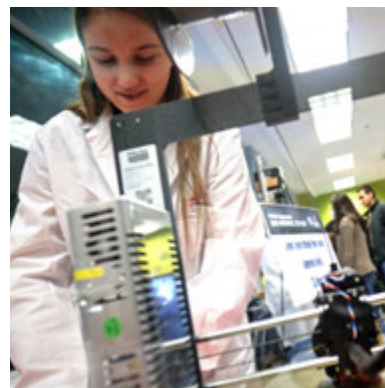


**ROOTED IN
COMMUNITY,
GUIDED BY
RESPONSIBILITY**



2018 CORPORATE SOCIAL
RESPONSIBILITY REPORT



OUR VALUES

Rooted in Community, Guided by Responsibility



“At CITGO we work every day to build a sustainable and resilient company for the people we employ and the communities in which we operate.”

RICK ESSER

Executive Vice President

Welcome to the CITGO 2018 Corporate Social Responsibility (CSR) Report. I am happy to share the year’s efforts that have fueled our progress as a leading corporate citizen within the oil and gas industry. This Report focuses on the issues that are most material to our business and our stakeholders.

Our history as an American success story began in 1910 with the founding of Cities Service Company and continues to this day. With roots that run deep in our communities, CITGO is a company where generations of the same family work together and employees share a sense of belonging to, and caring for, something larger than themselves.

At CITGO, we understand that we operate as a privilege, not as a right, in the communities where we serve. In our daily activities, we strive to make a positive impact. We believe that the strength of our organization depends on a deep engagement with our local communities. As such, we empower our local partners with resources to create opportunities to improve lives for the better.

From our refineries to our terminals and corporate headquarters, caring is embedded into the CITGO culture. Whether it is through everyday volunteering

and giving, our support of Science, Technology, Engineering and Math (STEM) initiatives or by responding to natural disasters, CITGO can always be counted on to help our neighbors. Perhaps most important is the commitment that every employee at CITGO has made to maintaining a safe work environment and protecting each other from harm. That pledge is reflected in the numerous awards we received in 2018 for our safety and environmental performance, our volunteering efforts and our funding of great causes. These awards “Fuel Good” in our communities by providing educational opportunities to children, helping preserve nature for generations to come and safeguarding communities.

Guided by responsibility, we continue to invest in the future of our society and to actively participate in the programs and causes that we believe will have the greatest impact.

Sincerely,

A handwritten signature in black ink that reads "Rick Esser". The signature is written in a cursive, professional style.

COMPANY PROFILE

CITGO is an enduring American success story with roots stretching back more than 100 years. With approximately 3,500 employees, 1,818 contractors and 749,000 barrels-per-day (bpd) of total crude oil capacity, we operate three highly complex crude oil refineries located in Lake Charles, Louisiana; Lemont, Illinois; and Corpus Christi, Texas. CITGO is ranked as the fifth largest, and one of the most complex, independent refiners in the United States. Our expansive network of 48 owned and/or operated petroleum product terminals distributes CITGO products across major regions of the United States.

CITGO petroleum-based products are used by consumers across several industries. For example, 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 industrial lubricants that are used in the agricultural and automotive industries. CITGO markets fuels through approximately 4,900 independently owned or operated branded locations. In 2018, CITGO sold approximately 13.8 billion gallons of refined products to consumers through our network of distributors.

CITGO TERMINALS AND PIPELINES

CITGO Terminal Facilities and Pipelines (TPL) has one of the most extensive networks of terminals in the country, with a total storage capacity of more than 22.1 million barrels. Our terminals store and distribute petroleum products, such as gasoline, diesel, heating oil and jet fuel, in strategic locations across the United States.



The CITGO 2018 CSR Report details our calendar-year activities. For an online version, visit www.citgo.com/csr.

INDEPENDENT MARKETERS AND RETAILERS



CITGO provides quality service and petroleum products to a wide customer base through our network of approximately 4,900 locally owned branded retail outlets, providing approximately 60,000 local jobs. CITGO supplies TriCLEAN® gasoline, diesel fuel and nearly 500 lubricant products to independently owned or operated marketers and retailers. While our network of CITGO marketers and retailers supports organizations that align with our corporate focus areas, each partner can also localize attention that is specific to its community.

CORPORATE GOVERNANCE AND ETHICS



RESPONSIBLE GOVERNANCE

CITGO is built on a solid foundation of core values that shape how we conduct ourselves and our work. Each day, we weigh our decisions to ensure we're upholding our ethical standards. With every action, we aim to deliver on our promise of corporate responsibility and accountability. Our commitment to integrity and compliance gives CITGO our rock-solid reputation that has stood the test of time.

Our company and our employees are guided by a host of laws and regulations; internal policies, procedures, standards and internal controls; oversight committees; and comprehensive training. All these resources combined with a Code of Business Conduct and Ethics provide our employees with a roadmap for navigating critical business processes. The Code is an integral part

of our day-to-day business and establishes the behaviors expected of each employee throughout his or her employment with the company.

Our commitment to conducting business with integrity is evident in the many risk-mitigation efforts put forth in 2018, including a comprehensive Enterprise Risk Management program, numerous compliance screening tools and oversight teams and in-depth due diligence resources that are utilized in our daily operations across all business units.

Our long history of success is a product of our collaborative and universal commitment to conducting business ethically and with integrity. At CITGO, "compliance is everybody's business."

Key Company Statistics

APPROXIMATELY

13.8

BILLION GALLONS OF REFINED PRODUCTS SOLD IN 2018

749,000

BPD OF TOTAL CRUDE OIL CAPACITY

3

HIGHLY COMPLEX CRUDE OIL REFINERIES

48

OWNED AND/OR OPERATED PETROLEUM PRODUCT TERMINALS

UNITED BY GENERATIONS OF DEDICATION



“I remember feeling the family atmosphere at CITGO right away. I also felt the heritage of a plant that started in 1944 for the war effort.”

JERRY DUNN

Lake Charles Refinery
Vice President and General Manager

As the United States was drawn into World War II, more refinery capacity was needed to produce fuel for the military. To meet that need, the CITGO Lake Charles Refinery was created in 1944 as a 100-octane aviation fuel facility. As hundreds of people moved to build and operate the Lake Charles Refinery, CITGO established the Maplewood community to house them. Known as “Louisiana’s Newest Modern Town,” Maplewood was one of the first planned communities in the United States.

Born in Maplewood, Lake Charles Refinery Vice President and General Manager Jerry Dunn remembers the joy of playing with family and friends in the neighborhood. The sense of community that he felt in those formative years and the ties to CITGO would greatly affect Jerry’s professional and personal life in ways he never expected. “Both my grandfathers worked for CITGO,” said Jerry. “My paternal grandfather, Wiley Dunn, was an operator at CITGO in Lake Charles when it started in the 1940s, and my maternal grandfather, Bill Grant, was a security guard at the same plant during that time.”

