

CORPORATE
SOCIAL
RESPONSIBILITY

2015



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About This Report

INTRODUCTION

We are pleased to share our annual Corporate Social Responsibility Report (CSR Report) to detail our corporate social responsibility, safety and environmental performance in 2015. This report focuses on the issues that are most material to our business and stakeholders. To determine relevant issues, we surveyed our subject matter experts at the end of 2015. CITGO management developed the 2015 CSR Report and takes responsibility for the collection and accuracy of the information presented. Unless otherwise stated, the financial, safety, human resources and philanthropic data included reflect the processes and performance of wholly owned CITGO operations. Environmental data are collected for the three CITGO-owned refineries. This CSR Report does not include data or performance information for CITGO retail stations, as they are independently owned and operated. Please contact us at CITGOCSRReport@CITGO.com with questions or comments.

CAUTIONARY STATEMENT

This CSR Report contains forward-looking statements regarding how CITGO intends to conduct certain activities, based on management's current plans and expectations. 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.

Therefore, the actual conduct of our activities — including the development, implementation or continuation of any program, policy or initiative discussed as part of the CSR Report — may differ materially from any forecast or projection in this document.

The statements of intention in this CSR Report are accurate only as of this report's publication date. CITGO undertakes no obligation to publicly update any statements contained herein.

As used in this report, the term "CITGO" and such terms as "the company," "the corporation," "their," "our," "its," "we" and "us" may refer to one or more of the consolidated subsidiaries or affiliates of CITGO, or to all of them as a whole. These terms are used for convenience only, and are not intended as a precise description of any of the separate entities, each of which manages its own affairs.



COMPANY PROFILE

CITGO Petroleum Corporation (CITGO) is owned by CITGO Holding, Inc., a Delaware corporation and an indirect, wholly owned subsidiary of Petróleos de Venezuela, S.A. (PDVSA), the national oil company of the Bolivarian Republic of Venezuela. With 300 billion barrels of conventional and Orinoco heavy crude oil reserves, the largest in the world, PDVSA is the largest supplier of crude to CITGO.

CITGO refineries process approximately 204,000 barrels per day (bpd) of Venezuelan crudes. With nearly 3,500 employees and 749,000 bpd of total capacity, we operate three highly complex crude oil refineries located in Lake Charles, Louisiana; Lemont, Illinois; and Corpus Christi, Texas. Our

expansive network of 48 owned and/or operated petroleum product terminals distribute CITGO products across major regions of the United States.

CITGO petroleum-based products are used by many consumers across several industries. CITGO works directly with airlines to provide jet fuel, and a broad range of manufacturers and industrial complexes use CITGO petrochemical and industrial products. CITGO also produces agriculture and automotive industrial lubricants, which are sold through independent distributors. In 2015, CITGO sold 15.5 billion gallons of refined products direct to industrial consumers through its network of independent distributors.

CITGO 2015 KEY STATISTICS

749,000 bpd
total capacity

≈ 5,500 independent
gas stations


2,044 contractors

48

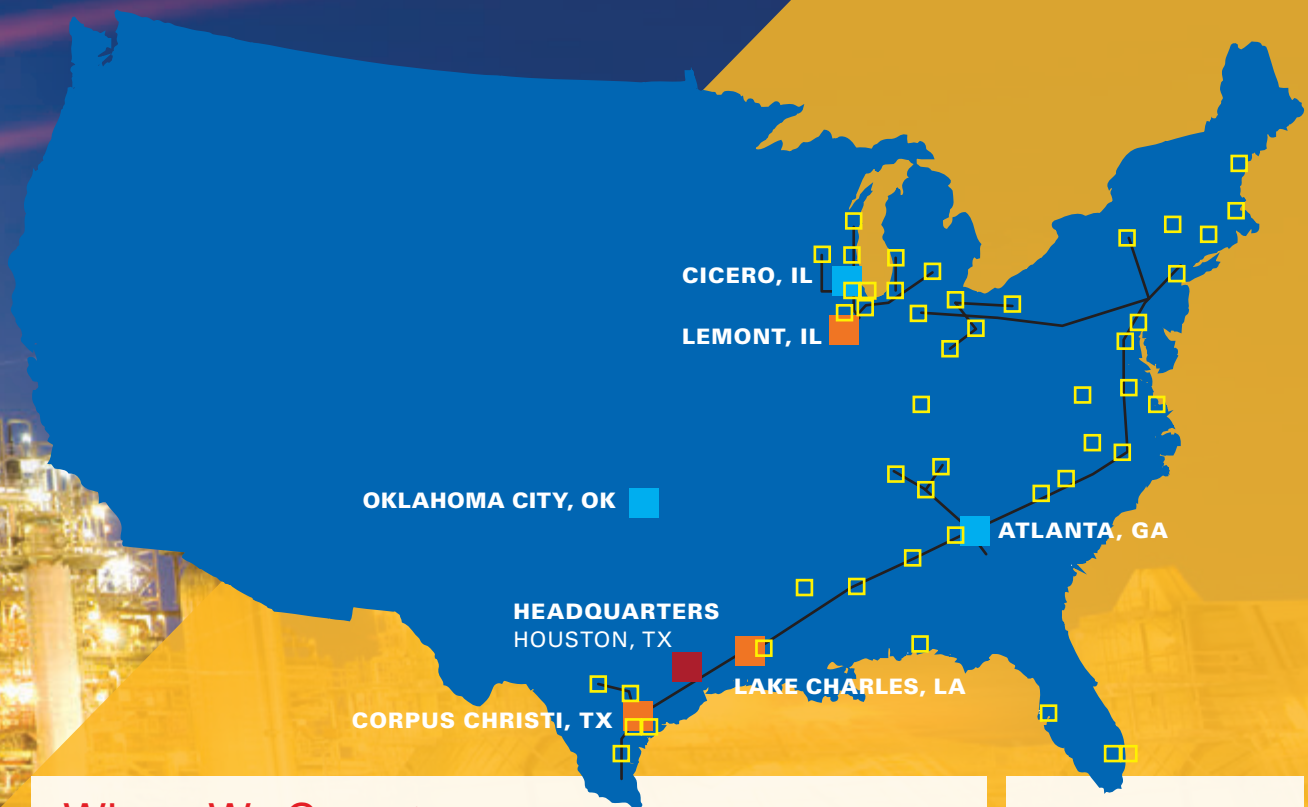
15.5
billion gallons

3,490 employees 

owned and/or
operated petroleum
product terminals

of refined
products sold 

CITGO is a refiner, marketer and transporter of gasoline, diesel fuel, jet fuel, lubricants, petrochemicals and other petroleum-based industrial products.



Where We Operate

- Headquarters
- Lubricants, Blending and Packaging Plants
- Refineries
- Pipelines*
- Refined Product Terminals

*Operations shown on this map are intended to depict the full reach of CITGO operations. Pipelines on this map may be fully or partially owned by CITGO or may be owned by third parties and used to ship CITGO products.



FUELING A FOUNDATION FOR TOMORROW

CITGO has a long history in the United States, dating back to the creation of Cities Service in 1910, and we have been working in each of the communities where we operate for more than 70 years. As these communities matured, so have our facilities and operations. Through careful design and engineering, sound environmental and safety practices, and a network of dedicated employees powering our operations, CITGO has grown to become one of the largest suppliers of petrochemicals in the nation. This means we are responsible for fueling a foundation for tomorrow by providing the energy products people need each day, and by improving the quality of life within the communities where we operate. We demonstrate this through continuous environmental, health and safety

performance improvement; by fostering an engaged and diverse workforce; and by championing worthy causes through financial support, volunteer efforts, education and awareness building.



CARING FOR OUR LOCAL ECONOMIES

\$40+

Million spent in community social and environmental programs



\$157

Million spent on safety and environmental investments

\$134

Million spent with minority- and women-owned enterprises

11,659

Hours volunteered from the three CITGO refineries, corporate office, and our terminals and pipelines business



REFINERY HIGHLIGHTS
CORPUS CHRISTI, TEXAS

80
YEARS

part of the
Corpus Christi
community

1,083 
full-time employees and contractors

2,962
volunteer hours donated towards
community service efforts

\$1,000,000+
in contributions towards health,
community, education and
environment initiatives

157,000 
barrels per day of processing capacity

LAKE CHARLES, LOUISIANA

70+
YEARS

part of the
Lake Charles
community

2,080 
full-time employees and contractors

4,113
volunteer hours donated towards
community service efforts

\$1,330,000
in contributions towards health,
community, education and
environment initiatives

425,000 
barrels per day of processing capacity

LEMONT, ILLINOIS

90+
YEARS

part of the
Lemont
community

1,007 
full-time employees and contractors

2,025
volunteer hours donated towards
community service efforts

\$1,000,000+
in contributions towards health,
community, education and
environment initiatives

167,000 
barrels per day of processing capacity

Fueling Community Partnerships



From providing the gasoline to get to work each day, to making petroleum-based products used in life-saving medical equipment — CITGO is there. Beyond our operations, CITGO believes in being an active member in the communities where we operate. In fact, our commitment to making a positive impact has always been a hallmark of CITGO operations. For more than 100 years, we have demonstrated this commitment through our established social and development programs. We further extend our pledge to fuel a better tomorrow by working to create meaningful grant programs, activating our engaged network of employee-volunteers, and building awareness for hundreds of worthy organizations and programs.

PROVIDED MORE THAN \$40 MILLION to communities through programs, grants and sponsorships.

ASSISTED MORE THAN 326,000 PEOPLE IN NEED through outreach efforts, volunteer engagement, educational opportunities and financial support.

CONTRIBUTED 11,659 VOLUNTEER HOURS through the activation of TeamCITGO across our operational territory.



2015 HEATING OIL ASSISTANCE:

53,631

single family homes received assistance which totaled **5,186,861** gallons of fuel



198

apartment units housing **17,282** families received **845,070** gallons of fuel

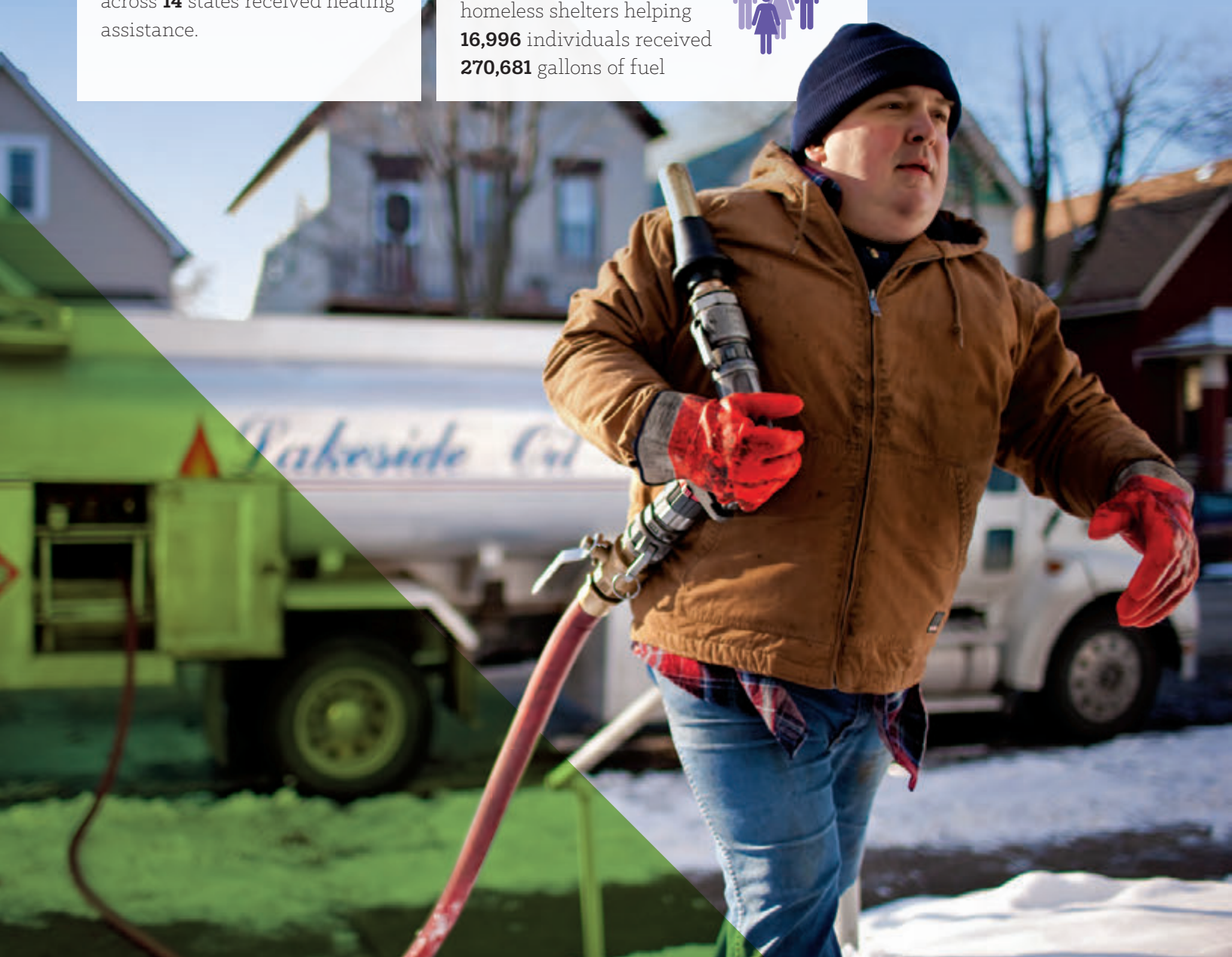


18,056

Native American families across **14** states received heating assistance.

181

homeless shelters helping **16,996** individuals received **270,681** gallons of fuel



Focus Areas

By establishing a framework around four focus areas, we are able to build meaningful, long-term partnerships with community organizations. Our investment focus areas also ensure that our financial assistance, partnership initiatives and volunteer activities align with our corporate values and positively impact each partner organization's unique needs.

- Energy Assistance
- Environmental Protection, Conservation and Restoration
- Education and Social Investment
- Health

Energy Assistance

Access to energy is a building block for strong communities, affecting a broad spectrum of issues like health, financial well-being, security and safety. At CITGO, we recognize our critical role as an energy provider in the United States. To help improve the quality of life of those most adversely affected by energy costs, we believe in using the strength of our resources to make heating costs more affordable for those in need.

CITGO-VENEZUELA HEATING OIL PROGRAM

For low-income families or members of the community in vulnerable circumstances, managing the costs of heating a home means deciding between putting food on the table and having a warm house. Support beyond government assistance is still vital, which is why CITGO is proud to be in its 10th year of providing aid through the Heating Oil Program. The Program is designed to help four different population segments: single family homes, families living in apartments, Native American communities and homeless shelters. In 2015, the program benefitted 283,000 individuals across 25 states and Washington, D.C. Citizens Energy Programs continues to be our partner for the program, overseeing management and implementation.

Environmental Protection, Conservation & Restoration

CITGO maintains a longstanding dedication to environmental stewardship. This idea extends to our communities by engaging in activities that enhance the surrounding environments where we live, work and serve. For information on the CITGO Caring for Our Coast program, please see pages 10 and 50.

LEMONT HERITAGE QUARRY RECREATION AREA (HQRA) RESTORATION

The CITGO Lemont Refinery sponsored two clean-up days at the Lemont HQRA in 2015. Partnering with local schools and the surrounding community, volunteers including members of TeamCITGO, Lemont Township High School and others removed invasive species, planted native species and cleared trails. Over time, CITGO hopes these efforts will return the Lemont HQRA to a beautiful and useful public recreation area.

