



CITGO 2021 ESG REPORT

ENVIRONMENT

SOCIAL

GOVERNANCE



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About Our 2021 Report

This report focuses on our activities and achievements occurring during the calendar year 2021 at our headquarters and operating assets. Unless otherwise stated, all data provided represents activities within our operational control (our refineries, terminals, plants and headquarters). This year's Environmental, Social and Governance (ESG) Report was prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards (2016).

CITGO is a privately held entity and all disclosures in this report are voluntary. The GRI Index at the back of this report is aligned with GRI reporting standards.

Monetary figures are in U.S. dollars, unless otherwise noted. Some data has been rounded.

This ESG report contains some forward-looking statements relating to the manner in which CITGO intends to conduct parts of its activities, based on management's current plans and expectations, and how CITGO intends to pursue current strategies. These statements are not promises or guarantees of future conduct or policy, and are subject to a variety of uncertainties and other factors, many of which are beyond our control.

A Message From Our CEO



Carlos E. Jordá
CITGO President & Chief
Executive Officer

CITGO ESG Reporting

The ESG measures we are reporting reflect our current strengths and areas where we can yet improve as we continue to endeavor to be responsible corporate citizens in a volatile and competitive market. The pages that follow outline our efforts to live our corporate values underlying our environment, social and governance efforts. We remain committed to improving in these areas. A more detailed explanation of our adherence to the GRI standards of reporting can be found in the GRI Content Index on page 24.

As our ESG journey continues, we remain committed to building out our long-term strategies:

- ▶ Rebuilding our income generation capacity, making investments in the asset infrastructure that best support profitability and Operational Excellence. These include prioritizing safety improvements, like further enhancements to Facility Siting and other projects that sustain our excellent safety and environmental compliance and performance culture.
- ▶ Investing in projects that improve our financial strength and long-term operational viability. For new capital projects involving energy consumption, we will consider available opportunities to minimize energy use and waste generation while maintaining our commitment to Operational Excellence.
- ▶ Defining strategies to reduce our greenhouse gas emissions (GHG) footprint, either through partnership opportunities for renewable energy projects or energy purchase agreements with renewable energy generators.
- ▶ Continuing our long-standing tradition of corporate citizenship by investing in our communities in key focus areas, including education, disaster relief and resilience, environmental stewardship and health.
- ▶ Continuing to support our Simón Bolívar Foundation in providing humanitarian aid

that improves the health of vulnerable communities both in and from Venezuela affected by disaster, conflict or poverty, especially mothers and children.

- ▶ Nurturing a diverse and inclusive work force that attracts top talent.
- ▶ Continuing to strengthen our ethics and compliance programs and internal control systems, reinforcing a healthy speak-up culture and confirming compliance with expectations, involving all levels of the organization.

As detailed in this report, in 2021 we made good progress on establishing the foundations and tools we need for long-term success based on our values and priorities. Highlights include:

- ▶ Environment: Criteria Air Pollutant emission levels and GHG emissions were lower in 2021 when compared to 2019 (pre-pandemic) levels, principally because of lighter crude being processed and lower throughput. The Company continues investing in opportunities to reduce emissions and find projects to improve energy efficiency.
- ▶ Social: Despite the effects of the pandemic, hurricanes and Winter Storm Uri, the Company maintained its industry-leading safety performance while continuing to invest in our communities through STEM programs, Caring for Our Coast, MDA,

A Message From Our CEO

and United Way. Our workforce was down slightly over the last two years but our profile of women and minorities remained relatively consistent.

- Governance: After appointing a dedicated Chief Ethics and Compliance Officer, we published externally the CITGO Code of Business Conduct and Ethics, issued an Investigations Committee charter, developed an employee engagement survey, and advanced internal control enhancements.

We know there is still work to be done in each one of our strategic areas, but we strongly believe these strategies and their corresponding results will support CITGO well into the future as markets and stakeholder expectations continue to evolve. We understand it is a privilege for us to operate in the communities we serve. We are optimistic about the future and supporting the needs of future markets.

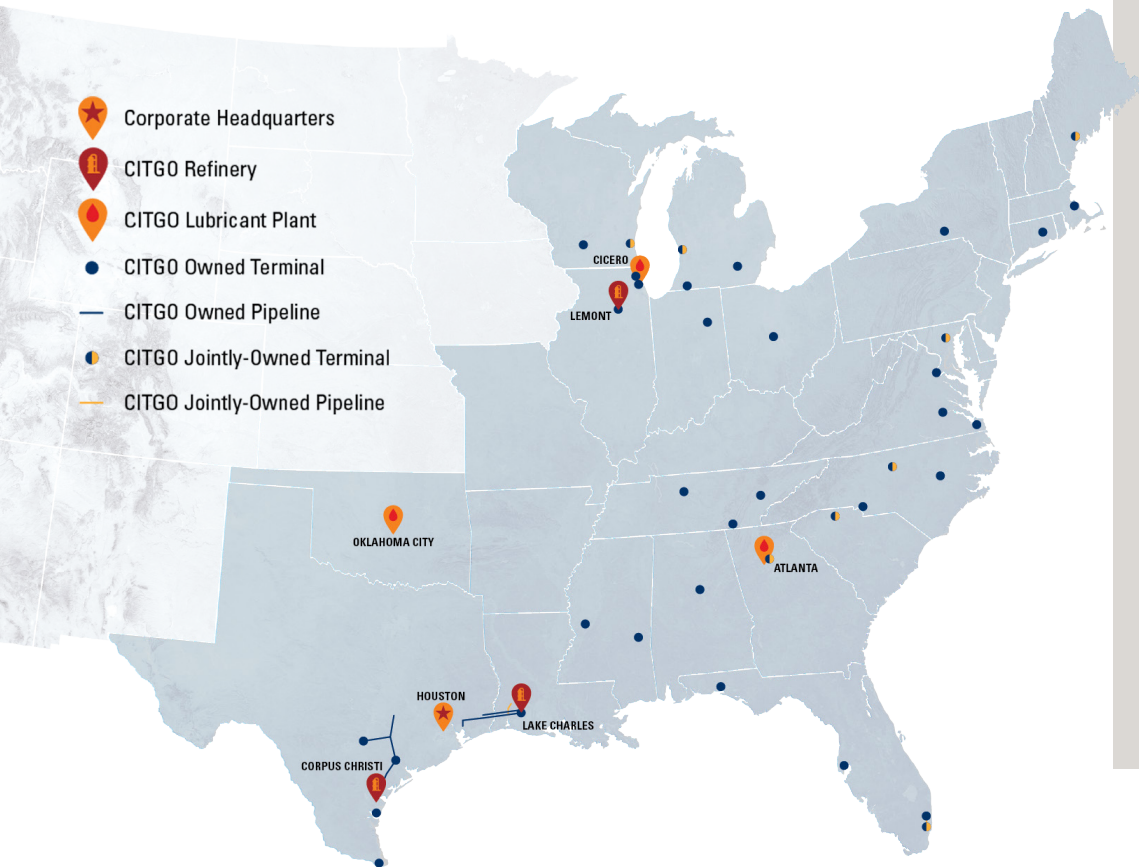
Carlos E. Jordá



About CITGO

CITGO Petroleum Corporation makes the products that fuel everyday life.

We refine, transport and market motor fuels, lubricants, petrochemicals and other industrial products. CITGO operates three complex refineries in the Gulf Coast and Midwest and a network of pipelines and terminals, as well as lubricants blending plants across the country.



REFINING

CITGO operates three sophisticated, highly complex and competitive refineries in Lake Charles, La., Corpus Christi, Texas, and Lemont, Ill., with a combined crude capacity of 769,000 barrels-per-day (bpd).

Each refinery processes large volumes of crude oil into refined products, primarily gasoline, diesel, jet fuel and petrochemicals.

TERMINALS AND PIPELINES

Our extensive network of petroleum product terminals and pipelines is among the largest in the nation, consisting of 38 active wholly or jointly owned terminals and six pipelines. This network offers the flexibility to store and distribute products to our customers throughout the midwestern, southern and eastern United States.

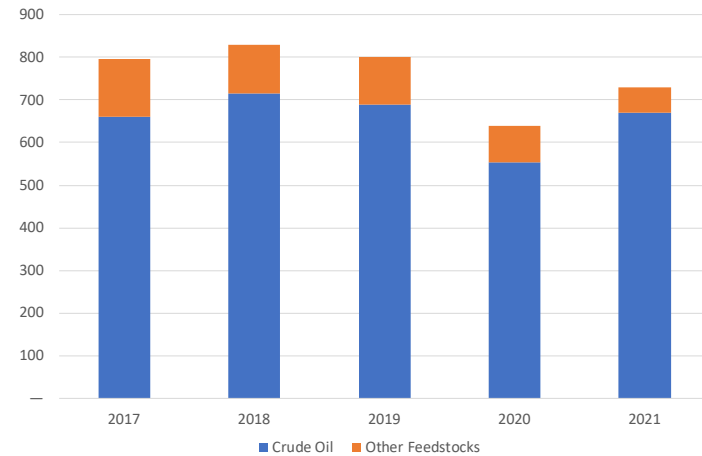
About CITGO

SUPPLY AND MARKETING

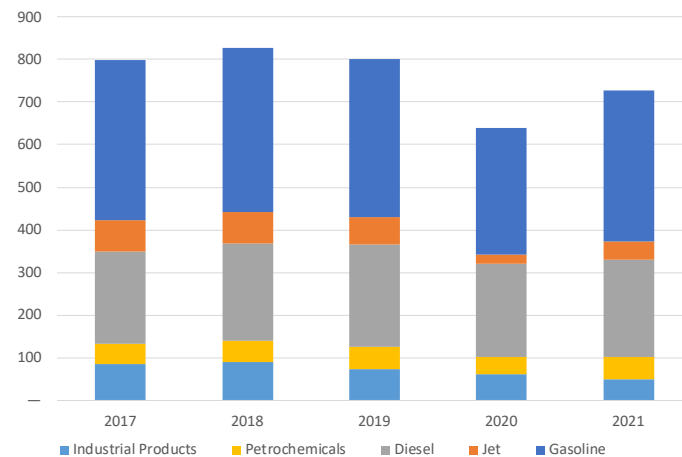
The high complexity of each refinery provides the added flexibility to adjust and optimize crude slates based on market dynamics. As crude production in both the United States and Canada has grown, CITGO has increased its use of these advantaged crudes. Additionally, pipeline, marine, rail, and truck transportation options contribute to the selection of the most economical crudes for each refinery.

In 2021, CITGO produced more than 600,000 bpd of transportation fuels (gasoline, diesel and jet), supplying product to approximately 4,400 independently owned and operated branded retail outlets in the United States and exporting approximately 134,000 bpd. The Company also blends and packages lubricants and oils under the CITGO, Mystik and Clarion brands at its Atlanta, Ga., Oklahoma City, Okla., and Cicero, Ill. plants.

Refinery Net Inputs, MBPD



Refinery Net Products, MBPD



Environment

Our commitment to Operational Excellence is reflected in the continued reduction in total air emissions as identified by the federal Clean Air Act. Our improved reliability at our Lake Charles and Lemont refineries is an example of this commitment and contributed to our overall excellent environmental and safety performance. We understand that running reliably - without upsets, interruptions or incidents - and in compliance with our obligations means that we keep impacts to the environment to a minimum and prevent unwanted impacts to the communities in which we operate.

CRITERIA AIR EMISSIONS

CITGO continues to explore and invest in activities that result in emission reductions of criteria air pollutants from our operations. Historical emissions reductions as shown have come from a wide variety of ongoing actions such as:

- ▶ Replacing older less efficient boilers
- ▶ Installing more efficient burners
- ▶ Selected unit shutdowns
- ▶ Conducting regular burner tuning
- ▶ Improving amine treatment for SO2 reductions
- ▶ Reducing the number of flares
- ▶ Implementing flare minimization practices
- ▶ Active Leak Detection and Repair practices

In 2021 we achieved significant reductions in SO2 and NOx emissions primarily by processing a higher percentage of lighter, lower sulfur crude,

that was also economically beneficial. Our Lemont Refinery and Lake Charles Refinery each achieved record environmental performance, including “time not in flare” of 99.8% and 99.9% respectively.