A young girl by the name of Genny McFatter also lived in Maplewood. Genny’s grandfather, Louie Linker, had moved from Oklahoma in the 1940s to work for CITGO. Although they didn’t know each other while growing up as kids, Genny’s and Jerry’s paths would connect in a significant way when they were young adults.

College took Jerry away from Lake Charles in 1983. After graduating from Louisiana State University in 1987, he got a job with International Paper in Bastrop, Louisiana. The following year, Jerry and Genny were married in her parents’ house in Maplewood. While the young couple liked Bastrop, they missed home. Fortune smiled upon Jerry when a close friend who was working at the Lake Charles Refinery told him about a job opening. Jerry applied and was hired as a project engineer at the facility in 1989. And so, Jerry and Genny returned to Sulphur, Louisiana, and the community they loved. To this day, Genny’s parents still live in the house she grew up in.

“I told my brother Ronnie about CITGO, and he joined the company as an electrical engineer in 1990.” Today, Ronnie Dunn is the Maintenance Manager at Lake Charles. The CITGO family ties run even deeper. Jerry’s uncle, Ronnie Grant, worked at the Lake Charles facility as a machinist and is now retired.

Over the years, Jerry has held many positions at the refinery. In January of 2018, he was named Vice President and General Manager of the Lake Charles Manufacturing Complex. Today CITGO remains a close-knit family like it was when it first began. “People that come here, stay here. That’s the norm,” said Jerry. “On my staff, I’ve got a worker with 40 years at CITGO and one with 31 years. And that’s just one more characteristic that makes CITGO special.”

LABOR

Our People, Our Strength

Our employees are vital to our ability to manage operations and are integral to our leadership in the industry. Without a skilled and dedicated workforce, we could not deliver the quality products for which we are known. All CITGO employees are guided by our standards of excellence. Throughout CITGO, we design our standards to align with our organizational values. We also have internal control groups that flag any policies that need to be updated, which we review regularly.

HEALTH AND SAFETY

At CITGO, several committees share responsibilities in the areas of health and safety. For example, our safety committee promotes safety awareness in our corporate office. We also have numerous health and safety committees in our field operations that consist of hourly workers, contractors and managers. The goals of these safety committees are to increase participation in safety processes, raise safety awareness and eliminate workplace injuries and illnesses.

Promoting safety and protecting each other from harm is a critical part of everyone's job.



OUR SEVEN SAFETY PRINCIPLES

Every day, at every CITGO location, our employees are guided by seven safety principles that support our values and highlight the fundamental beliefs we share.

At CITGO we believe:

- 1 Every injury is preventable.
- 2 Every person should leave the workplace injury free.
- 3 Each of us is personally responsible for safety.
- 4 We are committed to preventing incidents by correctly addressing hazards.
- 5 Unsafe jobs will not be performed. Every employee is expected to stop any job that is deemed unsafe.
- 6 Safety will never be compromised. Shortcuts to safe work procedures, practices, expectations or work rules are absolutely prohibited.
- 7 Promoting safety and protecting each other from harm is a critical part of everyone's job.

REACHING THE TOP IN SAFETY, AGAIN



2018 ILTA PLATINUM SAFETY AWARD

This last year, our commitment to protecting the men and women who work in our facilities and the people who live in the communities near our operations reached new heights. On June 12, 2018, the CITGO Terminal Facilities and Pipeline (TPL) group was recognized at the highest level for its steadfast commitment to safety when it was presented with the 2018 Platinum Safety Award from the International Liquid Terminals Association (ILTA).

CITGO has won the Platinum Safety Award more than any other ILTA member, a total of five times in the program's 12-year history. The award recognizes the year's most exemplary performer, based on data for all domestic terminal operations and a thorough review of the applicant's safety and management systems.



To qualify for the award, applicants must answer questions about their approach to safety, including programs, procedures and performance data. The award was presented at ILTA's International Operating Conference & Trade Show in Houston, Texas, where thousands of professionals from the terminal and pipeline industry came together to network, share best practices, discuss challenges and learn about the latest equipment and technology.

To top off 2018, the TPL group completed the entire year without a single OSHA recordable incident for its employees or its contractors.

SETTING NEW
SAFETY RECORDS
IN OKLAHOMA



2,271
CONSECUTIVE
DAYS

In 2018, our Oklahoma City Lubricants Plant marked 2,271 consecutive days without a lost workday, as defined by the Occupational Safety and Health Administration (OSHA), which surpassed the facility's previous record. A significant safety metric within the energy industry, lost workdays refer to the number of workdays lost as a result of illness or injury that prevents employees from performing routine functions.

2018 REFINERY HIGHLIGHTS



3M

WORK HOURS

CORPUS CHRISTI ACHIEVES 3 MILLION WORK HOURS WITHOUT INCIDENT

Building on its stellar safety record, in 2018 the Corpus Christi Refinery reached 3 million work hours without a recordable incident. As part of its commitment to continuous improvement in safety performance, a Contractor Safety Summit was held, which focused on enhancing the transfer of knowledge between contractors working at the refinery.

The safety performance of the CITGO Corpus Christi Refinery continues to be among the best in the nation. For the past 10 years, refinery employees have earned the Merit, Gold and Achievement awards from the National Petrochemical and Refiners Association. Employees at the Corpus Christi Refinery also participate in leadership roles in the Southern Texas Triangle Association of Occupational Health Nurses, the Coastal Bend Chapter of the American Society of Safety Engineers, the South Texas Coastal Zone Area Committee and the Local Emergency Planning Committee.

LAKE CHARLES SAFEGUARDING THE FUTURE BY PREPARING FOR THE WORST

CITGO refineries conduct annual drills and a Worst-Case Drill every three years. As a regulatory requirement and as part of our ongoing commitment to emphasize the importance of safety in our daily operations and culture, in 2018, the Lake Charles Refinery hosted the Worst-Case Drill to prepare and train employees, contractors and local emergency responders. Over the course of three days, attendees worked to solve a mock worst-case scenario at the refinery. To best test their ability to handle

real-life, tough situations, participants were not notified of the drill scenario in advance.

During this initiative, CITGO partnered with local, state and federal agencies, including the United States Coast Guard, Louisiana State Police, Office of Homeland Security and Emergency Preparedness, Louisiana Department of Environmental Quality and the National Oceanic and Atmospheric Administration.





