



CITGO

FUELING GOOD®



**A CLEAR
DIRECTION
FORWARD**



**2019 CITGO
ENVIRONMENTAL
SOCIAL
GOVERNANCE
REPORT**

About This Report

This report is focused on our activities and achievements throughout the 2019 calendar year.

CITGO Petroleum Corporation selected the areas covered in this report based on our ability to manage and influence them. Unless otherwise stated, all data provided covers activities within our operational control (for example, our refineries and headquarters). Prior to taking any action, potential risks are identified and evaluated by key decision-makers in the company. With a long-term vision for excellence, all diligence deployed by the CITGO workforce and contractors aims to reduce negative impacts to the environment, our people and the communities we serve.

This ESG report may contain forward-looking statements relating to the manner in which CITGO intends to conduct certain parts of its 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 or forecast in this report, may differ materially in the future. The statements of intention in this report speak only to the date of this report. CITGO undertakes no obligation to publicly update any statements in this report. 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 taken as a whole. All of 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.

CITGO is a privately held entity. Therefore, some detail may be withheld as business confidential and noted appropriately as omissions within the GRI Content Index.

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



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A MESSAGE FROM OUR CEO

Carlos E. Jordá
President and Chief Executive Officer

CITGO has never been more dedicated to our core values of environmental stewardship, integrity, respect, fairness, social responsibility, operational availability and competitiveness, which guide everything we do as a company. From refinery to terminal to corporate office, we live these values each day knowing that it's a privilege to operate our business—not a right. Living by these values and supporting local communities is what we call Fueling Good.

We are proud to share the report that follows, *A Clear Direction Forward*, which details CITGO initiatives in 2019 designed to support environmental sustainability, drive positive social impact and strengthen corporate governance.

Progress on corporate governance in 2019 bears special mention, as evidenced by the title of this report. When the new CITGO board of directors was appointed in 2019, one of its key objectives was to review and strengthen corporate governance. While CITGO had a governance program in place at that time, the board made it a priority to clearly define and implement best practices throughout the company – including corporate governance. *A Clear Direction Forward* reflects the company's renewed commitment to infuse good governance into everything we do.

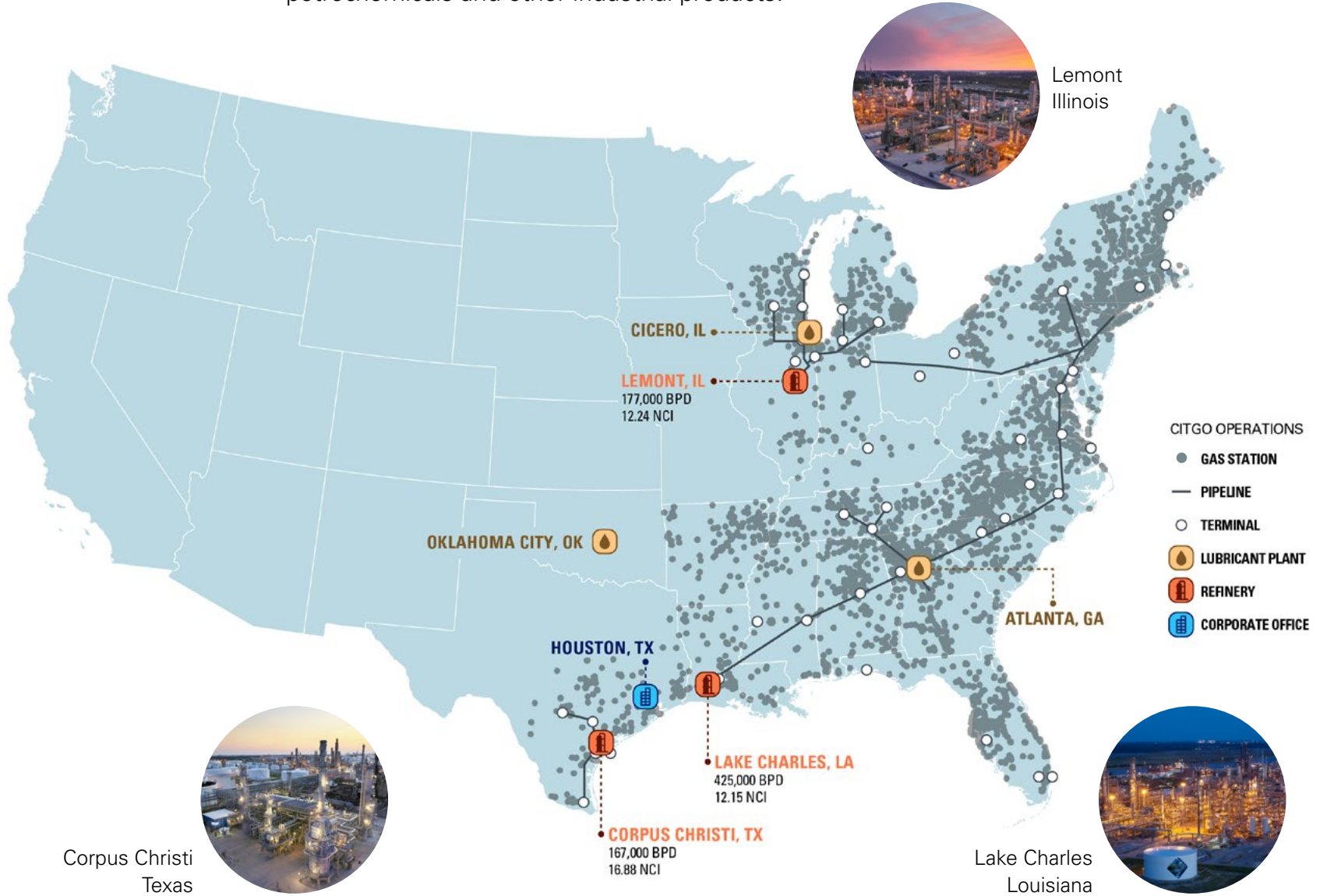
While we are committed to constant improvement, we are proud of all we accomplished in 2019. Moving forward, CITGO will continue to:

- ▶ Make the safety and environmental health of communities where we are privileged to work our highest priority. Working with community stakeholders, CITGO will operate in a manner that respects community priorities and protects the surrounding environment. CITGO recognizes the challenge of climate change and supports measures to reduce greenhouse gas emissions.
- ▶ Remain dedicated to community educational and outreach efforts, supporting civic life and lending a helping hand when disaster strikes. Through our foundation, we will continue working to ease the suffering of those who lack access to medicine, nutrition and health care.
- ▶ Maintain a safe working environment at all times, while also promoting an ethical workplace that is diverse, respectful and fair for all employees.

We gladly embrace our responsibility to all our stakeholders as part of our mission and corporate values. To that end, we will continue working to protect our people, communities and our planet through actions that are guided by sound judgment and strong adherence to our corporate code of ethics. It's who we are.

ABOUT CITGO

The fifth-largest independent refiner in the U.S., CITGO is a major player in the refining, transportation and marketing of motor fuels, lubricants, petrochemicals and other industrial products.



Refineries

CITGO operates three sophisticated, highly efficient crude-oil refineries located in Corpus Christi, Texas; Lake Charles, Louisiana; and Lemont, Illinois. At these locations, we transform heavy, sour crude oil into the high-quality energy products—transportation fuels and petrochemicals—that people need. Our largest refinery, Lake Charles, is also the sixth-largest refinery in the U.S. and has a capacity of 425,000 barrels per day (BPD). Our Corpus Christi and Lemont refineries have capacities of 167,000 and 177,000 BPD. As of 2019, the Lake Charles refinery has been operational for 75 years, the Corpus Christi refinery for 84 years and the Lemont refinery for 93 years.

Marketers and Retailers

We sell TriCLEAN® TOP TIER™ gasoline and ultra-low-sulfur premium diesel to independent marketers. Our TriCLEAN TOP TIER fuel is an enhanced, custom-blended formula that includes nitrogen cleaning agents that keep vital engine parts clean, maximize mileage and minimize emissions. TriCLEAN TOP TIER gasoline meets stringent performance standards for gasoline detergent additives set forth by eight of the world’s top automakers. It also surpasses the existing standards established by the U.S. Environmental Protection Agency (EPA). Our diesel controls deposits and inhibits corrosion while enhancing lubricity. CITGO-branded marketers sell motor fuels through more than 4,700 independently owned and branded retail outlets across 30 states.



Terminals and Pipelines

Our network—comprising three fully owned pipelines and six jointly owned pipelines covering approximately 450 miles, and 47 terminals in 21 states—stores and distributes products such as gasoline, diesel, heating oil and jet fuel in several strategic locations across the U.S. Our storage capacity exceeds 22 million barrels. Throughout our distribution chain, we monitor the quality of our products.



Reporting Boundary

This report highlights activities that have occurred across our organizational footprint in and around the communities we serve. The data provided is derived from activities within our operational control—mainly refineries, terminals and pipelines, and our headquarters, which manages our presence across the value chain indicated below.

Midstream Production	Downstream	Commercial
Marine and land transportation Terminals: storage and pipeline	Refining Petrochemicals Transportation fuel: gasoline, diesel, ethanol blending and jet fuel	Wholesale marketing and retailing of transport fuels Crude oil and gas trading

CITGO is committed to refining and distributing the high-quality gasoline we depend on every day. In addition to contributing to economic prosperity and improved quality of life through our operations, we seek to:

- ▶ Keep our people safe and help them to thrive financially and professionally in their individual careers
- ▶ Treat compliance with environmental regulations as the minimum requirement, surpassing requirements where possible
- ▶ Promote and participate in a wide variety of volunteer and fundraising programs focused on bettering the lives of people in our surrounding communities—especially those who feel the backlash of poverty, illness and natural disasters—and furthering the education of future generations of leaders in the refining and petrochemical industry

This is what our **Fueling Good** philosophy and ESG approach are all about. In fact, these concepts of caring are enshrined within our company’s core values and evident throughout our business life cycle. We recognize that it is a privilege to operate where we do, not a right, and we embrace our responsibility to blend business with a broader purpose and cultivate a positive legacy.



Environment

- Climate change and greenhouse gas emissions
- Energy Use
- Water consumption and reuse
- Effluents, waste and recycling
- Biodiversity and conservation
- Monitoring and emissions reductions

Social

- People*
 - Recruitment and retention
 - Occupational health and safety
 - Employment benefits, health and wellness
 - Training and education
 - Diversity, inclusion and equal opportunity
- Communities*
 - Local community engagement, giving and volunteerism
 - Emergency preparedness and disaster recovery

Governance

- Values and ethics
- Anti-corruption
- ESG Governance
- Diversity at the top
- Data privacy and security
- Regulatory compliance
- Financial performance
- Economic development in local communities
- Social Investment
- Supplier responsibility and diversity
- Excellence, awards and recognition

Our ESG Reporting Process

STAKEHOLDER ENGAGEMENT



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

Our ESG Reporting Process
MATERIALITY

At CITGO, we define materiality as anything that is relevant to our strategic objectives as a company and that supports our market positioning. By applying various reporting principles, we’ve managed to take following actions:

Step	Action
1	Assess industry developments using IPIECA (originally known as the International Petroleum Industry Environmental Conservation Association) and other sustainability-related guidance.
2	Benchmark previous reporting efforts against peers and industry leaders.
3	Capture critical sustainability context for how we manage issues through key decision-makers at corporate headquarters and at each site.
4	Determine the availability of data and the readiness for expanding disclosure.
5	Validate the reporting approach in light of stakeholder interests and needs.
6	Refresh the materiality process, using desk research, for relevancy and ability to account for new and emerging risks.

Toward disclosure in this report covering 2019 activities, we reinforced our approach by executing a formal materiality assessment. This task involved issuing a survey to stakeholders to test the influence of our actions on them and using an assessment tool developed by a third party to evaluate the significance of various impacts.