EARTH KEEPERS

The CITGO Earth Keepers program provides classroom and outdoor recycling bins to local schools at no cost, as well as instructions and recycling education, so students can easily dispose of materials that would otherwise end up in landfills. The program is in partnership with the City of Sulphur, the City of Lake Charles, the Calcasieu Parish School Board, Waste Management and Stine Lumber Company. In 2016, we are planning to launch another phase of the program which expands the outreach of recycling initiatives to include schools in the City of Lake Charles. An additional 11 schools in Lake Charles will launch their Earth Keepers program in the first half of the year, joining the 13 schools in Sulphur already recycling.

Education and Social Investment

Education and community enrichment go hand in hand, which is why CITGO believes in a variety of education-focused initiatives, including scholarships and grant funding for adults and children, workforce training programs, afterschool and tutoring programs, and other supplies and resources.

STEM EDUCATION

For students in financially stressed situations, the prospect of paying for higher education can be daunting. To help alleviate some of those concerns, CITGO has created strategic networks with leading colleges and universities to help students pursuing programs related to science, technology, engineering or mathematics (STEM).

In 2015, scholarship grants were provided to 17 universities, totaling approximately \$190,000. In addition to student scholarships, CITGO partners with schools, after school programs or mentoring initiatives in STEM education. For example, CITGO helped students at Foy H. Moody High School in Corpus Christi prepare for STEM careers through the CITGO Innovation Academy. The school is one of the highest-ranked in the country for STEM courses. CITGO support allowed the Academy to offer students access to unique educational experiences – including field trips, admittance to academic competitions and conferences and educational technology and supplies – as well as professional development for teachers. For more information on the CITGO/Moody High School partnership, see page 20.

In Houston, CITGO teamed with the Houston Public Library Foundation as part of the CITGO Teen Tech Fair. The free event allowed teens to conduct 3D printing and play with interactive wireless robots from the American Robotics Academy among other activities. This event was part of Teen Tech Week, a national initiative of the Young Adult Library Services Association (YALSA) directed at teens, their parents, educators and other concerned adults. More than 500 teens attended this event in 2015.

For information about how our Marketers and Retailers, and local refineries are involved in STEM education, refer to pages 16 through 25.

OCEAN EXPLORATION TRUST

When we launched CITGO Caring for Our Coast, we knew we wanted to include a STEM related program as part of this initiative. In 2014, CITGO partnered with Dr. Robert Ballard's Ocean Exploration Trust (OET) and Nautilus Exploration Program to create the Community Based STEM Program. This international program centers on scientific exploration of the seafloor launched from aboard the Nautilus, a 64-meter research vessel. The Nautilus Exploration Program offers its expeditions to explorers on shore via live video, audio and data feeds from the ship.

In 2015, each CITGO refinery hosted groups of approximately 25 area educators to participate in Nautilus Exploration Program CITGO STEM Academies. The continuing education program for teachers is a part of the CITGO Caring for Our Coast initiative dedicated to coastal restoration and long-term recovery of the Gulf Coast region. The free one- or two-day academies provide an opportunity for local educators to work with OET and local STEM professionals to engage in STEM-related educational activities that can then be taught in their classrooms. Additionally, as the result of a CITGO sponsorship, engineering students from McNeese State University had an opportunity to work with professional engineers from the OET to build and test a new deep-sea geological sampling tool they designed.



Scholarship grants were provided to 17 universities.

BRONX SOCIAL PROGRAMS

Since 2007, with support from North Star Funds (2007 to 2010) and our charitable organization the Simón Bolívar Foundation (2011 to present), we have provided grants that support social development in the South Bronx, N.Y., one of the most underserved communities in the United States. During the 2015 grant cycle, the Bronx program benefitted 30,862 people through 32 awards totaling \$729,275.

UpBeatNYC MUSICAL EXCHANGE:

CITGO supports UpBeatNYC, an organization that uses musical expression, education and ensemble performance to foster community connection and development. Forty students from UpbeatNYC travelled to Caracas, Venezuela to participate in a multi-day workshop with Venezuela's national system of youth orchestras and choirs, El Sistema. After three days of musical education and cultural

exchange, the Bronx-based group joined other young musicians and concluded their experience with a performance on July 4th and 5th to celebrate Independence Day for both the United States and Venezuela.

SPRINGSPIRIT BASEBALL

CITGO began working with SpringSpirit, a local Houston-based organization, in 2014 and this work continued in 2015. SpringSpirit uses a holistic, mind-body-soul approach to foster student engagement. CITGO provides SpringSpirit with financial assistance and sometimes helps create educational opportunities. For example, thanks to an existing relationship, CITGO joined forces with Houston Astros' second baseman José Altuve, a native Venezuelan, to conduct a baseball clinic for approximately 75 elementary and middle school children.



Health

SIMÓN BOLÍVAR FOUNDATION

In many places, individuals affected by poverty may not have access to medical treatments near their home, or even within their country of origin. For more than a decade, through the Simón Bolívar Foundation, we have provided humanitarian aid, medical access and specialized medical treatment to those in need. The program also provides direct-service delivery programs that address immediate health needs while leveraging services to educate and empower recipients to take ownership of their health. In 2015, 233 patients benefitted from the program, and another 267 patients, who required follow-up from previous years, were supported through the program.

IGOR F. PALACIOS MEDICAL TRAINING PROGRAM

In 2015, CITGO inaugurated a new health-focused partnership with the Baylor College of Medicine in Texas. A \$1 million dollar endowment was established in honor of Igor F. Palacios, M.D., a world-renowned expert in the field of heart surgery and founding member of the Latin American Society of Interventional Cardiology. The grant from CITGO will be used for educational training pursuits of postgraduate cardiology students from Venezuela and other countries in Latin America.

MUSCULAR DYSTROPHY ASSOCIATION

For more than 29 years, CITGO has been one of The Muscular Dystrophy Association's (MDA) principal sponsors. MDA's rehabilitation assistance programs provide help to more than one million families across the United States. The CITGO network of employees, wholesalers, distributors and service station owners are very proud to support this leading organization searching for a cure. In 2015, funds donated by CITGO and raised by employees and marketers exceeded \$14.7 million.

For more on MDA and how CITGO supports the organization, please see pages 15, 19 and 25.

As part of our emphasis on education, CITGO is proud to ensure SpringSpirit's education and mentoring programs continue reaching students. In the Spring Branch area, 81 percent of students are categorized by the Spring Branch Independent School District as being "at risk" of not graduating from high school. To help address this issue, financial assistance and volunteer participation are directed to SpringSpirit's educational programming, such as after-school programs, educational field trips and the one-on-one mentorship program called Pathways Partners.

"As a single mother, SpringSpirit has become a wonderful resource for my daughter and a great partner for me, because it is a peace of mind knowing that my daughter has a safe place to go after school and in the summer. The after school and summer programs have helped my daughter to be ahead of the instruction in school, when she sees a new topic, especially in math, she says 'I already know it, because they taught me that in SpringSpirit.'" —GABRIELA GARCIA, MOTHER OF GABRIELA ROMERO, 4TH GRADE

SUPPORTING SPECIAL OLYMPICS

In 2015, CITGO was the official fuel sponsor of the Special Olympics' Unified Relay Across America, a nation-wide race leading up to the 2015 Special Olympics World Summer Games in Los Angeles. Comprising three simultaneous routes, the 46-day relay crossed all 50 states. As the torch crossed through key CITGO markets, employees cheered on the torch bearers, Special Olympics athletes, celebrity participants and law enforcement community. As official fuel sponsor, CITGO provided funding for the fuel of 36 support vehicles travelling with the torch.

CITGO enjoys a longstanding relationship with the Special Olympics, sharing our values of inclusion and respect while supporting programs for adults and children with intellectual disabilities for more than 15 years. CITGO employees have donated thousands of hours of their personal time to the various benefits and charity events associated with the Special Olympics in the United States.

We are honored to support the Special Olympics, its Unified Relay and all the athletes who attended the Games. Please see below to learn how each of the CITGO refineries supports Special Olympics in their own unique way.

CORPUS CHRISTI

2015 marked the 18th year the Corpus Christi Refinery has served as a presenting sponsor of the Olympics Area 2 (South Texas) Spring Games. CITGO volunteers helped escort teams during the opening ceremonies, ran track and field events, and parked cars. In 2015, TeamCITGO volunteers donated more than 240 hours of their time to Special Olympics activities, including the annual Spring Games, a family night, an annual conference, the Beach Bay marathon and a fire truck pull.

LAKE CHARLES

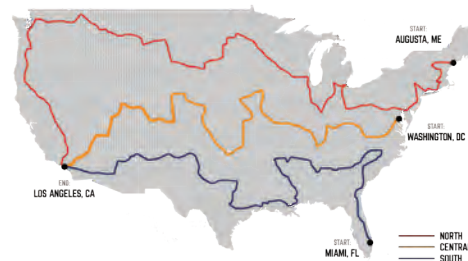
Lake Charles Refinery employees have been cheering on Special Olympics participants since 1978. We annually coordinate

the opening ceremonies for local Special Olympics events and TeamCITGO organizes the awards area for the duration of the games. In 2015, TeamCITGO also had the opportunity to participate in the Special Olympics Unified Relay Across America in Lake Charles.

LEMONT

In June 2015, Lemont Refinery employees, friends and family joined members of the Special Olympics community in Chicago to welcome the Unified Relay Across America at a ceremonial lighting of the cauldron event at Polk Bros Park. Jim Cristman, vice president and general manager of the Lemont Refinery, accepted the Flame of Hope on behalf of CITGO, its Chicago area employees and the local community. "At CITGO, we are passionate about supporting diverse athletes and educational initiatives, and we couldn't be more proud of our work with Special Olympics," said Cristman.

Unified Relay Routes

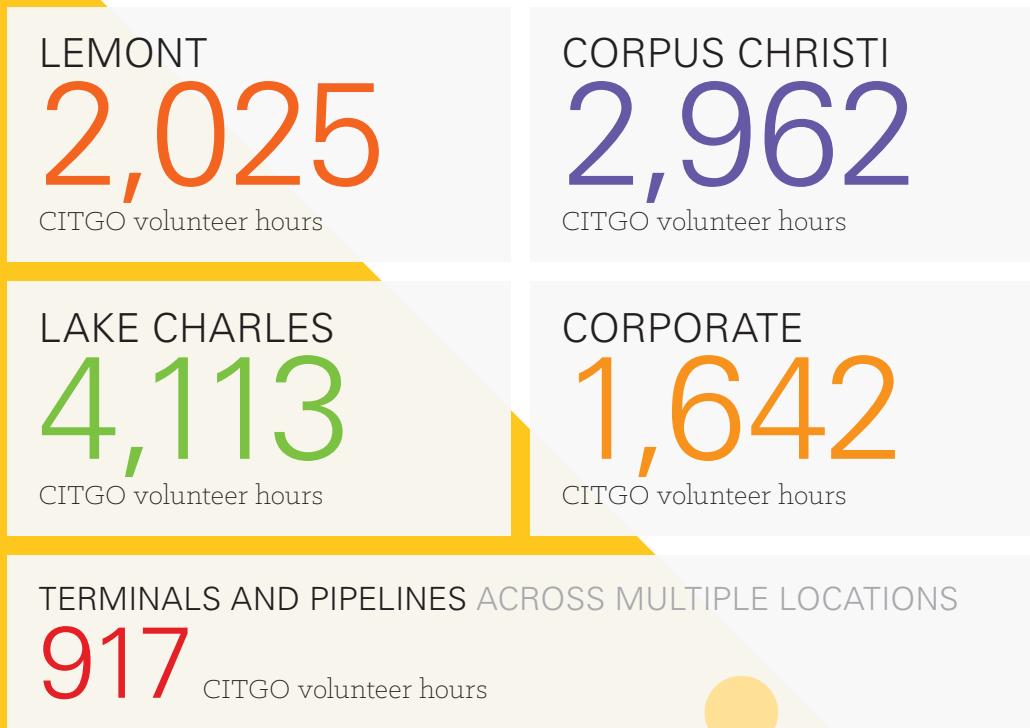


Community Volunteerism

“Fueling Good” is a CITGO philosophy that encourages our employees, retirees, contractors, families and neighbors to get involved in their local communities. In 2014, we merged our volunteer efforts under one banner name: TeamCITGO. Through this effort, we enhanced our community engagement

and volunteer-focused efforts, and looked for opportunities to collaborate across our operational regions to create an even bigger impact. The purpose of TeamCITGO is simple: we are here to help – whether it is community activities, volunteer services or fundraising for charitable organizations.

VOLUNTEERISM DATA BY LOCATION



TERMINALS AND PIPELINES

The CITGO Terminals and Pipelines (TPL) team strives to positively impact local communities by volunteering and supporting causes we believe in. Fueling Good in our communities is embedded in our work and our culture. In 2015, the TPL team contributed more than 900 volunteer hours to more than 70 CITGO sponsored initiatives.

As part of our commitment to serve as a good neighbor, we continue to support the Muscular Dystrophy Association. As MDA's largest corporate sponsor, CITGO and its employees contribute to various community and employee fundraising events. In 2015, TPL employees raised nearly \$137,000 at dozens of events to support MDA research projects and key programs.

Other examples of TPL-supported initiatives in 2015 included donating school supplies to more than eight local elementary schools, contributing

to four local fire departments to help fund Fire Prevention Week Educational activities, donating fire hoses and providing lunch for training classes and volunteering 36 hours toward the Special Olympics Unified Relay. TPL employees also adopted two third grade classes from Sherman Elementary school, marking the third consecutive year that TPL has adopted classes to provide school supplies and mentoring to students aimed at helping improve state test scores. These locally-specific initiatives demonstrate the CITGO TPL commitment to support our communities.

Elizabeth River Project

The CITGO Chesapeake Terminal partnered with the Elizabeth River Project, a nonprofit that leads environmental efforts along the Elizabeth River in Southern Virginia. Through this partnership, the organization and CITGO have completed several environmental projects, most notably a 3,000-square-foot green roof system on our Chesapeake office which integrates living plants into the building structure and will eliminate almost 60,000 gallons of storm water runoff into the nearby Elizabeth River. As a result of the green roof project, the Chesapeake office has annually received the Model Level River Star recognition, the highest level of pollution prevention and habitat support.



HOUSTON

Donating more than 1,600 volunteer hours to local community efforts, CITGO Corporate Headquarters partnered with 30 organizations in 2015, in the areas of education, environment and health. Here we highlight a few of our local community contributions from 2015.

Promoting Education

To shine a light on the importance of childhood literacy, and in an attempt to break a Guinness World Record for the number of children being read to in a 24-hour period, CITGO participated in Read Across the Globe. Enlisting thousands

of Houston volunteers, including CITGO Houston employees, volunteers fanned out to Houston area schools and daycare centers on October 19th to read aloud the children's book, *Farmer Will Allen and the Growing Table*. In Houston, we were among 3,500 volunteers who committed more than 10,000 hours to read to approximately 50,000 students at 180 area schools. Overall, more than 10,000 corporate and community volunteers, educators and youth came together to read to 255,000 children in more than 26 countries.

Spreading our local support beyond the classroom, in 2015 CITGO Houston worked with the Alief School District to support their after school program. The Ties and Tennis Shoes Drive launched in 2015 to collect donations of both items for students in need. With the idea that good shoes can take you places,



students received a new pair of tennis shoes to participate in the after school program's year-end fun-run. Neckties were collected as part of a mentorship initiative for the program's young men. In total, CITGO Houston employees donated more than 20 pairs of shoes and 100 neckties.