17M
WORK HOURS

**LEMONT RECORDS 17 MILLION
WORK HOURS WITHOUT INCIDENT**

Through best-practice standards, consistent employee training, performance metrics and auditing to continually meet a high-level safety performance, the Lemont Refinery surpassed its previous safety record, reaching more than 17 million work hours with zero lost workday cases at the end of 2018. The refinery’s stellar safety performance was also recognized when the Lemont Refinery received the Partnership Award for its outstanding safety performance from the Three River’s Manufacturer’s Association in Joliet, Illinois. This award is given to industry leaders with a total OSHA workplace recordable incident rate of less than 0.30 for the calendar year. Safety is our top priority at CITGO. Through teamwork and collective diligence, the Lemont Refinery worked to exceed expectations and strive for an incident-free workplace during 2018.

RECRUITMENT AND RETENTION

To help fill vacancies, we recruit qualified candidates from our own communities. In addition to recruiting experienced hires, we identify new talent and top-caliber recruits by pursuing students who are nearing graduation at local high schools, trade and vocational schools, community colleges and universities. Many employees begin their careers with CITGO and take advantage of the training and skills development programs that we offer so they can advance in their fields. We extend comprehensive benefits to all our employees, in keeping with our philosophy of employee satisfaction and long-term retention. We also offer our employees (and eligible retirees) a choice of medical plan options, including dental and vision, to best meet their health care needs.

TRAINING

CITGO seeks to develop, engage and retain salaried employees throughout the employee life cycle through our “Fuel Your Future” initiative, which consists of a group of training programs focused on individual development needs. Fuel Your Future offers a structured learning plan, an individual development plan, flexible scheduling and recognition of achievements. Programs include “LAUNCH” onboarding for new hires, the “REFINE” Program for individual contributors and the “LEAD” Program for managers and supervisors. We believe that extending these training opportunities to our salaried workforce benefits everyone. We also offer an educational reimbursement program for employees who are selected to participate each year for expenses up to \$50,000 for associate’s, bachelor’s and master’s degrees, provided the degrees align with their job skills at CITGO.

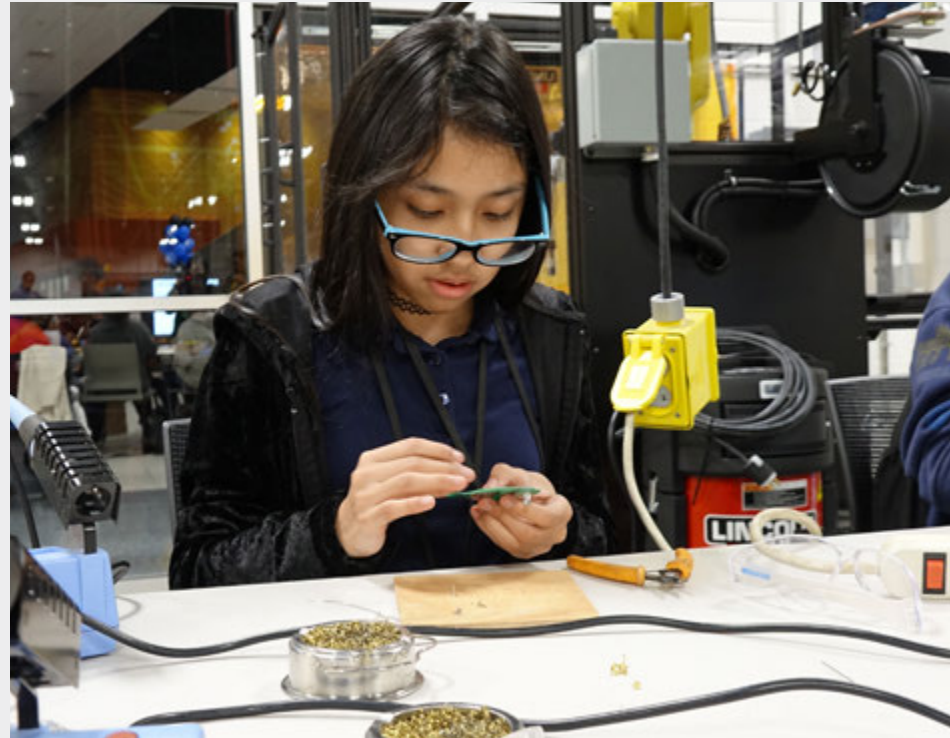


EDUCATION AND SOCIAL INVESTMENT

Refining Futures

According to the U.S. Department of Commerce, over the last 10 years, jobs in Science, Technology, Engineering and Math (STEM) grew three times as fast as non-STEM jobs. Additionally, STEM workers commanded higher wages, earning 26 percent more than their non-STEM counterparts. CITGO recognizes the generational gap of refinery workers and that excellence in our industry depends on being able to recruit qualified STEM practitioners. To address this gap, CITGO launched the CITGO STEM Talent Pipeline in 2016 to encourage students to pursue STEM education and careers.

CITGO is committed to generating talent within our communities by investing in programs that elevate local potential.



STEM TALENT PIPELINE

The CITGO STEM Talent Pipeline partners with educational organizations near our operational areas. From elementary school through higher education, the program promotes the importance of STEM education in our communities and highlights the numerous pathways to rewarding careers, including those in the energy industry. The program provides grants to schools and educational organizations to support those programs that increase student interest, retention and graduation rates, particularly at the elementary, high school and post-secondary levels. The program also supports those organizations that prepare students for STEM courses at technical institutions and universities. Through the CITGO STEM Talent Pipeline, we actively support the academic exploration of STEM education in the schools near our refineries in Corpus Christi, Texas, Lake Charles, Louisiana and Lemont, Illinois.

