.42%
	Total Waste (Metric Tons)	158.05	158.05	130.83	
	Diversion Rate (%)	62%	62%	53%	

2019 Summary of Taxes Payable

Summary of taxes payable for the period of January 1, 2019 to December 31, 2019.

Jurisdiction	Income Taxes	Capital Taxes	Total
Federal	21,615,795	-	21,615,795
Alberta	6,734,670	-	6,734,670
British Columbia	28,390	-	28,390
Ontario	11,995,046	-	11,995,046
Quebec	11,123	93,321	104,444
	40,385,024	93,321	40,478,345
By Company			
Citibank Canada	2,457,164	93,321	2,550,485
Citibank Canada Investment Funds Limited	588,463	-	588,463
Citi Canada Technology Services ULC	0	-	0
Citibank, N.A., Canadian Branch	30,101,178	-	30,101,178
Citigroup Finance Canada Inc.	0	-	0
Citi Cards Canada Inc.	3,844,931	-	3,844,931
Citigroup Global Markets Canada Inc.	3,393,288	-	3,393,288
Citigroup Commodities Canada ULC	0	-	0
	40,385,024	93,321	40,478,345

Debt Financing for Businesses in Canada

At Citi, we are committed to making debt financing available to our clients across Canada. As of December 31, 2019, authorized amounts available to businesses in Canada totalled approximately \$17,953,777,708.

PROVINCE	Données	\$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	13,621	411	11	8	7	14	44	14,116
	Authorized Amount	\$69,882,456	\$13,561,974	\$1,423,264	\$3,026,992	\$4,364,318	\$31,830,224	\$2,841,306,986	\$2,965,396,214
British Columbia	Number of Clients	17,154	381	24	4	9	16	52	17,640
	Authorized Amount	\$77,574,413	\$12,932,021	\$2,701,029	\$1,376,933	\$6,578,617	\$49,682,021	\$1,845,355,762	\$1,996,200,797
Manitoba	Number of Clients	6,084	171	5	0	0	2	1	6,263
	Authorized Amount	\$32,209,522	\$5,815,310	\$500,000	\$262,414	\$0	\$4,306,798	\$17,742,952	\$60,836,995
New Brunswick	Number of Clients	1,384	48	1	0	1	1	3	1,438
	Authorized Amount	\$7,053,600	\$1,703,000	\$203,918	\$0	\$540,854	\$3,205,059	\$151,916,640	\$164,623,070
Newfoundland and Labrador	Number of Clients	398	16	2	0	0	0	0	416
	Authorized Amount	\$2,107,850	\$535,000	\$300,000	\$0	\$0	\$0	\$0	\$2,942,850
Nova Scotia	Number of Clients	2,623	68	3	0	2	5	3	2,704
	Authorized Amount	\$13,955,960	\$2,248,560	\$463,670	\$0	\$1,452,292	\$8,065,108	\$170,162,331	\$196,347,922
Northwest Territories	Number of Clients	18	3	0	0	0	0	0	21
	Authorized Amount	\$97,200	\$86,000	\$0	\$0	\$0	\$0	\$0	\$183,200
Nunavut	Number of Clients	16	1	2	0	0	0	0	19
	Authorized Amount	\$89,800	\$50,000	\$200,000	\$0	\$0	\$0	\$0	\$339,800
Ontario	Number of Clients	69,366	1,435	85	17	40	83	122	71,148
	Authorized Amount	\$327,056,138	\$50,422,645	\$10,632,786	\$5,751,425	\$28,035,607	\$187,594,256	\$9,742,112,273	\$10,351,605,129
Prince Edward Island	Number of Clients	560	5	2	0	0	0	0	567
	Authorized Amount	\$2,963,130	\$234,644	\$200,000	\$0	\$0	\$0	\$0	\$3,397,774
Quebec	Number of Clients	19,968	274	19	4	6	16	43	20,330
	Authorized Amount	\$102,841,417	\$9,646,714	\$2,273,857	\$1,398,133	\$3,960,043	\$36,481,022	\$1,635,854,022	\$1,792,455,208
Saskatchewan	Number of Clients	3,478	179	0	0	1	0	4	3,662
	Authorized Amount	\$25,177,046	\$5,876,100	\$222,469	\$0	\$600,949	\$0	\$387,492,235	\$419,368,799
Yukon	Number of Clients	11	2	0	0	0	0	0	13
	Authorized Amount	\$29,950.00	\$50,000.00	\$0	\$0	\$0	\$0	\$0	\$79,950.00
Total Number of Clients:		134,681	2,994	154	33	66	137	272	138,337
Total Authorized Amount:		\$661,038,482	\$103,161,968	\$19,120,992	\$11,815,897	\$45,532,679	\$321,164,488	\$16,791,943,202	\$17,953,777,708

PUBLIC ACCOUNTABILITY STATEMENT

2019

**CITI CANADA OFFICE OF
COMMUNITY DEVELOPMENT**

123 FRONT STREET W., TORONTO,
ONTARIO M5J 2M3

CANADA.COMMUNICATIONS@CITI.COM
WWW.CITIGROUP.COM/CANADA

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