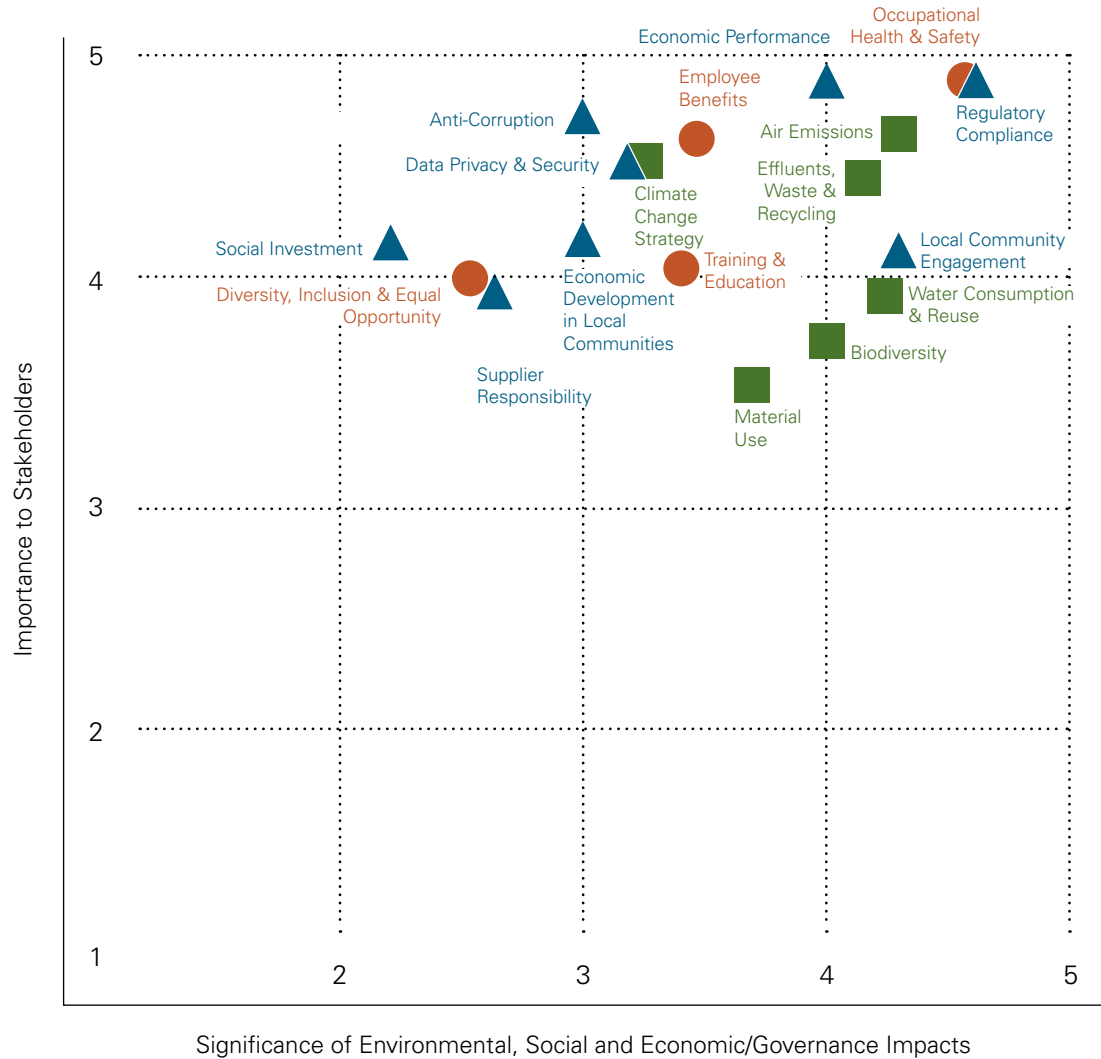
As a result, we found that:

- ▶ All topics were rated quite high, meaning that maintaining a pulse on external and internal factors that may affect the way we manage negative impacts and pursue opportunities is vital.
- ▶ Although there was minimal change from last year’s materiality assessment, there were notable shifts: increased interest in human capital and diversity, climate-related risks and potential impacts related to cybersecurity.

As a privately held company, we can assess and address the critical impact areas that lead to a more resilient enterprise. The process we've undertaken over the years to conduct these assessments has helped us to prioritize and leverage the resources we need to create a lasting, positive impact on people and the environment. Our responsibility to the communities we live and operate in enable each employee to help us champion action in the following areas →

- ▲ Economic/Governance
- Social
- Environmental

CITGO Materiality Matrix
as of May 27, 2020



GOVERNANCE

ONE OF THE BIGGEST PRIORITIES FOR CITGO HAS BEEN STRENGTHENING OUR CORPORATE GOVERNANCE.



When the new board of directors was appointed in early 2019, one of the first actions it took was to engage external advisors to perform a comprehensive review of our leadership and oversight structure, internal control systems and procedures, regulatory compliance and ethics program to identify opportunities for improvement and to better align CITGO with industry best practices. The insights gained from this review prompted the board to make several meaningful changes that have already had a profound impact on how CITGO oversees and carries out operations:

Appointing a new CEO with a proven track record of working in complex operations related to the oil and gas industry, a demonstrated commitment to the highest ethical standards and a thorough understanding of sound corporate governance. With the guidance of an executive search firm, Carlos Jordá was selected as the new CEO of CITGO Petroleum Corporation.

Restructuring of key leadership roles and organizational functions, which included the elimination of both the role of vice president of shared services and the entire function of shareholder procurement services. Other leadership decisions include the creation of a new role of chief compliance and ethics officer reporting directly to the CEO and Audit Committee, as well as the appointment of a general manager of internal audit.

Strengthening the compliance and ethics, audit and commercial committees to better help identify risk and advise on our strategic development efforts. As part of this effort, CITGO Petroleum Corporation has established six compliance and ethics teams throughout the organization, including supply and marketing, shared services, finance, and each of the Company's three refineries.

Upgrading and expanding the compliance and business ethics programs. This effort has involved establishing rigorous procedures for employees to report their concerns internally, known as whistleblower protection. Additionally, CITGO Petroleum Corporation is facilitating regular training for employees on the Foreign Corrupt Practices Act (FCPA) and provided other types of compliance and ethics training for employees on a general or targeted basis.

The review of our corporate governance structure is an ongoing endeavor. It bolsters our long-time commitment and uncompromising adherence to our core values, integrity, high ethical standards and Code of Business Conduct. These are essential to our day-to-day operations and provide our team with a roadmap for navigating critical business scenarios while complying with external laws and regulations and internal policies. Each day, all of our employees are expected to behave in a way that preserves our stellar reputation. In turn, we aim to provide our team with a workplace in which everyone feels respected, heard and empowered to do the right thing.

Information collection and management is another critical area of reform for CITGO. For many years, we have been using IMPACT for incident reporting and management, management of change, action items and more. Based on feedback from our business units about the limitations of IMPACT, CITGO decided to adopt a more robust software platform: Enablon. This enterprise-wide health, safety, security and environmental (HSSE) and risk-management software has a wide range of interactive modules designed around the individual user's unique business operations.

Throughout 2019, our team developed the groundwork for design and implementation of several key modules to support the incident reporting and management system, action items and management of change. At the refineries, a regulatory-compliance module will more efficiently manage environmental permits and plans.

Targeted for implementation in 2020, Enablon will significantly improve our abilities to collect, manage, analyze and report environmental and safety performance and compliance with a focus on continual improvement. Other goals include:

- ▶ Providing consistency across the organization
- ▶ Making data entry and reporting capability intuitive and streamlined
- ▶ Identifying and mitigating risks
- ▶ Expediting knowledge share surrounding corrective actions
- ▶ Ensuring stakeholder engagement and transparency

The expectation is that Enablon will be a flexible, scalable software that can grow and evolve with our ever-changing needs, and will include cloud services and mobile-use abilities.

All of these actions taken by CITGO in 2019 demonstrate our commitment to always conducting business the right way, to raising our standards and to earning the trust and confidence of our partners and stakeholders. Because of our efforts in 2019, CITGO is now in a far stronger position to maximize our value to all constituencies and better serve the energy needs of our customers.



Compliance

In 2019, CITGO continued integrating compliance and ethics into its day-to-day business activities. CITGO is committed to conduct its business ethically and in compliance with applicable law, its Code of Business Conduct and Ethics and all CITGO policies.

Our employees are also guided by a comprehensive set of policies, procedures, internal controls, oversight committees, trainings and reporting mechanisms. Our company values of integrity, respect and fairness are also reflected in our code. The code sets forth our expectations for employees and third parties, and serves as a guidebook for how to conduct our business ethically and responsibly.

Our efforts to enhance our corporate governance policies and procedures reflect our commitment to maintain a workplace in which employees feel respected, heard and empowered to do the right thing.

All CITGO employees have an obligation to speak up if they become aware of conduct by a Company employee or business partner that they believe may violate any law, regulation, or Company policy, including the Code. To help employees report potential misconduct, the Company provides several reporting

channels, including managers and supervisors, Human Resources, Compliance & Ethics, Legal Affairs, and Internal Audit. In addition, the Company provides a confidential Hotline, which is publicly available to anyone, including business partners, for reporting any compliance and ethics concerns, anonymously or non-anonymously. The Hotline is staffed 24 hours a day by an independent third party. Reports can be made via country-specific, toll-free numbers, or online. The Company does not tolerate any retaliation against any employee who reports potential misconduct in good faith.



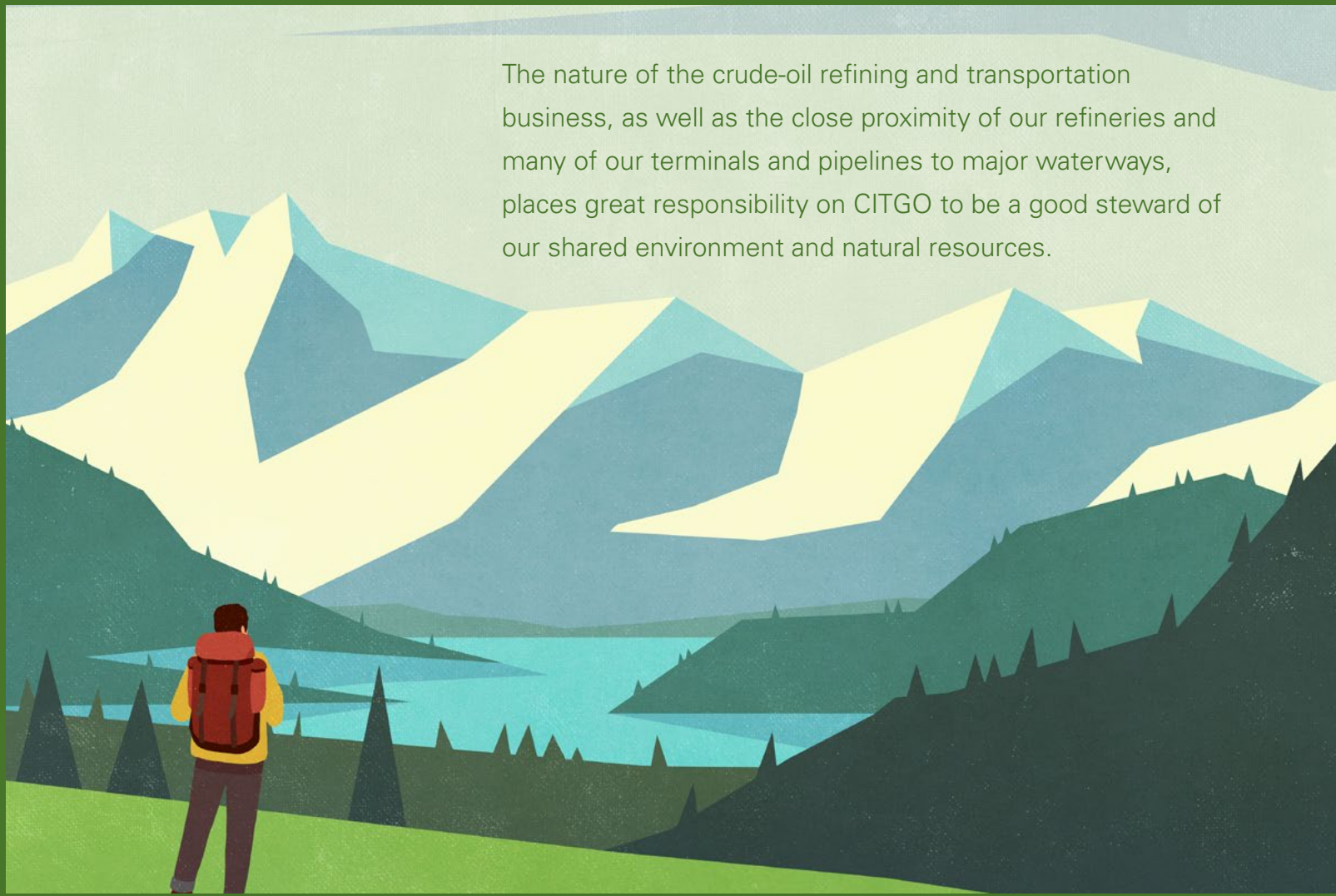
ESG Oversight

The corporate communications team at CITGO manages an informal leadership team comprising enterprise-level functional leads and site-level champions. These individuals are responsible for managing potential risk, driving excellence and monitoring progress. Each are considered subject-matter experts and data contributors. It is through their ongoing support that we are able to maintain the clear lines of accountability needed to drive the company’s overall responsibility efforts on a daily basis.