**Criteria Air Emissions from Refineries
(VOC, NOx, CO, SO2 & PM10)
Metric Tonnes / Million barrels of Throughput***



*As defined by Section 108 of the federal Clean Air Act (VOC, NOx, CO, SO2 & PM (excluding lead), and as certified in annual air emission inventories.

GREENHOUSE GAS EMISSIONS

CITGO continues to track and report its Scope 1 GHG emissions for our refinery operations, consistent with EPA reporting requirements. We estimate that the overwhelming majority of our GHG emissions come from our refining operations. We recognize that our GHG intensity is generally higher than our peers. As such, our focus will be to identify ways to reduce GHG emissions in these operations. For 2021, refining GHG emissions of 7.3 million metric tons CO₂e was an increase over 2020 levels, however still below pre-pandemic levels due primarily to lower throughput. The intensity of GHG emissions (CO₂e per barrel throughput basis) remained relatively stable compared to the last five years.

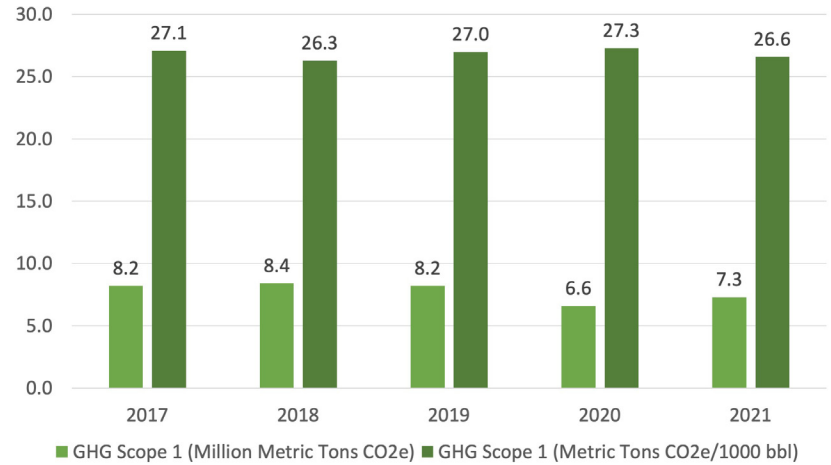
We have been collecting and assessing Scope 1 emissions from our wider wholly-owned and operated facilities including Terminals, Pipelines, Lubricant plants and the corporate office. GHG emissions from these other operations account for 0.1 million metric tons CO₂e (1.4% of total Scope 1 emissions). We are gathering and assessing our Scope 2 GHG emissions and anticipate reporting on these in future reports.

ENERGY USE

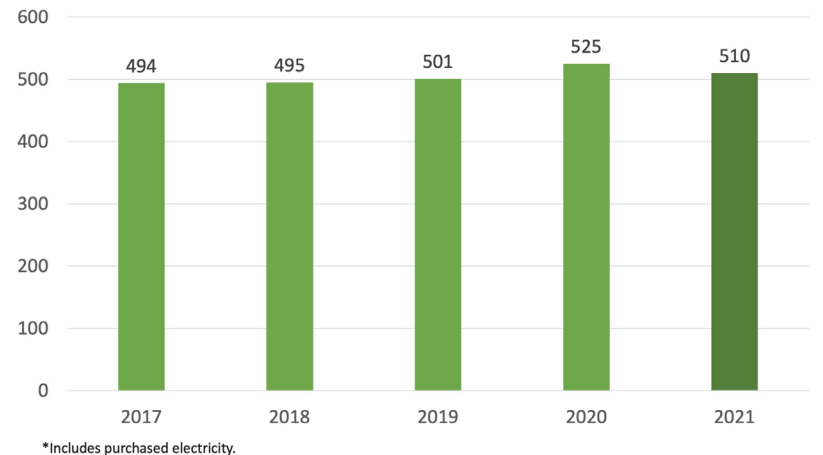
It is commonly understood that energy use is the primary contributor to GHG emissions in refining processes. When we can identify feasible opportunities to reduce the energy intensity of our operations, we realize other rewards that come with it: reduced expenses and lower emissions.

To that end, CITGO launched an Energy Efficiency Initiative to include an Energy Summit that was held in 2022. That Summit helped align the organization's focus on identifying specific projects to reduce energy use intensity. Our typical energy intensity profile at the refineries has been approximately 500 thousand BTU per barrel; however, over 2020 and 2021, the pandemic economy and its lower global demand resulted in lower refinery throughput levels. This resulted in lower energy efficiency per barrel processed or higher energy intensity per barrel.

Greenhouse Gas Emissions from Refineries (Scope 1)



Energy Use Intensity at Refineries (Energy Use)
Thousand BTUs per Barrel of Throughput*



Our long-term energy use strategy includes:

- ▶ Identifying projects that reduce energy use but also provide other benefits such as reliability, safety, emission reductions and yield improvement.
- ▶ Incentivizing capital investments in energy saving projects by lowering our investment hurdle rate for projects with a potential energy saving component.
- ▶ Expanding the focus of our business development teams to 1) explore opportunities related to how we source electricity and steam, 2) assess the potential to collaborate with third parties in the renewable electric generation space, and 3) evaluate opportunities to produce renewable fuels.

WATER USE

Water use initiatives continue to be implemented, such as monitoring to prevent utility leakage and minimize steam waste.

As previously reported, 2019 water use data was more representative of normal operations; 2020 water use at Lake Charles was reduced due to the impacts of hurricanes Delta and Laura and COVID-19 economics; and in 2021 water use at Corpus Christi was reduced in part due to the 15-day shutdown caused by Winter Storm Uri.

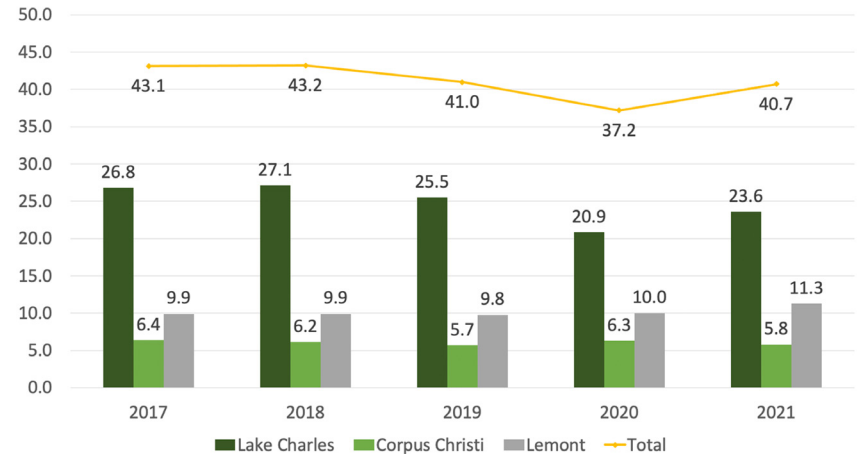
WASTE GENERATION

Waste generation from refineries is highly variable and depends on factors such as utilization (including weather-related interruptions), periodic turnarounds, tank cleanings, routine and non-routine repairs, remediation projects, changing characteristics of feedstocks, and economic factors.

As previously reported, our refineries showed increased levels of waste generation in 2018 and 2019 resulting from unusual activities such as a soil remediation project, dredging at a stormwater retention basin, a larger than usual turnaround project, filter clay and tank cleaning projects. In 2020 and 2021, lower utilization rates contributed to lower overall waste generation levels.

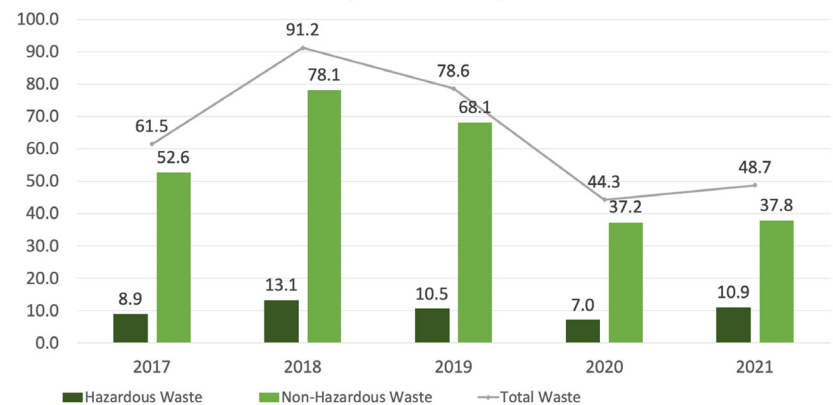
Aggregate Water Use at Refineries

(Aggregate Water Use, Million Cubic Meters)



Waste Generation at Refineries

(Thousand metric tons)



OTHER NOTEWORTHY ENVIRONMENTAL HIGHLIGHTS INCLUDE:

- ▶ In 2021, our Corpus Christi Refinery received the ENERGY STAR certification from the U.S. Environmental Protection Agency for 2020 for the second year in a row.
- ▶ Winter Storm Uri in February 2021 resulted in a 15-day outage at our Corpus Christi, Texas refinery, but our associated shutdown and startup sequences were achieved without flaring or other environmental incidents.
- ▶ Added a new position of Vice President, Health, Safety and Environment responsible for providing the strategic guidance and counsel necessary to support the organization's efforts to implement functional best practices to drive improvements in health, safety and environmental performance.



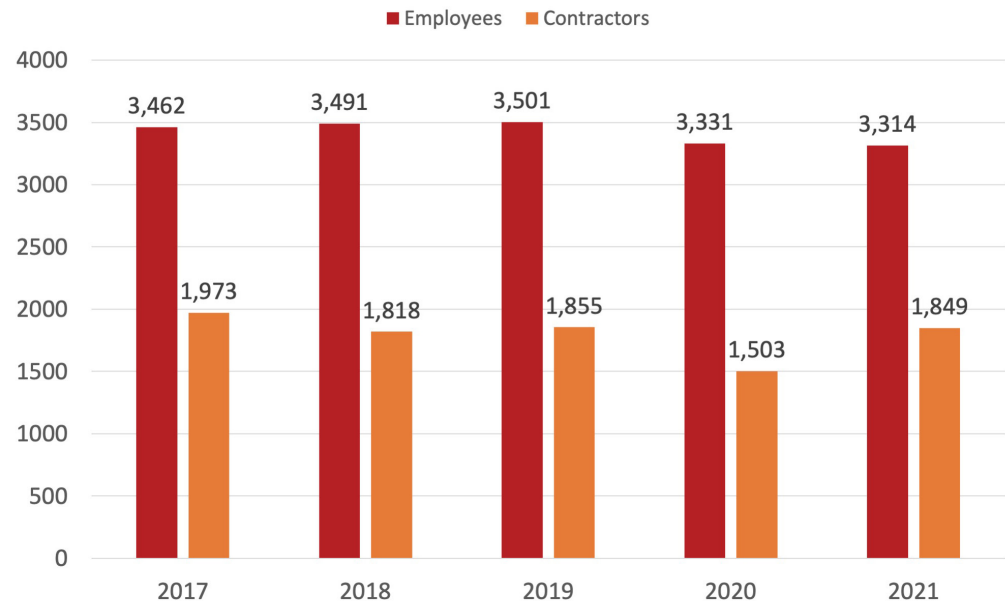
Social

CITGO maintains positive relationships with its stakeholders, with special emphasis on our employees and the communities in which we live and work. Our underlying values ensure integrity, respect and fairness in our dealings, and we work hard to provide safe, compliant, reliable and responsible operations within our communities.