Assisting Those in Need

TeamCITGO Houston volunteered with the Stop Hunger Now organization by setting up packaging stations, filling bins with raw ingredients, preparing meal bags, weighing and sealing the bags, and stacking them on pallets for shipment. With a mission to end hunger and provide food and nutrition to vulnerable communities around the world, Stop Hunger Now distributes its food through partner

organizations in developing countries. These partners promote education, and encourage children to improve their health and nutrition through the food packaged by volunteers. In 2015, CITGO volunteers packaged more than 25,000 meals.

We also continue to support several local nonprofit organizations by providing social and health services to vulnerable men, women and children. For example, aid and volunteer efforts from CITGO Houston employees went towards Rebuilding Together Houston, which provides free repair and renovation programs for elderly low-income, disabled and service-veteran homeowners in need. In 2015, TeamCITGO helped Rebuilding Together Houston by participating in two events, and recruiting more than 18 employee volunteers.



LEMONT

Our Lemont Refinery is an important economic engine in Chicago's southwest suburban Will County and its surrounding communities. More broadly, the Chicago area has a diverse set of needs, so we strive to keep our outreach wide-ranging. In recent years, we have shifted to a strong volunteer-based model of giving so we can live out our motto of "neighbors helping neighbors." In 2015, Lemont's TeamCITGO hosted 110 events, attracted 588 volunteers and logged 2,025 volunteer hours — record-setting totals for our Refinery. Please see the following examples that highlight a few of the many volunteer and community giving efforts at the Lemont Refinery in 2015.

MorningStar Mission Joliet

Since 1909, MorningStar Mission has served men, women, children and entire families in Joliet and Will County, offering hope for those in need through one-time meals and/or long-term recovery programs. Many have found new direction with the 180 Club, a six-month residential recovery program for homeless men. Participants gain valuable tools and resources that can result in high quality recovery. Lemont Refinery employees have spent time with the men in this program and mentored them in different capacities. The men in the 180 Club have also toured the Lemont Refinery to gain knowledge about local working environments and opportunities. In 2015, a graduate from the 180 Club was placed in an employment opening with a CITGO contractor, showing that value of the 180 Club extends beyond completion of the program.

CITGO employees also help children at Morningstar Mission celebrate their birthdays by fulfilling their birthday gift wish list and throwing them a party. Volunteer employees have even



dressed up as popular television and movie characters and put on skits to ensure that the kids have a fun and memorable birthday. Since November 2013, CITGO has celebrated 39 birthdays with the help of 133 CITGO volunteers.

Muscular Dystrophy Association

In addition to corporate giving, the refineries also participate in local MDA campaigns and events. Every year, the MDA provides rehabilitation assistance to thousands of children and adults across the country. To bolster these efforts and help local families fighting muscular dystrophy, ALS and related muscle-debilitating diseases, the CITGO Lemont Refinery raised another new record \$706,000 in 2015, and has raised more than \$3.3 million since 2009. The Lemont Refinery also supports the MDA Summer Camp that allows children affected by muscular dystrophy to attend a weeklong camp, dubbed “the best week of the year.” In 2015, the Lemont Refinery was invited to participate in VIP Day at the camp. Lemont Refinery

employees embraced the superhero theme of camp in 2015 and some volunteers rented superhero costumes and masks to have photos taken with the kids.

Project Infinite Green

The CITGO Lemont Refinery continued participation in Project Infinite Green, an innovative educational after-school program that offers local students the opportunity to learn from industry experts about the science and business of both traditional and renewable energy sources. In 2015, CITGO employees offered presentations on geology, molecular structure, the refining process and environmental stewardship. The program includes 6th through 12th grade students participating in twice-weekly classes and fieldwork running throughout the school year. CITGO serves as the program’s founding sponsor and underwrites the costs of the curriculum, supplies and other program expenses. Additionally, employees participate in a number of volunteer activities at the school.



CORPUS CHRISTI

The Corpus Christi Refinery is passionate about supporting commerce, economic stability, habitat restoration, scholarships and STEM curriculum through a variety of opportunities and partnerships. In 2015, the Corpus Christi Refinery contributed more than \$1 million to local nonprofits, our employees donated 2,962 volunteer hours to community organizations and raised an all-time record of \$639,172 for the United Way. The following examples highlight a few of many of the volunteer and community giving efforts at the Corpus Christi Refinery in 2015.

Caller-Times Distinguished Scholars Program

Each year, high school seniors from the Coastal Bend and surrounding areas apply for \$1,000 scholarships in ten different categories, including science, technology and others. Students who have overcome tremendous obstacles and challenges, but have remained successful in school are eligible for the scholarships. CITGO provides the funds and employees participate as judges to select scholarship recipients. Since 2007, 172 students have received scholarships through this program.

CITGO Innovation Academy

We are honored to play a role in a number of educational programs, including those aimed at furthering STEM education. The Corpus Christi Refinery partners with the Foy H. Moody High School's CITGO Innovation Academy



to encourage students to pursue STEM curriculums and consider careers in these fields. The Academy consists of a rigorous 4-year college preparatory program that includes upper level engineering, mathematics and science courses. Students may receive between 12 to 30 hours of college credits after successfully completing the program. Students apply to be accepted into the program, and so far the school has not turned any students away.

In addition to financial contributions, CITGO employees have become part of the Innovation Academy family. For example, in 2015, CITGO helped fund the first ever district-wide Girls Engineering Math Science (GEMS) conference to encourage middle school girls to pursue STEM subjects with passion in their studies. Through the CITGO Innovation Academy, we have reached approximately 560 students.

Charlie's Place

CITGO cares deeply about its community members, especially those in need of assistance. When an opportunity arose to improve the health of its neighbors, the Corpus Christi Refinery was ready to offer assistance to Charlie's Place, a rehabilitation facility that provides residential detoxification, intensive residential services (including family counseling) and outpatient services to low-income individuals. Charlie's Place also provides long-term support to patients after leaving treatment and helps them identify local employers.

In 2009, CITGO purchased a new property for Charlie's Place to house operations and meet increasing demand. The facility allows Charlie's Place to serve more than 2,000 individuals each year. To date, CITGO has donated more than \$1 million to Charlie's Place and has provided volunteers for a number of different initiatives.



LAKE CHARLES

The Lake Charles Refinery has a rich history of sustained production, dedicated service and social responsibility. As an important part of the greater Lake Charles and Sulphur communities, CITGO supports and enhances the lives of our neighbors around us. In 2015, Lake Charles CITGO employees, retirees, their families and friends assisted with fundraising opportunities, environmental restoration projects and mentoring programs, and donated 4,113 volunteer hours to the community. The following examples highlight a few of many of the volunteer and community giving efforts at the Lake Charles Refinery in 2015.

Hurricane Rita Book Launch

In 2015, we memorialized the story of CITGO Lake Charles' first responders' efforts to rebuild our community in the aftermath of Hurricane Rita with a new book and accompanying documentary, entitled "In the Eye of the Forgotten Storm." Joined by community leaders and special guests, including the Office of the Louisiana Governor, employees and many others who were on the ground during the storm, CITGO hosted a screening of the documentary and shared copies of the book with employees during lunch as part of company efforts to commemorate the 10th anniversary of Hurricane Rita. Proceeds from purchases of the book on MTPublishing.com, Amazon.com and in local book stores will go to the Coalition to Restore Coastal Louisiana (CRCL), one of our Caring for our Coast partners. For more information on Caring for our Coast, please see page 50.



Children's Miracle Network Dragon Boat Races

TeamCITGO has competed in this annual Children's Miracle Network fundraiser for the last four years and has paddled to victory every year. The races are hosted by CHRISTUS St. Patrick Hospital Foundation and local children benefit from the money raised for heart health, sports injury prevention and childhood cancer treatments with the Children's Miracle Network. In addition to the TeamCITGO volunteers who practice and compete as paddlers, volunteers also provide event support for the Dragon Boat Races which includes set-up and tear down, cooking and serving as dock hands to safely load and unload teams into the boats.

E.K. Key Reading Program

In 1990, E.K. Key, a local elementary school, began a partnership with CITGO to improve the quality of education at the school. CITGO provides funding, programs and volunteer hours to benefit all students. In 2015, we funded a free, six-week after school reading program for students and their siblings at E.K. Key. The program seeks to generate long-term improvements in family engagement and student academic achievement and offers research-based initiatives that directly engage children, parents, teachers and the community in family-focused learning experiences. Participants received weekly books to read and return, dinner and storytelling time. CITGO provided 100 percent of the funding and volunteers for this program that benefited 80 families with children ranging in age from three years old to fifth grade. The program is scheduled to continue in 2016.



INDEPENDENT MARKETERS AND RETAILERS IN THE COMMUNITY

CITGO is in the business of providing quality service and petroleum products. We do this through our network of nearly 5,500 locally owned and operated retail outlets. CITGO supplies TriCLEAN™ gasoline, diesel fuel and approximately 500 lubricant products to independent Marketers and Retailers and they, in turn, sell products to their customers or individual consumers.

We understand that the success of CITGO is inherently tied to the success of our business partners. To help them fuel a foundation for tomorrow, each year we host a series of marketer Roundtable meetings. These meetings are an opportunity to share our marketing programs and industry insights. At our Roundtable meetings, we also share information about how Marketers and Retailers can be a part of their local communities.

While our network of CITGO Marketers and Retailers support many organizations that align with the CITGO corporate focus areas, they also establish their own programs to work with local organizations in their communities, raising hundreds of thousands of dollars and providing numerous volunteer hours and other contributions.

FUELING EDUCATION

Supported by Marketers and Retailers from across our footprint, CITGO promotes education through our annual Fueling Education program, offering teachers, student teachers and Parent Teacher Association (PTA) members across 28 states, including the District of

Columbia, a chance to win \$1,000 in school supplies for their classrooms. By encouraging teachers from their local communities to participate in the program, our Marketers and Retailers help provide education materials that may otherwise be unavailable. In 2015, we had nearly 32,000 entries in the program. Of those entries, 112 winners were selected and more than \$100,000 in school supplies were awarded. For 2016, CITGO is enhancing the program around STEM, inspiring imagination and innovation in classrooms in the communities we serve.

For the past eight years, CITGO Marketers have been a partner and advocate of Bess the Book Bus, a mobile literacy campaign dedicated to reading to children and getting books in to the homes of underprivileged children and families across the country. In 2009, Jennifer Frances, who started Bess the Book Bus, was a recipient of our inaugural Fueling Good Campaign. That relationship has continued to grow each year as CITGO continues to help Bess the Book Bus bring books and spread the joy of reading to different communities where CITGO operates. In 2015, Bess the Book Bus set a goal of distributing 100,000 books to 25,000 children across more than 30 states and local CITGO Marketers throughout the country were actively involved in helping Bess the Book Bus achieve this goal. To mark the last stop of the 2015 tour, CITGO and local petroleum marketer PAPCO Inc. teamed up to bring “Books and Beats” to the Virginia Beach community. With books provided by Bess the Book Bus and beats

provided by drumming and singing organization Giving Tree Music, both children and adults joined in on the fun day.

HEALTH

Supporting children’s hospitals is a cause near to many of our local Marketers, as demonstrated by the numerous fundraising initiatives sponsored by them. For example, CITGO Marketers in Michigan participated in the Month of Mott fundraiser for the University of Michigan C.S. Mott Children’s Hospital to help the Buckle Up Program, which provides car seats and educates parents on how to use them. The participating Marketers (Empire Petroleum, Corrigan Oil, RKA Petroleum, Barrick Enterprises and Dandy Oil) raised \$5,000 towards the program. To extend the spirit of giving, multiple Michigan gasoline stations promoted the Month of Mott fundraising program, where customers were encouraged to purchase a \$1 “Mott Block” pledge card or round up their purchase with the difference donated to the hospital.

Recognizing that the cost to travel to a hospital for treatment can add to the stress a family might be experiencing when their child is sick or receiving treatment, CITGO and local branded Marketers, Griffith Energy Services, Carroll Independent Fuel and The Willis Group donated \$15,000 in CITGO Gift Cards to the John Hopkins Children’s Center in Baltimore. To further the fundraising efforts, they also selected the hospital as their “Be a Star, Buy a Star” community fundraising recipient where proceeds from purchased

stars were directed to the hospital. The relationship between Marketer Griffith Energy Services and the John Hopkins Hospital has been a long-standing one. For the past 20 years, all money raised from their annual golf tournament is directed to the hospital, which has raised more than \$1 million dollars.

With numerous events in their local communities, our Independent Marketers and Retailers continue to play an important role in our fundraising efforts for the MDA — and our 29th year was no different with more than \$4.1 million raised.

COMMUNITY REVITALIZATION

As local business owners, our Marketers and Retailers are engaged in protecting and improving their communities. The Bazzi Oil & Gas Company annually supports Detroit's community cleanup initiatives by participating in an annual "Clean the D" event hosted by The Eight Mile Boulevard Association (8MBA). In 2015, to ensure the safety of its customers and employees and deter crime in the local area, Bazzi Oil & Gas

partnered with the Detroit Police Department (DPD) to pilot the groundbreaking "Project Green Light Detroit" initiative, the first public-private-community partnership of its kind. Blending a mix of real-time crime fighting and community policing, Project Green Light Detroit aims to improve neighborhood safety, promote the revitalization and growth of local businesses, and strengthen DPD's efforts to solve crimes. At one of its retail locations, several high-definition indoor and outdoor cameras were installed and the high-speed network connections were upgraded to allow for consistent video streams to DPD. In addition, Bazzi secured adequate lighting and maintains external Project Green Light Detroit signage, including metal flag signs under the station's canopies, decals at the top of the doors, and green lights above price signs — all to signify to customers and community partners that the station is part of the program.

SOCIAL INVESTMENTS

Several CITGO Marketers and Retailers partner with local food banks and charities in their fight

against hunger. For example, Michigan-based Folk Oil Company partnered with PS Food Mart Charities to surpass their fundraising goal by more than \$25,000. In its sixth year, the "Fight Hunger, Give Hope" fundraiser provides nourishment to thousands of families across southern Michigan through local food pantries, in collaboration with the Food Bank of South Central Michigan. This successful fundraiser took place during the month of March and raised a total of \$78,000.

Another Marketer, Piedmont Petroleum based in South Carolina has partnered with Harvest Hope Food Bank for the past five years. Together they have raised \$50,000 to help feed the hungry in 20 South Carolina counties, where 71 percent of the population routinely chooses between paying for food and paying for medicine or medical care.

In 2015, we continued to engage Marketers and Retailers in a number of efforts they believe in. Our goal is to help them be committed to making their local communities a better place to live.