ENVIRONMENT

The nature of the crude-oil refining and transportation business, as well as the close proximity of our refineries and many of our terminals and pipelines to major waterways, places great responsibility on CITGO to be a good steward of our shared environment and natural resources.



We take the concerns of our stakeholders and nearby communities seriously, and are resolved to do our part to minimize the byproducts of our operations. CITGO consistently evaluates ways to improve efficiency, generate less waste, consume fewer resources such as water and energy, reduce hydrocarbon releases and air emissions, and mitigate identified risks. We expect each of our employees to embrace this responsibility as well. We have a long-standing and consistent record of taking measures to safeguard the environment:

We comply with all applicable environmental laws, regulations and permits by promptly addressing operational issues, as identified, and working with regulatory agencies as needed.

We continually seek ways to recycle and reuse materials rather than disposing them off-site.

We routinely measure our operations environmental performance and identify opportunities for management system improvements.

We participate in programs and industry associations that enhance knowledge about sustainable operations.

We regularly assess the integrity of our equipment and infrastructure, and invest in capital improvements. This enables us to improve the efficiency and reliability of our operations, and to prevent environmental risks from escalating into problems. In 2019, for example, we upgraded to steam-producing boilers and ultra-low-emission boilers at our Lemont and Lake Charles refineries. In previous years, we have invested in vapor control devices to better monitor and reduce emissions, and are now in the process of identifying additional emission sources to tie to existing vapor combustion units.

By working closely with communities and regulators, our workforce is able to establish proactive emergency-response safeguards (see page 30 for more information). 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 include procedures for assessing impacts, communicating with stakeholders and remedying the situation. Our plans are under continual review.

This year, a major initiative was the development of Enablon, our company-wide data-management system. In the environmental realm, this system will one day capture data about waste, water and air emissions in dedicated modules, in addition to tracking regulations, permits and inspections. The system will standardize environmental data collection, introduce consistency to activities across the company focused on improving environmental performance and enhance regulatory compliance.

In previous years, we reported Scope 1 (direct) emissions from our refineries. This year, we have also begun to better assess our carbon footprint by inventorying Scope 2 (indirect) emissions from our refineries' purchased electricity consumption. In coming years, we will assess our carbon footprint from other CITGO assets as well to gain a more comprehensive view of our environmental impact.

OUR RESOLVE TO HELP COMBAT CLIMATE CHANGE

Our commitment to environmental protection extends to the global community.

We believe that the development of government policy on environmental issues should incorporate the application of sound scientific principles. Based on overwhelming scientific consensus, CITGO recognizes that human activities, including the burning of fossil fuels, contribute to increased levels of greenhouse gases (GHG) in the Earth's atmosphere. These activities play a significant role in the complex dynamics that result in global climate change.

We support the passage of fair and well-considered legislation aimed at curbing GHGs in an effort to address this complex challenge. Such legislation should:

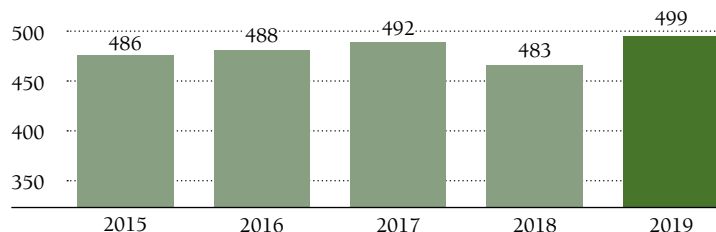
- ▶ Be clear
- ▶ Be competitively fair and technology neutral
- ▶ Incentivize businesses willing to invest in measures that reduce GHG emissions and achieve higher efficiencies
- ▶ Provide long-term predictability to encourage investments
- ▶ Result in practical benefits for businesses
- ▶ Enable government to achieve realistic goals

Looking to the future, CITGO will continue to take a leadership role as a responsible and environmentally conscientious steward of our planet's natural resources.

We will continue to identify measures to minimize adverse effects of our operations on the environment. By applying sound sustainability principles, CITGO will contribute to a brighter, more secure future.

Energy Use at Refineries

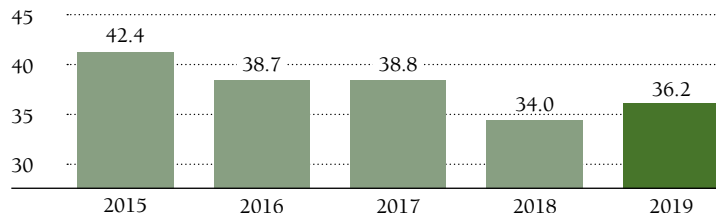
Energy Use; Thousand BTUs per Barrel Throughput*



* Includes purchased electricity at refineries. Total refinery energy use was higher in 2019 for two reasons: the Lemont refinery required more energy during the more severe winter months and the Corpus Christi refinery completed a major turnaround during the year.

Air Emissions from Refineries*

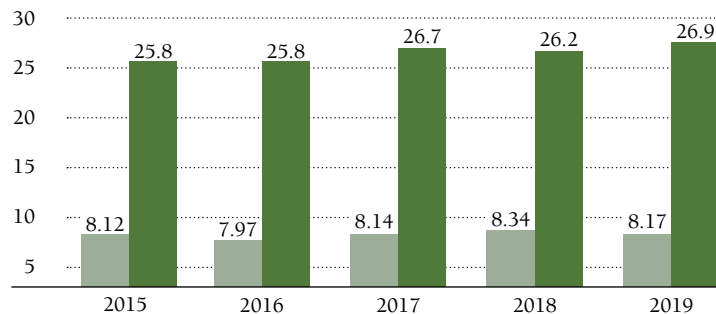
Metric Tons/Million Barrels of Throughput



* VOC, NOx, CO, SO2 and PM10, as certified in annual air emission inventories.

CITGO continues to implement emissions reductions as an integral component of ongoing existing capital and maintenance project opportunities. Reducing the number of flares, flare use minimization practices and combustion efficiency projects have helped drive emissions reductions together with improved reliability of operations. Additionally, as we refine our emission estimation techniques with the most up-to-date factors and tools, those refinements are reflected in the reported emissions.

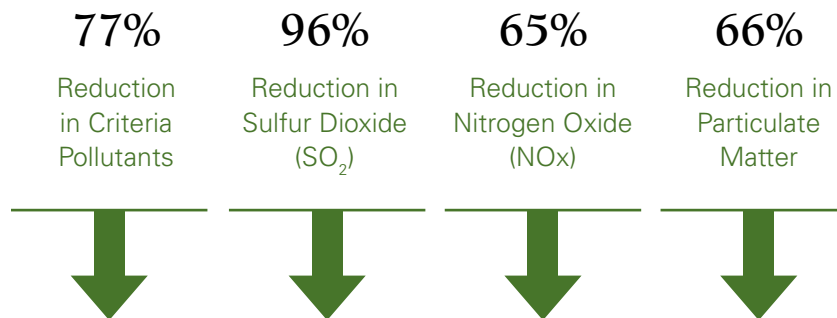
Greenhouse Gas Emissions from Refineries



■ Million Metric Tons of CO₂ Equivalent
 ■ Metric Tons of CO₂ Equivalent, per 1,000 Barrels of Crude

Total greenhouse gas emissions on a per-barrel-basis were higher due to the extensive turnaround at Corpus Christi resulting in less overall throughput volume.

The actions that CITGO has taken at our refineries have collectively resulted in a 77% reduction in criteria pollutants that EPA tracks, from a baseline year of 2004 through 2019. These results include a 96% reduction in sulfur dioxide (SO₂), 65% reduction in nitrogen oxide (NOx) and 66% reduction in particulate matter.



Energy Star Certification Awarded to Corpus Christi Refinery



For the first time, the CITGO refinery in Corpus Christi earned the ENERGY STAR certification from the EPA. This certification program recognizes the top-performing industrial facilities in the U.S. for improving energy efficiency and reducing GHGs and other emissions. To be considered, facilities must meet a stringent set of environmental screening criteria that place them among the top 25% of their industry peers nationwide. The Corpus Christi refinery also had to secure a validation statement of energy performance from a professional engineer. The validation statement provides unbiased verification that all data used to generate the ENERGY STAR performance score was accurate and documented by company records.

Waste and Water Use

We engaged in a number of measures promoting reduction of waste and reuse of materials.

- ▶ We continually look for ways to reduce our waste. For example, the Lake Charles refinery was able to reclassify about 400 types of hazardous waste as recyclable material. Now, upon identifying waste streams that meet reclamation criteria, we regularly send those materials off to a licensed reclamation facility. In doing so, we have reduced waste by 10.5% between 2013 and 2019.
- ▶ We aim to reduce our fresh water use and strive to design and operate systems that recycle water used in our facilities processes. At our Lake Charles refinery, we developed a closed-loop system in which used water that has been stripped of hydrocarbons is reprocessed in waste units and reused elsewhere in the facility for other processes. This system resulted in a water savings of more than 3 billion gallons, or a 17.8% reduction, between 2009 and 2019.
- ▶ Water that comes off wet-gas scrubbers and contains particulates is filtered, and then the solids are collected and sent to a third-party company that contracts with the Texas Department of Transportation (TxDOT) for use in building roads.
- ▶ Our electronic recycling program, which began in 2009, is responsible for the reuse, refurbishment or safe disposal of more than 400 tons of materials in total—and 30 tons in 2019 alone. We partner with the City of Lake Charles, City of Sulphur, McNeese State University and Waste Management to host events in which CITGO employees and the public can drop off approved materials ranging from computers and TVs to office equipment, phones and stereos. We even help to safely dispose of environmentally sensitive materials containing mercury, such as thermometers. Our efforts prevent hazardous and non-hazardous materials from commingling and cuts down on waste in landfills.

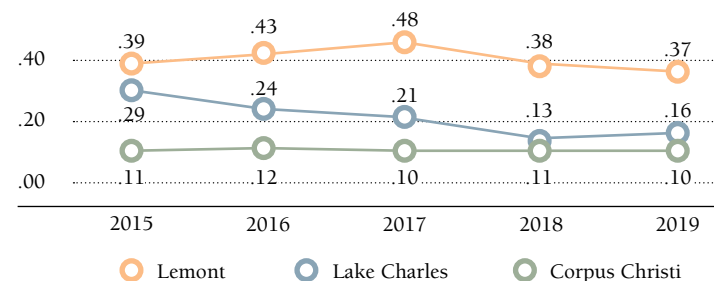
Water use at Refineries

GAL/BBL



Hydrocarbon Discharge at Refineries

Metric Ton/MMBBL

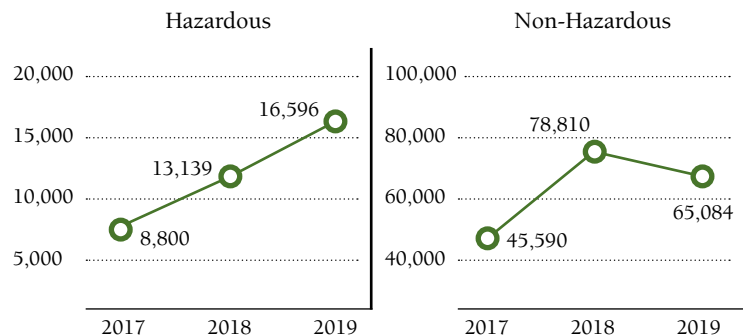


Waste

Both hazardous and non-hazardous waste are tracked by site at CITGO per regulatory compliance mechanisms.