STEM Impact
in 2018

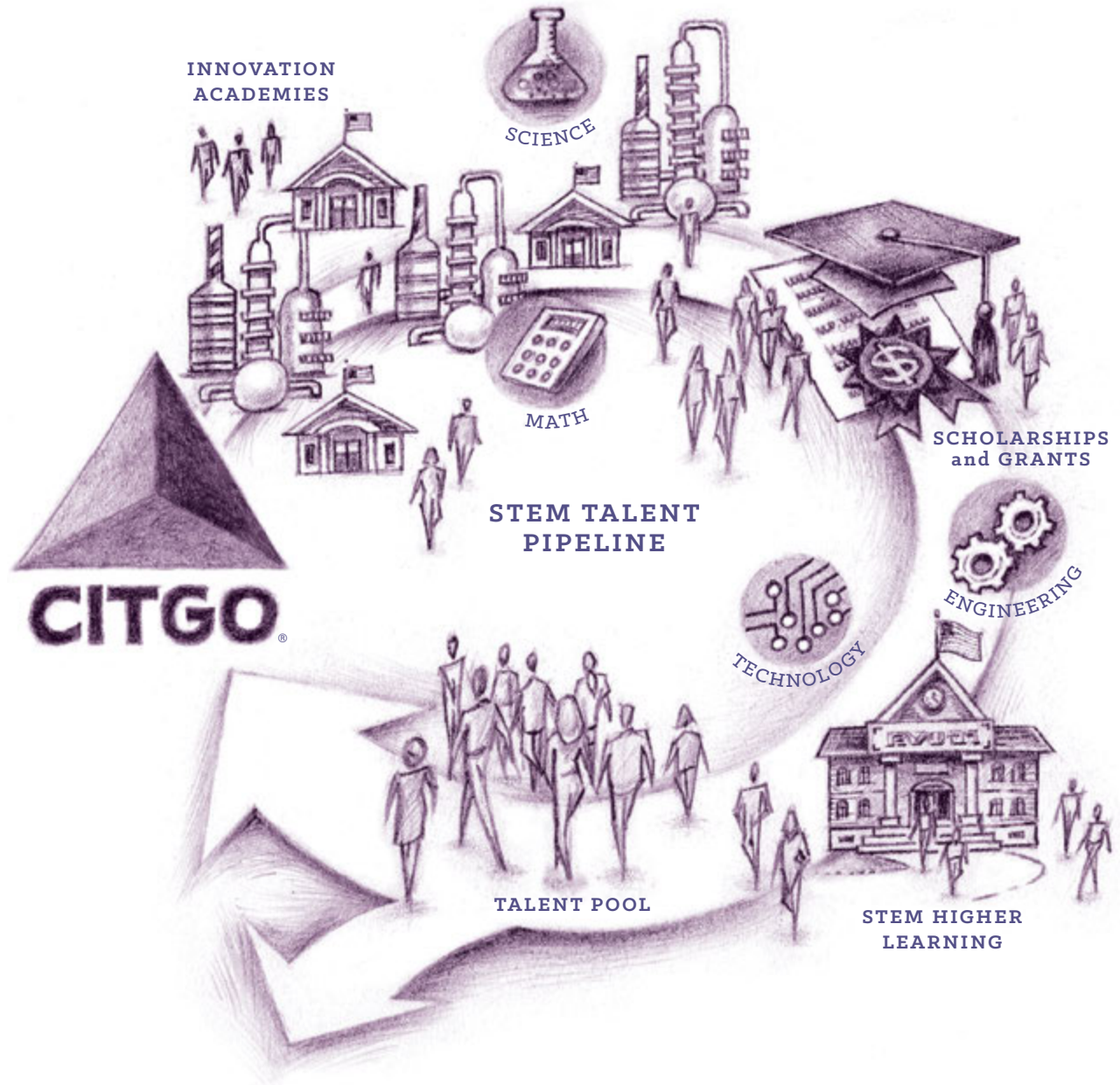
17,686
STUDENTS REACHED

130
EDUCATORS
REACHED

473
EVENTS HELD

62
SCHOLARSHIPS
AWARDED

CITGO STEM TALENT PIPELINE



CITGO STEM TALENT PIPELINE AND INNOVATION ACADEMIES



Through the CITGO STEM Talent Pipeline, we actively support the academic exploration of STEM education in the schools near our Houston-based headquarters and refineries. Since the initiative's inception, CITGO has awarded more than \$1.5 million toward programs that promote the importance of STEM education and provide educators with the resources they need.

The STEM Talent Pipeline provides grants to schools and educational organizations to support programs that increase student interest, retention and graduation rates, particularly at the elementary, high school and post-secondary levels. The program also supports organizations that prepare students for STEM courses at technical institutions and universities.

CITGO Innovation Academies are the cornerstone of the CITGO STEM Talent Pipeline. CITGO Innovation Academies appeal to young minds and offer hands-on activities and engaging learning experiences that cater to elementary through high school students.

The first CITGO Innovation Academy was launched in 2013 at Foy H. Moody High School in Corpus Christi, Texas. In 2018 alone, six new CITGO Innovation Academy locations were added to the roster, including Garcia and Cunningham Elementary Schools and West Oso Independent School District in Corpus Christi; E.K. Key Elementary School in Sulphur, Louisiana; Lemont High School in Lemont, Illinois; and Olle Middle School in Houston, Texas.



2018 REFINERY HIGHLIGHTS

CORPUS CHRISTI

In a landmark year for STEM support, several new CITGO Innovation Academies were opened in Corpus Christi, Texas in 2018. These additions establish a pipeline of STEM education in two area school districts. The new schools include Corpus Christi Independent School District's Dr. J.A. Garcia Elementary and Cunningham Middle School, both feeder schools to the internationally recognized Moody High School, and the entire West Oso Independent School District, consisting of two elementary schools, a middle school and a high school. Our Corpus Christi Refinery is especially proud of employing the first CITGO Innovation Academy graduate, who also happens to be a woman, as a CITGO engineer.



LAKE CHARLES

The earlier we can introduce STEM education to empower and equip our future generations, the more successful our communities will be. In 2018, that thinking prompted the opening of the first CITGO Innovation Academy in the Lake Charles region at E.K. Key Elementary School in Sulphur, Louisiana. As a school within the campus, the CITGO Innovation Academy features six classrooms from kindergarten to fifth grade, one lab and a resource room for teachers. It also offers access to innovative STEM resources, including robotics, coding software and computer programming.



LEMONT

In 2018, Lemont High School became home to the first CITGO Innovation Academy in the state of Illinois. The new academy includes a state-of-the-art STEM classroom outfitted with new equipment, supplies and training resources. Here, students will be able to participate in land and underwater robotics, computer coding, marine and environmental awareness and civil engineering. The academy will also host featured events, including STEM outreach camps, Sisters in STEM and Science National Honor Society outreach events.



CELEBRATING 9 YEARS OF DRIVING LITERACY WITH BESS THE BOOK BUS

Providing access to books is one of the most effective ways of breaking down barriers to education and ensuring every child gets to experience the love of reading. In 2018, CITGO celebrated its 9th anniversary of working alongside Bess the Book Bus to close the education gap among the nation's most vulnerable youth by providing access to new books. "With the dedicated support of CITGO," said Bess the Book Bus Founder, Jennifer Frances, "Bess the Book Bus has touched communities across the nation by bringing books to children who otherwise might not get to enjoy this pillar of childhood."