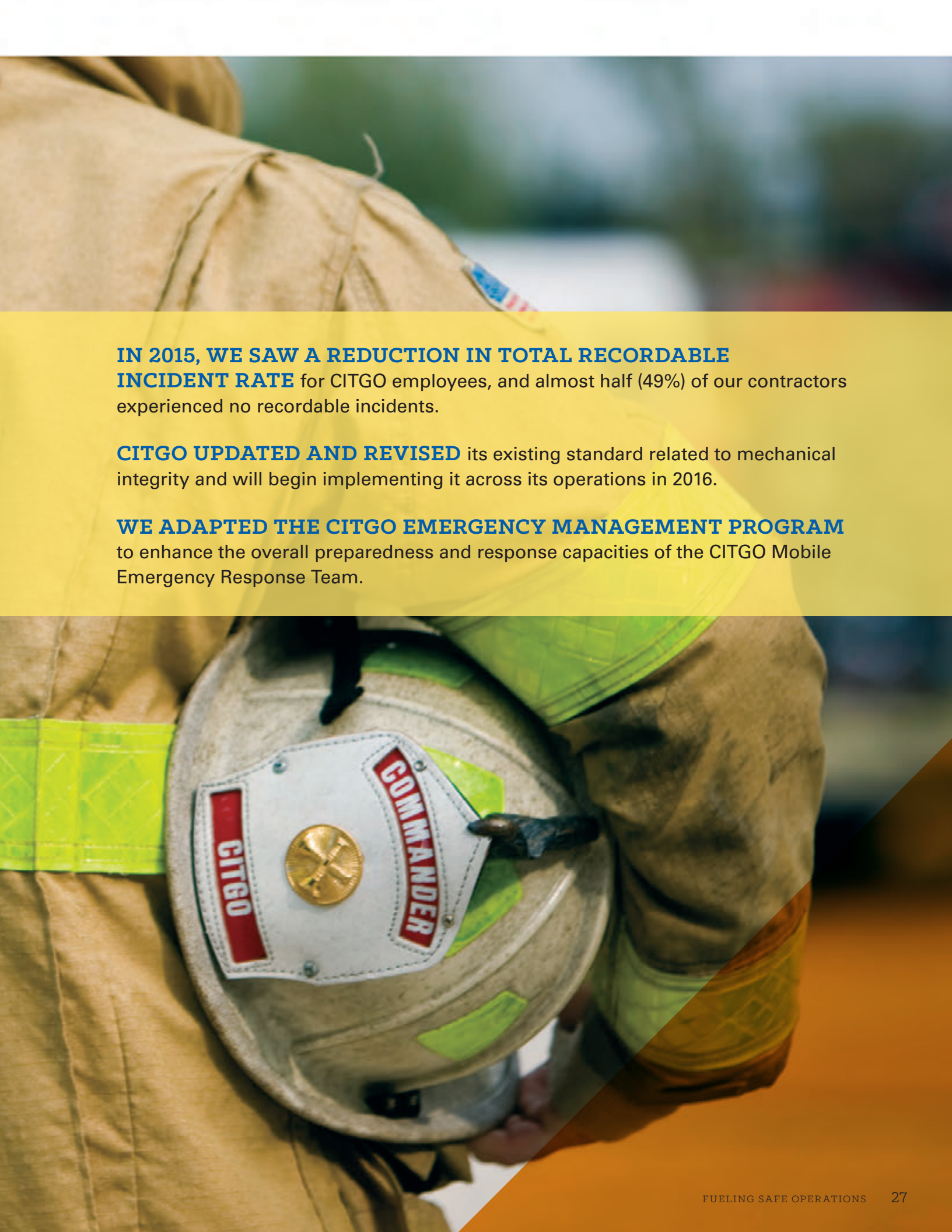


Fueling Safe Operations



LEMONT
REFINERY

CITGO is a safety-focused company. Each year we dedicate millions of dollars towards training, operational maintenance and facility upgrades to protect the safety of our employees, contractors, community and the environment. We also focus on continuous improvement through the use of audits and inspections to prevent and limit incidents. It is through these activities that fuel a safety culture.



IN 2015, WE SAW A REDUCTION IN TOTAL RECORDABLE INCIDENT RATE for CITGO employees, and almost half (49%) of our contractors experienced no recordable incidents.

CITGO UPDATED AND REVISED its existing standard related to mechanical integrity and will begin implementing it across its operations in 2016.

WE ADAPTED THE CITGO EMERGENCY MANAGEMENT PROGRAM to enhance the overall preparedness and response capacities of the CITGO Mobile Emergency Response Team.

Safety Management

The CITGO Health, Safety, Security and Environmental (HSSE) Management Policy outlines our dedication to:

- Protect our employees, customers, service providers, contractors, the public, the environment and our facilities;
- Comply with all laws, regulations, permits and judicial and administrative orders and decrees governing HSSE that pertain to our facilities, operations and products;
- Affirm the core values of HSSE stewardship, as expressed in our “Statement of Values;” and
- Guide decision-making and behaviors and foster open communication on our HSSE performance.

Each CITGO refinery, lubricant-blending facility, terminal or pipeline has health and safety staff working to support this policy and implement our Integrated Management System (IMS) framework.

The CITGO IMS consists of four steps: Plan, Implement, Measure/Assess and Improve. The steps can be broken down into 12 elements that further specify the management processes within each step. Key Work Processes (KWPs) outline the responsibilities and objectives of each element. Our IMS is designed to coordinate the critical health and safety elements into one framework, advancing consistency and overall business efficiency.

Reviews and continual improvement are essential to an integrated management system, and in 2015, we focused on enhancements in these areas (see steps 11 and 12 on page 29). More specifically, CITGO reviewed the KWPs and conducted gap assessments on the IMS process and current HSSE standards to ensure alignment with their original intent and current operational practices.

CITGO began the review and revision of several existing corporate standards, with the approval process continuing into 2016:

- Management of Change
- Mechanical Integrity
- Facility Siting
- Safe Operating Limits
- Incident Investigation & Reporting

As part of the IMS measure/assess and improve steps, in 2015, CITGO also upgraded its incident reporting platform to enhance its ability to track and analyze HSSE data and identify trends; produce reports; and outline opportunities for companywide improvement.



Occupational Safety

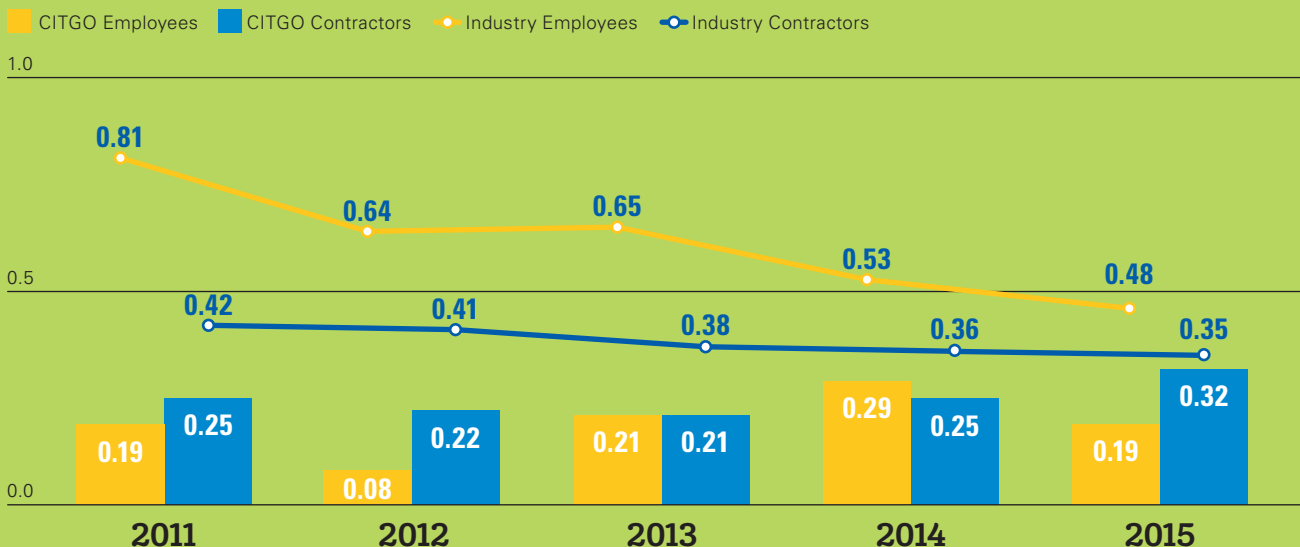
Our emphasis on safety starts with the training our employees receive and is supported by the protocols and standards they use to conduct their work in the most safe and efficient way. We continue to be ranked as a top performer when benchmarked against peer companies using data from the American Fuel and Petrochemical Manufacturers (AFPM). At the backbone of our safety record is our strong safety culture: one that is informed through training, processes and standards; focused on reporting and implementing corrective action; and empowered through communication and regulatory compliance.

In 2015, we saw a reduction in Total Recordable Incident Rate (TRIR) for CITGO employees, and a minor increase in contractor-related TRIR. The slight increase in contractor incidents is attributable to an increase in ancillary tasks completed by contractors. For 2015, our Days Away, Restricted or Transfer (DART), representing both employees and contractors, was 0.09, which is in-line with 2014 performance. We regret to report that we experienced one employee fatality in 2015.



TOTAL RECORDABLE INCIDENT RATE

Industry benchmark data are from the American Fuel and Petrochemical Manufacturers. Safety performance represents corporate-wide data. Rates are per 200,000 work hours. Contractor rates refer to contract activities on CITGO projects.*

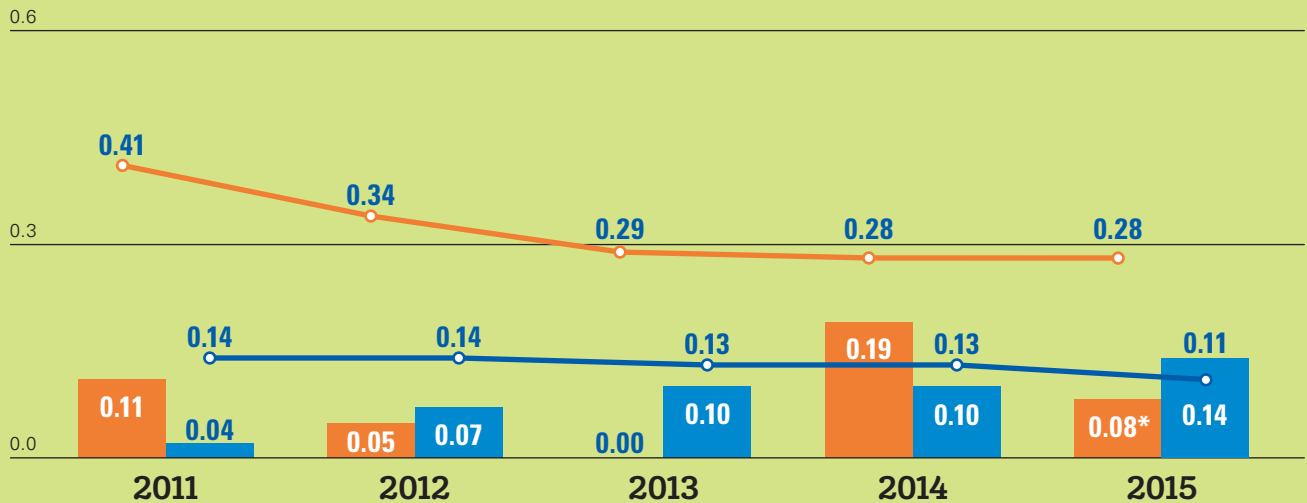


* Select data points for 2013 and 2014 have been restated to correct for a typographical error introduced in our public reporting.

DAYS AWAY, RESTRICTED OR TRANSFER RATE

Rates are per 200,000 work hours. Safety performance represents corporate-wide data.

CITGO Employees CITGO Contractors Industry Employees Industry Contractors



* CITGO employee DART Case Rate excludes a 2015 fatality that is captured in the company's internal Lost Work Day Case Rate (0.11).

To maintain a unified safety culture and deliver superior performance, our organization believes in having dedicated and engaged personnel – including leadership, employees and contractors. To do this, safety must be the top priority for everyone across the organization. After the 2014 success of our safety awareness campaign, efforts continued in 2015 with the theme of Driving Towards ZERO. The company-wide campaign covered a variety of safety-related themes to prevent injuries, illness and incidents at the workplace and at home.

Driving Towards ZERO was also integrated into the CITGO HSSE Summit. Held over two days, the gathering included representatives from across the company, including involvement from senior management. The goal of the summit was to share best practices and new regulatory information and expand program consistency across the organization in areas such as process safety, integrity management, emergency response and hazard assessment.

The American Petroleum Institute (API) awarded CITGO the Pipeline Occupational Safety Performance Award in the category of small operator. This award is among the industry's top recognitions and is reserved for companies that demonstrate excellence in safety.

Contractor Safety

CITGO continues to work only with contractors who subscribe to our stringent focus on safety and environmental management. Once selected, contractors are required to follow all CITGO safety and operational policies and procedures. CITGO contractors are empowered in the same way our employees are to ensure work is done in a safe manner, and if necessary intervene or stop day-to-day activities when a health, safety or environmental requirement may not be met. For 2015, almost half (49 percent) of our contractors had no recordable incidents.

In 2015, CITGO implemented several contractor safety enhancements as part of our contractor management process. Improvements included expanding to all business units the contractor fatality action item trackers, the updated case management plan questionnaire, as well as continuing to implement across the company our contractor verification and review tool. These improvements help contractors understand our internal safety requirements, and we assist them with attaining specific skills or expertise as needed.

Process Safety

CITGO is dedicated to conducting its operations in a way that protects the safety of its employees, contractors, members of the public and the environment. Managing the lifecycle integrity of our facilities and equipment helps prevent uncontrolled releases of chemicals, hydrocarbons and other substances. The framework supporting our process safety performance includes plant design and engineering, equipment maintenance, operational procedures, workforce training and incident analysis.

INCIDENT ANALYSIS

Each year, we measure and monitor process safety performance to evaluate trends and determine opportunities to enhance the various elements that comprise our process safety framework. For 2015, our Tier 1 process safety event rate was 0.10 per 200,000 working hours. Looking at our five year performance trend, we have seen a relatively consistent rate, which we attribute to continuous improvement and corrective action being rooted in our culture.

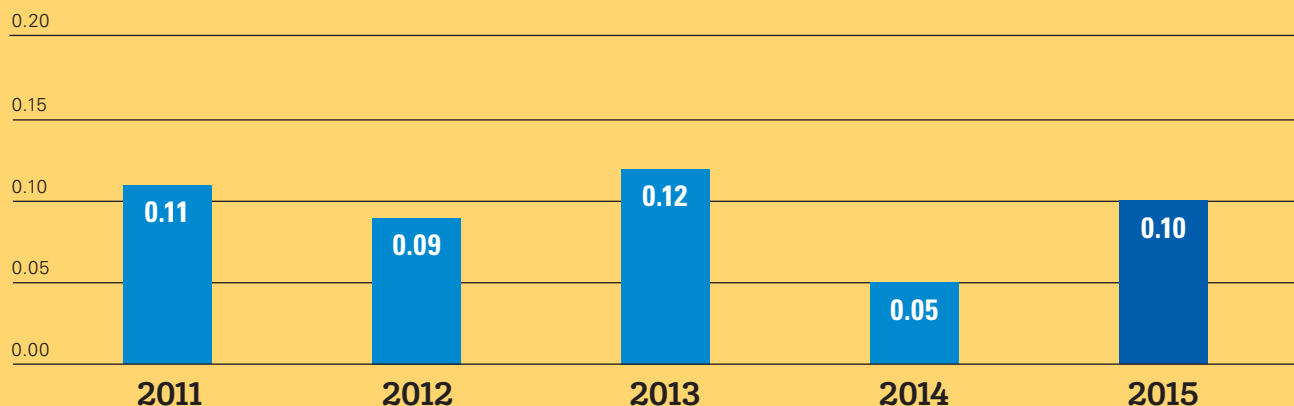
CITGO CONTRACTOR SAFETY SUMMIT AT LAKE CHARLES REFINERY

The CITGO Lake Charles Contractor Safety Association (CSA) was formed in 1992, with the mission to focus on contractor safety performance improvements. Since its founding, more than 400 contract firms have been a part of the CSA. Today, the CSA is completely operated by contractors with guidance from CITGO sponsors who work in the Lake Charles Refinery Health and Safety, Capital Construction and Maintenance Departments. Each year, the group incorporates new activities that promote safety through meetings and special programs. The other CITGO refineries have similar initiatives in place.