Total Hazardous & Non-Hazardous Waste from Refineries

Metric Tons



Our annual waste generation is highly variable based on the number and scope of our maintenance turnarounds. Any increase in any given year is not an indication of overall trend increase in waste generation over the long term. For example, hazardous waste in 2019 increased primarily due to the extensive Corpus Christi refinery turnaround. We continue to engage in a number of measures to promote the reduction of waste and reuse of materials at our facilities. These include: reclassifying waste as recyclable material; reduce fresh water usage and instead operate systems that recycle water; water filtration, with solids sent to third party company; and electronics recycling.

Flaring

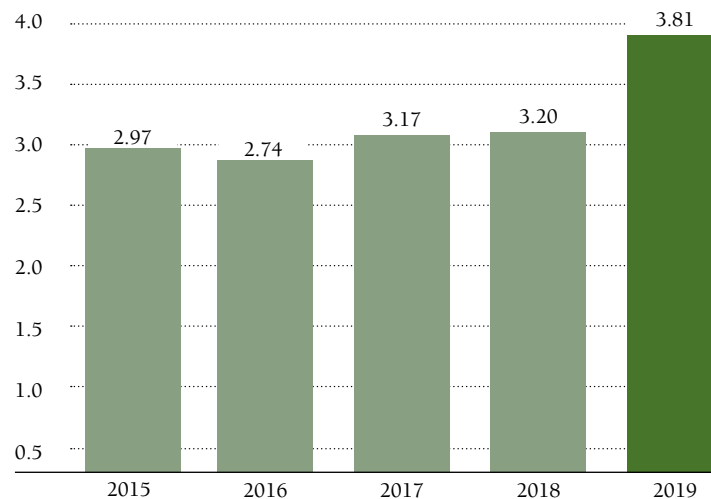
We strive to recover and reuse as much process gases for energy as possible, when feasible, at our refineries by installation and use of flare gas recovery (FGR) systems. Flaring fuel gas wastes precious resources and contributes to climate change. Flaring serves to safely dispose of hydrocarbons that would otherwise pose a hazard to workers, the surrounding community and processing equipment during

Toxic Release Inventory

Data displayed mirrors our Toxic Release Inventory (TRI) annual report per Section 313 of the Emergency Planning and Community Right-to-Know Act (EPCRA)

Toxic Release Inventory Discharge from Refineries

TRI Pounds, Million



Total TRI discharges increased in 2019 primarily due to an increase in nitrate compounds at our Lake Charles refinery that was driven by two things: an increased sampling requirement in the quarterly LPDES permit and excellent treatment for ammonia at the Waste Water Treatment Plant. While the ammonia treatment has improved over the past few years, this also resulted in increased nitrate compounds.

non-routine occurrences. Some types of occurrences that may result in flaring include maintenance turnarounds, power failures, equipment failures, process upsets, startups and shutdowns which our operations system pressure must be safely relieved. Over the last 5 years, we have averaged greater than 99% of time our flare gas recovery systems were collecting gases thus process gases were not venting to the flare.

CARING FOR OUR COAST

This year marked the fifth anniversary of CITGO launching the Caring for our Coast (CFOC) program. At its inception, CITGO intended for the program to be a yearlong series of projects focused on environmental conservation and restoration in areas along the Gulf Coast impacted by Hurricanes Katrina and Rita. Today, CFOC has evolved into an ongoing, large-scale effort across our operational areas to protect vulnerable coastal and inland habitats through education and volunteerism.

Notable events this year included:

Hollister Tract in Southwest Louisiana

Alongside volunteers from The Nature Conservancy, CITGO employees worked to restore the Hollister Tract, a coastal woodland area located west of the Rockefeller Wildlife Refuge, by clearing overgrown trails and planting trees. This work supports the viability of migratory songbirds and other species that rely on this habitat. In 2019, CITGO was awarded the Corporate Conservationist of the Year award from the Louisiana Wildlife Federation.

Billy Sandifer Big Shell Beach Cleanup in Corpus Christi

An annual event, the Big Shell Beach Cleanup focuses on beautifying the miles of shoreline that make up the Padre Island National Seashore. In the biggest turnout to date, CITGO employees joined other local volunteers in collecting approximately six large dumpsters full of trash.

Hans Suter Park “Heart Your Park” Cleanup in Corpus Christi

Students from Moody High School, a local CITGO Innovation Academy (see page 33), joined CITGO volunteers in this natural wildlife refuge to plant 25 trees, trim back branches from the existing large oak trees and remove dead branches and other ground debris. To honor 20 years of service of cleaning up the park, the Suter family presented CITGO with two awards (Outstanding Corporate Citizenship Award and Service Award to TeamCITGO) in 2019.



Additionally, CFOC provides grants to external organizations that promote environmental conservation and restoration. These grants enable us to build and strengthen community partnerships, create local supporters and champions of CITGO, enhance awareness and understanding of our industry and provide more opportunities for our employees to become active within their communities. In 2019, CITGO distributed \$448,750 among the following organizations:

- Artist Boat*
- Coastal Bend Bays & Estuaries Program*
- Houston Audubon Society*
- National Recreation and Park Association*
- PALS (Parks, Art, Leisure and Seniors) Fund*
- Restore America’s Estuaries*
- Tampa Bay Watch*
- Texas State Aquarium Association*
- The Conservation Foundation*
- The Nature Conservancy*
- Village of Lemont*

Preserved
1,168+
acres

Planted
123,517
trees, grass plugs
and plants

Collected
10,876
pounds of debris



2,373
volunteers

208
volunteer events

13,150
hours

PETTY'S ISLAND

Situated on the Delaware River between Camden, New Jersey, and Philadelphia, Pennsylvania, a 350-acre island surrounded by 150 acres of ecologically important tidal flats is undergoing a major transformation.

Once a host of farmland and diverse plant and animal species, Petty's Island served as a refinery and distribution terminal for CITGO and its predecessor companies from the 1930s until 2001. Now, CITGO is in the process of restoring Petty's Island to its original state with the goal of creating an urban wildlife preserve and a destination for ecotourism and environmental education.

After operations ceased, CITGO donated the island as a conservation easement to the New Jersey Natural Land Trust in 2009. CITGO has also committed to a \$2 million stewardship fund as well as \$1 million to construct a visitor center on the island. After it is fully restored and ownership is conveyed to the trust, Petty's Island will provide incredible opportunities for the public to learn about and encounter a dazzling array of wildlife and plant life in their natural habitat—a remarkable accomplishment given its location in a heavily industrialized area.

In 2019, CITGO continued remediation efforts alongside state, local and NGO stakeholders. Additionally, CITGO facilitates programs and events on portions of the island not subject to remediation and already modified for public use, including a half-mile-long trail through forested habitat. These include:

- ▶ Shoreline cleanups, in which debris ranging from plastic bottles to appliances is cleared to prevent it from traveling further down the Delaware River and emptying into the Atlantic Ocean
- ▶ School field trips
- ▶ Visits from ornithologists, historians and environmentalists for research studies
- ▶ History hikes
- ▶ Bird-watching tours
- ▶ Photography workshops





Recovered and treated over
3 million gallons
of groundwater

Removed approx.
60 cubic yards
of floatable debris
annually



SOCIAL



PEOPLE

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 high-quality products for which we are known—much less carry out our work in a safe and environmentally conscious way. Our employees, with their dedication to community service, are also a major reason for our positive reputation among our stakeholders. They selflessly volunteer their time and donate funds to support worthy causes that better the lives of their peers and help to beautify the land around us.

This is why we place the highest value on our people and their future with us, and invest so much in their career success and personal satisfaction. One of the more noteworthy outcomes of our employee-engagement efforts is the fact that we tend to have generations of families work at CITGO.

Staffing Levels 2017–2019

	Employees				Total	Contractors				Total
	Corporate*	Corpus Christi	Lake Charles	Lemont		Corporate*	Corpus Christi	Lake Charles	Lemont	
2019	1,401	520	1,051	529	3,501	44	547	861	402	1,855
2018	1,270	566	1,081	574	3,491	49	505	753	511	1,818
2017	1,245	545	1,111	561	3,462	67	661	719	526	1,973

■ Corporate*
 ■ Corpus Christi
 ■ Lake Charles
 ■ Lemont

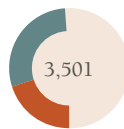
*Includes supply and marketing personnel

Workforce Diversity 2019

Figures as of December of each year

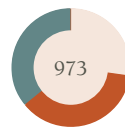
Out of **3,501 Employees:**

29% Minority
20% Female



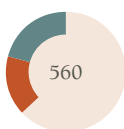
Out of **973 Professionals:**

37% Minority
36% Female



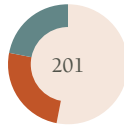
Out of **560 Supervisors or Managers:**

21% Minority
16% Female



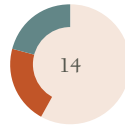
Out of **201 Middle Managers:**

25% Minority
22% Female



Out of **14 Senior Managers:**

21% Minority
21% Female



Women in Leadership

For the first time in our company’s history, key leadership positions within our organization are held by women. For many, it is the first time that women have ever occupied these specific roles.

At CITGO, we value diversity. We believe that a broad range of expertise and perspectives are vital to advancing our company’s vision and achieving success. We will continue to place individuals who have been typically underrepresented in our industry into leadership positions, where their experience and knowledge can help to shape the future.



Luisa Palacios*
Chairwoman of the Board



Balvy Bhogal-Mitro
Assistant VP Strategic & Corporate Planning



Gina Coon
Corporate Treasurer



Germaine Turner
General Manger, Human Resources



Chrysti Ziegler
General Auditor



Judy Berckman
General Manager, Hydrocarbon Logistics



Mariela Poleo**
President of the Simón Bolívar Foundation



Kate Robbins
General Manager, Corporate Communications



Kresha Siviniski
General Manager, Terminal Facilities and Pipelines

*Currently serving as Director

** Joined CITGO in 2020



Benefits

We extend a comprehensive and competitive list of benefits to all our employees to assure their well-being:

Health and wellness:

- ▶ A choice of health insurance plan options that include medical, dental and vision care, prescription coverage, flexible spending and health savings account options
- ▶ Retiree health coverage
- ▶ Healthy Rewards employee wellness program
- ▶ Employee assistance program

Financial security:

- ▶ Generous 401(k) plans with broad investment options
- ▶ Pension plans for an additional source of income in retirement
- ▶ Basic life insurance and optional, additional coverage
- ▶ Company-paid sick leave and disability leave
- ▶ Voluntary coverage for critical illness, accident and prepaid legal services
- ▶ Educational assistance program in which employee expenses for associate, bachelor and master degrees are reimbursed (up to \$50,000), provided that the degrees align with job skills at CITGO
- ▶ Academic scholarships for the dependent children of employees

Paid time off:

- ▶ Paid vacation time
- ▶ Company-paid holidays
- ▶ Recreation Incentive Program that pays a one-time-per-year bonus to help offset the expenses incurred during a vacation (for eligible employees)
- ▶ Parental leave to all parents following the birth, adoption or foster of a child

Additional perks:

- ▶ Matching gifts for charitable donations
- ▶ Employee discount programs
- ▶ Service recognition and retirement awards

Recruitment

We offer a wide array of exciting and challenging career opportunities for everyone—from new graduates to seasoned professionals—that align our commercial aspirations with individual ambitions. To fill these roles, we source qualified candidates from our communities and within our company.

Many CITGO employees begin their careers with the company and remain part of our team for the long term, taking advantage of our training and development programs that empower them to advance more quickly in their fields and enjoying access to a rewarding suite of benefits.

Distributed reimbursements for educational expenses totaling

\$269,478

3,358

training programs offered with 198,866 participants at a total cost of \$1.5 million



Training and Development

Our success depends on the strength of our employees. We recognize that the skills, knowledge and talent of our employees make the critical difference between us and our competition. As a result, CITGO seeks to develop, engage and retain employees through three voluntary employee-development programs, using a combination of computer-based and instructor-led learning opportunities.