HIGHER LEARNING ON THE HIGH SEAS



Education has always been a priority with Terri Perkins Miller's family. Even as a young girl, Terri remembers her late aunt, Delores Drake Perkins, who was an educator, saying to her, "You need to go to school to become a teacher." Little did Terri know that one day she would teach from aboard a vessel on the Pacific Ocean. A fourth-grade math and science teacher at Barbe Elementary School in Lake Charles, Miller was selected as a 2018 CITGO Nautilus Ambassador to sail aboard the Exploration Vessel *Nautilus* during its 2018 expedition.

"As a child, I always watched *The Undersea World of Jacques Cousteau* with my parents," said Miller. "I was always fascinated by his adventures under the sea. I never thought I would have the opportunity to be like him! What an honor and a blessing. God has blessed me with the privilege of inspiring little girls to pursue their love for math and science. I would like to thank CITGO and the Exploration Vessel *Nautilus* for this opportunity."

Created to spark students' interest in ocean science and to encourage them to consider careers in STEM, the Nautilus Ambassador Program enables Ambassadors to share their experience in ocean exploration through a live feed with their communities and to incorporate what they learned into their curriculum. Together with other educators, Terri participated with scientists and engineers and interacted with shore-based audiences via Nautilus Live, a web portal connecting expeditions in the field to future explorers on shore via telepresence technology that includes live audio commentary and a question-and-answer session.

Since 2014, CITGO has sponsored 23 educators to embark on the Nautilus Ambassador Program.



FUELING GOOD. REBUILDING LIVES.

Disaster Recovery



CITGO can always be depended upon to answer the call to help our neighbors. In 2018, in collaboration with Rebuilding Together Houston, we responded where it matters most — right in Houston’s backyard. In the immediate wake of Hurricane Harvey, CITGO and Rebuilding Together Houston joined forces to repair up to 300 homes in Houston’s Independence Heights community over the course of three years, with CITGO donating \$6 million toward this effort.

One such home belongs to Shalon Lee, a longtime resident of Independence Heights. When Hurricane Harvey devastated the area, her home experienced severe water damage. In 2018, CITGO volunteers rallied to Shalon’s side to help heal her home and her heart. “The volunteers came and it was a blessing,” she said. “I’m so grateful. Grateful that CITGO could help me and help others in the community.”

As the first African-American incorporated community in Texas, Independence Heights represents the heart of Houston. At CITGO, we are proud of the work that’s being done to restore this important community.

The partnership between CITGO and Rebuilding Together Houston is part of the CITGO “Fueling Good. Rebuilding Lives.” initiative. Through this effort, CITGO donated approximately \$8 million in fuel sales toward rebuilding homes in affected areas in the Gulf Coast. Of this amount, \$6 million was dedicated to Rebuilding Together Houston and \$1.4 million to Habitat for Humanity of Aransas County.

REBUILDING HOMES AND LIVES IN ROCKPORT



When Rockport, Texas, took the brunt of Hurricane Harvey in August of 2017, the Category 4 storm not only devastated the home of residents Cynthia and Royce Williams, but also turned their entire world upside down. The previous June, Cynthia and Royce left their jobs to pursue their dreams. Cynthia was planning to be a stay-at-home mom to home-school the couple's children, and Royce was looking into starting his own business. But the hurricane's 140-mph winds quickly put a stop to their plans.

After Harvey passed, the Williams family, like many residents, returned to see their home. It suffered severe water and wind damage, forcing them to gut their house and get a new roof. "It was a wreck," Royce said. However, things could have been much worse. His wife Cynthia added, "We realized that of all the trees we had lost, most of them had fallen like a halo around our home.

That's what saved our home, what was left of it. Three tiny homes across the street came into our yard, and the only reason why they didn't run into our house was because the trees protected it."

TeamCITGO volunteers partnered with Habitat for Humanity and took action in Rockport to help rebuild the Williams' home, as well as the homes of 43 other affected families in the community. Through their efforts, and the \$1.3 million donation made by CITGO to help establish Habitat for Humanity Aransas, they not only provided assistance in the aftermath of the storm, but also gave families their normalcy back by helping put a roof over their heads.

“CITGO DAY” PROCLAIMED IN HOUSTON



On January 27, 2018, CITGO representatives, Rebuilding Together Houston staff and community volunteers joined Houston Mayor Sylvester Turner to celebrate the announcement of CITGO Day and the CITGO commitment to the Independence Heights neighborhood. With an immediate goal of repairing up to 300 homes in the Independence Heights community over a three-year period, CITGO volunteers will help repair 100 homes per year together with Rebuilding Together Houston.



HABITAT FOR HUMANITY
“BUSINESS PARTNER
OF THE YEAR”



In recognition of our deep commitment to community giving and hands-on volunteerism, CITGO was named the Habitat for Humanity Texas 2018 Business Partner of the Year. While Habitat for Humanity Texas and local Habitat offices are supported by many generous partners, the Business Partner of the Year Award is presented to a company that has gone above and beyond to provide support across Texas by serving multiple local Habitat for Humanity affiliates. Seen below is Texas Governor Greg Abbott with a resident of Rockport whose home was rebuilt with the help of CITGO.



TEXAS GOVERNOR'S VOLUNTEER CORPORATE COMMUNITY IMPACT AWARD



In recognition of our efforts to make a positive impact in the communities where we operate through volunteering and rebuilding homes, TeamCITGO received the 2018 Texas Governor's Volunteer Corporate Community Impact Award. The award was originally announced on August 15 by First Lady Cecilia Abbott, the Honorary Chair of the 2018 Awards.

"There is nothing more powerful than Texans helping Texans," Mrs. Abbott said. "Whether it is through everyday volunteering and giving, or by responding to the most disastrous storm in our state's history, Texans can always be depended on to answer the call to help their neighbors. This year's Governor's Volunteer Award winners are an inspiration to us all."

In the aftermath of Hurricane Harvey, CITGO launched the Fueling Good. Rebuilding Lives initiative, which is dedicated to recovery in the wake of the storm, with CITGO volunteers building homes and providing relief for families in Texas. To date, through Fueling Good. Rebuilding Lives., CITGO has committed \$11.5 million to storm recovery through 2020 to rebuild homes and provide relief throughout Texas and the immediate Gulf Coast area. Additionally, CITGO matches contributions that employees give to 501(c)(3) organizations of their choosing.

As part of the initiative, TeamCITGO volunteers also donate their services with community partners, including Rebuilding Together Houston, Greater Houston Community Foundation, Coastal Bend Community Foundation and Habitat for Humanity.

ENVIRONMENT

Leading by Example

Being a major refiner, transporter and marketer of the world's main energy source places great responsibility on CITGO to be a good steward of the environment. As a result, we have developed guidelines to monitor and manage waste generated, wastewater effluent, water consumption, energy usage and air emissions. To that end, our refineries use various tools to monitor air emissions, wastewater effluent, water consumption, waste generated, track tasks and inspections, and record permit exceedances and deviations. We are also working to deploy an enterprise-level environmental management information system to improve consistency and to standardize data collection. This new system will help us gain efficiencies and more effectively manage risk by monitoring emissions and discharges to the environment. The system will also help us with task tracking, inspection scheduling and record keeping across the organization so that we can continue to be proactive in preserving the environment.