TIER 1 PROCESS SAFETY EVENT RATES

A Tier 1 Process Safety Event is defined as an unplanned or uncontrolled release of any material with one or more of the following consequences: days away from work, injury, fatality, officially declared community evacuation or community shelter-in-place, fire or explosion resulting in a direct cost of \$25,000 or more to the company, or a release amount that exceeds a predetermined threshold quantity. Tier 1 events also include unplanned or uncontrolled releases from pressure-relief devices above the threshold quantity resulting in one or more of four undesirable consequences as defined in API RP 754.*



* Process safety data are reported only for the three CITGO-owned refineries. Rates are per 200,000 work hours, excluding major construction projects.

API/AFPM INITIATIVES

Process safety audits are a key part of how we maintain and improve our process safety performance. Our refineries undergo frequent audits driven by both regulatory requirements and an effort to identify best practices for the industry.

In September of 2015, the Lemont Refinery participated in the API Process Safety Site Assessment. API, in collaboration with industry partners, developed the Process Safety Site Assessment Program (PSSAP) to assess a site's process safety systems using independent, credible, third-party teams of industry-qualified expert assessors. The outcome of each assessment provides a framework for process safety to exceed compliance. With the completion of the assessment in Lemont, all three CITGO refineries have successfully participated in the PSSAP.

CITGO also continues to serve as a member in the Advancing Process Safety (APS) program, which is a partnership between industry, AFPM and the API. In 2015, the APS program launched the Walk the Line initiative, of which CITGO is an advocate and contributor. Walk the Line is a practice and idea-sharing program designed to help prevent operator line-up errors that have been identified as a cause of various process safety events.

The outcome of each API Process Safety Site Assessment provides many observations of ways to improve process safety — going beyond compliance.



MECHANICAL INTEGRITY

Mechanical integrity starts with ensuring that equipment is manufactured properly and then monitoring its operations for sound performance and coordinating the proper training for operators. In 2015, CITGO updated and revised its existing standard related to mechanical integrity and will begin implementing it across its operations in 2016. The implementation process includes each business unit updating their internal mechanical integrity procedures to align with the new mechanical integrity standard.

CITGO follows mechanical integrity protocols and recommended practices, which include the condition of process equipment and the proper training of workers who operate and maintain that equipment. To maintain mechanical integrity, we implement quality control and quality assurance processes to validate that equipment meets specifications and is fit for service. If an inspection or testing of process equipment reveals a condition outside acceptable equipment limits, we take action to rectify the situation. We maintain engineering, inspection and maintenance documentation, which is used by our staff to evaluate the equipment's integrity and suitability for service.

FACILITY SITING

To reduce the risks associated with facility siting, CITGO evaluates buildings and trailers that could expose employees to potential hazards based on proximity to operational units. CITGO conducts quantitative risk assessments that evaluate the risk associated with different scenarios at existing sites. Considerations included risks such as the likelihood of failure and the effectiveness of existing mitigation options. In 2015, to further understand the assumptions included within each report and their implications, we conducted another review of the assessments and established an implementation plan for 2016.

Industrial Hygiene

At CITGO, our industrial hygiene professionals center their efforts on anticipating, identifying, assessing and managing workplace conditions that have the potential to cause injuries or illnesses. This is achieved by performing numerous employee exposure assessments each year, including assessments of chemical, ergonomic and physical stressors such as noise, radiation and temperature extremes. We compare the information collected in these assessments to established exposure

limits, report it to appropriate management and employees and record it in a centralized database. Preventive and/or corrective measures are implemented if any exposure data suggests that such actions are warranted.

In 2015, CITGO updated its industrial hygiene and occupational health database, Medgate, which allows for improved reporting of workplace health risk assessments. As part of that process, CITGO enhanced its consistency between business units for a number of its industrial hygiene procedures and processes. These enhancements included updating industrial hygiene exposure practices. The industrial hygiene team also worked with local health services personnel to update the medical surveillance approach for similar exposure groups for specific physical and chemical exposures.

Employee Health

At CITGO, we have invested considerable resources to create a culture of health, because we believe that a healthy workforce is an extension of a safe work environment.

The CITGO Health Services Department provides wellness screening exams, personal illness and injury evaluation and treatment, immunizations, advice and assistance on travel health, in addition to health and wellness consulting. For the past two years, we have expanded our services for employees at Corporate Headquarters. This included the opening of our walk-in services, helping employees improve their work-life balance. On average, this service saw approximately 225 employees per month. CITGO also emphasizes health education and awareness throughout the year through Health Services and Wellness Committees. In 2015, Health Services hosted a corporate Health and Wellness Fair, featuring numerous external vendors with more than 300 employees in attendance.

The management of the CITGO drug and alcohol program is also administered through the Health Services Department. In 2015, CITGO

streamlined the testing approach across the company for both Department of Transportation (DOT) regulatory requirements and non-regulatory testing. CITGO elected to streamline the testing procedures for improved reporting and evaluation purposes at CITGO clinics and external clinics used throughout our operational footprint. CITGO is committed to a workplace free of controlled substances to safeguard employees from any drug-related incidents and injuries.

Emergency Response and Community Safety

Our commitment to safety extends beyond our fence line and into our neighborhoods. CITGO is focused on preventing operational incidents from happening; however, in the event of an incident, we are prepared to act quickly and effectively.

Our emergency preparedness program includes emergency response plans, training for employees and contractors, community and first responder collaboration, and conducting regular exercises. In 2015, we implemented a new emergency communication and notification tool for field operations to notify CITGO headquarters and their business unit management of any potentially significant incidents. Through this reliable and timely emergency communication tool, CITGO can gather resources, focus on safety issues and manage the emergency response effectively. CITGO is evaluating the system for further corporate-wide expansion as an internal notification resource.

CITGO focuses on proactive preparedness, community interactions and collaborative training with internal and external first responders to protect our communities and the environment. In 2015, we adapted the CITGO Emergency Management Program to enhance the overall preparedness and response capacities of the CITGO Mobile Emergency Response Team. Some of the initiatives included standardized training, upgraded emergency notifications and response systems, and an increased understanding of available response resources.

Every three years, each refinery hosts a “worst-case drill” simulation to assess the effectiveness of our emergency response program and identify potential strengths and opportunities. In addition to employees, local, state and federal regulatory agencies, response contractors and community representatives are invited to participate in the drills. External participants observe the drill and provide thoughts on improving our processes and procedures to protect the safety of our communities if a real situation were to occur. In 2015, the Lake Charles Refinery hosted the worst-case drill. The U.S. Coast Guard Marine Safety Units, Oil Spill Response Organization, Department of Environmental Quality, Environmental Protection Agency (EPA) and the Local Office of Emergency Preparedness were all involved, requiring significant collaboration and engagement with the local community.

To supplement worst-case drills, we also participate in local emergency response associations. For example, Lake Charles participates in a local Community Awareness Emergency Response (CAER) group, an association of local municipalities, police and fire departments, emergency responders

and industry representatives. Refinery representatives attend monthly CAER meetings and the alert system is tested every Monday.

The Lemont Refinery also participates in local CAER activities. At quarterly CAER meetings, a Lemont Refinery representative provides current information on our environmental performance, safety issues, operations and community engagement efforts. Additionally, municipal representatives of CAER discuss events that could impact businesses in the area. Through active engagement with CAER, we maintain trust and promote collaboration among the members of our community and our local emergency responders.

The Corpus Christi Refinery is one of four sponsors in the Local Emergency Planning Committee (LEPC) to communicate and maintain an open dialogue with community members. The LEPC is dedicated to reducing community risk by providing emergency response planning for chemical and hazardous material releases. The LEPC has more than 200 members, meets on a monthly basis and is open to the public and media. In addition to attending meetings, the Corpus Christi Refinery funds and maintains a Reverse Alert System to



notify the community of emergency situations. The Reverse Alert System allows industry officials to issue a notification to community participants with a text, phone call or email. This system also serves as a notification tool to inform the community of non-routine activities at the refinery. The Corpus Christi Refinery contributed more than \$16,000 to the LEPC in 2015.

Product Stewardship

Across CITGO, many people work together to ensure the safe, healthy and environmentally sound use of CITGO products by customers, vendors and the community. This is achieved through our product stewardship program. The CITGO product stewardship program is designed to identify and minimize hazards associated with the use of our products. In addition, trained professionals work to communicate the potential hazards associated with our products, and methods to safely transport, use and properly dispose of or recycle any spent products. One example includes updating the chemical classification, labelling and employee training associated with CITGO products and intermediate streams in

response to recent regulatory changes by the Occupational Safety and Health Administration to its Hazard Communication Standard.

Transport Safety

The transportation of petroleum products takes great responsibility. To transport products produced by CITGO in a safe and environmentally sound manner, we rely on our network of trained operational professionals to work seamlessly with our regulatory teams. Our transportation safety efforts include ensuring that all our activities are compliant with regulations in each area where we operate. By using trained specialists throughout the organization, we ensure shipments are accurately classified and that loading and unloading techniques are completed safely.

CITGO was recognized again in 2015 as a transportation safety leader and received a Union Pacific Railroad Pinnacle Award. The award honors companies which have successfully implemented prevention and corrective plans and a zero non-accident release rate of materials.



SAFETY AWARDS

CITGO strives to achieve the highest level of safety performance possible. The following are examples of a few safety awards achieved by CITGO in 2015:

- The Lake Charles and Lemont Refineries received the AFPM Meritorious Award for Safety Performance and the AFPM Award for Safety Achievement (Hours).
- In addition, the Lemont Refinery received the AFPM Award for Safety Achievement (Years).

Fueling Environmental Stewardship



To continue to produce energy products and fuel the future, CITGO recognizes that we must respect the environments in which we operate. At our facilities, we aim to improve our environmental performance and use fewer resources, generate less waste and emit fewer emissions per barrel produced. More broadly, as caring environmental stewards, this means ensuring that we are complying with all applicable environmental regulations and proactively managing operational environmental risks. Environmental stewardship does not stop at our fence line. At CITGO we also invest in long-term programs dedicated to the restoration of natural habitats and promoting energy efficiency in the communities where we operate.

A man wearing a grey baseball cap with the CITGO logo, a yellow t-shirt with the text 'CITGO CARING for our COAST', blue jeans, and work boots is smiling while holding a small tree sapling in a black plastic pot. He is standing in a field of tall green grass. The background shows a clear blue sky and some trees in the distance.

THE CITGO ENVIRONMENTAL INDEX IMPROVED BY APPROXIMATELY 14% compared to 2014

WATER USE HAS DECREASED at our refineries for the past 8 years in a row

HELD APPROXIMATELY 60 CARING FOR OUR COAST PROJECTS to restore coastal habitat in areas where we operate

Performance Management

Our team of dedicated environmental specialists at CITGO corporate offices, refineries, lubricant production facilities and terminals work to achieve regulatory compliance and effectively manage our environmental performance.

Responsibilities of this team include:

- Assisting and training facility staff on new initiatives;
- Representing CITGO in industry and trade associations;
- Overseeing and implementing the New Source Review Consent Decree;
- Maintaining the compliance questionnaire in conformance with accounting due diligence as required under U.S. accounting principles;

- Serving as subject matter experts for reviews and assessments and during emergency operations;
- Filing environmental reports for hazardous chemical and toxic release inventories, emissions, discharge and waste for the refineries and terminals;
- Looking for and developing opportunities to continually improve environmental performance and systems;
- Defining and reporting environmental Key Performance Indicators; and
- Developing environmental management systems for alerting, tracking and identifying compliance limits.

We conduct compliance audits as a way to monitor, manage and improve environmental performance. In 2015, CITGO carried out a total of 10 environmental audits at its refineries (five in Lemont, one in Corpus Christi and four in Lake Charles). Corpus Christi's audit was for Leak Detection and Repair (LDAR), which is equipment that helps identify repairable fugitive emission leaks. The findings resulted in the refinery hiring a new leak detection contractor. The Lemont and Lake Charles Refineries also conducted third-party LDAR audits. Additionally, the Lemont Refinery had a third-party Benzene Waste Operations NESHAP (BWON) audit that helped the facility refine its calculation numbers for monitoring purposes.

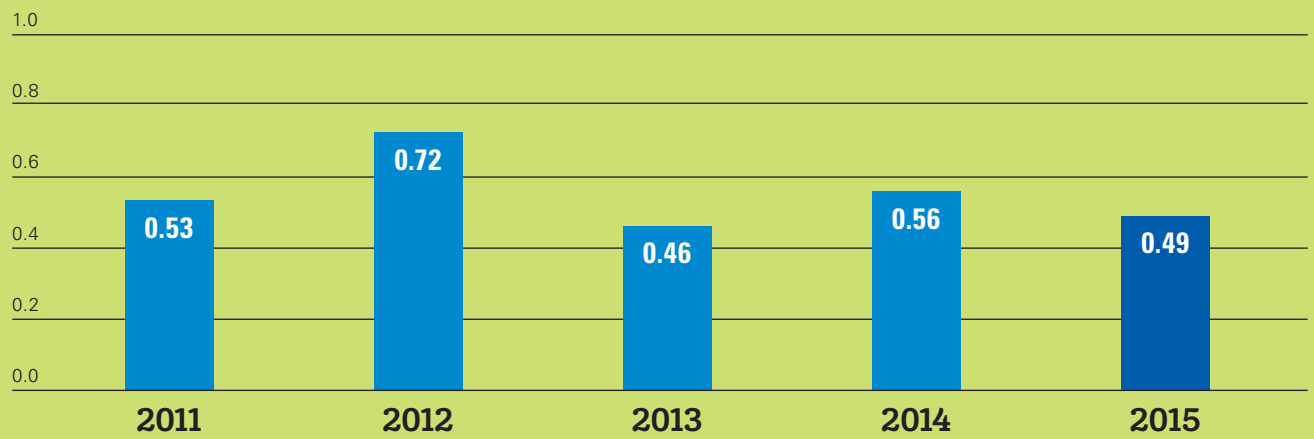
Environmental Index

To systematically monitor our environmental performance, we established an integrated measurement factor called the Environmental Index (EI). The EI is one of the elements for calculating the variable component of employee remuneration, promoting a shared dedication to environmental protection and conservation. In 2015, the EI covered the performance of our refineries and included reportable incidents in accordance with federal law, refining waste, energy consumption, wastewater hydrocarbon discharge, atmospheric emissions and incident notifications to regulatory agencies.



CITGO ENVIRONMENTAL INDEX PERFORMANCE

2011 – 2015: LAKE CHARLES, LEMONT AND CORPUS CHRISTI REFINERIES*



* For ease of interpretation, a decreasing EI reflects improvements in performance.



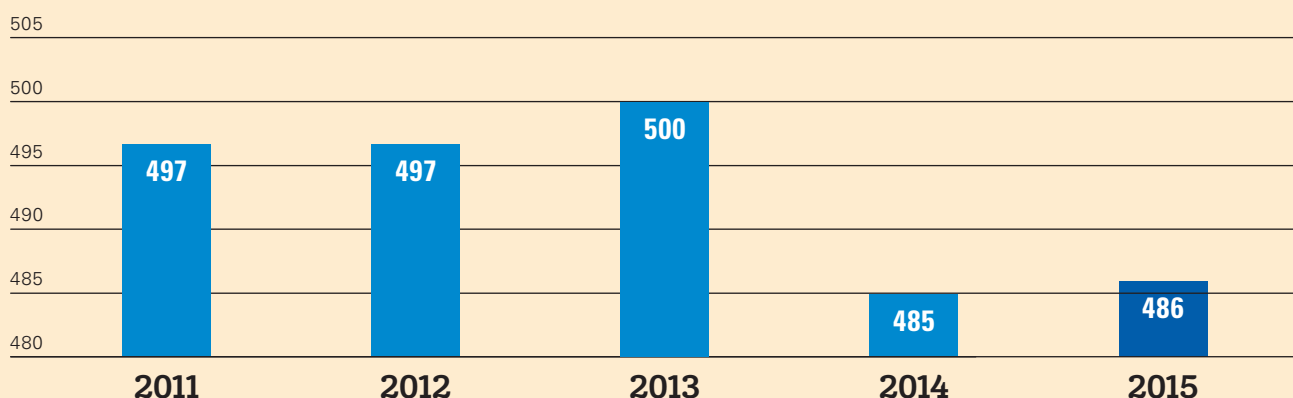
Energy Use and Greenhouse Gas Emissions

Energy consumption directly contributes to greenhouse gas (GHG) emissions; therefore, we work to actively manage our energy use. This helps us reduce our GHG emissions and minimize operational costs. CITGO measures and monitors energy usage at each refinery

through the EI as a predictor for GHG emissions. We report refinery GHG emissions as required under the Greenhouse Gas Mandatory Reporting Rule. CITGO experienced an approximately 5 percent decrease in metric tons of CO₂ equivalent per 1,000 barrels of crude, from 27.4 in 2014 to 25.9 in 2015. Energy use remained flat on a per barrel throughput basis in 2015 when compared to the previous year.