LAUNCH. Targeting newly hired, salaried employees within the first six months of their employment at CITGO, this onboarding program aims to effectively transition them into their roles and help to navigate their way, immerse them into the company culture and prepare them for a successful career.

REFINE. This is a structured, individualized learning and development program for more experienced salaried employees who want to achieve performance excellence in a specific area.

LEAD. This is an individualized, competency-based, leadership-development program for salaried supervisors and managers with direct reports, or employees targeted for advancement into managerial roles. This program is intended to prepare current and future leaders to meet the CITGO standard for excellence.

Supplier, Contractor and Vendor Vetting and Diversity

All suppliers, contractors and vendors seeking to do business with CITGO undergo a rigorous vetting process. We require that all third parties maintain the highest ethical standards and compliance in the areas of anti-corruption, safety, conflicts of interest, all CITGO policies and procedures, and all applicable national, state, and local laws and regulations. We also screen all supplier, contractor and vendor applicants against international sanctions and watch lists.

The CITGO business unit responsible for reviewing an application conducts preliminary research, initial screening and due diligence. This initial qualification phase includes reviews

of safety records, material specifications, labor crews, areas of expertise and qualifications. Parties who advance to the next review phase must pass additional checks by our compliance, credit and legal departments.

CITGO suppliers, contractors and vendors had no significant issues of non-compliance in 2019. However, in the event that these parties are involved in a safety or environmental violation, CITGO ensures that they have the appropriate remediation programs and equipment in place, and plays a significant role in implementing corrective action. This action may include additional training, regular status meetings, establishment of key performance

indicators, suspension of work or termination of contracts.

Although we do not have a formal supplier diversity program currently in place, CITGO encourages small, women-owned and minority-owned businesses to register as CITGO suppliers in our database so they can be considered for future opportunities.

6%

of our non-hydrocarbon vendor base are women- or minority-owned businesses

SAFETY



Safety is our number one value.

A healthy, present workforce is vital to our ability to retain talent and maintain the success of our company. Because our employees are our greatest asset and we are committed to their health and well-being, we seek to do everything that we can to ensure that they go home to their families injury free.

The work that we do involves handling complex equipment and hazardous materials. These challenges make safety a top priority for everyone who works at our sites—from senior leadership down through every level of the company, as well as contractors. Management commitment and employee empowerment are the cornerstones of our safety philosophy:

An incident-free workplace is achievable and expected.

All risks cannot be eliminated, but effective control and mitigation of risks is essential for achieving an incident-free workplace. Our ongoing measures taken to prevent safety incidents include:

- ▶ Compliance with all applicable safety laws, regulations, permits, policies, standards and procedures including monitoring, recordkeeping and reporting requirements
- ▶ Written safety policies
- ▶ Encouragement of employees to consider safety risks in every task they perform, and empowering them to take responsibility for themselves and their co-workers, assume authority to assess workplace conditions and stop work if necessary, and participate in the development of new procedures and policies
- ▶ Frequent employee training on specific procedures and processes

- ▶ Measurement of improvement in injury, illness and incident elimination using management systems that monitor and report performance
- ▶ Proper labeling of all products and updating safety data sheets
- ▶ Regular safety audits and inspections to identify risks and apply corrective action, including operational maintenance and facility upgrades
- ▶ Emergency preparedness plans and drills in place (see page 30), which are under continuous review
- ▶ Participation in programs and industry associations that enhance knowledge about safe operations

In 2019, we undertook significant measures to further advance our safety program by streamlining and standardizing our practices throughout our refineries, terminals and pipelines.

10 Life-Critical Safety Rules

- 1. Obtain Valid Work Permit
- 2. Conduct Risk Assessment
- 3. Obtain Authorization Before Excavation
- 4. Obtain Authorization Before Entering Confined Spaces
- 5. Control All Energy Sources
- 6. Obtain Approval Before Bypassing/Disabling Safety Devices
- 7. Stay Protected in Case of Fall
- 8. Stay Out of the Line of Fire
- 9. Obey all Driving Rules
- 10. Stop Job if Risks Can't Be Controlled

Previously, each CITGO facility carried out independent safety programs. We decided to make our approach more cohesive across the organization. We combined the most effective practices from each facility to create a new, company-wide safety program called Operation Excellence. To date, many procedures have been realigned and made consistent, including pre-job safety reviews, line break standards, hydrogen sulfide standards and lock-out/tag-out. Our uniform Safe Practice Standards will enable us to better monitor current actions, evaluate what works best and make necessary changes efficiently. As a result, we expect to see a significant improvement in safety performance.

As part of Operation Excellence, we began offering small-group, face-to-face operator training of about 30 people at a time to review new safety procedures. We have also established an operator mentor program in which a senior-level operator is paired with a less experienced operator to help initiate them into their assignments over a period of about five weeks.

When launched in 2020, the Enablon software platform will improve our abilities to collect, manage, analyze and report safety conditions and incident data from across the company into a centralized database. The system will have modules for incident reporting and management, action items, management of change, and audits and inspections.

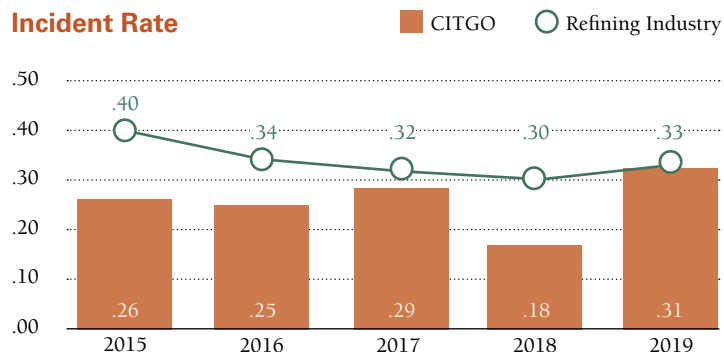
The Executive Safety Committee brings robust oversight to the safety function. Each quarter, company leaders meet at the corporate headquarters to discuss safety standards, evaluate performance, recommend modifications as needed and prioritize safety goals.



Seven Safety Principles

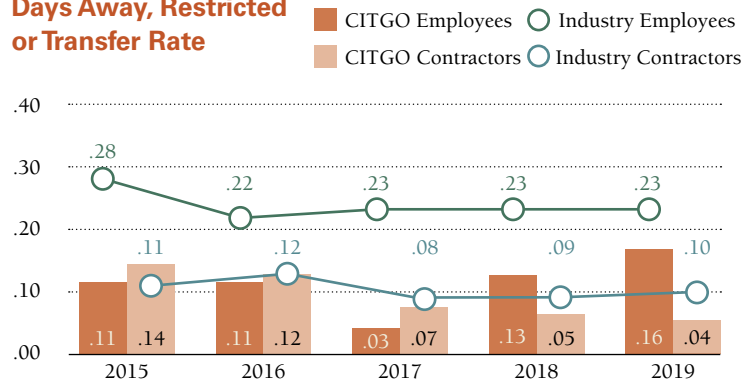
- One**
Every injury is preventable.
- Two**
Every person should leave the workplace injury free.
- Three**
Each of us is personally responsible for safety.
- Four**
We are committed to preventing incidents by correctly addressing
- Five**
Unsafe jobs will not be performed. Every employee is expected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

Total Recordable Incident Rate



Industry benchmark data are from the American Fuel & Petrochemical Manufacturers (AFPM). Safety performance represented by combined employee and contractor data.

Days Away, Restricted or Transfer Rate



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

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.

Emergency Preparedness

If an emergency happens at one of our facilities, CITGO employees are ready to gain control over the situation and remedy it—and that is all because of our extensive training drills. We make emergency preparation a regular practice to mitigate impacts to our team, our assets, the environment and our neighbors. We also want to confirm that our equipment is reliable and can withstand the demands of an emergency situation.

Every year at our refineries, we prepare for a range of scenarios such as:

- ▶ Leaks and spills
- ▶ Fires
- ▶ Rescues
- ▶ Major storms (hurricanes)

Every three years, our refineries conduct a real-world, worst-case scenario drill to prepare for a spill into a body of water. This major exercise involves the U.S. Coast Guard; federal, state and local government agencies; and local emergency-response services.

We continually review our emergency-response plans to ensure that we incorporate latest best practices and act most effectively.

In addition to our dedicated safety personnel and external emergency-response services, each refinery has volunteer emergency-response teams (VERTs) made up of our own employees who feel compelled to go above and beyond their regular job responsibilities to secure the safety of their colleagues and work site. Members of VERTs undergo on-site quarterly training and attend annual training at the Texas A&M Engineering Extension Service (TEEX) in College Station, Texas. These individuals can opt to join a specialty emergency-response team: Rescue Team, Hazardous Materials (HAZMAT) Team or Industrial Hygiene Team.

84

training drills in 2019

140+

VERT members

TEEX: A World-Class Training Experience

For approximately the last 30 years, CITGO has hosted annual emergency-response training for volunteers three times per year at TEEX, formerly known as the “Texas A&M Fire School.” This training is one of the most comprehensive programs focused on emergency-response instruction in the world. More than 117,000 emergency responders and workers in diverse industries from all over the U.S. and 65 countries participate in training at the renowned Brayton Fire Training Field, located next to Texas A&M University in College Station, Texas.

This 297-acre facility provides incredibly realistic training in a range of detailed setups—from passenger planes to ship engine rooms, cityscapes and industrial structures—and using an array of props. During the course of three days, CITGO instructors lead a curriculum focused on following proper procedures, prop handling and selecting the appropriate personal protective equipment (PPE) for fighting fires. The goal is to encourage trainees to operate under a command structure, organize into areas of responsibility and maintain accountability. Much like a real-world scenario, things don’t always go as planned. Instructors may reignite fires in different spots after they have been extinguished initially to test the endurance, focus and teamwork of trainees.

Jared Messer, an operator of an ultra-low-sulfur diesel unit at the CITGO refinery in Lake Charles, has attended TEEX seven times since 2013. He is a member of his refinery’s 60-member VERT, specializing in HAZMAT clean-up.

“Volunteering for this role is so important because in this industry we’re surrounded by chemicals and hazards. When something goes wrong, you need to know your co-worker can help to protect you. I also want to be the one who mitigates the impact on nearby schools and neighborhoods so people don’t get hurt,” said Messer.

In his first year at TEEX, he attended twice for regular fire training and to obtain his HAZMAT Tech certificate. HAZMAT training is as equally rigorous as the fire training. In this weeklong program, trainees learn about hazardous materials associated with pipelines, trucks, rail, shipping containers and tanks. The course covers how to identify hazardous materials, interpret labels, select PPE and properly clean up and dispose of these materials. It culminates in a final test in which trainees must properly dispose of hazardous materials—in full HAZMAT gear—in four or five different scenarios. There is also a written test.

For Messer, the additional effort is definitely worth it.

“Of course, we have emergency-response services to aid us—but there’s a response time associated with that. Our volunteers are right there on-site, ready to help and act immediately. What we do is about more than ourselves—we have a responsibility to our co-workers and the community. If we don’t take care of it, who will?”



2019 Safety Highlights

Terminals and Pipelines

CITGO was awarded with the second-highest honor from the International Liquid Terminals Association (ILTA), the Safety Excellence Award—only because we won the top ILTA award recognizing the industry’s most exemplary performer, the Platinum Safety Award, in 2018 and were therefore ineligible for consideration in 2019. We have won the Platinum Safety Award more than any other ILTA member—a total of five times in the program’s 12-year history. To qualify for an ILTA safety award, applicants must demonstrate a steadfast commitment to safety through a thorough review of terminal operations data and evaluation of safety and management systems.

Additional awards included the Union Pacific Railroad Pinnacle Award for Chemical Transportation Safety and the BSNF Railroad Product Stewardship Award. Both awards honor shippers of hazardous chemical materials who demonstrate safe loading and transportation techniques and achieve zero non-accident releases (NARs).

Corpus Christi

The CITGO refinery in Corpus Christi completed its largest turnaround to date, which involved more than 2 million man hours worked with only one recordable injury sustained. This achievement was owed in part to a significant increase in pre-job safety reviews facilitated by area supervisors, area asset managers and safety coordinators, which have allowed for better quality planning of job scopes, improved communication among personnel, expanded safety awareness and the safer execution of work. Additionally, the refinery hosted a contractor safety summit prior to the turnaround.