By working closely with communities and regulators, our workforce is able to establish proactive emergency response safeguards. In the event of a potential environmental issue, our facilities are prepared to activate emergency response plans to protect human health and the environment. These plans have procedures in place to assess impacts, communicate with the community and remedy the situation.

Environmental exceedances of permitted limitations are managed immediately, and operating procedures are followed to bring processes back into compliance. To stay on top of best practices, we conduct annual drills and a Worst-Case Drill rotating across our sites every three years to allow our crews to learn from one another and to engage local stakeholders in our rescue-response process. All our efforts are closely tracked and monitored. We use this data to suggest changes, such as capital improvement projects, which are aligned with our five-year strategic plans.

2018 REFINERY HIGHLIGHTS



CORPUS CHRISTI

Throughout the year, the Corpus Christi Refinery continued its efforts to manage waste generation and air emissions, the results of which can be seen in the continued reduction of benzene, other volatile organic compounds (VOCs) and sulfur dioxide levels, as measured by air monitoring stations located around the refinery. In recognition of its efforts, the Corpus Christi Refinery received the 2018 Industry Award from the Coastal Bend Bays Foundation at the 15th annual Conservation and Environmental Stewardship Awards Banquet.

2018 REFINERY HIGHLIGHTS

LAKE CHARLES

As part of our commitment to preserving the Southwest Louisiana coastline, the Lake Charles Refinery and The Nature Conservancy joined forces with community volunteers to help restore the Cameron Prairie National Wildlife Refuge. Volunteers from CITGO and members from the Sulphur High School fishing team worked to dig up plugs of native grass from a levee and replant them in an adjacent flat area. The replanted grass helps stabilize the soil, prevents erosion and provides food and habitat for a number of animals that live on, and pass through, the refuge.



LEMONT

One way the U.S. Environmental Protection Agency (EPA) monitors acceptable levels of pollutant discharge into waterways is by issuing a National Pollution Discharge Elimination System (NPDES) permit. As the Lemont Refinery sits alongside the ship canal, it was given the specific goal of reducing its use of rock salt (sodium chloride) by 27 percent over a four-year period. In 2018, Lemont's Environmental Department and Maintenance Department worked together to implement new measures to tackle this challenge and reduced sodium chloride levels by 75 percent.

TERMINALS AND PIPELINES

We are vigilant in preventing spills when we store and transport petroleum products throughout all of our operations. Our strong focus on environmental and safety awareness earned us the American Petroleum Institute (API) Pipeline Occupational Safety Award for several years in a row. In 1989, we formed our Aboveground Storage Tank Inspection Program (ASTIP) Committee, before the first industry guidance was published by API. Our TPL business unit conducts audits to ensure ongoing operational reliability and integrity, in accordance with the regulations of the Pipeline and Hazardous Materials Safety Administration (PHMSA). This unit also conducts an audit of our CASA pipeline, which is based on PHMSA regulations adopted by and regulated by the Railroad Commission (RRC) of Texas.



RESTORING NATURE IS A FAMILY AFFAIR



“Our pillars of safety, giving back to communities and environmental protection are something that we not only live by at work but at home, too.”

DENNIS WILLIG

Lemont Refinery
Vice President and General Manager

At CITGO, helping our communities is much more than a commitment shared by all our employees — it’s a family affair. “Our pillars of safety, giving back to communities and environmental protection are something that we not only live by at work but also at home,” said Dennis Willig, Vice President and General Manager of the CITGO Lemont Refinery. “A great example of CITGO employees and their families serving together is the restoration project in the Heritage Quarries Recreation Area (HQRA).”

Located half a mile east of downtown Lemont, HQRA is situated among thousands of acres of forest preserves. It encompasses more than 65 miles of hiking and biking trails and provides access to fishing and boating. Since 2014, as part of the CITGO Caring for Our Coast Program, the Lemont Refinery has worked with The Conservation Foundation, Lemont High School, the Village of Lemont and other local volunteers to remove invasive plant species and harvest native seeds for replanting.

“When it comes to the community, I like to jump in and help,” said Dennis. On Saturday, October 20, 2018, Dennis and his daughter joined fellow CITGO volunteers and their families for the fall HQRA volunteer workday. Alongside the Conservation Foundation and students and teachers from Lemont High School, Dennis and his daughter helped clear brush and shrubs from a designated area, which allows natural resources to be restored in the HQRA.

Dennis’ commitment to preserving the environment extends to his own recruiting efforts. “When I speak with potential recruits, I let them know that to work for CITGO is to work for a company that not only has a commitment to safety but also is a great environmental partner in the community.”

The fall workday marked the fourth year since the inception of the restoration project. To celebrate this milestone, Mayor Egofske and Dennis planted a commemorative tree in the area. As an expression of gratitude in October of 2018, the Village of Lemont presented the Lemont Refinery with a distinctive proclamation, recognizing the refinery’s commitment to the HQRA project and the CITGO investment in the community.



CARING FOR OUR COAST

"We look forward to continuing the restoration of HQRA and to being a part of preserving this natural habitat," said Dennis. "Environmental stewardship is a core value at CITGO and a priority our family takes seriously, especially in the communities where we live and work."



In 2018, 6,218 volunteers donated 25,287 hours to CITGO Caring for Our Coast initiatives. This program is designed to boost ecological conservation and restoration of coastal and other natural habitats through a yearlong series of volunteer projects and educational programs. This initiative brings people together in our local communities, including our employees, environmental organizations, consumers, local schools and industry stakeholders. By doing so, we are able to better protect our environment together and spread knowledge about the importance of conservation and restoration near the areas where we live.

CITGO CARING FOR OUR COAST 2018 CONTRIBUTIONS BY STATE



TEXAS

\$161,750



LOUISIANA

\$170,000



ILLINOIS

\$70,000

CITGO Caring for Our Coast 2018 Impact

1,042
ACRES OF LAND
RESTORED OR
ENHANCED

106,283
TREES, SHRUBS
AND GRASS PLUGS
PLANTED

92,944
POUNDS OF TRASH
COLLECTED



2018 CORPORATE WILDLIFE STEWARDSHIP AWARD

For nearly 20 years, CITGO has partnered with Tri-State Bird Rescue & Research (Tri-State) to make our environment a better place to live. In recognition for our efforts, CITGO was awarded the Tri-State 2018 Corporate Wildlife Stewardship Award. Founded more than 40 years ago, Tri-State is an internationally recognized and licensed nonprofit wildlife rehabilitation organization that works to rehabilitate injured, orphaned and oiled native birds, with the goal of returning healthy birds to their natural environments.