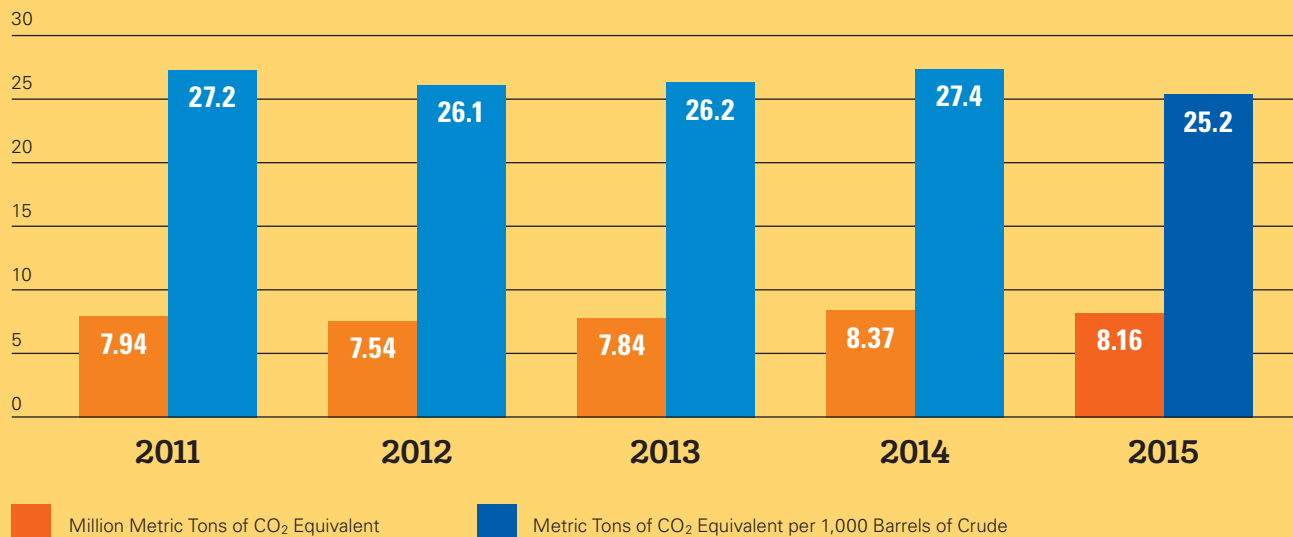
ENERGY USE AT REFINERIES

THOUSAND BRITISH THERMAL UNITS (BTUS) PER BARREL THROUGHPUT*



* Total BTUs of energy used, including purchased steam, electricity and natural gas per barrel of oil processed.

GREENHOUSE GAS EMISSIONS FROM REFINERIES



In 2015, we conducted an energy efficiency review at each refinery under the Boiler MACT, which are national emission standards promulgated by the Environmental Protection Agency (EPA) in an effort to curb emissions from industrial boilers and process heaters.

As a supplier of fuels, we generate indirect carbon dioxide (CO₂) emissions through the combustion of our products by individuals and organizations outside of our control. CITGO reports these CO₂ emissions based on the EPA's regulatory guidance that presumes that fuels CITGO produced were combusted primarily by vehicles. In 2015, these U.S. emissions totaled 92.4 million metric tons, corresponding to the CO₂ generated by 13.5 million automobiles in one year.

CITGO strives to operate efficiently because it minimizes our environmental impact and can often realize cost savings for our business.

For example, the Corpus Christi Refinery is continuing an effort to replace old inefficient steam turbine drivers with electric drivers. In Lake Charles in 2015, a steam leak survey was performed and the subsequent repair of 62 steam leaks resulted in energy savings of 127 MMBtu/day.

Air Emissions

We measure and monitor air emissions of criteria pollutants emitted at refineries, such as Volatile Organic Compounds (VOCs), Nitrogen Oxides (NO_x) and Sulfur Dioxide (SO₂). We have significantly reduced these pollutants at all three refineries since 2008. In 2015, the Lake Charles Refinery saw a slight increase in SO₂ from furnaces due to increased total sulfur in fuel gas. However, the refinery saw a significant decrease in VOCs due to the installation of a new Sulften vent.

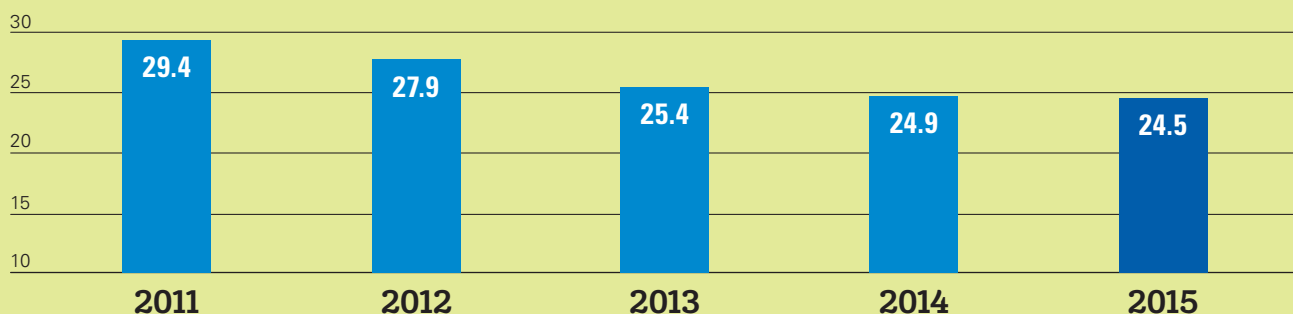
AIR EMISSIONS BY TYPE AND REFINERY

REFINERY	TYPE OF EMISSION	METRIC TONS 2013	METRIC TONS 2014	METRIC TONS 2015
LAKE CHARLES	VOC	442	507	436
	SO ₂	1,524	1,422	1,524
	NO _x	2,603	2,752	2,775
	Others*	2,314	2,533	2,143
CORPUS CHRISTI	VOC	644	619	647
	SO ₂	182	200	193
	NO _x	876	840	827
	Others	760	728	686
LEMONT	VOC	382	320	320
	SO ₂	371	326	323
	NO _x	586	601	632
	Others	607	604	590

* Others category include carbon monoxide (CO) and particulate matter (PM).

AIR EMISSIONS FROM REFINERIES

METRIC TONS/MILLION BARRELS OF THROUGHPUT*



* Environmental data are reported only for the three CITGO-owned refineries.

Varying conditions around our areas of operation can elevate the significance of certain emissions over others. For example, we participate in and help fund a program in Corpus Christi that enables volunteer CITGO employees to develop curriculum and talk to students about how to reduce ozone levels. *The Adventures of Super Earth and the Crusade against Bad Ozone* program provides educators with the information and materials needed to inform children and their parents about air quality and the role they can play to protect our earth from pollutants. The program was taught at four schools, reaching 600 students in 2015.

The Lemont Refinery is a member of the Odor Alert Network (OAN), a group dedicated

to improving air quality through cooperation. The mission of the OAN is to respond to nuisance odor complaints in an organized and timely manner at the local level. This mission is accomplished through the collaborative efforts of local government entities, industries, businesses and dedicated residents. The odor management system focuses on working with residents, industries and businesses to identify, investigate, and resolve odor complaints in a timely manner. In 2015, there was an 87 percent resolution rate for odor complaint calls, and this was the sixth year that odor resolution rates exceeded 85 percent. 2015 also saw the lowest number of odor complaint calls since the OAN's inception more than a decade ago.

CITGO REACHES SETTLEMENT WITH EPA ON 2012 INVESTIGATION

In 2015, CITGO reached a negotiated settlement with the Environmental Protection Agency (EPA) in connection with the EPA's 2012 inspection of the Corpus Christi Refinery under the EPA's Clean Air Act Section 112(r) Risk Management Program (RMP). Under the terms of the final negotiated Consent Agreement and Final Order (CAFO), CITGO does

not admit any of the allegations but agreed to a civil penalty payment of \$266,370 within 30 days of entry of the CAFO to avoid further litigation with the agency.

CITGO also agreed to perform a Supplemental Environmental Project which involves procuring emergency response equipment for the Corpus Christi Fire Department worth no less than \$117,000.

This project was undertaken in connection with the settlement of an administrative enforcement action taken by the U.S. Environmental Protection Agency to enforce federal laws. Throughout the process, CITGO has cooperated fully with EPA and will continue to implement programs that are protective of its employees, the public and the environment.

Other Emissions – TRI

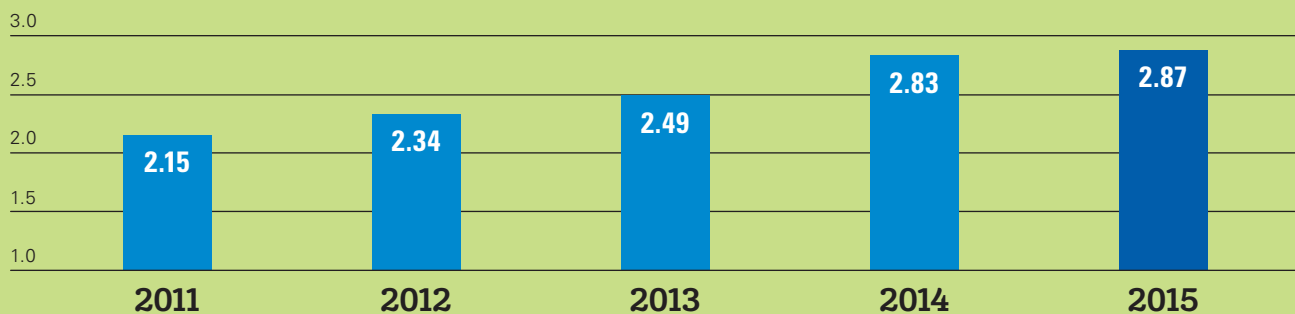
The Toxic Release Inventory (TRI) annual report is required under Section 313 of the Emergency Planning and Community Right-to-Know Act (EPCRA). There are currently 689 individual chemicals and chemical categories on the TRI toxic chemical list. The increase in reported discharges in the last two years is in large part due to more accurate stack testing, which showed higher than previously reported emissions. Actual discharges to the environment did not increase, rather reporting increased based on newer, more accurate test methods.

Waste

By reducing the amount of waste we generate, we can safeguard the environment, keep employees and community members healthy, achieve cost savings and experience more productive operations. Waste generated at CITGO refineries is largely dependent upon maintenance schedules and capital projects. For example, much of the Lemont Refinery's hazardous waste in 2015 was due to a Turnaround. We also have initiatives underway to increase recycling of operational waste streams and reduce our waste generation. For example, at our Corpus Christi Refinery, we segregate all wastes by job and waste type to verify that waste goes to its intended disposal site.

TOXIC RELEASE INVENTORY (TRI) DISCHARGES FROM REFINERIES

TRI POUNDS, MILLION*



* Environmental data are reported only for the three CITGO-owned refineries.

WASTE—CITGO REFINING, 2015

METRIC TONS

Refinery	Hazardous waste	Non-hazardous waste	Total waste
Lake Charles	1,181	24,567	25,748
Lemont	599	14,135	14,734
Corpus Christi	5,362	6,291	11,653
Total	7,142	44,993	52,135



ELECTRONICS AND SOLID WASTE RECYCLING

We care about our local communities and are passionate about providing them with opportunities to recycle. Each year, thousands of electronics are discarded. This “e-waste” contains materials that can be hazardous if disposed of directly to landfills. Recycling is important for economic health as well as the building of a sustainable environment for tomorrow. To minimize waste in our refineries, corporate offices and communities, we host annual electronics waste recycling (e-recycling) events at each of our facilities.

In order to make these events successful, we directly engage local communities. For example, the Lake Charles Refinery partnered with the City of Sulphur, Team Green of Southwest Louisiana, Keep Calcasieu Beautiful, and Waste Management to host the seventh annual E-Recycle Day, where community members brought their electronics for recycling. During the event, 426 vehicles lined up to drop-off waste. Seven roll-off boxes of e-waste and one 18-wheeler of TVs was collected as well as approximately 680 light bulbs, 21 mercury items and 45 pounds of batteries.

The Lemont Refinery continues to sponsor two events per year with the Village of Lemont’s oil collection and recycling program. The goal of this event is to raise awareness and reduce illegal dumping by providing a free opportunity for citizens to drop off their used oil for proper disposal. At this event, significant amounts of used motor oil, fuel oil, lubricant oil, brake/transmission fluid and antifreeze are collected. In 2015, our combined efforts resulted in the recycling of 405 pounds of fluorescent lamps, 135 gallons of flammable liquids, 165 gallons of antifreeze and 1,625 gallons of used oil.

On Earth Day, CITGO headquarters collaborated with our Information Technology Department to bring a vendor on site to manage the proper recycling of electronics. In total, 2,815 pounds of e-waste were recycled. CITGO also encouraged employees to gather up their old and unneeded paper piles from their homes and offices for confidential shredding and recycling in honor of Earth Day.

The Corpus Christi Refinery has an employee e-waste recycling event once per quarter. In 2015, 8,609 pounds were collected and recycled. Additionally, the refinery held a Christmas tree recycling event where employees and community members brought in their old trees to be recycled into sand dunes.

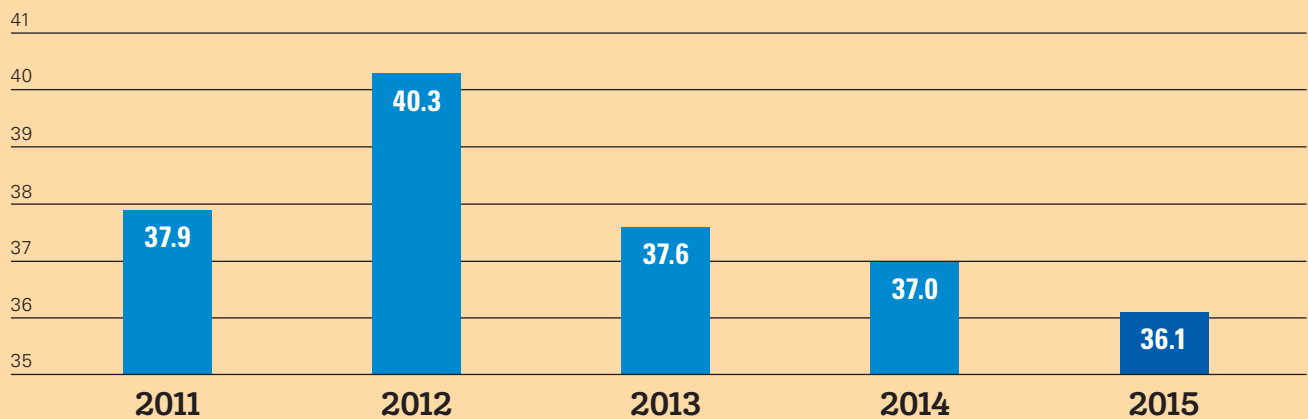
Water Use and Wastewater Discharge

Our three refineries are located in different watersheds, each with their own unique characteristics. Because of this, our approach to water management is individualized for each refinery's local watershed needs. For example, the Lemont Refinery is located on an industrial

canal outside of Chicago where water quality is a key concern. The Corpus Christi Refinery is located in a region that is at greater risk of water stress due to drought. Although there were no major water restrictions in 2015, we have a long-term plan in place to reduce water consumption. The Lake Charles Refinery reduced water use again in 2015 due to implementation of ongoing water reduction projects.