Lake Charles

The CITGO refinery in Lake Charles enjoyed a very good year with a best-ever safety index of 0.084—a 16% improvement over our previous best index. Additionally, our contractors in Lake Charles experienced no lost-workday injuries for the second year in a row.

One of the facility’s major safety initiatives was training VERT members in operational roles to be placed into safety roles during turnarounds. In doing so, we plan to reduce our reliance on external contractors who are less familiar with our site and procedures.



Lemont

The CITGO refinery in Lemont enjoyed outstanding safety performance

OSHA Lost-Workday Injury Frequency

- ▶ Employees' lost-workday injury frequency was 0.0
- ▶ 2019 ties with numerous years for best-ever frequency of employee lost-workday injuries
- ▶ More than one year without a lost-workday injury
- ▶ More than 1.3 million work hours without a lost-workday injury
- ▶ Contractors' lost workday injury frequency was 0.0
- ▶ 2019 ties with numerous years for best-ever frequency of contractor lost-workday injuries
- ▶ More than six years without a lost-workday injury
- ▶ More than 13.4 million work hours without a lost-workday injury

- ▶ Employees and contractors combined have had no lost-workday injuries in eight of the last 10 years and have exceeded 3.3 million work hours without a lost-workday injury

OSHA Recordable Injury Frequency

- ▶ Employees' recordable injury frequency was 0.0, which makes 2019 tie with numerous other years for best-ever frequency of employee recordable injuries
- ▶ Contractors' recordable injury frequency was 0.10 (one recordable injury in 2019)
- ▶ Employees and contractors combined have a recordable injury frequency of 0.063

Process Safety

- ▶ One API Tier 1 event (loss of containment)
- ▶ Zero API Tier 2 events, which makes 2019 tie with numerous other years for best-ever frequency of employee recordable injuries

As a result, the American Fuel and Petrochemical Manufacturers (AFPMP) awarded the CITGO refinery in Lemont with its Elite Gold Award. This award recognizes member sites that have demonstrated superior safety performance along with innovation and leadership excellence in managing safety programs. Achieving the AFPMP Elite Gold Safety Award requires strong safety procedures, sound work practices and successful training and mentoring programs. More than 290 AFPMP member sites were eligible for consideration for this award. However, only 29 sites passed the rigorous selection process to become finalists. Of this group, only four sites were given what is arguably one of the highest-level safety achievement awards in our industry. Winning the Elite Gold Award places the Lemont refinery in the top four performing sites—the top 1%.

COMMUNITY

Community relationships are vital to CITGO. By actively engaging with our communities where we operate and live, we're able to maintain an informed view on our reputation and influence, and contribute to causes that keep these areas vibrant and improve living standards.





TeamCITGO Volunteerism and Fundraising

Founded in 1987, TeamCITGO, our company’s army of volunteers and fundraisers, is what makes our diverse and far-reaching work in the community possible. Made up of our employees, retirees, contractors, marketers, families, friends and neighbors, TeamCITGO works together year after year to make a transformative impact throughout our operational footprint.

CITGO launched a centralized, electronic volunteer-management system on the Benevity platform in which employees can log in to a database to enter volunteer hours and charitable donations. This system will enhance the ease and accuracy of tracking volunteer metrics and assessing community impact.

241
TeamCITGO
volunteers

3,734
hours
volunteered

\$12.4 million
total community
impact



The United Way has been a big part of the CITGO culture for the last 44 years. Each year, our refineries hold fundraising events that raise hundreds of thousands of dollars for the United Way in our local communities. Lake Charles employees have been contributing since the start of the CITGO-United Way partnership in 1975, Lemont employees since 1998 and Corpus Christi employees since 2009.

We are proud of our extensive roots in supporting the United Way and its mission of improving education, income and health in communities around the world. In 2019, we raised nearly \$1.8 million from employee contributions, fundraising events and corporate-match donations. This total amounts to donations of nearly \$23 million since 1975.

Raised nearly
\$1.8 million
in 2019



As the largest corporate sponsor of the Muscular Dystrophy Association (MDA), CITGO has raised more than \$250 million since our partnership began in 1986. These funds help to make life better and provide health-care services for individuals with neuromuscular disease, and support families impacted by muscular dystrophy nationwide.

Raised \$13.9 million in 2019

Major Fundraisers:

MDA Shamrocks

Each year, CITGO marketer and retailers across the nation transform their stores with thousands of MDA shamrocks to raise funds for the ongoing fight to end muscular dystrophy. The St. Patrick's-themed event encourages customers to visit any participating, locally owned store and purchase a shamrock to support the MDA.

Raised \$1.2 million in 2019

CITGO Locations Supporting MDA through Golf Tournaments

Each year in the late spring through early summer, our corporate office, refineries and terminals host golf tournaments benefiting the MDA. These events are sponsored by CITGO business partners.

Raised \$2.3 million in 2019

Marketer Golf Events

Raised \$3.7 million

Bowling Tournaments

This employee-driven event occurs at Corporate Headquarters and Lemont Refinery. All employees who opt to participate have a goal to raise \$2,000, which they can do in a variety of ways from business partner support, online auctions, bake sales and other creative means. This year, the corporate legal team won the fundraising competition by raising more than \$70,000.

Raised \$322,927 in 2019



\$250 Million
raised since 1986



Marketer & Retailer Activities

In addition to MDA fundraising activities, our marketers and retailers make their own unique impact on the community.

Spirit Pumps

In this program, organizations can sponsor and wrap entire gas dispensers to raise awareness of their cause and let consumers know that a certain percentage of proceeds from gas purchases supports the charity. These decorations include pump decals, posters, vinyl banners and pump topper inserts. CITGO marketers also contribute funds in support of these causes.

Donated \$42,000+
to various schools and charities

Bess the Book Bus

CITGO is proud to support literacy and inspire a love of reading in young children of all backgrounds.

2019 marked the ninth year of partnership between CITGO and Jennifer Frances, the founder and driver behind Bess the Book Bus. This mobile literacy outreach program seeks to broaden access to books for all children, despite family income level, and break down barriers to education. Each year, Frances drives around the U.S. and stops at certain locations, including libraries and schools, to distribute books.

As a sponsor of Bess the Book Bus, CITGO donated \$30,000 to support the mission as well as \$3,000 in gas cards, and provided CITGO-branded bookmarks and bags in which to hold books for the children. Over the course of the year, Frances made 346 stops at 236 CITGO locations to hand out books, covering 83 towns in 22 states.

Distributed
57,041 books

Shared the love
of reading with
48,346 children

Enabled 346 stops
at 236 CITGO sites



The CITGO Cycling Team has participated in the Texas MS 150 for six years—in 2009 and consistently from 2015 to 2019. This two-day event, which is one of many local rides across the U.S. supporting the largest fundraising bike series in the world, requires participants to bike from Houston to Austin, Texas—a journey of 165 miles.

Each MS 150 rider is challenged to raise at least \$400. In 2019, our team collectively raised \$62,000. So far, the CITGO Cycling Team has raised more than \$412,000 for the Lone Star Chapter of the National MS Society.

Additionally, Julia Coussens, Senior Information Supervisor for Marketing and Customer Account Management, earned the Fundraising Coordinator of the Year Award for the 2019 Texas MS 150.

Raised
\$62,000
in 2019

Simón Bolívar Foundation

Established in 2006, the Simón Bolívar Foundation (SBF) is the 501(c)(3) nonprofit, private foundation of CITGO. Its original mandate was to help patients with complex medical problems and diseases—particularly mothers and children in Venezuela—access and pay for care along with the associated travel, lodging and family expenses. In 2019, the SBF awarded more than \$3.7 million in individual medical grants to 48 patients in average through the year.

In Mid-2019, foundation leadership reevaluated the SBF mission to determine how the organization could have a larger impact on vulnerable Venezuelans in light of the ongoing humanitarian crisis. Now, the SBF has broadened its scope and instead invests in existing resources and organizations that are best equipped to meet the immediate and long-term health needs of a greater number of individuals—with a continued commitment to mothers and children.

New Objectives:

- ▶ Increase access to medicine, nutrition and healthcare for vulnerable and low-income people.
- ▶ Improve the capacity of medical professionals and caregivers through education and support so they can best care for and treat patients.
- ▶ Empower organizations to meet the health needs of the most vulnerable people in their communities.

In fall 2019, the SBF introduced a small grant program for organizations working to lessen the suffering of people affected by conditions in Venezuela, and in the region. The SBF announced the first group of grantees in January 2020:

Baylor College of Medicine Children's Foundation Colombia

Benefits approximately 350 migrant Venezuelan women by increasing their access to healthcare services, reducing maternal and perinatal morbidity and mortality, and preventing complications in high-risk pregnancies

Cuatro Por Venezuela

Delivers folic acid and iron supplements to approximately 200 pregnant women, which will prevent premature birth and low birth weight in newborns

Provides specialized medication to prevent organ rejection in patients who have received a liver, heart or kidney transplant

Driscoll Children's Hospital

Implements an efficient critical congenital heart disease (CCHD) screening in newborns in Venezuela and improve the diagnostic gap of this severe birth defect

Fibuspam

Offers free, priority access to direct medical, dental and vision care for approximately 300 Venezuelan refugees at a charitable clinic in Riobamba, Ecuador

Latin Ladies Foundation of Houston

Lessens the suffering of Venezuelans with Huntingdon Disease by delivering much-needed sanitary supplies and nutritional supplements to enhance delicate health conditions

Saludos Connection

Repairs and updates two damaged operating rooms and a pre-anesthetic area in a clinic, which will return these rooms to functionality, increase capacity to treat patients and provide space for medical students to train

Incentivizes doctors who voluntarily provide medical care to children in the remote areas of one of the poorest states in Venezuela



Education and STEM Talent Pipeline

CITGO is committed to generating talent within our surrounding communities by investing in programs that elevate the future potential of students near our Houston, Texas, headquarters and three refineries. Launched in 2016, the CITGO Science, Technology, Engineering and Math (STEM) Talent Pipeline partners with schools and organizations near these areas. Targeted toward elementary schools through institutions of higher education, the program:

- ▶ Promotes the importance and exploration of STEM education in our communities and highlights the numerous pathways to exciting and rewarding careers, especially those in the energy industry
- ▶ Provides grants to schools in support of programs that increase student interest, retention and graduation rates
- ▶ Supports organizations that prepare students for STEM courses at technical institutions and universities
- ▶ Awards scholarships to students graduating from high school who plan to further their STEM education by entering technical schools or two- and four-year degree programs at universities (CITGO Distinguished Scholars)

CITGO Innovation Academies

First established in 2013, CITGO Innovation Academies are the cornerstone of the CITGO STEM Talent Pipeline. K-12 schools that are

selected as CITGO Innovation Academies appeal to young minds and offer hands-on activities and engaging STEM learning experiences tailored for each campus. CITGO STEM ambassadors—our employees who volunteer to share their knowledge of and passion for STEM subjects—engage with these students at events and career fairs, and through mentorship opportunities.

Participating Schools:

Corpus Christi ISD, Corpus Christi, Texas

Moody High School

Cunningham Middle School

Garcia Elementary School

West Oso ISD, Corpus Christi, Texas

JFK Elementary School

West Oso Elementary School

West Oso Junior High School

West Oso High School

Alief ISD, Houston, Texas

Olle Middle School

Alief Early College High School

Calcasieu Parish School Board, Lake Charles, Louisiana

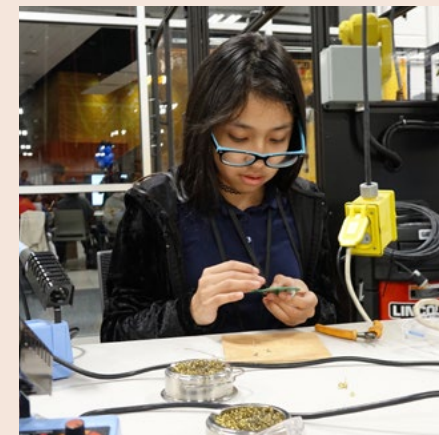
EK Key Elementary School

LeBlanc Middle School

Lemont, Illinois

Lemont High School District 210

Lemont Bromberek School District 113A



Donated \$2.4 million to support educational initiatives

Reached 29,399 students and 192 educators

Invested \$1 million in STEM education in K-12 schools, community colleges and universities to develop a 21st-century workforce

Awarded 80 scholarships to accredited higher education institutions

Higher Learning on the High Seas

Imagine that you're a teacher and you just learned that you've been chosen for the ultimate adventure: Spending four days exploring the submerged shorelines and caves of Osborn Bank near the Channel Islands in the Eastern Pacific Ocean. For four lucky educators from across the U.S., this was a reality.