CORPUS CHRISTI HONORED BY COASTAL BEND BAYS FOUNDATION



The CITGO commitment to the environment extends not only throughout refinery operations, but also to the bays, estuaries and habitats of the Coastal Bend. In 2018, in recognition of our efforts to reduce waste generation and air emissions, the Corpus Christi Refinery was presented with the Industry Award from the Coastal Bend Bays Foundation.



COMMUNITY

A Lifelong Relationship

With a history dating back to the early 1900s, CITGO is a vital part of its communities.

CITGO is a leading employer in the United States. With a presence that is felt across generations employed by the company, relationships are vital to our operations. By actively engaging with our communities where we operate, we're able to keep a healthy perspective on our reputation and influence. Although our strategy for community involvement is set at the enterprise level, we also encourage our marketers to support local initiatives.

Our social responsibility effort is one reason marketers choose to partner with CITGO. We not only give back, but also invest in opportunities that are accessible to those communities our marketers serve. Even our 40 smaller product terminals, with two to 10 employees each, work on community relations efforts. We apply our social responsibility standard, which is developed at the corporate level, to all our refineries and terminals. However, we also embrace the uniqueness of each community and give marketers the flexibility to tailor their work to the needs of their communities.

When we create our budgets each year, we make sure each refinery has local dollars as well as corporate contributions. Refinery vice presidents review the needs of each refinery to determine how to best allocate budgets and grants. Volunteers enter their hours in a spreadsheet that's shared with our corporate office so we can track all donated hours. We also track all charitable giving, grants and sponsorships to honor our donors at year's end.



ECONOMIC IMPACT



With a history dating back to the early 1900s, CITGO is a vital part of its communities. We have approximately 3,500 employees and 1,818 contractors working at our Lake Charles, Corpus Christi and Lemont refineries as well as our terminals and pipelines operations and corporate headquarters. In addition, approximately 4,900 locally owned or operated CITGO retail outlets provide approximately 60,000 jobs to hardworking people in their communities and generate local, state and federal taxes

that support important programs across the nation. We are also committed to helping our local suppliers meet our high standards of quality and ethics. All our social investments in local suppliers are underpinned by our core principles of being rooted in the communities where we work. After all, we live and work there, too. These principles serve as a positive force in our communities and enable us to remain accountable to our neighbors.

We live where we work, we recruit and hire locally and we are committed to building local capacity in our supply chains.

APPROXIMATELY
4,900

INDEPENDENTLY OWNED
AND/OR OPERATED BRANDED
LOCATIONS

APPROXIMATELY
3,500
EMPLOYEES

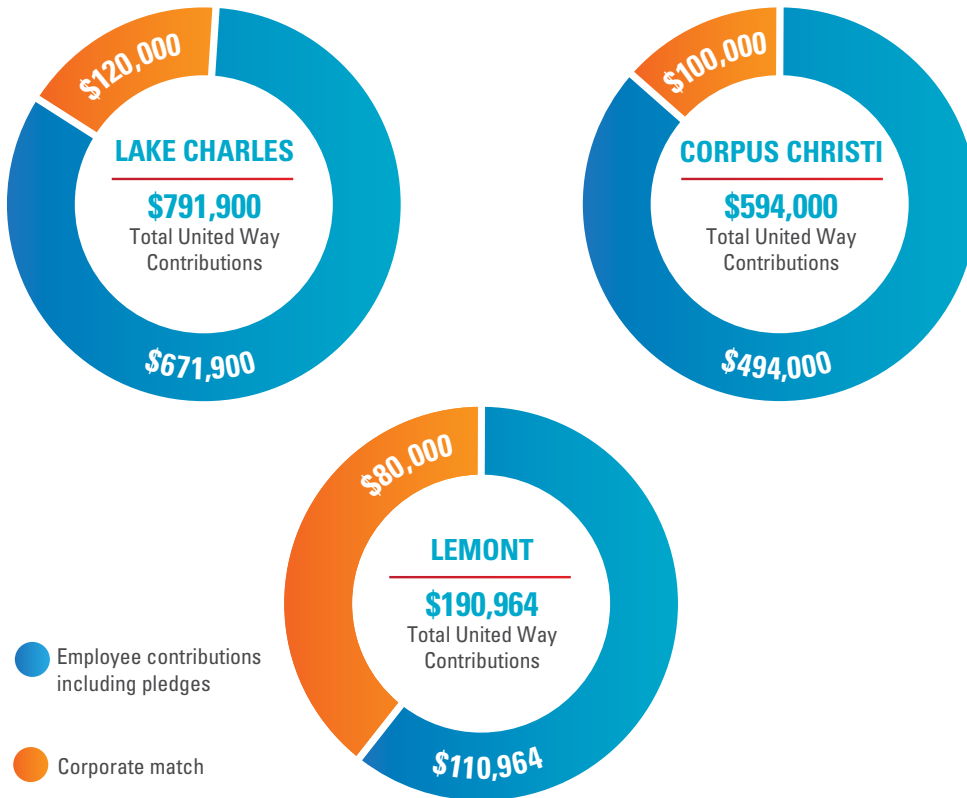
APPROXIMATELY
1,818
CONTRACTORS

THE UNITED WAY

The United Way® has been a big part of the CITGO culture for the last 43 years. Each year, our refineries have fundraising events that raise hundreds of thousands of dollars for the United Way in our local communities. Lake Charles employees have been contributing since 1975, and Corpus Christi and Lemont employees

have been contributing since 2009 and 1998, respectively. We are proud of our roots in supporting the United Way. In 2018, we raised more than \$1.5 million from employee contributions, fundraising events and corporate-match donations. This amounts to donations of more than \$21 million since 1975.

2018 UNITED WAY CONTRIBUTIONS EXCEEDED \$1.5 MILLION



TeamCITGO



Across CITGO, employees, retirees, contractors, families, friends and neighbors come together to fuel community engagement, fundraising and volunteer-focused efforts as TeamCITGO. Founded more than 30 years ago with the purpose of making a difference throughout our operational footprint, TeamCITGO carries out its mission by improving the quality of life in each local community we serve. In 2018, TeamCITGO logged 10,029 service hours.

Our business is built by our greatest asset – the people of CITGO – who year after year go above and beyond to help others.