WATER USE AT REFINERIES

GAL/BBL*

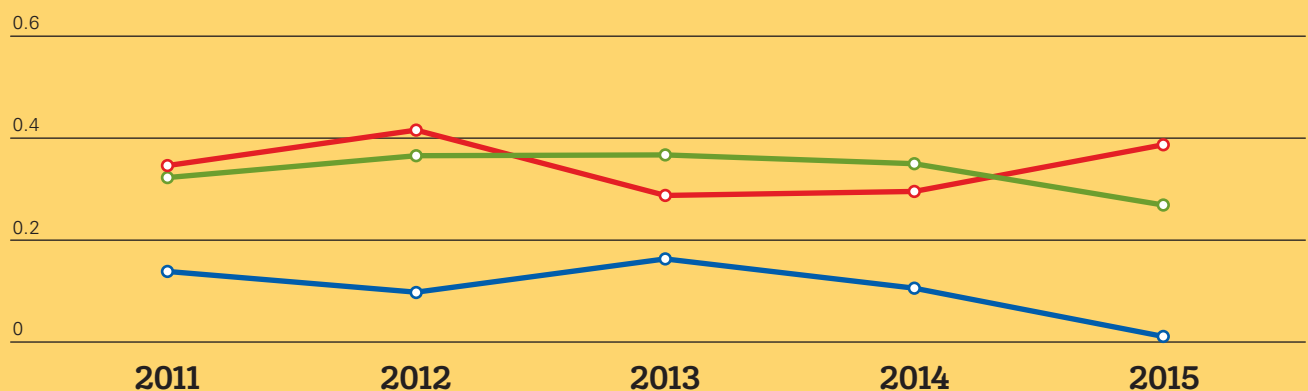


* Environmental data are reported only for the three CITGO-owned refineries.

HYDROCARBON DISCHARGE

METRIC TON/MMBBL

Corpus Christi Lake Charles Lemont



A key indicator of water quality used by CITGO is the volume of hydrocarbons discharged into surface water from our wastewater treatment systems. Though all discharges are within limits established by National Pollutant Discharge Elimination System (NPDES) operating permits, wastewater discharge is particularly relevant at the Lemont Refinery given our neighbors and the watershed. We are working to minimize discharges and treatment volume, as well as undertaking efforts to diminish the amount of hydrocarbons contained in discharged water. The Lemont Refinery now discharges water into the waterway at a higher quality than we receive it.

The Lemont Refinery is also participating in the Chicago Area Waterways chloride initiative with the Metropolitan Water Reclamation District of Greater Chicago. The goal of the chloride initiative is to reduce the amount of anti-icing products used on roadways and parking lots during the winter months. These products contain chlorides and other chemicals that can run off into streams and cause water quality issues. Through our participation on the Best Management Practices (BMP) Committee, we are developing site-specific best practices to share with others. In 2015, the Lemont Refinery successfully implemented a BMP pilot project to reduce the use of rock salt and will be expanding the project in coming winters.

The Lemont Refinery also installed a rain garden to control stormwater runoff from the roof and downspouts of the administration building. A rain garden is a shallow depression that is planted with native wildflowers and grasses and is designed to naturally collect and treat water that runs off the roof of a building or is then discharged down spouts or sump pumps. Rain gardens provide a sustainable, natural system that enhances the visual quality of an area and naturally collects and treats stormwater runoff.



Capital Projects

Infrastructure investments are essential to enhance the efficiency and dependability of our operations. In 2015, CITGO spent \$156.9 million on projects to comply with state, federal or local regulations related to occupational hygiene and safety, health and environment as well as risk reduction and management projects focused on the management and control of risks within the areas of occupational hygiene and safety, health, environment, maintenance, reliability and operational integrity. All of our refineries achieved compliance with the federal NSPS Subpart Ja regulation in 2015. This included installing advanced monitoring systems to help control and measure emissions from flares. Additionally, a new Refinery Sector Rule was passed that will require additional capital projects over the next few years to improve monitoring systems and data collection and improve control of air pollutants.



Petty's Island

CITGO strives to invest in long-term programs dedicated to the restoration of natural habitats. Since 2009, we have donated \$1.8 million to protect and restore Petty's Island. Petty's Island was used as a CITGO product and fuel storage terminal for many years, but was donated as a Conservation Easement to the State of New Jersey, under the New Jersey Natural Lands Trust in 2009. The Trust includes the 300-acre island and 140 acres of ecologically important tidal flats located on the Delaware River near the town of Camden, N.J. In addition to donating the property, we are committed to donating an additional \$3 million, of which \$125,000 was donated in 2015, to assist in efforts to restore the island and help launch a cultural and education center.



CARING FOR OUR COAST



2015 PROGRAM HIGHLIGHTS

2,413 
volunteers

9,179
dedicated hours

\$1.7
million in grant
funding

9,866
beneficiaries of STEM educational
opportunities created for teachers
and students

324 
acres of land
restored

134,615 
trees, grasses and bushes planted

2,637
pounds of waste collected

Almost ten years ago, the Gulf Coast region was united by tragedy when Hurricanes Katrina and Rita struck less than a month apart. In the aftermath of the hurricanes, CITGO responded with funding and fuel to non-governmental organizations and first responders. Launched in 2014 as a lead-up to the ten year anniversaries, Caring for Our Coast aims to celebrate the recovery and resilience of the communities impacted by the storms, and to reaffirm our commitment to the environment and neighboring communities.

The 2015 Caring for Our Coast Program consisted of approximately 60 volunteer-based environmental restoration and conservation activities around the communities in which CITGO operates. To increase our overall impact and expand awareness of the many challenges coastal communities face, CITGO looked for partnership

opportunities that had a financial grant component, an employee volunteer opportunity and an educational or awareness building element. Over the course of 2015, thousands of volunteers throughout Alabama, Florida, Illinois, Louisiana, Mississippi and Texas joined together to take an active role in environmental conservation and restoration.

ANNIVERSARY EVENTS – HURRICANE KATRINA

On August 29th, 2015, CITGO came together with the Audubon Nature Institute to mark the 10th anniversary of Hurricane Katrina and honor those affected. To commemorate the occasion, we joined community leaders and Gulf Coast environmental organizations to plant 10 trees at the Audubon Louisiana Nature Center – one for each year that has passed since the storm.

Also near the 10th anniversary, CITGO partnered with Restore the Earth Foundation and the Louisiana Department of Wildlife and Fisheries to lead volunteers in coastal restoration efforts at the Pass a Loutre Wildlife Management Area. During the event volunteers planted 1,000 trees across critical forested wetland sites to prevent coastal erosion.

In addition to participating in ecological restoration efforts, CITGO has also been active in rebuilding communities impacted by Hurricanes Rita and Katrina. In 2015, we supported KaBOOM!, a national non-profit dedicated to bringing balanced and active play into the daily lives of all kids. As part of the commemoration events for the 10 year anniversary of Hurricane Katrina, nearly 100 volunteers from the New Orleans community and the New Orleans Recreation Development Commission gathered to construct a playground.



ANNIVERSARY EVENTS – HURRICANE RITA

In September 2015, to commemorate the 10th anniversary of Hurricane Rita, nearly 400 volunteers gathered on Constance Beach, Louisiana, for a day-long dune restoration event hosted by CITGO and the Coalition to Restore Coastal Louisiana (CRCL). Together, the volunteers worked to plant 65,000 dune grass plugs and constructed two miles of sand fence to help prevent coastal erosion. CITGO donated funds to help support this event and also gathered volunteers to participate. CITGO and CRCL volunteers had previously joined together to plant 70,000 dune grass plugs along Holly Beach in September of 2014.

The Lake Charles Refinery also published a book to commemorate the anniversary, see page 22.

OTHER CARING FOR OUR COAST HIGHLIGHTS

The CITGO Corpus Christi Refinery and the CITGO Innovation Academy actively partner with the Coastal Bend Bays & Estuaries Program (CBBEP) and the Ports Association of Louisiana to revitalize areas within the Nueces Delta Preserve and maintain this local educational resource. CITGO volunteers contributed more than 150 hours and assisted in the upkeep of the Preserve by spreading grass seed, removing fences and maintaining some of the trails within the 8,500-acre preserve.

The Nueces River Delta represents a mosaic of highly productive wetlands, open water, coastal prairies, and river and bay shorelines. With a goal of preserving and protecting this unique land, the

CBBEP has turned the preserve into a hub for various habitat creation and restoration projects, as well as educational programs.

Also in 2015, CITGO and Artist Boat, a local organization dedicated to promoting awareness and preservation of coastal margins and the marine environment, hosted volunteer workdays at the Coastal Heritage Preserve. Volunteers helped steward the land by planting native prairie vegetation, treating for invasive fire ants, and learning about the habitats and wildlife of the preserve.

Nearly 300 volunteers led by the CITGO Lemont Refinery and The Conservation Foundation came together in Fall 2015 to remove invasive plants attacking wildlife within the Heritage Quarry Recreation Area (HQRA).

2015 CARING FOR OUR COAST EVENTS AND PROJECTS

FEBRUARY

FEBRUARY 28TH
Big Shell Beach Clean-up
Padre Island, TX



MARCH

MARCH 5TH
McNeese Engineering Banquet and Engineering Design Challenge
Lake Charles, LA

MARCH 14TH
Audubon Tree Planting at High Island
Galveston, TX



MARCH 21ST
Suter Park Clean-Up
Corpus Christi, TX

MARCH 28TH
Oso Bay Planting Workday
Corpus Christi, TX



APRIL

APRIL 22ND
Audubon Trail Clean-up
Houston, TX



APRIL 25TH
Lemont HQRA Restoration
Lemont, IL

MAY

MAY 16TH
Tampa Bay Watch Rock Ponds Salt Marsh Restoration
Tampa, FL



MAY 13-19TH
OET Ambassador Program and Ship Tours of E/V Nautilus and VIP tour and reception in Galveston
Corpus Christi and Houston, TX
Lake Charles, LA
Lemont, IL

JUNE

JUNE 1ST
Toast to the Coast
Baton Rouge, LA

JUNE 2ND
Nueces Delta Preserve
Corpus Christi, TX

JUNE 13TH
Suter Park Clean-up
Corpus Christi, TX



JUNE 18TH-19TH
CITGO STEM Academy
Lake Charles, LA

JUNE 22ND-24TH
CITGO STEM Academy
Corpus Christi, TX



Located near downtown Lemont, the Lemont HQRA is situated among thousands of acres of forest preserves, including more than 65 miles of hiking and biking trails, and access to fishing and boating. The ecological restoration of the Lemont HQRA will allow local families and community members to continue enjoying the recreational grounds, as well as enable Lemont teachers and students to explore the quarries through class projects. In 2016, CITGO volunteers will return to the Lemont HQRA to continue replanting seeds native to the area.

For more information on Caring for our Coast, please visit our microsite: <http://www.citgocaringforourcoast.com/>.



AUGUST

AUGUST 15TH
Talkin' Trash Clean-up
Tampa Bay, FL

AUGUST 26TH
Mid-Coast Clean-up
Chicago, IL

AUGUST 27TH
KaBOOM! Playground Ribbon Cutting
New Orleans, LA



AUGUST 28TH
10th Year Commemoration of Hurricane Katrina
New Orleans, LA
Pass a Loutre Restoration Project
Pass a Loutre, LA

AUGUST 29TH
Restoring the Earth Foundation
Pass a Loutre, LA

SEPTEMBER

SEPTEMBER 12TH
National Estuaries Week Planting Event
Fowl River, AL

SEPTEMBER 19TH
28th Annual Alabama Coastal Clean-up
Alabama Coastline, AL

SEPTEMBER 19TH-20TH
National Estuaries Week Planting Event
Pass Christian, MS

SEPTEMBER 26TH
National Estuaries Week
Sweetwater Preserve,
Galveston Bay, TX

SEPTEMBER 26TH
Dune Restoration on Cameron Coast Volunteer Event and Hurricane Rita Commemoration
Cameron Coastline, LA

OCTOBER

SEPTEMBER 23RD; OCTOBER 5TH, 8TH, 10TH, 16TH, 17TH, 22ND, 23RD, 24TH, 30TH, 31ST; NOVEMBER 8TH, 13TH, 14TH, 15TH, 19TH, 20TH, 22ND; DECEMBER 2ND-4TH, 15TH, 19TH, 21ST
Coastal Heritage Preserve Work Day
Galveston Bay, TX

OCTOBER 17TH
Lemont HQRA Restoration
Lemont, IL



OCTOBER 17TH, DECEMBER 15TH
CITGO Grand Isle State Park Planting Event
Grand Isle, LA

OCTOBER 28TH
CITGO STEM Academy
Lemont, IL

NOVEMBER

NOVEMBER 11TH
Wetland Restoration Event
Lafourche Parish, LA

NOVEMBER 14TH
Rocks Ponds Salt Marsh Restoration Project
Tampa, FL

NOVEMBER 14TH
Nueces Delta Preserve Volunteer Event
Corpus Christi, TX



DECEMBER

DECEMBER 5TH
Grand Isle State Park Planting Event
Grand Isle, LA

Fueling Our Workforce



Without our dedicated workforce, CITGO could not have achieved our long history of success as a leading refiner, transporter and marketer of fuel, petrochemicals and industrial products. To continue to successfully fuel the workforce of tomorrow, we actively aim to foster engaged employees and strive to provide them with the necessary tools and resources to achieve their individual goals.



BEGAN OFFERING PARENTAL LEAVE in addition to the Family Leave and Medical Act

CONTINUED DEVELOPMENT OF OUR LEADERSHIP ROTATIONAL PROGRAM as part of the CITGO Succession Plan

INTRODUCED A NEW RECREATION INCENTIVE allowing certain employees to better afford and enjoy their vacation time



WORKING TO CONQUER THE CHALLENGE OF DIVERSITY AS OF DECEMBER 31, 2015

FEMALE AND MINORITY EMPLOYEES COMPARED TO TOTAL NUMBER OF EMPLOYEES

TOTAL EMPLOYEES

FEMALE	747	21.4%	3,490
MINORITY	1,018	29.1%	

FEMALE AND MINORITY EMPLOYEES COMPARED TO EMPLOYEES CLASSIFIED AS PROFESSIONALS

FEMALE	323	34.0%	948
MINORITY	289	30.4%	

FEMALE AND MINORITY EMPLOYEES CLASSIFIED AS SUPERVISORS OR MANAGERS

FEMALE	100	18.0%	553
MINORITY	132	23.8%	

FEMALE AND MINORITY EMPLOYEES CLASSIFIED AS MIDDLE MANAGERS

FEMALE	35	18.6%	188
MINORITY	46	24.4%	

FEMALE AND MINORITY EMPLOYEES CLASSIFIED AS SENIOR MANAGERS

FEMALE	1	7.14%	14
MINORITY	8	57.1%	

STAFFING LEVELS AS OF DECEMBER 31, 2015

CORPORATE/ CORPORATE FIELD	CORPUS CHRISTI	LAKE CHARLES	LEMONT	TOTAL EMPLOYEES
1,277	545	1,132	536	3,490

WORKFORCE AGE

24 AND BELOW	25-34	35-44	45-54	55 AND ABOVE	TOTAL EMPLOYEES
61	599	719	883	1,228	3,490

We are Proud of Our Diverse Workforce

The success of CITGO is largely dependent on the contributions of its employees. In addition to recruiting from college campuses, we seek qualified candidates from a variety of sources, including those supporting minorities, veterans and disabled persons.