Initiated in 2014 in a partnership between CITGO and the Ocean Exploration Trust (OET), a nonprofit founded by famed scientist Dr. Robert Ballard in 2008, the Nautilus Ambassador Program selects educators to serve as Ambassadors aboard the Exploration Vessel Nautilus each year. During the expedition, Ambassadors stand watch alongside scientists and engineers, and learn oceanography from experts.

Meanwhile, the educators interact with shore-based audiences, including their students, via Nautilus Live, a 24-hour web portal bringing field exploration to future explorers on shore using telepresence technology at NautilusLive.org. The public can follow the expedition online, on social media or through in-person, special live ship-to-shore broadcasts into the Ambassadors' hometowns. The goal is to spark students' interest in ocean science and STEM careers.

27 Ambassadors sponsored since 2014

2019 Nautilus Ambassadors:



Scott Collins, CITGO STEM Teacher of the Year and fifth Ambassador from Lemont



Robert Fulbright, the fifth Ambassador from Houston



Jason McGee, CITGO STEM Teacher of the Year and seventh Ambassador from Lake Charles/Sulphur



Kim Moore, seventh Ambassador from Corpus Christi





The Mission: Launching 180 STEM Careers

For any student interested in STEM, there’s hardly a more thrilling place to visit than the sprawling facility responsible for overseeing space travel and exploration: The National Aeronautical and Space Administration (NASA), also known as Space Center Houston.

To celebrate National STEM Day on November 8, CITGO invited approximately 180 students from CITGO Innovation Academies in Houston, Corpus Christi and Lake Charles on a special field trip to:

- ▶ Tour the Astronaut Training Facility
- ▶ See the historic mission control room that guided the 1969 Apollo 11 moon landing
- ▶ Witness an International Space Station briefing
- ▶ Learn about future exploration planned for Mars and deep space
- ▶ Visit current exhibits, including the shuttle replica Independence mounted on NASA’s original shuttle carrier aircraft

Enriching Students in the Possibilities of STEM

CITGO was pleased to serve as a sponsor and exhibitor at the 9th Annual Energy Day in Houston, Texas, the energy capital of the world. Energy Day is a free STEM education festival for children ranging in age from elementary to high school. The event attracts more than 25,000 attendees annually. Here, students learn about energy technology, STEM careers, the concepts of conservation and efficiency, and engage in fun learning activities.

The support of energy companies such as CITGO enabled event organizers to provide bus grants for more than 60 groups of Houston-area students and teachers to be able to attend. Additionally, winners of eight academic competitions were awarded nearly \$223,000.

Students who attended Energy Day reported that:

85% found STEM subjects more interesting than they had previously
84% had an improved understanding of STEM

73% had a better understanding of available jobs in STEM and energy industries

71% desire to obtain a job in the energy industry

Fueling Good. Rebuilding Lives. Disaster Recovery

Restoring Homes and Lives in the Florida Panhandle

Caprice Cobb was a young man dividing time between studying to earn his IT degree and caring for his grandmother, Rosa, who suffers from Alzheimer's and dementia. He had just obtained ownership of his grandmother's home, which had been built by his late grandfather.

Marty Cato was working on completing her degree with the goal of obtaining a job as a certified medical administrative assistant. She had finished renovating her 1912 house into the home of her dreams. Life was going well.

A Vietnam War veteran, Purple Heart recipient and fourth-generation native of Lynn Haven, Florida, Richard Green was active in his community and still lived in the first home he had purchased after returning to the U.S. from his military service abroad.

When Hurricane Michael rampaged through the Panama City, Florida, area in October 2018, their lives were all turned upside down.

Cobb was home alone during the storm when his house was destroyed. As the damaging Category-5 winds ripped away the carport and then slammed it back into the house, a deluge of water poured in through the doors and roof. Forced to leave behind nearly all his belongings, he fled to a neighbor's home for help. Afterward, his grandmother moved in

with another family member while he slept on his aunt's couch, unsure how to insure his home and only receiving a small amount of rebuilding funds from the U.S. Federal Emergency Management Agency (FEMA). He applied for additional assistance, but his case remained unresolved several months later.

Cato had returned home after the storm to find her front door and windows blown in, and her roof damaged. Because of the age of her home, she had been unable to obtain flood insurance. She used the little funding she received from FEMA to repair some of the windows and get her roof tarped. The status of her home's repairs remained in limbo.

Green decided to ride out the storm at home. A tree fell on his roof, leaving a gaping hole and allowing rainwater to seep in and ruin his belongings. Displaced to Orlando, Florida, by FEMA for several months, Green had nearly given up on returning to his long-time home.

Fortunately, Hope Panhandle/SBP and CITGO volunteers were there for them when they had nowhere else to turn for help in restoring their homes.

Jay Goss, a CITGO terminal manager in Niceville, Florida, and a native of Panama City, was one of those caring strangers who showed up to make things right. Though he had previously been active in other CITGO volunteer activities, this was his first time volunteering for a construction project.

Over three days in June and July 2019, Goss and his 15-year-old son, Noah, worked alongside other volunteers inside Green's home texturing and painting walls.

"It was amazing to see how many other volunteers were there each day. In a 1,000-square-foot home, there were always at least six to eight other people there working and trying to get Mr. Green's life back to normal," Goss said.

When Green returned home on July 19, 2019, Goss was there to help celebrate the emotional milestone.

"This experience reminds me how grateful we should all be for the things in life we take for granted. Making a difference in someone's life is something we should all strive for."

Thanks to the efforts of CITGO and other volunteers, Cobb, Cato and Green are now all back in their beautifully refurbished homes.



Feeding Hope After Harvey

It's often one of the most overlooked aspects of recovery from a natural disaster: Accessing and affording fresh, clean and healthy food.

That's why, working alongside the Houston and Coastal Bend Food Banks, CITGO unveiled mobile food pantries in Houston and Corpus Christi for residents struggling to rebuild their homes damaged by Hurricane Harvey in August 2017.

The refrigerated mobile food pantries provide access to a wide variety of food options, including perishables, canned foods and nonperishables. The pantries make regular stops in neighborhoods with the greatest need for assistance. The goal is to enable these families—many of whom lacked flood insurance—to focus on getting their homes and lives back without worrying about food availability and cost.

As a proactive measure, CITGO introduced the mobile food pantry service to southwest Louisiana in partnership with Second Harvest Food Bank. This pantry makes monthly stops throughout the region to deliver food to local food banks. In the event of a natural disaster, such as a hurricane, the food pantry will be ready to deliver food for those members of the community who are impacted.



2019 AWARDS & RECOGNITIONS

Corpus Christi

*ENERGY STAR designation
from the U.S. EPA*

*Flag of Valor from the American
GI Forum of the U.S.*

*President's Award from the
Coastal Bend Food Bank*

*Partnership of the Year from
i-Achieve Partners in Education*

*Large Business Award from Robstown
Area Development Commission*

*Outstanding Corporate Citizenship from
the Sierra Club, Coastal Bend Group*

*Aquarium Visionary from the Texas
State Aquarium Aqua Society*

Outstanding Corporate Citizenship Award

Service Award to TeamCITGO

Lemont

AFPM Elite Gold Safety Award

*Best-Ever Safety Index and Best-
Ever Environmental Index*

BSNF Excellence in Product Safety

*Acknowledgment as Village of Romeoville
Outstanding Community Partner*

*Heroic Philanthropy Award by Will
County Children's Advocacy Center*

*Illinois Security Professional Association
Public-Private Liaison Award*

Lake Charles

*Corporate Conservationist of the Year
Award from Louisiana Wildlife Federation*

Terminals and Pipelines



ITLA Safety Excellence Award

*Union Pacific Railroad Pinnacle Award
for Chemical Transportation Safety*

BSNF Railroad Product Stewardship Award



Distinguished Pipeline Safety Award

MEMBERSHIPS & ASSOCIATIONS

Corporate

Texas Oil & Gas Association		•	
American Fuel & Petrochemical Manufacturers		•	•
Louisiana Mid-Continent Oil and Gas Association		•	
Louisiana Association of Business and Industry		•	
Texas Industry Project		•	
Texas Taxpayers and Research Association		•	
Greater Houston Partnership		•	

Lake Charles

American Petroleum Institute		•	•
American Fuel & Petrochemical Manufactures	•	•	•
Louisiana Mid-Continent Oil & Gas Association	•	•	•
Coastal Protection and Restoration Authority	•	•	•
Louisiana Water Synergy	•	•	•
Louisiana Chemical Association	•	•	•
West Calcasieu Chamber of Commerce	•	•	•
Chamber Southwest Louisiana	•	•	•
Lake Area Industry Alliance	•	•	•
Louisiana Association of Business and Industry	•	•	•

Corpus Christi

Coastal Bend Food Bank		•	•
Corpus Christi Convention and Visitors Bureau	•	•	•
United Way Women United	•	•	•
United Corpus Christi Chamber of Commerce	•	•	
South Texas Botanical Gardens		•	•
Del Mar College President's Council		•	
TAMUCC Scholarship Advisory Board		•	•
Red Cross of South Texas		•	•
Westside Business Association		•	•
Boys & Girls Club of the Coastal Bend		•	•
Port Industries of Corpus Christi	•	•	•
Corpus Christi Regional Economic Development Council	•	•	
West Oso ISD STEM Advisory	•	•	
Coastal Bend Long Term Health Groups	•	•	•
Rotary of Corpus Christi	•	•	
Corpus Christi Local Emergency Planning Committee	•	•	•
Leadership Corpus Christi Alumni Association	•	•	

Lemont

Will County Center for Economic Development	•	•	•
Three Rivers Education Partnership (TREP)	•	•	•
Illinois State Chamber	•	•	•
Chemical Industry Council of Illinois	•	•	•
Big Brothers Big Sisters of Will and Grundy Counties	•	•	•
Joliet Chamber of Commerce	•	•	•
Will County Governmental League	•	•	•
Illinois Manufacturers' Association	•	•	•
Joliet Junior College Foundation	•	•	•
Lemont Chamber of Commerce	•	•	•
Three Rivers Manufacturers' Association	•	•	•
Romeoville Chamber of Commerce	•	•	•
United Way of Will County	•	•	•

Capacity in which CITGO is engaged

- General Involvement
- Formal Membership
- Governance Body/Representation Committee

GRI INDEX

IPIECA / API / IOGP O&G Industry Guidance	GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Report Section	Level of Coverage	Additional Detail/Omissions
	102-1	Name of the organization	About this Report	Full	
	102-2	Activities, brands, products and services	About CITGO	Full	
	102-3	Location of headquarters	About CITGO	Full	Houston, Texas - U.S.A.
Number of countries of operation	102-4	Location of properties	About CITGO	Full	CITGO assets [http://www.CITGOtpl.com/index.jsp], terminals [http://www.CITGOtpl.com/terminals.jsp] and stores [https://www.CITGO.com/Locator/StoreLocator.jsp] can be found via separate site pages.
	102-5	Ownership and legal form	About this Report	Full	CITGO Holding Inc. a Delaware corporation.
	102-6	Markets served	About CITGO	Full	
Total revenues, operating expenses, total taxes paid, profit after tax, capital expenditure, number of employees	102-7	Scale of the organization	About CITGO & Social – People	Partial	As a privately held company, we maintain financial performance indicators for internal review. However, 2019 performance highlights can be found at: https://www.CITGO.com/press/news-room/news-room/2020/CITGO-reports-results-for-fy-2019
	102-8	Information on employees and other workers	Social – People	Full	
Total production (upstream) and Total throughput (downstream)	102-9	Supply chain	About CITGO	Full	
	102-10	Significant changes to the organization and its supply chain	About CITGO	Full	No significant changes associated with acquisitions, divestitures or support for go-to-market services were made in 2019.
	102-11	Precautionary Principle or approach	About CITGO	Full	
	102-12	External Initiatives	Memberships & Associations	Full	
	102-13	Membership of associations	Memberships & Associations	Full	

