

Operational Footprint Goals

We have been measuring our environmental footprint for two decades and began reporting on our direct operational impacts in 2002. This report marks our first disclosure on progress against our fourth generation of operational footprint goals, which we announced in 2020 and aim to achieve by 2025. These goals are aligned with a pathway to limit global

temperature rise to 1.5°C and cover GHG emissions, energy use, water consumption, waste reduction and diversion, and sustainable building design.

Because of the ongoing COVID-19 pandemic, our facilities were not used at full capacity in 2021, and our related resource consumption, waste generation and GHG emissions were lower than they otherwise would have been. We recognize that in some cases these impacts were

simply moved to employees' homes and other non-Citi facilities. As a result of having fewer people using Citi buildings, our progress for 2021 indicates that we exceeded some of our goals during the year. That trend could briefly reverse in the coming years as our employees continue to return to the office, before progressing again toward meeting our goals.

2025 Operational Footprint Goals

This is the first year we are reporting progress against our 2025 goals. We expect our progress to fluctuate as the number of people occupying our facilities varies during the ongoing COVID-19 pandemic.

In connection with our renewable electricity commitment, Citi is a member of RE100 – a global initiative led by the Climate Group and CDP (formerly the Carbon Disclosure Project), which are both part of the We Mean Business Coalition. In recognition of RE100's requirements, we strive as much as possible to source 100% renewable electricity within the same market boundaries as our consumption.

(MEASURED AGAINST A 2010 BASELINE)

Goals	Progress through 2021
GHG emissions	
45% reduction in location-based GHG emissions	49.8%
Energy	
40% reduction in energy consumption	37.9%
Maintain 100% renewable electricity sourcing	100.0%*
Water	
30% reduction in total water consumption	38.8%
25% of water consumed to come from reclaimed/reused sources	7.0%
Sustainable buildings	
40% of floor area to be LEED, WELL or equivalent certified	34.7%**
Waste	
50% reduction in total waste	55.8%
50% of waste diverted from landfill	22.8%

* 91% meeting RE100 market boundary criteria; 9% sourced from regionally aligned markets.

** 2021 total includes 14 EDGE projects in Latin America.