CITGO is committed to the equal treatment of all employees and applicants for employment without regard to race, color, sex, religion, age, nationality, veteran status and physical or genetic disability. This policy applies to all personnel actions and includes, but is not limited to, recruitment, hiring, benefits, compensation, promotions, transfers, terminations, training, educational assistance and social or recreational programs.

Workforce Training and Development

CITGO invests in corporate training and development initiatives that offer potential advancement opportunities for managers, supervisors and individual contributors. Our employees have access to an extensive curriculum of instructor-led and computer-based training courses focused on business skills, management development, technical areas, safety, regulatory information, and many others.

One of the most important initiatives of 2015 was the development of our Leadership Rotation Program (LRP), which targets employees identified as primary candidates in the CITGO Succession Plan. Beginning in July of 2016, when someone who holds a critical position goes on vacation for a two week period, a primary candidate will rotate into their position and assume the role. Primary

candidates will prepare for the rotation through extensive mentoring and training. The benefits of the LRP include:

- Incumbents to critical positions enjoy uninterrupted vacation,
- Primary candidates receive job-specific development, and;
- CITGO increases bench strength for critical positions.



FUEL YOUR FUTURE

Each year, every employee establishes an individual development plan. To get the most out of these plans, we encourage employees to utilize the Fuel Your Future Program. The program consists of a set of training programs designed specifically for CITGO employees. The programs are flexible and focus on each employee's individual development needs, while providing a structured approach for every stage of an employee's career. As of year-end 2015, 832 employees were enrolled in Fuel Your Future programs. Fuel Your Future consists of three key training programs: **LAUNCH**, **REFINE** and **LEAD**.

LAUNCH is an onboarding program designed to introduce the individual to our company's culture and help them establish a commitment to efficiency and excellence in their work.

During 2015, 57 employees participated in the program, 20 of whom have completed it. Since 2012, 213 CITGO employees have participated in the LAUNCH program, and 181 employees completed all aspects of the program.

REFINE is a structured, personalized learning and development program for salaried employees. It is intended to increase proficiency in our core competencies: customer focus, achieving results, decision-making, stewardship, technical skills, initiative, communication and teamwork. As of the end of 2015, 547 employees have participated in REFINE and 30 have completed the program.

LEAD is a program for the development of conditions and characteristics of leadership for supervisors and managers. As of the end of 2015, 285 employees have participated in LEAD and 24 have completed the program.



REFINERY-LED TRAINING PROGRAMS

In addition to our corporate-led training initiatives, each year, the refineries identify and lead a variety of training programs for their employees.

Lake Charles. In 2015, safety training at the Lake Charles Refinery included emergency response, respiratory capacity and recovery tests, and specific certification courses. In addition, technical training was carried out for engineering operations personnel and maintenance employees as well as professional development courses for a number of different groups.

Corpus Christi. During 2015, the training activities carried out at the Corpus Christi Refinery were focused on health, safety and environment. Technical training conferences were offered, along with routine training events for Safety and Regulatory Compliance.

Lemont. Three technical conferences focused on Turnaround training were held in 2015 at the Lemont Refinery. The refinery also launched a comprehensive safety initiative for Unit Supervisors and Chief Operators.

Local Recruitment and Community Involvement

To help fill vacancies in our refineries and manufacturing plants, we actively recruit qualified candidates from our local communities. Our approach to identifying new talent and top-caliber recruits is to pursue students nearing graduation at local high schools, trade and vocational schools, community colleges and universities. We also support STEM education opportunities to engage students as early as possible in subjects pertinent to our business.

Addressing the Challenge of an Aging Workforce

CITGO, like many other companies in our industry, faces a significant challenge in preparing our workforce for large-scale retirements. With approximately 35 percent of employees over the age of 55, we continue to focus on succession planning, recruitment and retention efforts, as well as on knowledge transfer.

SUCCESSION PLANNING

In 2015, we streamlined our approach to succession planning to improve the development of the candidates on the plan. The most significant changes involved limiting the number of candidates for each critical position, as well limiting the number of positions for which each candidate could be considered. These new parameters will allow us to focus on development and accelerate the candidates' preparation. The Leadership Rotational Program described on page 57 is a key component to developing candidates. Another change to the succession planning process involved interviewing high-potential candidates to better understand their career aspirations. The information gathered during these interviews was used to align candidates' career aspirations with future leadership opportunities.

Additionally, we started a job description overview program to ensure we have a good understanding of the competent business skills associated with critical level positions. This program verifies that we hire the right people with the right skills for each open position. We will continue to expand the succession management process in 2016 and have other initiatives already underway.

EMPLOYEE ENGAGEMENT AND SATISFACTION

Retaining our talented and skilled team members is very important. To determine what keeps our employees satisfied with their jobs, we regularly conduct organizational surveys, communication luncheons, focus groups and executive presentations.

In 2014, we conducted an employee engagement workshop to better understand employee satisfaction. We continue to make improvements to promote work-life balance based on the outcomes of this workshop. In addition to providing tenured employees additional paid vacation at milestone years 15 and 25, we also started offering parental leave. This is an employee benefit that provides an eligible employee with paid time off to care

for the employee's newborn child or make arrangements for the welfare of a child to be adopted or fostered by the employee. The term "parental" includes maternity, paternity and adoption/foster care. An employee may receive a maximum of 40 hours of Parental Leave to be taken as a continuous absence from work within a 12 month period. Parental Leave will run concurrent with the Family and Medical Leave Act (FMLA) if the employee is eligible for FMLA. In 2015, we rolled out a new recreation incentive for salaried employees. This unique incentive has been designed to help employees afford and enjoy their well-deserved vacation.

Employee Benefits

At CITGO, we provide a competitive benefits package to help our employees care for themselves, their families and their communities. Our benefits are carefully formulated to provide peace of mind at every stage of our employees' lives and careers.

We believe that health and well-being are key elements of employee satisfaction. Our employees have a choice of medical plan options, including dental and vision, to meet individual health care needs. Insurance benefits also extend to eligible retirees. Our Employee Assistance Program helps employees resolve other problems that may impact work performance or health and well-being.

CITGO encourages employees to get active and take advantage of preventive health care through the Healthy Rewards and Fuel Your Health incentive programs. Our wellness services help employees get fit and maintain their health, which ultimately results in reduced medical costs and lifestyle-related illnesses such as diabetes and hypertension.

Our Healthy Rewards Program is structured with three levels of achievement — Bronze, Silver and Gold. When both our employees and their eligible spouses participate and complete each level in the program, employees may receive healthy living incentives of up to \$500, depending on their health insurance option.

Benefits include:

- Competitive Salary
- Performance Incentive Plan
- Medical, Dental & Vision
- Life and Disability Insurance
- 401K Retirement & Savings Plan
- Educational Reimbursement
- Paid Vacation
- Pension and Retirement Plans
- Healthy Rewards Program
- Recreation Incentive



EMPLOYEES SUPPORT UNITED WAY

CITGO employees strive to not only have satisfying careers, but to also embrace a fulfilling life with their families and their surrounding communities. To this end, each of the CITGO refineries has a special relationship with their local United Way with CITGO employees involved from the Board level to making funding decisions, supporting programs and recruiting volunteers. Together, we can all Live United.

LAKE CHARLES

The Lake Charles Refinery and United Way Southwest Louisiana have had a close relationship for many years. In Southwest Louisiana, the 28 United Way agencies and 53 programs focus on measurable results while meeting critical health and human service needs through:

- **Education** Preparing children, youth and young adults to succeed in school and life.
- **Income** Ensuring individuals and families achieve financial stability.
- **Health** Helping individuals live quality lives and achieve maximum health and independence.

In 2015, Lake Charles employees gave more than \$696,000 to the United Way of Southwest Louisiana, raising more than 17 percent of United Way's regional goal. Employee donations go directly to the organization to help make a difference in the quality of life of our families and neighbors. One such program is the Asset Limited, Income Constrained, Employed (ALICE) initiative, which aims to provide a range of services to those who may not qualify for government assistance because they are employed. United Way and supporters are currently evaluating a range of programs that will begin to help ALICE individuals and build a stronger community.

LEMONT

The CITGO Lemont Refinery is a corporate cornerstone in the United Way of Will County's annual campaign, having raised more than \$2.1 million over the past 17 years. In 2015, employees and the refinery donated approximately \$202,000 (including corporate match).

More than 45 charities and community groups from across Will County and surrounding areas

receive funding and guidance from the United Way of Will County. Recipients include Aunt Martha's Youth Service Center in Joliet, Illinois, an organization dedicated to providing developmental assistance to at-risk youth, Lamb's Fold Women's Center, which provides housing and domestic violence support to homeless women and children, and United Cerebral Palsy of Illinois Prairieland, which assists individuals and families touched by cerebral palsy and other disabilities.

CORPUS CHRISTI

United Way of the Coastal Bend goes beyond temporary fixes to create lasting change that lifts up entire communities. They focus on education, income and health, because these are the building blocks for a quality life. CITGO values this mission and understands the importance of long-term strategies that enhance our communities for generations to come.

The Corpus Christi Refinery's 2015 United Way campaign raised \$639,172, a 15 percent increase from 2014. CITGO employees' generous donations allowed United Way of the Coastal Bend to touch approximately 120,000 individuals. One of the initiatives these funds supported is "Success by 6", which helps ensure local children are prepared for kindergarten. Recent data showed that too many children in the Coastal Bend community did not possess the necessary motor, verbal or cognitive skill level appropriate for kindergarten. United Way is currently in the fourth year of this program, working with 51 other community organizations to address this issue.



Fueling Corporate Governance



At CITGO, our corporate governance practices and management policies provide accountability, reliability and transparency across all of our businesses and activities. We believe operating a strong, dependable and ethical company is critical to maintaining the trust and confidence of our customers, employees, neighbors and business partners.

We recognize the impact that our day-to-day activities can have on our surrounding environment; accordingly, we carefully assess and manage our enterprise risks. We design our risk management programs to be responsive to the needs of our markets, our communities and our people. Our adherence to responsible business is shared by all employees, starting at the top of our organization.



Vision, Mission and Values

At CITGO, corporate social responsibility is driven by our fueling good philosophy. Our vision is to be a World Benchmark Corporation based on our sound success in the energy industry and our social development programs. To accomplish this vision, we uphold our mission to create the maximum value for our shareholders through the strength of our people. We constantly strive to efficiently and reliably provide the energy that fuels society's economies and improves our quality of life. Our core values, guided by our vision and mission, help keep us grounded, inspired and motivated to conduct our business so that all may achieve their personal best.

Organizational Responsibility

We understand that our long-term business success depends on our ability to practice exceptional corporate governance and maintain the highest ethical standards. We nominate and elect Board members on an annual basis. CITGO is a Delaware corporation, and the Board's powers and duties reflect Delaware law and our own bylaws. Our current six-member Board is chaired by CITGO President and Chief Executive Officer (CEO), Nelson P. Martínez. Our Board committees include:

- The Audit Committee, which is tasked with performing our financial auditing activities and ensuring adherence to all applicable accounting standards;
- The Compensation Committee, which reviews and approves compensation and bonuses for CITGO officers and material changes to benefit plans; and

OUR VALUES

Integrity

Social
Responsibility



Respect 

Competitiveness

Fairness

Availability

Safety, Health and Environment



- The Corporate Compliance Committee is composed of six CITGO officers and employees, is responsible for reviewing and evaluating compliance, ethics and corporate governance issues across all of the CITGO refining, distribution and marketing business elements.

COMMITMENTS AND OBJECTIVES

We abide by Foreign Corrupt Practices Act (FCPA) policies, in addition to all applicable federal, state and local laws. Our standard contract language includes the requirements that CITGO comply with all laws and maintain

complete and accurate records. Where appropriate, our contracts also contain specific anti-bribery commitments.

STANDARDS OF BUSINESS CONDUCT

As part of our longstanding Ethics and Conflicts of Interest Policy, we prohibit CITGO employees and agents from directly or indirectly making payments or providing gifts or entertainment of any sort, other than of nominal value, to government officials or employees and their immediate families, except customary and nominal facilitating payments to minor officials.

The same formal policy applies to the giving or receiving of payments or gifts between CITGO employees or their immediate families and vendors or customers.

CORRUPTION REPORTING AND ANTI-CORRUPTION TRAINING

Corporate compliance is an issue CITGO takes seriously. Employees and third parties have several mechanisms through which to report suspected incidents of corruption. Reports may be made anonymously by calling or e-mailing the corruption reporting hotline found on our internal and external websites. Employees may also e-mail the Legal Department, or contact a CITGO attorney, our Chief Compliance Officer or the General Auditor to voice any and all potential concerns.

CITGO corruption reporting hotlines are administered by a third party. Every complaint is reviewed by our internal and legal teams. While the majority of the issues reported concern third-party-owned CITGO retail locations, we make sure we follow up on and investigate each incident. The General Auditor reports the results of each investigation to the Board of Directors' Audit Committee. Relevant issues are forwarded to the appropriate department to verify complaints are resolved. Additionally, our electronic employee newsletter, "CITGO Today," provides information about any disciplinary actions that result from an employee-initiated investigation.

We record, identify and track all incidents of noncompliance, systemic issues and areas for improvement. We are also able to generate trend reports and analyze data by topic, division, department or location.

CITGO periodically conducts mandatory online training for employees concerning the FCPA. In addition, the CITGO Internal Audit Department provides information and online training on the CITGO Ethics and Conflicts of Interest Policy. The CITGO Legal Department also provides online training modules on other topics such as business ethics and trade sanctions.

Political Advocacy

CITGO observes and follows all laws and regulations regarding contributions to political candidates, parties and political action committees. However, in 2015, and for several previous years, CITGO has made no political contributions. We employ in-house governmental affairs professionals and external lobbyists, and participate in public policy conferences to communicate the Company's interests, image and brand. CITGO employs lobbying firms in Washington, D.C. on federal legislative issues. We are also represented by lobbying firms in Texas, Illinois and Louisiana, where we have core assets.

Additionally, CITGO participates in several trade organizations. We hold memberships in the Texas Oil and Gas Association (TXOGA), the Louisiana Association of Business and Industry (LABI), the Louisiana Mid-Continent Oil and Gas Association (LMOGA), International Liquid Terminals Association (ILTA), Association of Oil Pipelines (AOPL), American Fuel and Petrochemical Manufacturers (AFPM), and the Texas Chemical Council (TCC). Within these organizations, CITGO employees participate as company representatives on various committees.

From a public policy perspective, CITGO is active within trade organizations such as the Greater Houston Partnership and the Texas Taxpayers and Research Association. Within these forums, CITGO participates in policy debates that we deem especially important.

Sound corporate governance provides accountability, reliability and transparency across all of our businesses and activities.



CITGO is proud to fuel the future by providing the energy products people need each day, and by improving the quality of life within the communities we operate. Our efforts to be a good corporate citizen span all aspects of our business from continuous environmental, health and safety performance improvement; to fostering an engaged and diverse workforce; and by championing worthy causes through financial support, volunteer efforts, education and awareness building. Please contact us at **CITGOCSRReport@CITGO.com** with questions or comments.

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