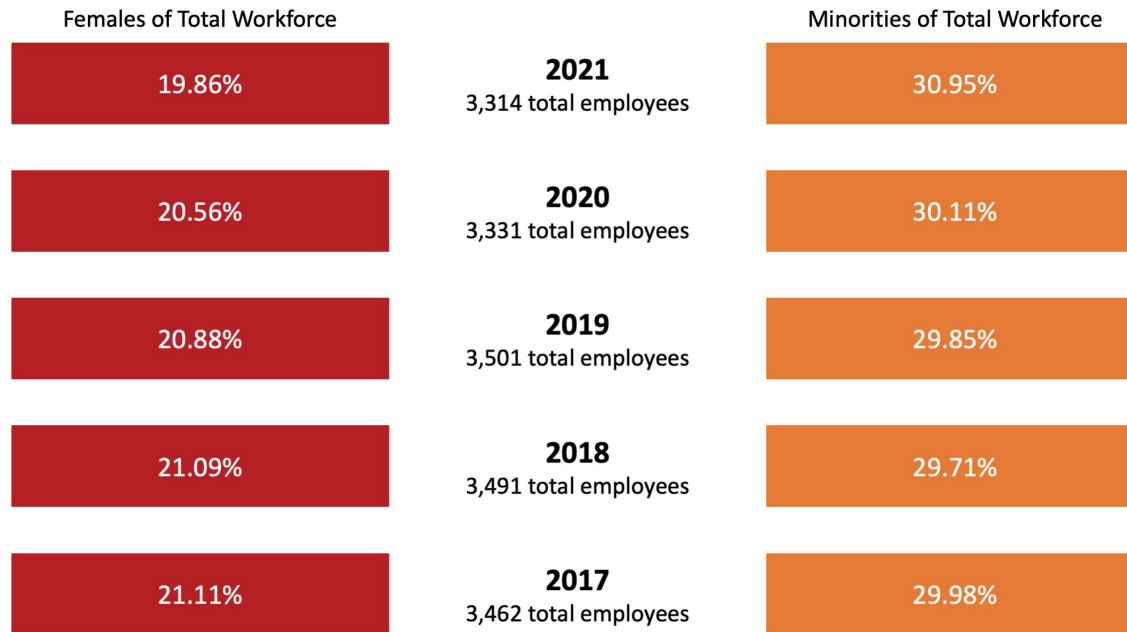
People

Our employees are the heart of every aspect of our business. Running a successful operation requires a workforce with a diverse set of skills and knowledge, and we strive to attract and retain the best talent. As shown in the associated chart, our total workforce headcount averages about 3,500; however, there was a slight reduction over the last two years.

Employees and Contractors Headcount*



*Does not include contractors such as for maintenance turnaround activities.



DIVERSITY AND INCLUSION

CITGO remains committed to maintaining a diverse and inclusive workforce. We believe that fostering workplace environments in which different backgrounds, experiences, points of view and gender identities are valued and respected is critical to our continued success and innovation. CITGO has not set specific diversity targets for its Board, senior management team or workforce, but we strive to have an inclusive and diverse workforce. Our longstanding commitment to fair hiring,

retention and development opportunities go hand in hand with our efforts to build and maintain a high performing workforce and a strong ethics and compliance environment.

Considering female and minority employees as a subset of total employees, the associated chart confirms that the women/minority profile remains relatively unchanged.

Safety

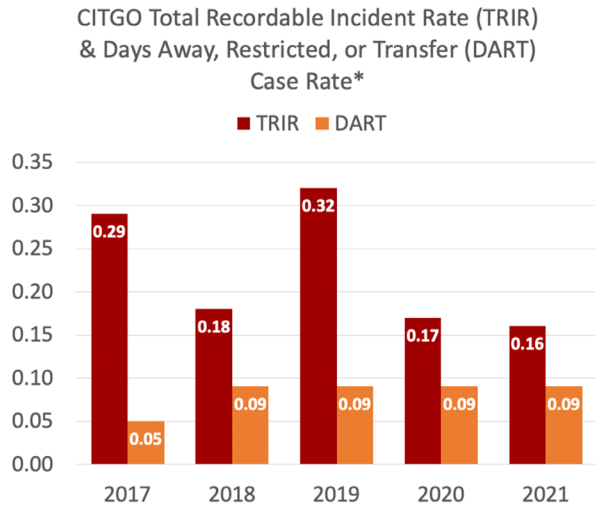
Safety is a foundational value that shapes daily decisions at every level throughout our enterprise and is central to the success of our Operational Excellence initiatives. CITGO safety professionals collaborate with peer industry members to share incident lessons and suggested practice improvements as part of our commitment to keep improving our safety programs and culture. According to U.S. Bureau of Labor Statistics data, for 2021 the refining industry had the lowest injury rate among all U.S. manufacturing sectors. Within the refining sector, CITGO remains one of the leaders in personal and process safety performance consistent with our commitment to safety as a core value.



Additional noteworthy SAFETY HIGHLIGHTS from 2021 included the following:

- ▶ CITGO remains one of the industry's safety leaders, which means a lot because our industry, as measured by the U.S. Bureau of Labor Statistics, has the lowest injury and illness rate of all manufacturing industries.
- ▶ Our Terminals & Pipeline organization was once again recognized by the International Liquids Terminals Association with the Safety Excellence Award.
- ▶ In 2021, CITGO demonstrated its continued commitment to safe, compliant and reliable performance by investing \$100 million for safety and operational reliability projects including for Facility Siting updates. See more in our [Annual Report](#).
- ▶ Through the second year of the COVID-19 pandemic, CITGO's Business Continuity Plan Team sustained its leadership by communicating changing expectations around safe practices and ensuring that needed protective supplies were consistently available to operations.

SAFETY PERFORMANCE DATA - TRIR, DART AND PSE

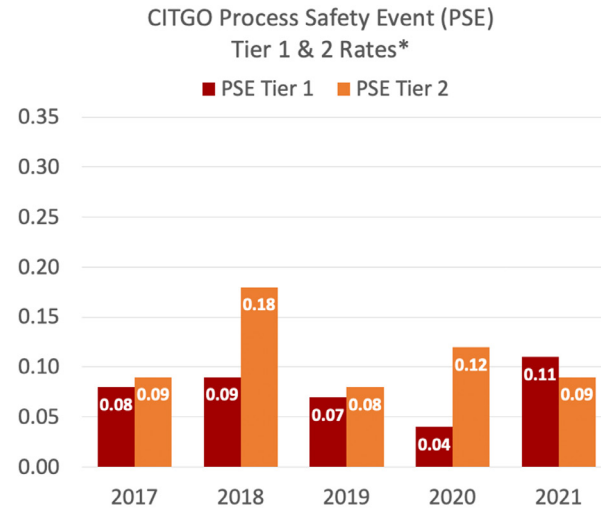


Number of Recordable Incidents

	2017	2018	2019	2020	2021
Total	23	14	29	14	12
DART	4	7	8	7	7

(All DART incidents are included within the Total number)

*Rates are based on number of incidents multiplied by 200,000 divided by total working hours



Number of PSE Incidents

	2017	2018	2019	2020	2021
Tier 1	6	7	6	3	8
Tier 2	7	14	7	10	7

In 2021, CITGO maintained its industry-leading safety performance despite the challenges of business interruptions such as those caused by COVID, hurricanes and Winter Storm Uri in Texas. These lagging indicators do not point to trends in specific causal areas.

We continue to identify proactive opportunities to improve Operational Excellence. These include focus on hazard recognition, effectiveness of training, clear safety communications, stop work authority, a transparent speak-up culture, and organizational learning. These initiatives all work together to eliminate hazards and minimize risks in all our operational activities. Process safety continued to be a priority focus area with ongoing improvements of process hazard analysis methodologies, robust stewardship of process safety safeguards/controls, and enhanced employee participation at all organizational levels.

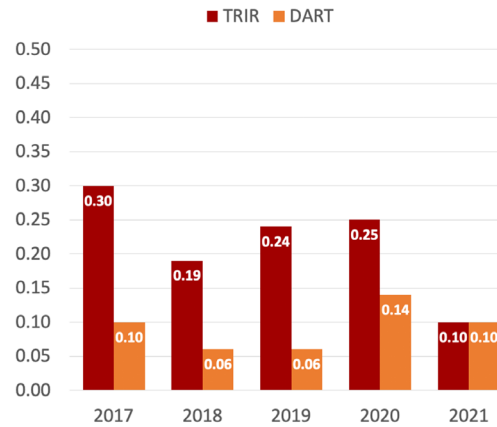
In 2021, we initiated a new method to measure our responsiveness to and communications about near-miss incidents that had a high-potential for severe injuries or incidents. We initiated weekly communications throughout field operations to better promote hazard recognition and mitigation. Communications reinforced the message that our employees are authorized and expected to exercise control of the workplace environment, practice safe behavior and apply incident learnings to reduce risks. CITGO exceeded its target related to this focus area and continues to explore additional leading metrics and practices that further support our risk reduction efforts.

SAFETY PERFORMANCE DATA - TRIR, DART AND PSE

Lake Charles Refinery

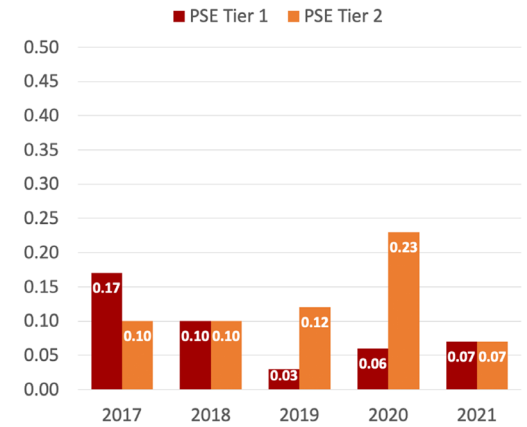
Lake Charles had three OSHA recordable injuries in 2021 with no recordable injuries for employees for the first time in the refinery's history. Process safety events were significantly reduced in 2021. This reflects the refinery's continued focus on Operational Excellence which resulted in significant improvements from 2020 performance.

Lake Charles TRIR & DART Rates



	2017	2018	2019	2020	2021
Total	9	6	8	9	3
DART	3	2	2	5	3

Lake Charles PSE Tier 1 & 2 Rates



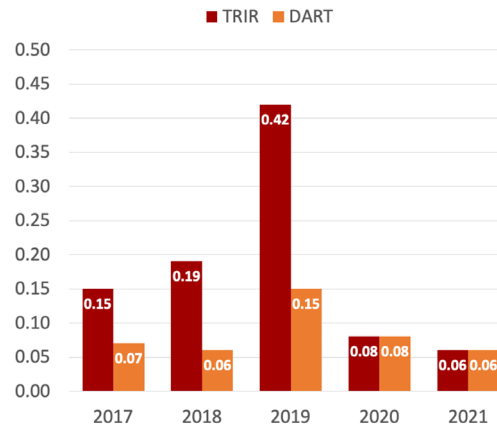
	2017	2018	2019	2020	2021
Tier 1	5	3	1	2	2
Tier 2	3	3	4	8	2

Corpus Christi Refinery

Corpus Christi maintained a very low recordable injury rate with no recordable contractor injuries and one recordable employee injury in 2021 related to a process safety event that occurred immediately following Winter Storm Uri. Safety performance was recognized by AFPM with its Safety Achievement Award for 2021.