MUSCULAR DYSTROPHY ASSOCIATION

IN 2018 CITGO HELPED
CONTRIBUTE

\$14 Million

TO THE MDA

As the largest corporate sponsor of the Muscular Dystrophy Association (MDA®), CITGO has raised more than \$240 million since 1986 to help provide health care services and support to MDA families nationwide.

IN 2018 CITGO MARKETERS
AND RETAILERS RAISED

\$1.24 Million

MDA SHAMROCKS

Once again this year, CITGO marketers and retailers across the nation transformed their stores with thousands of MDA Shamrocks® to raise funds for the ongoing fight to end muscular dystrophy, ALS and related life-threatening diseases that severely weaken muscle strength and mobility. The St. Patrick's Day-themed program asked customers to support the MDA by stopping in at any one of the participating locally owned stores and purchasing an MDA Shamrock.



2018 REFINERY HIGHLIGHTS

LAKE CHARLES

As hosts of the CITGO 34th Annual MDA Golf Classic, the Lake Charles Refinery helped raise more than \$407,000 for the MDA in 2018. The largest single-day fundraiser for the MDA in the state of Louisiana, all proceeds from the event go toward comprehensive program services and research to improve the lives of the hundreds of children and adults served by the MDA in Southwest Louisiana. Funds raised through the Lake Charles Refinery and the generosity of its employees, contractors, vendors and suppliers also help send approximately 100 local children with neuromuscular diseases to summer camp in Southwest Louisiana.

THE CITGO MDA GOLF
CLASSIC RAISED

\$407,000



CORPUS CHRISTI

In 2018, the Corpus Christi Refinery partnered with the MDA to lead the fight to free individuals — and the families who love them — from the harm caused by muscular dystrophy. As part of the CITGO MDA Annual Golf Tournament, the Corpus Christi Refinery hosted its 27th Annual VIP Reception at the Texas State Aquarium in Corpus Christi. More than 250 guests attended the event, which included both a live and a silent auction as well as interactive games. Proceeds of \$283,200 were raised at the tournament and reception to benefit all MDA initiatives, including research, patient support and the MDA Summer Camp®.

THE MDA ANNUAL GOLF
TOURNAMENT RAISED

\$283,200



2018 REFINERY HIGHLIGHTS

CITGO DRIVING FOR A
CURE GOLF EVENT for MDA

\$755,542

benefiting life-saving
research programs at
Lurie Children's Hospital,
Northwestern University
and the University of Illinois.

LEMONT

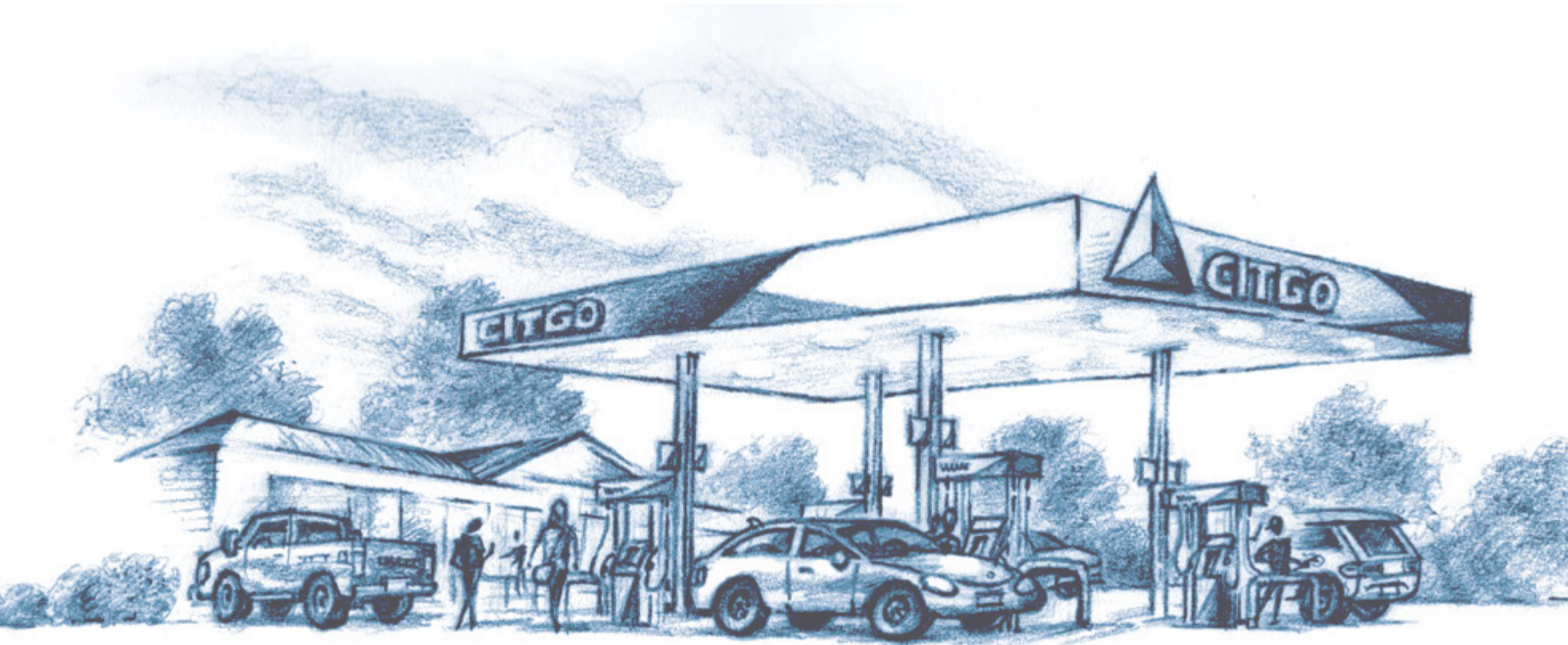
In the summer of 2018, CITGO employees and contractors from the Lemont Refinery hosted the annual Driving for a Cure golf event for MDA, raising a record-breaking \$755,542. Participants enjoyed 18 holes of golf and a special dinner reception where an MDA family shared their story and talked about the role the MDA plays in the fight against the effects of muscle-debilitating diseases. The annual proceeds from this event go toward local clinical research and medical and rehabilitation costs for patients fighting muscular dystrophy, which benefits life-saving research programs at Lurie Children's Hospital, Northwestern University and the University of Illinois.



GUIDED BY RESPONSIBILITY

As we move forward, we will continue to invest in the future of our society and actively participate in the programs and causes we believe will have the greatest impact. While challenges remain, as a responsible corporate citizen, we work every day to build a sustainable and resilient company for the people we employ and the communities in which we operate.

From dedicating resources for the safekeeping of our environment to investing in today's youth through educational and social development programs that build foundations for positive change, CITGO is committed to preserving the world we all share for generations to come.





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