IPECA / API / IOGP O&G Industry Guidance	GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Report Section	Level of Coverage	Additional Detail/Omissions
CEO Statement	102-14	Statement from senior decision-maker	A Message from Our CEO	Full	
Managing risks of accidents	102-15	Key impacts, risks, and opportunities	A Message from Our CEO & Impact Sections	Partial	As a privately-held company, some GRI disclosure requirements herein can be regarded as business confidential.
	102-16	Values, principles, standards, and norms of behavior	Our Responsibility to Fuel Good	Full	Though our values are woven throughout the report, readers are advised to reference our website for more. See: https://www.CITGO.com/about/who-we-are/vision-values
	102-18	Governance structure	Governance	Full	For more about CITGO Officer profiles, see: https://www.CITGO.com/AboutCITGO/Operations/OfficerProfiles.jsp
	102-40	List of stakeholder groups	Our ESG Reporting Process - Stakeholder Engagement	Full	Stakeholder groups listed in our report are limited to those that we closely interact with on a daily basis, those who we depend on to drive value to the marketplace and the future of our profession. As we continue to build out our platform for active ESG engagement, we will find ways to strengthen efforts towards enhancing our reporting strategy.
	102-41	Collective bargaining agreements	GRI Index (See 403-1 and 403-4)	Full	
	102-42	Identifying and selecting stakeholders	Our ESG Reporting Process - Stakeholder Engagement	Partial	Internal subject matter experts active in our ESG efforts, worked to identify and select key stakeholder groups for which we interact with on a daily basis and who could inspire our materiality assessment.
	102-43	Approach to stakeholder engagement	Our ESG Reporting Process - Stakeholder Engagement	Full	Toward disclosure in 2020 for our 2019 reporting period, we refreshed our materiality assessment using output from ongoing engagement and desktop research as a proxy for key stakeholder groups.
	102-44	Key topics and concerns raised	Our ESG Reporting Process - Materiality	Full	
	102-45	Entities included in the consolidated financial statements	About CITGO & the GRI Index	Full	Though this report covers operations within our full operational control (refineries and headquarters), more information about our overall organizational footprint can be found on our website. Refer to CITGO assets [http://www.CITGOtpl.com/index.jsp], terminals [http://www.CITGOtpl.com/terminals.jsp] and stores [https://www.CITGO.com/Locator/StoreLocator.jsp] via separate site pages.
	102-46	Defining report content and topic Boundaries	About CITGO & OUR ESG Reporting Process - Materiality	Full	

IPECA / API / IOGP O&G Industry Guidance	GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Report Section	Level of Coverage	Additional Detail/Omissions
	102-47	List of material topics	Our ESG Reporting Process - Materiality	Full	
	102-48	Restatements of information	GRI Index		No restated information to declare.
	102-49	Changes in reporting	GRI Index	Full	The only change is within our frame of reference to non-financial disclosure. In previous years we had worked from the term, "Corporate Social Responsibility." As of this year, we have transitioned to "ESG" to better account for all relevant environmental, social, and governance topics.
	102-50	Reporting period	GRI Index	Full	2019 Calendar Year
	102-51	Date of most recent report	GRI Index	Full	2018 Calendar Year
	102-52	Reporting cycle	GRI Index	Full	Calendar Year
	102-53	Contact point for questions regarding the report	GRI Index	Full	Info@CITGO.com
	102-54	Claims of reporting in accordance with the GRI Standards	GRI Index	Full	Our CY2019 non-financial disclosures are "In Accordance" with the GRI Standards core-level reporting guidance.
	102-55	GRI Content Index	GRI Index	Full	
	102-56	External assurance	GRI Index	Full	No external assurance was sought out for the purpose of this report.
Topic Specific Disclosures					
	103-1	Explanation of the material topic and its Boundary	Our ESG Reporting Process - Materiality and Data Sets	Partial	The level and depth of disclosure on management approach are dependent on the current systems and processes deployed to manage performance data within, and outside, the organization.
	103-2	The management approach and its components	Our ESG Reporting Process - Materiality and Data Sets	Partial	
	103-3	Evaluation of the management approach	Our ESG Reporting Process - Materiality and Data Sets	Partial	

IPECA / API / IOGP O&G Industry Guidance	GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Report Section	Level of Coverage	Additional Detail/Omissions
SE4 (Social investment), SE13 (Transparency of payments to host governments)	201-1	Direct economic value generated and distributed	Social – Community	Partial	As a privately held company, we maintain financial performance indicators for internal review. However, 2019 performance highlights can be found at: https://www.CITGO.com/press/news-room/news-room/2020/CITGO-reports-results-for-fy-2019
	201-3	Defined benefit plan obligations and other retirement plans	Social – People	Full	For a full list of CITGO employment benefits, refer to: https://www.CITGO.com/careers/work-at-CITGO/work-at-CITGO
SE6 (Local hiring practices)	202-2	Proportion of senior management hired from the local community	Social – People	Full	CITGO staffing philosophy for senior management is to provide employees with training and development so that they are prepared for the opportunity to take on higher level positions.
SE4 (Social investment)	203-1	Infrastructure investments and services supported	Social – Community & Case Studies	Full	
SE4 (Social investment), SE6 (Local hiring practices)	203-2	Significant indirect economic impacts	Social – Community & Case Studies	Full	
E6 (Fresh Water)	303-1	Water withdrawal by source	Environment	Partial	Water consumed at our facilities stems from a combination of municipal for potable water use, and natural sources in proximity to our refineries. Towards protecting waterways, we are committed to treating water before it exits our facilities. Similarly, we have robust processes in place to protect adjacent waterways and wetlands surrounding our facilities through testing, metering and tracking water use prior to discharge. Water consumption at headquarters is not reported.
E6 (Fresh Water)	303-2	Water sources significantly affected by withdrawal of water	Environment – Waste and Water Use Minimization	Partial	
E6 (Fresh Water)	303-3	Water recycled and reused	Environment – Waste and Water Use Minimization	Partial	
E4 (Biodiversity and ecosystem services)	304-3	Habitats protected or restored	Environment – Waste and Water Use Minimization	Partial	Efforts to protect, manage and restore are mandated at the enterprise level and executed by each individual site. Examples of CITGO diligence are woven throughout the report.
E1 GHG emissions	305-1	Direct (Scope 1) GHG emissions	Environment – Climate Change	Full	Various calculation methodologies are used to generate detail depending upon the source category. Continuous Emission Monitoring systems (CEMS) are used when available; If no CEMS is available, then agency approved stack test data is used; If no CEMS or Stack test data is available, then emissions are calculated using methods found in the most recent edition of EPA's Compilation of Air Pollutant Emission Factors (AP-42); If no CEMS, stack test data or AP-42 factors are available, the calculations published in engineering journals and/or EPA or agency approved estimations methodologies. All CITGO Petroleum Corporation refineries are included in aggregate detail. The Aruba Refinery, presently a terminaling operation, is not under the CITGO Petroleum Corporation umbrella of companies. Toxic Release Inventory (TRI) data was not vetted by government agencies in advance of publishing this year's report, therefore, it will be provided in the following year's report for both 2018 and 2019 Calendar Years. Air emissions have been adjusted from what was published 2018 based on totals reported in each site's annual emissions inventory (AEI) to regulatory agencies.

IPIECA / API / IOGP O&G Industry Guidance	GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Report Section	Level of Coverage	Additional Detail/Omissions
E10 (Waste)	306-2	Waste by type and disposal method	Environment – Waste and Water Use Minimization	Full	Both hazardous and non-hazardous waste are tracked by site at CITGO per regulatory compliance mechanisms. Hazardous Waste totals, as reported in the annual RCRA hazardous waste reports, are manifested and disposed of offsite.
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social – People	Full	Benefits are not broken down into FTE, PTE, Contractor or dollar amounts. For a full list of CITGO employment benefits, refer to: www.hr.CITGO.com
HS1 (Workforce participation), SE16 (Workforce engagement)	403-1	Health and safety topics covered in formal agreements with trade unions	Social – Safety & the GRI Index	Full	All employees, both represented and non-represented, are encouraged to take an active role in enhancing the overall health and safety of our workplaces. Labor agreements at all locations call for representatives from bargaining units to participate in union/management safety leadership and awareness committees, which results in quality investigations, program planning, employee input and oversight of all safety programs.
HS3 (Occupational injury and illness)	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Social – Safety & the GRI Index	Full	Periodic housekeeping inspections are also carried out routinely to identify and reduce site risks, primarily associated with slips, trips and falls, plus injuries associated with losses of primary containment that could potentially lead to major incidents. By working with the health facilities, we continue reducing associated risks. Industry comparisons were omitted from this year's report.
HS2 (Workforce health)	403-3	Workers with high incidence or high risk of diseases related to their occupation	Social – Safety & the GRI Index	Full	The safety and health of CITGO workers is a core value to the company. CITGO maintains standards and procedures designed to reduce occupational chemical and physical exposures to avoid adverse health effects. In addition the company workers and supervisors are trained to perform their work responsibilities in a manner that protects themselves as well as the health of their fellow workers. CITGO routinely monitors employee exposures to chemical and physical hazards. Further, CITGO occupational health programs includes medical surveillance programs for employees in positions that may have a higher exposure potential to certain chemicals and physical conditions.
HS1 (Workforce participation), SE16 (Workforce engagement)	403-4	Health and safety topics covered in formal agreements with trade unions	Social – Safety & the GRI Index	Full	All employees, both represented and non-represented, are encouraged to take an active role in enhancing the overall health and safety of our workplaces. Labor agreements at all locations call for representatives from bargaining units to participate in union/management safety leadership and awareness committees, which results in quality investigations, program planning, employee input and oversight of all safety programs.

IPECA / API / IOGP O&G Industry Guidance	GRI Standards Disclosure Item (ID)	GRI Standards (Disclosure Title)	Report Section	Level of Coverage	Additional Detail/Omissions
SE17 (Workforce training and development)	404-1	Average hours of training per year per employee	Social – Training and Development & the GRI Index	Full	<p>Leadership Rotational Program (LRP) - The LRP is a structured development initiative that provides participants with job-specific development as they rotate into Critical Positions. Critical Positions are those that require significant leadership responsibility as well as strategic influence. These are typically the positions on the CITGO Succession Plan. The LRP guides participants' learning before and during their rotational opportunity. Participants are chosen carefully each year by senior management during annual Talent Review meetings. LRP participants received monetary recognition for successfully completing the program. First Line Supervisor Program (PRIME) - The First Line Supervisor Program (PRIME) was implemented in first quarter 2017 to provide management/supervisory training to refinery union employees who are asked to "step up" to a supervisory role for a period of time. The primary focus of the program is to build a supply of candidates who will be ready to take on supervisory roles on a permanent basis. Fuel Your Future – All employees are enrolled in one of the Fuel Your Future Programs. Fuel Your Future consists of a set of programs customizable and focused on individual development needs. Training data is calculated by 1) gender (though the Learning Management System (LMS) does not track this information by gender thus we are unable to provide) and 2) The two remaining Pettys Island employees are accounted for within.</p>
SE17 (Workforce training and development)	404-2	Programs for upgrading employee skills and transition assistance programs	Social – Training and Development & the GRI Index	Full	
SE17 (Workforce training and development)	404-3	Percentage of employees receiving regular performance and career development reviews	Social – Safety & the GRI Index	Full	Our salaried employees receive regular performance reviews.
SE15 (Workforce diversity and inclusion)	405-1	Diversity of governance bodies and employees	Governance & Social – People	Full	
SE1 (Local community impacts and engagement)	413-1	Operations with local community engagement, impact assessments, and development programs	Social – Community & Case Studies	Full	
SE1 (Local community impacts and engagement)	413-2	Operations with significant actual and potential negative impacts on local communities	Social – Community & Case Studies	Full	



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