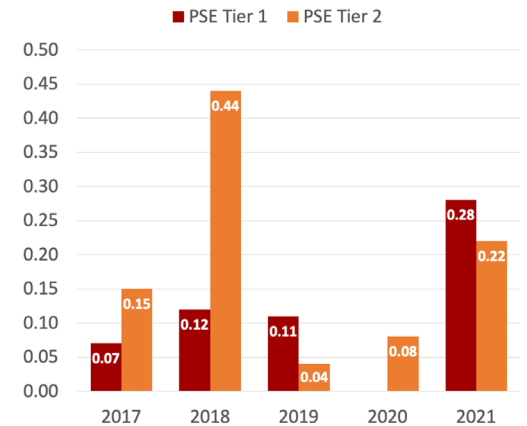
Winter Storm Uri caused multiple process safety challenges due to uncharacteristic freezing conditions. Following the storm and single recordable injury, the refinery elevated its focus on hazard recognition, the quality of pre-job safety reviews and added more safety coordinators with increased supervisor-led field assessments.

Corpus Christi TRIR & DART Rates



	2017	2018	2019	2020	2021
Total	2	3	11	1	1
DART	1	1	4	1	1

Corpus Christi PSE Tier 1 & 2 Rates



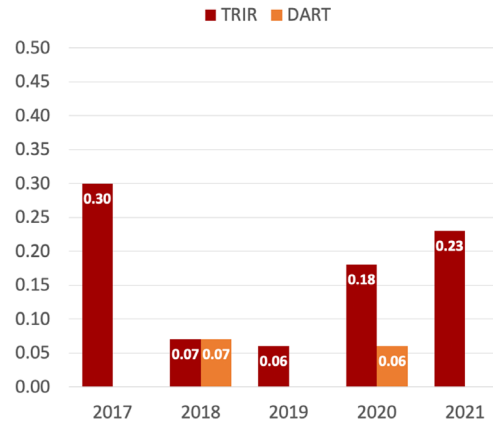
	2017	2018	2019	2020	2021
Tier 1	1	2	3	0	5
Tier 2	2	7	1	1	4

SAFETY PERFORMANCE DATA - TRIR, DART AND PSE

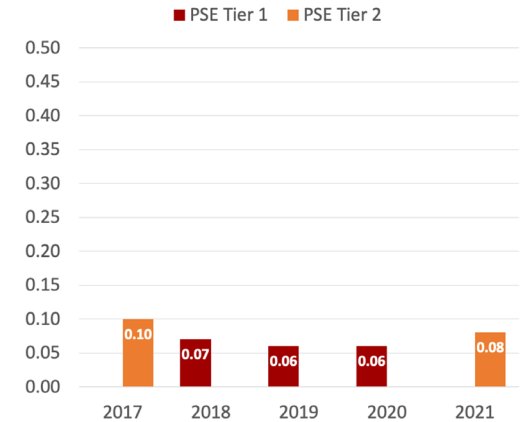
Lemont Refinery

Lemont continued to see very low levels of recordable injury incidents and process safety events, maintaining its industry leading performance. This reflects the refinery's longstanding commitment to leadership involvement and strong safety management systems. Safety performance was recognized by AFPM with its Safety Achievement Award for 2021.

Lemont TRIR & DART Rates



Lemont PSE Tier 1 & 2 Rates



Number of Recordable Incidents

	2017	2018	2019	2020	2021
Total	6	1	1	3	3
DART	0	1	0	1	0

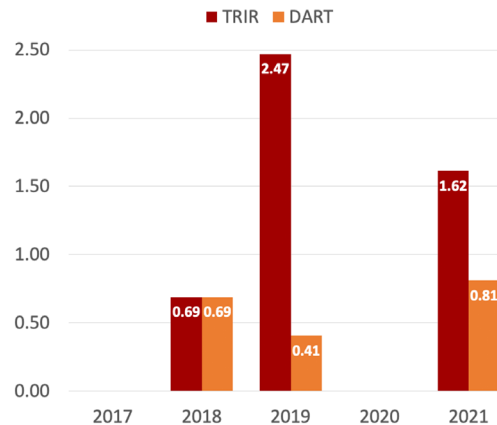
Number of Incidents

	2017	2018	2019	2020	2021
Tier 1	0	1	1	1	0
Tier 2	2	0	0	0	1

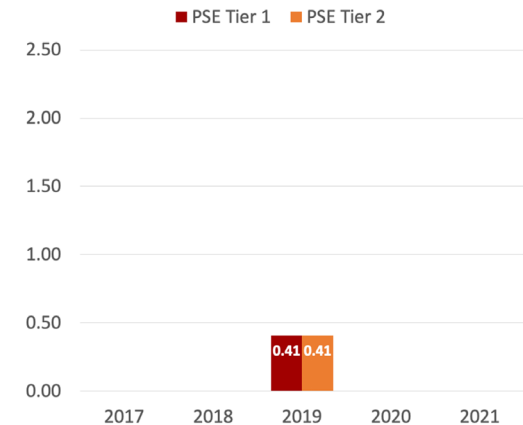
Lubricants

Lubricants saw an increased level of recordable incidents that principally involved hand injuries. Safety and management responded with a systemwide evaluation of training on hand injury prevention and reinforcing the importance of Stop-Work Authority by all employees.

Lubricants TRIR & DART Rates



Lubricants PSE Tier 1 & 2 Rates



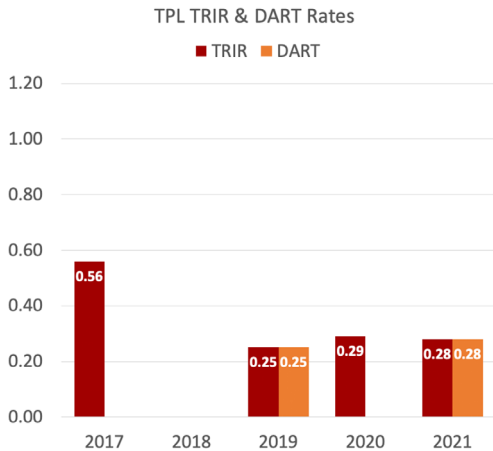
Number of Recordable Incidents

	2017	2018	2019	2020	2021
Total	0	2	6	0	4
DART	0	2	1	0	2

Number of Incidents

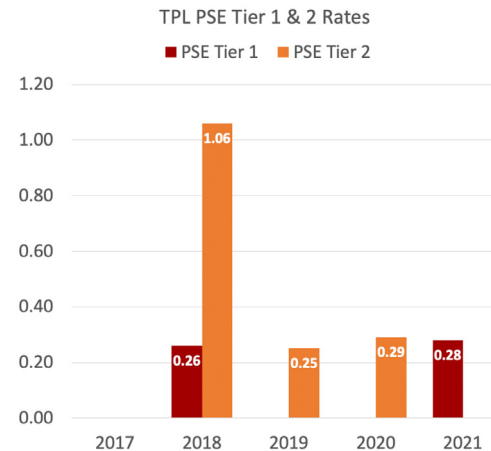
	2017	2018	2019	2020	2021
Tier 1	0	0	1	0	0
Tier 2	0	0	1	0	0

SAFETY PERFORMANCE DATA - TRIR, DART AND PSE



Number of Recordable Incidents

	2017	2018	2019	2020	2021
Total	2	0	1	1	1
DART	0	0	1	0	1



Number of Incidents

	2017	2018	2019	2020	2021
Tier 1	0	1	0	0	1
Tier 2	0	4	1	1	0

Terminals and Pipelines Operations

Our Terminals and Pipelines operations saw only one recordable incident and one process-safety-related event caused by the severe weather conditions from Winter Storm Uri.

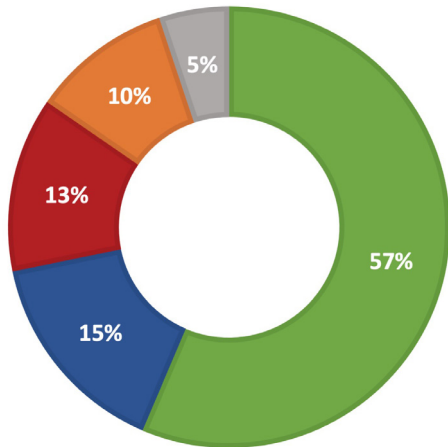
Otherwise, our Terminals and Pipeline operations maintained excellent performance. This HSE performance was recognized by the International Liquids Terminal Association (ILTA) which awarded CITGO the ILTA Safety Excellence Award again for 2021.

Health and Safety Management System

Significant time and resources continued to be assigned to the implementation of the enterprise-wide centralized data-management system 'Enablon' to support key HSE Management programs in 2021, including a major software upgrade release. Incident Management functionality was successfully established throughout all business units, and Process Safety-focused Management of Change capabilities was employed. Configuration of Audit/Inspections and Process Hazard Analysis modules continued, on track for 2022 deployment. Ongoing focus is on wider application of Management of Change, enhancement of required interfaces with other data systems, roll out of Audits/Inspections with Mobility and PHA, and continual improvement of utilization to leverage value for management of HSE risks.

Community

COMMUNITY INVESTMENT



■ Education
 ■ Health
 ■ Environment
■ Disaster Relief
 ■ Matching Gifts and other



CITGO has a long-standing tradition of corporate citizenship. From educational initiatives to disaster recovery and resilience, environmental stewardship, sponsorships and strategic associations, we create meaningful impact and empower our communities to thrive.

In 2021, CITGO donated approximately \$3.9 million in the focus areas of Education (\$2.2 million); Disaster Relief and Resilience (\$0.4 million); Environment (\$0.5 million); and Health (\$0.6 million); plus another (\$0.2 million) in matching gifts and other contributions. These contributions exclude those made by CITGO to the Simón Bolívar Foundation. Key highlights are included below:

Education

Education is vital to long-lasting community sustainability. CITGO supports educational initiatives that create meaningful impact while addressing some of today's biggest societal barriers. Through the STEM Talent Pipeline signature grant program, CITGO awarded more than \$1 million to 27 schools and educational organizations, encouraging students to pursue STEM careers. The program supports 12 CITGO Innovation Academies, reaching more than 20,000 students and educators.

CITGO also awarded \$245,000 through the unique Distinguished Scholars Program which recognizes high school students for

their talents in areas such as community service, beating the odds and career and technical education.

Environment

Originally launched in 2014, our Caring for Our Coast (CFOC) Program is an ongoing effort to protect vulnerable coastal and inland habitats through education and volunteerism.

In 2021, CFOC awarded nearly \$500,000 to 11 environmental organizations including: Artist Boat, Coastal Bend Bays & Estuaries Program, The Conservation Foundation, Galveston Bay Foundation, Houston Audubon Society, National Recreation and Park Association, Restore America's Estuaries, The Nature Conservancy, Gulf of Mexico Alliance, Friends of Padre, and University of Houston Main Campus. The results of these programs include planting more than 74,000 trees, grasses & shrubs; collecting nearly 30,000 pounds of trash; restoring 1,460 acres; and engaging more than 1,800 volunteers in 166 events

Highlights of our partnerships include:

- ▶ Partnered with The Gulf of Mexico Gulf Star Program Alliance to support work in Galveston Bay, Texas that will improve conservation efforts for diamondback terrapins, a small species of turtle that lives in coastal marshes.

Disaster Relief and Resilience

- ▶ After Winter Storm Uri, we supported several organizations directly responding to the emergency, including the St. Bernard Project (SBP), Corpus Christi Metro Ministries, Rebuilding Together Houston, and Independence Heights Redevelopment Council. During the pandemic, CITGO partnered with Baylor College of Medicine to purchase and deliver more than 3,000 hot meals to health care workers in the Harris Health System in Houston, Texas to support these workers during the struggles they faced caring for others.
- ▶ Worked with community partners to help meet ongoing needs for food and water and medium- to long-term assistance for home repair in Houston and Lake Charles, La.
- ▶ Supported employees through the CITGO Stands Together Fund, a need-based financial assistance program funded with donations made by CITGO employees, contractors, and retirees.
- ▶ Participated in several volunteering events supporting recovery efforts.
- ▶ Concluded a three-year Fueling Good, Rebuilding Lives charitable partnership with Rebuilding Together Houston, a program launched to help Houston-area communities recover from Hurricane Harvey. The initiative renovated more than 186 homes in the Independence Heights community and surrounding areas.

Health

Since 1986, CITGO has partnered with the Muscular Dystrophy Association (MDA) raising more than \$255 million through annual fundraising campaigns that support MDA's mission. In 2021, CITGO raised and donated \$5 million for research and to support families living with muscular dystrophy, ALS and related neuromuscular diseases.

Employee Engagement and Volunteering

- ▶ Raised and donated more than \$1.5 million for United Way organizations in our refinery communities.
- ▶ Employees volunteered more than 1,600 hours to local community organizations and donated nearly \$190,000, including CITGO matching funds.
- ▶ The employee-driven Environmental Stewardship Committee (ESC) at our corporate headquarters achieved several "firsts" in 2021, including a Holiday Recycling Drive, Virtual Earth Week and E-Recycling Drive, and a beach clean-up with the Galveston Bay Foundation.



SIMÓN BOLÍVAR FOUNDATION

The Simón Bolívar Foundation, the 501(c)(3) nonprofit, private foundation of CITGO Petroleum Corporation, seeks to improve the health of vulnerable communities both in and from Venezuela affected by disaster, conflict or poverty, mainly mothers and children. The Foundation supports grantmaking that creates dividends to benefit a larger community.

In 2021, the Foundation committed \$3.4 million to help more than 100,000 people in need through humanitarian health grants and knowledge transfer grants. Funds supported the following initiatives:

- ▶ Four projects to help improve the health conditions of the Venezuelan diaspora in Colombia.
- ▶ Grantmaking and capacity building in Venezuela.
- ▶ Research on Venezuela's Health situation and the impact of migration and health in the region, by researchers from Johns Hopkins Center for Humanitarian Health and Center for Disaster Philanthropy. Findings help guide humanitarian health programming and provide updated, objective and reliable data on the Venezuelan health sector and Venezuelan migrants and refugees.

- ▶ Capacity building through scholarships for medical professionals in Venezuela for a world class diploma on Tropical Medicine from Baylor's National School of Tropical Medicine.

For more information, see the [Simón Bolívar Foundations 2021 Annual Report](#).



Governance

One of the main responsibilities of management is to ensure that CITGO operates under the highest levels of integrity and adopts industry-leading practices in everything we do. To this end, the Board of Directors gives priority to strong governance, which is fundamental to our other objectives of operational and financial stability.

During 2021, the CITGO Ethics & Compliance Office continued to make improvements in the Company's Ethics & Compliance program, including the appointment of the first dedicated Ethics & Compliance Officer in the history of CITGO. We also published the CITGO Code of Business Conduct and Ethics on CITGO.com, making it a publicly available document that sets expectations for our employees and everyone doing business with CITGO; deployed an new associated training module; issued the Company's Investigations Committee Charter; and developed an employee engagement survey for launch in early 2022.

We made significant progress advancing the internal control enhancement implementation in 2021, which is expected to be completed in early 2023.



This company-wide initiative includes formalizing key controls related to our financial reporting processes, training our employees on those controls, and implementing an annual control testing procedure in service of further developing and refining our internal control environment. Further, the Board continued to enhance its governance practices by creating internal policies and protocols, and participated in numerous training sessions throughout the year.

SYSTEMS AND PRACTICES FOR REPORTING CONCERNS

The CITGO Integrity Helpline

All CITGO stakeholders have a responsibility to speak up and promptly report any safety or environmental concerns and any suspected illegal, unethical, or wrongful conduct, including any actual or potential violations of law, regulations, the Code of Conduct or our Values. There are several reporting channels available for stakeholders, including those in the community in which we work, to ask questions or raise concerns, including the CITGO Integrity Helpline. The Integrity Helpline is confidential and administered by an independent external third-party organization and is available 24 hours a day, 7 days a week. The Helpline may be accessed by filing an electronic on-line report or by calling (800) 252-4846. All CITGO stakeholders should be assured that when they speak up the Company will listen and follow up. Any comments, questions, concerns or complaints received through the Integrity Helpline System, or our other reporting channels, will be thoroughly evaluated and promptly investigated, as appropriate. Concerns can be reported anonymously, if desired.

Any person who reports a concern through any of these available channels, including the Integrity Helpline, will be protected from retaliation.

Our ESG Reporting Process: Materiality

We used the Global Reporting Initiative's Standards process to identify topics most relevant to the company as identified by key stakeholders. At CITGO, we took these steps to identify priority issues relevant to our reporting efforts:

This year's report focuses on topics we deemed most relevant to the company and its stakeholders. Of those topics, the following 6 were identified as the top priority areas.

- 1** Assessed industry developments using the Global Reporting Initiative (GRI) Standards.

- 2** Benchmarked previous reporting efforts against reporting by peers and industry leaders.

- 3** Captured critical sustainability context for how we manage issues through key decision-makers at corporate headquarters and at each site.

- 4** Determined the availability of data and the ability to expand disclosure.

- 5** Convened senior executives and internal subject-matter experts from across the organization to assess the reporting approach in light of stakeholder interests and needs.

- 6** Refreshed the materiality process, using desk research, for relevancy and ability to account for new and emerging risks.

REGULATORY COMPLIANCE

AIR EMISSIONS

OCCUPATIONAL AND PROCESS SAFETY

ENERGY USE INTENSITY

COMMUNITY ENGAGEMENT

EFFLUENTS, WASTE AND RECYCLING

Our ESG Reporting Process: Stakeholder Engagement

Stakeholder Group	Location	Action
Employees	All locations of operation in the United States	They are integral to our business. They refine, transport and store our products. They are our eyes and ears on the ground, our subject-matter experts and our brand ambassadors.
Government Agencies and Officials	Local, state and federal governments	They set the legislation and regulations that impact our work.
Nongovernmental Organizations (NGOs)/ Nonprofits and Industry Associations	Global	They support the implementation of corporate social responsibility programs through grants and partnerships.
Consumers	Global	They contribute to our financial success.
Community	In the vicinity of our operations	They provide our bases of operations and an employment pool, and enable us to more broadly engage outside the workplace.
Post-Secondary Institutions	In the vicinity of our operations	They help us sustain a qualified workforce.
Contractors	In the vicinity of our operations	They contribute best-in-class skills that support our operational success.
Marketers	United States	They help us sell our products and promote our brand reputation.



GRI Content Index

2021 CITGO ESG Report

GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Reporting Boundaries: Midstream Production Downstream Production Commercial Activity	CY2021 - Additional Detail/Omissions																																																																																																																																																																																																																												
102-1	Name of the organization		CITGO Petroleum Corporation																																																																																																																																																																																																																												
102-2	Activities, brands, products, and services		<p>CITGO is the fifth largest refiner in the U.S. with a combined crude capacity of approximately 769,000 barrels-per-day (bpd), CITGO operates three sophisticated, highly complex crude-oil refineries located in Lake Charles, Louisiana; Lemont, Illinois; and Corpus Christi, Texas; three fully owned and six jointly owned pipelines covering approximately 450 miles; 38 active terminals across 21 states; and three Lubricants plants in Oklahoma City, Oklahoma; Atlanta, Georgia and Cicero, Illinois. Our gasoline, jet fuel, diesel, petrochemicals and industrial products fuel industry needed to mobilize the U.S. economy. Business activities also extend to pipelines, terminals and stores though we maintain limited control therein and therefore, do not include their activities within our ESG disclosure efforts.</p> <table border="1"> <thead> <tr> <th colspan="11">Total Refinery Production (MBPD)</th> </tr> <tr> <th></th> <th colspan="2">2021</th> <th colspan="2">2020</th> <th colspan="2">2019</th> <th colspan="2">2018</th> <th colspan="2">2017</th> </tr> </thead> <tbody> <tr> <td>Rated Crude Oil Refining Capacity at Year End</td> <td colspan="2">769</td> <td colspan="2">769</td> <td colspan="2">769</td> <td colspan="2">749</td> <td colspan="2">749</td> </tr> <tr> <td colspan="11">Refinery Input</td> </tr> <tr> <td colspan="11">Crude Oil</td> </tr> <tr> <td>Heavy</td> <td>146</td> <td>22%</td> <td>228</td> <td>41%</td> <td>263</td> <td>38%</td> <td>322</td> <td>45%</td> <td>305</td> <td>46%</td> </tr> <tr> <td>Light Sour</td> <td>33</td> <td>5%</td> <td>86</td> <td>16%</td> <td>164</td> <td>24%</td> <td>106</td> <td>15%</td> <td>38</td> <td>6%</td> </tr> <tr> <td>Light Sweet</td> <td>492</td> <td>73%</td> <td>240</td> <td>43%</td> <td>261</td> <td>38%</td> <td>288</td> <td>40%</td> <td>317</td> <td>48%</td> </tr> <tr> <td>Total Crude Oil</td> <td>671</td> <td>100%</td> <td>554</td> <td>100%</td> <td>688</td> <td>100%</td> <td>716</td> <td>100%</td> <td>660</td> <td>100%</td> </tr> <tr> <td>Other Feedstocks</td> <td colspan="2">59</td> <td colspan="2">84</td> <td colspan="2">112</td> <td colspan="2">113</td> <td colspan="2">136</td> </tr> <tr> <td>Total</td> <td>730</td> <td></td> <td>638</td> <td></td> <td>800</td> <td></td> <td>829</td> <td></td> <td>796</td> <td></td> </tr> <tr> <td colspan="11">Product Yield</td> </tr> <tr> <td colspan="11">Light Fuels</td> </tr> <tr> <td>Gasoline</td> <td>356</td> <td>49%</td> <td>295</td> <td>46%</td> <td>369</td> <td>46%</td> <td>385</td> <td>47%</td> <td>376</td> <td>47%</td> </tr> <tr> <td>Jet Fuel</td> <td>43</td> <td>6%</td> <td>23</td> <td>4%</td> <td>65</td> <td>8%</td> <td>75</td> <td>9%</td> <td>74</td> <td>9%</td> </tr> <tr> <td>Diesel/#2 Fuel</td> <td>227</td> <td>31%</td> <td>217</td> <td>34%</td> <td>241</td> <td>30%</td> <td>226</td> <td>27%</td> <td>216</td> <td>27%</td> </tr> <tr> <td>Petrochemicals</td> <td colspan="2">53</td> <td colspan="2">42</td> <td colspan="2">51</td> <td colspan="2">51</td> <td colspan="2">48</td> </tr> <tr> <td>Industrial Products</td> <td colspan="2">49</td> <td colspan="2">61</td> <td colspan="2">74</td> <td colspan="2">90</td> <td colspan="2">85</td> </tr> <tr> <td>Total</td> <td>728</td> <td>100%</td> <td>638</td> <td>100%</td> <td>800</td> <td>100%</td> <td>827</td> <td>100%</td> <td>799</td> <td>100%</td> </tr> <tr> <td>Utilization of Rated Crude Oil Refining Capacity</td> <td colspan="2">87%</td> <td colspan="2">72%</td> <td colspan="2">89%</td> <td colspan="2">96%</td> <td colspan="2">88%</td> </tr> </tbody> </table>	Total Refinery Production (MBPD)												2021		2020		2019		2018		2017		Rated Crude Oil Refining Capacity at Year End	769		769		769		749		749		Refinery Input											Crude Oil											Heavy	146	22%	228	41%	263	38%	322	45%	305	46%	Light Sour	33	5%	86	16%	164	24%	106	15%	38	6%	Light Sweet	492	73%	240	43%	261	38%	288	40%	317	48%	Total Crude Oil	671	100%	554	100%	688	100%	716	100%	660	100%	Other Feedstocks	59		84		112		113		136		Total	730		638		800		829		796		Product Yield											Light Fuels											Gasoline	356	49%	295	46%	369	46%	385	47%	376	47%	Jet Fuel	43	6%	23	4%	65	8%	75	9%	74	9%	Diesel/#2 Fuel	227	31%	217	34%	241	30%	226	27%	216	27%	Petrochemicals	53		42		51		51		48		Industrial Products	49		61		74		90		85		Total	728	100%	638	100%	800	100%	827	100%	799	100%	Utilization of Rated Crude Oil Refining Capacity	87%		72%		89%		96%		88%	
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102-3	Location of headquarters		Houston, Texas - U.S.A.																																																																																																																																																																																																																												
102-4	Location of operations		CITGO assets [https://www.citgo.com/operations/terminals-pipelines] and stores [https://www.citgo.com/station-locator] can be found via separate site pages.																																																																																																																																																																																																																												
102-5	Ownership and legal form		CITGO Holding Inc. a Delaware corporation. CITGO Petroleum is a wholly owned subsidiary of CITGO Holding, Inc.																																																																																																																																																																																																																												



GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Reporting Boundaries: Midstream Production Downstream Production Commercial Activity	CY2021 - Additional Detail/Omissions
102-6	Markets served		CITGO serves markets that benefit from our products and services across an extensive value chain in the United States. -Midstream Production: Transportation (marine and land) and Terminals (storage and pipelines); -Downstream Production (refining, petrochemicals, and transportation fuel, such as gasoline, diesel, ethanol blending and jet fuel); and -Commercial Activity (wholesale marketing, retailing of transport fuels, crude oil and gas trading)
102-7	Scale of the organization		The scale of our organization is detailed within our recent Annual Report at: https://www.citgo.com/getmedia/528fcc9b-b1a4-4d4b-b083-1f79ea9278ae/2021-CITGO-Annual-Report.pdf
102-8	Information on employees and other workers		CITGO employees: 3,314, Contractor FTEs: 1,849
102-9	Supply chain		Crude oil supplies come from a wide variety of North American and foreign crudes that can be run through our complex refineries. CITGO products have access to market through pipeline, barge and ship in addition to rail and truck transportation options. Certain support is dependent on third-party vendors and partnerships such as for hydrogen and electricity and certain feedstocks.
102-10	Significant changes to the organization and its supply chain		No significant changes associated with acquisitions, divestitures or support for go-to-market services were made in 2021.
102-11	Precautionary Principle or approach		CITGO utilizes risk management tools typical for the industry for enterprise risk identification and management as well as for area-specific risks like HSE risk management. CITGO routinely evaluates the potential risks of process and organizational changes for safety and environmental activities. Additionally, Corporate HSE Policy establishes multi-year performance improvement goals to further support continuously improving and minimize risks and adverse impacts.
102-12	External initiatives		Community engagement efforts highlighted throughout our report speak to external initiatives we are committed to. Stakeholders are also invited to learn more at: https://www.citgo.com/responsibility/community-involvement
102-13	Membership of associations		As an organization deeply rooted in the communities where we operate, our teams are involved in several organizations at the local level and national level. For a full list of memberships in associations, refer to: https://www.citgo.com/getmedia/053082a2-6f83-4cbf-bba9-ff071bfd5d9f/MEMBERSHIPS-ASSOCIATIONS.pdf
102-14	Statement from senior decision-maker		A Message From our CEO on page 3.
102-16	Values, principles, standards, and norms of behavior		Though our values are woven throughout the report, readers are advised to reference our website for more at: https://www.citgo.com/about/who-we-are/vision-values
102-18	Governance structure		Our leadership and governance profiles can be found at: https://www.citgo.com/about/leadership-governance
102-40	List of stakeholder groups		Stakeholder groups listed in our report are limited to those that we closely interact with on a daily basis, those who we depend on to drive value to the marketplace and the future of our profession. As we continue to build out our platform for active ESG engagement, we will find ways to strengthen efforts towards enhancing our reporting strategy.
102-41	Collective bargaining agreements		See disclosures 403-1 and 403-4 for more information.
102-42	Identifying and selecting stakeholders		Internal subject matter experts active in our ESG efforts, worked to identify and select key stakeholder groups for which we interact with on a daily basis and who could inspire our materiality assessment.
102-43	Approach to stakeholder engagement		Our approach to stakeholder engagement is focused on 1) passive engagement led through desktop research and due diligence which allows us to stay abreast of industry trends and 2) active engagement carried out throughout the year and through various functions in order to maintain a pulse on issues impacting our management controls.
102-44	Key topics and concerns raised		Key topics and concerns raised throughout our ongoing stakeholder engagement efforts have informed the issues disclosed within our report. By addressing progress in the areas of regulatory compliance, air emissions, occupational health and process safety, energy use intensity, community engagement, and effluents, waste and recycling, we are able to strengthen critical communication with our stakeholders.
102-45	Entities included in the consolidated financial statements		Financial highlights accounted for our overall operational footprint can be found in our 2021 Annual Report at: https://www.citgo.com/getmedia/528fcc9b-b1a4-4d4b-b083-1f79ea9278ae/2021-CITGO-Annual-Report.pdf



GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Reporting Boundaries: Midstream Production Downstream Production Commercial Activity	CY2021 - Additional Detail/Omissions																																								
102-46	Defining report content and topic Boundaries		Our ESG reporting efforts highlight 2021 calendar year activities at our headquarters and refineries. However, each metric accounts for different variations depending on how data is tracked in our organization. Specifics are provided herein within the Content Index.																																								
102-47	List of material topics		See disclosure 102-44																																								
102-48	Restatements of information		A few restatements are listed within health and safety data sets. Items found within parenthesis are figures listed in the last report. Both numbers are left in the tables to demonstrate restatements. Changes are immaterial.																																								
102-49	Changes in reporting		Within this year's reporting effort, we have included boundary detail within the Content Index in order to bring clarity to what is accounted for within each metric.																																								
102-50	Reporting period		2021 Calendar Year																																								
102-51	Date of most recent report		2020 Calendar Year ESG Report																																								
102-52	Reporting cycle		Calendar Year																																								
102-53	Contact point for questions regarding the report		ESG@CITGO.com																																								
102-54	Claims of reporting in accordance with the GRI Standards		Our CY2021 ESG Report is "In Accordance" with the GRI Standards core-level reporting guidance.																																								
102-55	GRI Content Index		Herein																																								
102-56	External assurance		Financial reporting audits are conducted by KPMG, which may include some aspects of workforce detail. Internal quality controls are applied to all environmental, health and safety data as it is also to be reported to the regulators. Greenhouse gas detail may be audited in 2022 as a baseline year. SOX compliance readiness is also underway. In terms of our labor data, such as payroll and benefits, internal and external audits are conducted annually for the financial reporting process.																																								
103-1	Explanation of the material topic and its Boundary		The level and depth of disclosure on management approach are dependent on the current systems and processes deployed to manage performance data within, and outside, the organization. Specifics are described as lead ins to each topical section within our ESG dedicated site page.																																								
103-2	The management approach and its components																																										
103-3	Evaluation of the management approach																																										
201-1	Direct economic value generated and distributed	M: Terminals & Pipelines D: Refineries & Lubricants C: Corporate	<table border="1"> <thead> <tr> <th>Economic Value (in millions of U.S. dollars)</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Net sales</td> <td>25,567</td> <td>14,673</td> <td>27,367</td> </tr> <tr> <td>Other revenue</td> <td>25</td> <td>17</td> <td>18</td> </tr> <tr> <td>Subtotal</td> <td>25,592</td> <td>14,690</td> <td>27,385</td> </tr> <tr> <td>Cost of sales and operating expenses</td> <td>24,171</td> <td>14,946</td> <td>26,564</td> </tr> <tr> <td>Other expenses</td> <td>1,097</td> <td>893</td> <td>1,031</td> </tr> <tr> <td>Subtotal</td> <td>25,268</td> <td>15,839</td> <td>27,595</td> </tr> <tr> <td>(Loss) Income before Income Taxes</td> <td>324</td> <td>-1,149</td> <td>-210</td> </tr> <tr> <td>Income tax (benefit expense)</td> <td>78</td> <td>-482</td> <td>-50</td> </tr> <tr> <td>Net (Loss) Income</td> <td>246</td> <td>-667</td> <td>-160</td> </tr> </tbody> </table> <p>Additional financial highlights accounted for our overall operational footprint can be found in our Annual Report at: https://www.citgo.com/getmedia/528fcc9b-b1a4-4d4b-b083-1f79ea9278ae/2021-CITGO-Annual-Report.pdf</p>	Economic Value (in millions of U.S. dollars)	2019	2020	2021	Net sales	25,567	14,673	27,367	Other revenue	25	17	18	Subtotal	25,592	14,690	27,385	Cost of sales and operating expenses	24,171	14,946	26,564	Other expenses	1,097	893	1,031	Subtotal	25,268	15,839	27,595	(Loss) Income before Income Taxes	324	-1,149	-210	Income tax (benefit expense)	78	-482	-50	Net (Loss) Income	246	-667	-160
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202-2	Proportion of senior management hired from the local community	D: Refineries	<table border="1"> <thead> <tr> <th>Refinery</th> <th>2019*</th> <th>2020*</th> <th>2021*</th> </tr> </thead> <tbody> <tr> <td>Lake Charles</td> <td>67</td> <td>70</td> <td>70</td> </tr> <tr> <td>Lemont</td> <td>70</td> <td>100</td> <td>90</td> </tr> <tr> <td>Corpus Christi</td> <td>78</td> <td>80</td> <td>70</td> </tr> </tbody> </table> <p>NOTE: The information above is for the refineries only. *% of associates from local communities in upper management positions</p> <p>CITGO staffing philosophy for senior management is to provide employees with training and development so that they are prepared for the opportunity to take on higher level positions once they have sufficient experience and qualifications.</p>	Refinery	2019*	2020*	2021*	Lake Charles	67	70	70	Lemont	70	100	90	Corpus Christi	78	80	70																				
Refinery	2019*	2020*	2021*																																				
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203-1	Infrastructure investments and services supported	C: Corporate	<table border="1"> <thead> <tr> <th>Economic Value (in millions of U.S. dollars)</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Payments to Charitable Organizations</td> <td>19.16</td> <td>18.71</td> <td>12.38</td> <td>11.27</td> <td>5.49</td> </tr> </tbody> </table>	Economic Value (in millions of U.S. dollars)	2017	2018	2019	2020	2021	Payments to Charitable Organizations	19.16	18.71	12.38	11.27	5.49																								
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203-2	Significant indirect economic impacts	M: Terminals & Pipelines D: Refineries & Lubricant C: Corporate (However, Indirect Economic Impact tab only mentions Refineries & Corporate)	<p>Payments are made regardless of whether they are accruals from other budget years or long-term accruals. Figures also include CITGO donations to the Simón Bolívar Foundation. Volunteerism values are provided by a credible external source that informs value per working hour as a standard calculation.</p>																																				
207-1	Approach to tax governance and management	M: Terminals & Pipelines D: Refineries & Lubricants C: Corporate	<p>Additional financial highlights accounted for our overall operational footprint can be found in our Annual Report at: https://www.citgo.com/getmedia/528fcc9b-b1a4-4d4b-b083-1f79ea9278ae/2021-CITGO-Annual-Report.pdf</p>																																				
302-1	Energy consumption within the organization	Refer to GRI 305	See disclosure 305-2.																																				
302-3	Energy intensity	Refer to GRI 305	Our energy intensity figures are associated with throughput and barrels of production.																																				
303-1	Water withdrawal by source	D: Refineries	<table border="1"> <thead> <tr> <th colspan="6">Aggregate Water Use in Million Cubic Meters (million m3)</th> </tr> <tr> <th>Refinery Level</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Lake Charles</td> <td>26.8</td> <td>27.1</td> <td>25.5</td> <td>20.9</td> <td>23.6</td> </tr> <tr> <td>Corpus Christi</td> <td>6.4</td> <td>6.2</td> <td>5.7</td> <td>6.3</td> <td>5.8</td> </tr> <tr> <td>Lemont</td> <td>9.9</td> <td>9.9</td> <td>9.8</td> <td>10</td> <td>11.3</td> </tr> <tr> <td>Total</td> <td>43.1</td> <td>43.2</td> <td>41</td> <td>37.2</td> <td>40.7</td> </tr> </tbody> </table> <p>Water consumed at our facilities stems from a combination of municipal for potable water use, and natural sources in proximity to our refineries. Towards protecting waterways, we are committed to treating water before it exits our facilities. Similarly, we have robust processes in place to protect adjacent waterways and wetlands surrounding our facilities through testing, metering and tracking water use prior to discharge. Water consumption at headquarters, lubricant plants, terminals and pipelines are not reported as it represents a de minimis factor in comparison to our overall footprint. Our extensive water recycling efforts are featured within refinery highlights.</p>	Aggregate Water Use in Million Cubic Meters (million m3)						Refinery Level	2017	2018	2019	2020	2021	Lake Charles	26.8	27.1	25.5	20.9	23.6	Corpus Christi	6.4	6.2	5.7	6.3	5.8	Lemont	9.9	9.9	9.8	10	11.3	Total	43.1	43.2	41	37.2	40.7
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303-3	Water recycled and reused	D: Refineries	Data not available for this report.																																				
304-3	Habitats protected or restored	Refer to other non-specific disclosures	Efforts to protect, manage and restore are mandated at the enterprise level and executed by each individual site. Examples of CITGO diligence, including giving, engagement, and partnerships towards preservation and restoration for biodiversity integrity, are woven throughout our reporting efforts as case studies.																																				



GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Reporting Boundaries: Midstream Production Downstream Production Commercial Activity	CY2021 - Additional Detail/Omissions																																																																								
305-1	Direct (Scope 1) GHG emissions	D: Refineries	<table border="1"> <thead> <tr> <th></th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td colspan="6">Total Scope 1 Emissions Figures</td> </tr> <tr> <td>GHG Scope 1 (Million Metric Tonnes CO2e)</td> <td>8.2</td> <td>8.4</td> <td>8.2</td> <td>6.6</td> <td>7.3</td> </tr> <tr> <td colspan="6">Intensity Figures</td> </tr> <tr> <td>GHG Scope 1 (Metric Tonnes CO2e/1000 bbl)</td> <td>28.2</td> <td>27.2</td> <td>28.0</td> <td>28.3</td> <td>27.5</td> </tr> <tr> <td colspan="6">Throughput</td> </tr> <tr> <td>Net Throughput (MMbbbls)</td> <td>291</td> <td>303</td> <td>292</td> <td>234</td> <td>267</td> </tr> </tbody> </table> <p>Emissions factors used are established by the EPA.</p>		2017	2018	2019	2020	2021	Total Scope 1 Emissions Figures						GHG Scope 1 (Million Metric Tonnes CO2e)	8.2	8.4	8.2	6.6	7.3	Intensity Figures						GHG Scope 1 (Metric Tonnes CO2e/1000 bbl)	28.2	27.2	28.0	28.3	27.5	Throughput						Net Throughput (MMbbbls)	291	303	292	234	267																														
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305-2	Energy indirect (Scope 2) GHG emissions	D: Refineries	Scope 2 GHG emissions information is being collected and evaluated, to be included in later reporting after verification of integrity and completeness.																																																																								
305-3	GHG intensity	D: Refineries	Our intensity figures are associated with throughput and barrels of production.																																																																								
306-2	Waste by type and disposal method	D: Refineries	Both hazardous and non-hazardous waste are tracked by site at CITGO per regulatory compliance mechanisms. Hazardous Waste totals, as reported in the annual RCRA hazardous waste reports, are manifested and disposed of offsite.																																																																								
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	D: Refineries	<table border="1"> <thead> <tr> <th>Air Pollutants</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>VOC (US tons)</td> <td>3,326</td> <td>2,224</td> <td>2,187</td> <td>2,227</td> <td>2,105</td> </tr> <tr> <td>NOx (US tons)</td> <td>5,174</td> <td>5,200</td> <td>5,171</td> <td>4,116</td> <td>4,587</td> </tr> <tr> <td>CO (US tons)</td> <td>2,563</td> <td>2,538</td> <td>2,857</td> <td>1,986</td> <td>2,173</td> </tr> <tr> <td>SO2 (US tons)</td> <td>1,113</td> <td>1,054</td> <td>1,037</td> <td>463</td> <td>450</td> </tr> <tr> <td>PM10 (US tons)</td> <td>868</td> <td>921</td> <td>880</td> <td>776</td> <td>846</td> </tr> <tr> <td>PM2.5 (US tons)</td> <td>683</td> <td>735</td> <td>710</td> <td>570</td> <td>664</td> </tr> <tr> <td>Lead (US tons)</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total Air Emissions VOC, NOx, CO, SO2 & PM10 (US tons)</td> <td>13,044</td> <td>11,937</td> <td>12,132</td> <td>9,568</td> <td>10,161</td> </tr> <tr> <td>Total Air Emissions VOC, NOx, CO, SO2 & PM10 (Metric Tonnes)</td> <td>11,833</td> <td>10,829</td> <td>11,006</td> <td>8,680</td> <td>9,218</td> </tr> <tr> <td>Combined Air Emissions VOC, Nox, CO, SO2 & PM10 (Metric Tonnes / Million barrels)</td> <td>41</td> <td>36</td> <td>38</td> <td>37</td> <td>35</td> </tr> <tr> <td>Total Criteria Air Pollutants - NOx, CO, SO2, PM10, Lead (US tons)</td> <td>9,718</td> <td>9,713</td> <td>9,945</td> <td>7,341</td> <td>8,055</td> </tr> </tbody> </table> <p>Various calculation methodologies are used to generate detail depending upon the source category. Continuous Emission Monitoring systems (CEMS) are used when available; If no CEMS is available, then agency approved stack test data is used; If no CEMS or Stack test data is available, then emissions are calculated using methods found in the most recent edition of EPA's Compilation of Air Pollutant Emission Factors (AP-42); If no CEMS, stack test data or AP-42 factors are available, the calculations published in engineering journals and/or EPA or agency approved estimations methodologies. All CITGO Petroleum Corporation refineries are included in aggregate detail. Toxic Release Inventory (TRI) data was not vetted by government agencies in advance of publishing this year's report, therefore, it will be provided in the following year's report for both 2018 and 2019 Calendar Years. Air emissions have been adjusted from what was published 2018 based on totals reported in each site's annual emissions inventory (AEI) to regulatory agencies.</p>	Air Pollutants	2017	2018	2019	2020	2021	VOC (US tons)	3,326	2,224	2,187	2,227	2,105	NOx (US tons)	5,174	5,200	5,171	4,116	4,587	CO (US tons)	2,563	2,538	2,857	1,986	2,173	SO2 (US tons)	1,113	1,054	1,037	463	450	PM10 (US tons)	868	921	880	776	846	PM2.5 (US tons)	683	735	710	570	664	Lead (US tons)	0	0	0	0	0	Total Air Emissions VOC, NOx, CO, SO2 & PM10 (US tons)	13,044	11,937	12,132	9,568	10,161	Total Air Emissions VOC, NOx, CO, SO2 & PM10 (Metric Tonnes)	11,833	10,829	11,006	8,680	9,218	Combined Air Emissions VOC, Nox, CO, SO2 & PM10 (Metric Tonnes / Million barrels)	41	36	38	37	35	Total Criteria Air Pollutants - NOx, CO, SO2, PM10, Lead (US tons)	9,718	9,713	9,945	7,341	8,055
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307-1	Non-compliance with environmental laws and regulations	M: Terminals & Pipelines D: Refineries & Lubricants C: Corporate	In 2021, none of the events resulting in environmental non-compliance with environmental laws and regulations met the significance disclosure criteria. We note that the single water permit exceedance listed in our 2020 Report also did not warrant disclosure as it did not meet the significance criteria.																																																																														
401-1	New employee hires and turnover	M: Terminals & Pipelines D: Refineries & Lubricants C: Corporate	Data not available for this report.																																																																														
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	M: Terminals & Pipelines D: Refineries & Lubricants C: Corporate	For more about CITGO employment benefits, refer to: https://www.citgo.com/careers/work-at-citgo/work-at-citgo																																																																														
403-1	Workers represented in formal joint management-worker health and safety committees	M: Terminals & Pipelines D: Refineries & Lubricants C: Corporate	All employees, both represented and non-represented, are encouraged to take an active role in enhancing the overall health and safety of our workplaces. Labor agreements at all locations call for representatives from bargaining units to participate in union/management safety leadership and awareness committees, which results in quality investigations, program planning, employee input and oversight of all safety programs.																																																																														
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	CITGO H&S data related to TRIR and DART and CITGO Tier 1 and 2 Process Safety Event Rates includes all Organization (Refineries, Lubes, Terminals & Pipelines and Corporate HQ). Industry H&S data related to TRIR and DART does not include Lubes, Terminals & Pipelines or Corporate HQ. CITGO only reports Refineries related H&S data to AFPM.	<table border="1"> <thead> <tr> <th>Safety Aspect</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td colspan="6">Total Recordable Incident Rate (TRIR)</td> </tr> <tr> <td>Industry Employees (refining only)</td> <td>0.41</td> <td>0.37</td> <td>0.37</td> <td>0.53</td> <td>0.39</td> </tr> <tr> <td>Industry Contractors (refining only)</td> <td>0.25</td> <td>0.26</td> <td>0.30</td> <td>0.20</td> <td>0.26</td> </tr> <tr> <td>CITGO Employees</td> <td>0.24</td> <td>0.24</td> <td>0.40</td> <td>0.22</td> <td>0.20</td> </tr> <tr> <td>CITGO Contractors</td> <td>0.33</td> <td>0.12</td> <td>0.26</td> <td>0.14</td> <td>0.13</td> </tr> <tr> <td colspan="6">Days Away, Restricted or Transfer (DART) Rate</td> </tr> <tr> <td>Industry Employees (refining only)</td> <td>0.23</td> <td>0.23</td> <td>0.23</td> <td>0.37</td> <td>0.26</td> </tr> <tr> <td>Industry Contractors (refining only)</td> <td>0.08</td> <td>0.09</td> <td>0.10</td> <td>0.07</td> <td>0.10</td> </tr> <tr> <td>CITGO Employees</td> <td>0.03</td> <td>0.13</td> <td>0.16</td> <td>0.11</td> <td>0.11</td> </tr> <tr> <td>CITGO Contractors</td> <td>0.07</td> <td>0.05</td> <td>0.04</td> <td>0.07</td> <td>0.08</td> </tr> <tr> <td>Tier 1 Process Safety Event Rates</td> <td>0.08</td> <td>0.09</td> <td>0.07</td> <td>0.04</td> <td>0.09</td> </tr> <tr> <td>Tier 2 Process Safety Event Rates</td> <td>0.14</td> <td>0.18</td> <td>0.08</td> <td>0.12</td> <td>0.09</td> </tr> </tbody> </table> <p>CITGO H&S data related to TRIR and DART includes all Organization (Refineries, Lubes, Terminals & Pipelines and Corporate HQ). Industry H&S data related to TRIR and DART does not include Lubes, Terminals & Pipelines or Corporate HQ. CITGO only reports Refineries related H&S data to AFPM. AFPM includes Refineries and Chemical Plants in its Industry data. CITGO Tier 1 and 2 Process Safety Event Rates includes all Organization (Refineries, Lubes, Terminals & Pipelines and Corporate HQ). AFPM Industry Tier 1 and 2 Process Safety Event Rates does not include Lubes, Terminals & Pipelines or Corporate HQ. CITGO only reports Refineries related Process Safety Event Rate data to AFPM. AFPM includes Refineries and Chemical Plants in its Industry data. To provide year-over-year comparable safety data, 2020 TRIR and DART rates above do not include COVID-19 cases.</p>	Safety Aspect	2017	2018	2019	2020	2021	Total Recordable Incident Rate (TRIR)						Industry Employees (refining only)	0.41	0.37	0.37	0.53	0.39	Industry Contractors (refining only)	0.25	0.26	0.30	0.20	0.26	CITGO Employees	0.24	0.24	0.40	0.22	0.20	CITGO Contractors	0.33	0.12	0.26	0.14	0.13	Days Away, Restricted or Transfer (DART) Rate						Industry Employees (refining only)	0.23	0.23	0.23	0.37	0.26	Industry Contractors (refining only)	0.08	0.09	0.10	0.07	0.10	CITGO Employees	0.03	0.13	0.16	0.11	0.11	CITGO Contractors	0.07	0.05	0.04	0.07	0.08	Tier 1 Process Safety Event Rates	0.08	0.09	0.07	0.04	0.09	Tier 2 Process Safety Event Rates	0.14	0.18	0.08	0.12	0.09
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403-3	Workers with high incidence or high risk of diseases related to their occupation	M: Terminals & Pipelines D: Refineries & Lubricants	Workers with the highest exposure to Incidents and associated risks are those at the Industrial work sites (Refineries, Lubes Plants and Terminals), whether employees or contractors.																		
403-4	Health and safety topics covered in formal agreements with trade unions	M: Terminals D: Refineries & Lubricants	All employees, both represented and non-represented, are encouraged to take an active role in enhancing the overall health and safety of our workplaces. Labor agreements at all locations call for representatives from bargaining units to participate in union/management safety leadership and awareness committees, which results in quality investigations, program planning, employee input and oversight of all safety programs.																		
404-1	Average hours of training per year per employee	M: Terminals & Pipelines D: Refineries & Lubricants C: Corporate	<table border="1"> <thead> <tr> <th colspan="2">2019</th> <th colspan="2">2020</th> <th colspan="2">2021</th> </tr> <tr> <th>Participant Hours</th> <th>Total Cost</th> <th>Participant Hours</th> <th>Total Cost</th> <th>Participant Hours</th> <th>Total Cost</th> </tr> </thead> <tbody> <tr> <td>198,866</td> <td>\$1,500,000.00</td> <td>97,363</td> <td>\$82,021.84</td> <td>200,632</td> <td>\$768,833.00</td> </tr> </tbody> </table>	2019		2020		2021		Participant Hours	Total Cost	Participant Hours	Total Cost	Participant Hours	Total Cost	198,866	\$1,500,000.00	97,363	\$82,021.84	200,632	\$768,833.00
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<p>We have prided ourselves on our employee development programs over the years, but there were significant issues presented by the COVID Pandemic since 2020. We were forced to limit training and education efforts to essential functions. However, in 2021, we started to realize an increase in training efforts, particularly with regard to our online training courses geared towards job-related skills and career development goals. We also began refining our approach to better meet the needs of an ever-changing business landscape, such as through emotional intelligence and supervisory trainings which have morphed into a holistic leadership development class for seasoned employees as well as people transitioning into new roles. In addition, our Lake Charles and Lemont refineries committed to launching diversity, equity and inclusion courses in 2022.</p>																					
404-2	Programs for upgrading employee skills and transition assistance programs	Same as 404-1	Our educational assistance program supports employees' ambitions to transition to other positions, and even, external opportunities. The program covers our employees' college degrees.																		
404-3	Percentage of employees receiving regular performance and career development reviews	Same as 404-1	Our salaried employees receive regular performance reviews. Hourly operators are evaluated for compliance with performing duties of their roles on a regular basis.																		
405-1	Diversity of governance bodies and employees	M: Terminals & Pipelines D: Refineries & Lubricants C: Corporate	Data not available for this report.																		



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413-1	Operations with local community engagement, impact assessments, and development programs	D: Refineries, C: Corporate (However, Indirect Economic Impact tab only provide details by Refineries. Also SB Foundation donation is included)	<table border="1"> <thead> <tr> <th>Economic Value (Enterprise Level - Total)</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Community Investments (\$)</td> <td>12,380,927</td> <td>11,275,046</td> <td>5,499,737</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>3,907 hours</td> <td>1,398 hours</td> <td>1,657 hours</td> </tr> <tr> <td colspan="4">Site Level Detail</td> </tr> <tr> <td colspan="4">Lake Charles</td> </tr> <tr> <td>Community Investments (\$)</td> <td>451,708</td> <td>1,015,437</td> <td>839,712</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>861 hours</td> <td>173 hours</td> <td>515 hours</td> </tr> <tr> <td colspan="4">Lemont</td> </tr> <tr> <td>Community Investments (\$)</td> <td>252,515</td> <td>620,500</td> <td>527,894</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>880 hours</td> <td>544 hours</td> <td>295 hours</td> </tr> <tr> <td colspan="4">Corpus Christi</td> </tr> <tr> <td>Community Investments (\$)</td> <td>566,650</td> <td>958,500</td> <td>861,100</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>352 hours</td> <td>184 hours</td> <td>225 hours</td> </tr> <tr> <td colspan="4">Houston</td> </tr> <tr> <td>Community Investments (\$)</td> <td>154,650</td> <td>2,711,500</td> <td>645,500</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>1,609 hours</td> <td>484 hours</td> <td>587 hours</td> </tr> </tbody> </table>				Economic Value (Enterprise Level - Total)	2019	2020	2021	Community Investments (\$)	12,380,927	11,275,046	5,499,737	Value of Volunteerism (Hours/Costs)	3,907 hours	1,398 hours	1,657 hours	Site Level Detail				Lake Charles				Community Investments (\$)	451,708	1,015,437	839,712	Value of Volunteerism (Hours/Costs)	861 hours	173 hours	515 hours	Lemont				Community Investments (\$)	252,515	620,500	527,894	Value of Volunteerism (Hours/Costs)	880 hours	544 hours	295 hours	Corpus Christi				Community Investments (\$)	566,650	958,500	861,100	Value of Volunteerism (Hours/Costs)	352 hours	184 hours	225 hours	Houston				Community Investments (\$)	154,650	2,711,500	645,500	Value of Volunteerism (Hours/Costs)	1,609 hours	484 hours	587 hours
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Lemont																																																																						
Community Investments (\$)	252,515	620,500	527,894																																																																			
Value of Volunteerism (Hours/Costs)	880 hours	544 hours	295 hours																																																																			
Corpus Christi																																																																						
Community Investments (\$)	566,650	958,500	861,100																																																																			
Value of Volunteerism (Hours/Costs)	352 hours	184 hours	225 hours																																																																			
Houston																																																																						
Community Investments (\$)	154,650	2,711,500	645,500																																																																			
Value of Volunteerism (Hours/Costs)	1,609 hours	484 hours	587 hours																																																																			
413-2	Operations with significant actual and potential negative impacts on local communities	Same as 413-1	<p>Currently, there are no formal impact assessments conducted across the CITGO organization. Being that CITGO employees are deeply rooted in their communities, we depend on them to identify needs. By fostering regular engagement, our team is able to respond to community needs in a cooperative way. The Simon Bolivar Foundation is aimed at benefiting the health needs of its ultimate stakeholder, Venezuelans mothers and children, in and out of the country. In 2021 we engaged two studies to researchers, to map the health needs in Venezuela and in Latin America, where the larger number of migrants from Venezuela move to, to define how we could be more effective with the allocation of our resources.</p>																																																																			
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418-1	Substantial complaints concerning breaches of customer privacy and losses of customer data	M: Terminals & Pipelines D: Refineries & Lubricants C: Corporate	<table border="1"> <thead> <tr> <th>Total number of substantiated complaints received concerning breaches of customer privacy, categorized by:</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Complaints received from outside parties and substantiated by the organization</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Complaints from regulatory bodies.</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total number of leaks, thefts, or loss of customer data</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>If the organization has not identified any substantiated complaints, a brief statement is sufficient</td> <td>0</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>From an information Security perspective, the department has not received any outside complaints concerning breaches of customer privacy, or detected any leak, thefts, or loss customer data during these timeframes.</p>				Total number of substantiated complaints received concerning breaches of customer privacy, categorized by:	2019	2020	2021	Complaints received from outside parties and substantiated by the organization	0	0	0	Complaints from regulatory bodies.	0	0	0	Total number of leaks, thefts, or loss of customer data	0	0	0	If the organization has not identified any substantiated complaints, a brief statement is sufficient	0	0	0																																												
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GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Reporting Boundaries: Midstream Production Downstream Production Commercial Activity	CY2021 - Additional Detail/Omissions																																																																
413-1	Operations with local community engagement, impact assessments, and development programs	D: Refineries, C: Corporate (However, Indirect Economic Impact tab only provide details by Refineries. Also SB Foundation donation is included)	<table border="1"> <thead> <tr> <th>Economic Value (Enterprise Level - Total)</th> <th>2019</th> <th>2020</th> <th>2021</th> </tr> </thead> <tbody> <tr> <td>Community Investments (\$)</td> <td>12,380,927</td> <td>11,275,046</td> <td>5,499,737</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>3,906.71 hours</td> <td>1,397.58 hours</td> <td>1,657 hours</td> </tr> <tr> <td colspan="4">Site Level Detail</td> </tr> <tr> <td colspan="4">Lake Charles</td> </tr> <tr> <td>Community Investments (\$)</td> <td>451,708</td> <td>1,015,437</td> <td>839,712</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>860.47 hours</td> <td>172.49 hours</td> <td>515 hours</td> </tr> <tr> <td colspan="4">Lemont</td> </tr> <tr> <td>Community Investments (\$)</td> <td>252,515</td> <td>620,500</td> <td>527,894</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>879.75 hours</td> <td>544 hours</td> <td>295 hours</td> </tr> <tr> <td colspan="4">Corpus Christi</td> </tr> <tr> <td>Community Investments (\$)</td> <td>566,650</td> <td>958,500</td> <td>861,100</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>351.09 hours</td> <td>183.92 hours</td> <td>225 hours</td> </tr> <tr> <td colspan="4">Houston</td> </tr> <tr> <td>Community Investments (\$)</td> <td>154,650</td> <td>2,711,500</td> <td>645,500</td> </tr> <tr> <td>Value of Volunteerism (Hours/Costs)</td> <td>1,608.85 hours</td> <td>483.67 hours</td> <td>587 hours</td> </tr> </tbody> </table> <p>Currently, there are no formal impact assessments conducted across the CITGO organization. Being that CITGO employees are deeply rooted in their communities, we depend on them to identify needs. By fostering regular engagement, our team is able to respond to community needs in a cooperative way. The Simon Bolivar Foundation is aimed at benefiting the health needs of its ultimate stakeholder, Venezuelans mothers and children, in and out of the country. In 2021 we engaged two studies to researchers, to map the health needs in Venezuela and in Latin America, where the larger number of migrants from Venezuela move to, to define how we could be more effective with the allocation of our resources.</p>	Economic Value (Enterprise Level - Total)	2019	2020	2021	Community Investments (\$)	12,380,927	11,275,046	5,499,737	Value of Volunteerism (Hours/Costs)	3,906.71 hours	1,397.58 hours	1,657 hours	Site Level Detail				Lake Charles				Community Investments (\$)	451,708	1,015,437	839,712	Value of Volunteerism (Hours/Costs)	860.47 hours	172.49 hours	515 hours	Lemont				Community Investments (\$)	252,515	620,500	527,894	Value of Volunteerism (Hours/Costs)	879.75 hours	544 hours	295 hours	Corpus Christi				Community Investments (\$)	566,650	958,500	861,100	Value of Volunteerism (Hours/Costs)	351.09 hours	183.92 hours	225 hours	Houston				Community Investments (\$)	154,650	2,711,500	645,500	Value of Volunteerism (Hours/Costs)	1,608.85 hours	483.67 hours	587 hours
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