



We express **CARE** for each other and our communities. We encourage and support a healthy work-life balance. We reduce, reuse and recycle in support of the environment. We cultivate meaningful relationships, deliver exceptional experiences, and proactively address customer needs.

CITGO locally supports more than 40 causes, including United Way of Will County, Muscular Dystrophy Association, Habitat for Humanity, and Caring for our Environment. In addition, our employees have volunteered **more than 2,300 hours in 2024**.

## Odor Alert Network (OAN)

CITGO Refinery is a charter member of the Odor Alert Network (OAN), a voluntary, pioneering environmental initiative that includes Lemont, Lockport, and Romeoville with the purpose of improving air quality. This initiative has turned into a regional and national success story winning praise from the Illinois Environmental Protection Agency and other environmental professionals. This effort, the first of its kind in the United States, started in May, 2004.

The OAN, through the efforts of concerned citizens, businesses, and local government, has achieved success beyond anyone's expectations for solving nuisance odors. Less than 5% of all odor complaints in this area were resolved before the OAN began operating. For the past five years, the OAN odor complaint resolution has been over 92%.

## Community Awareness Emergency Response (CAER)

The CITGO Lemont Refinery Community Awareness Emergency Response (CAER) Council was formed in 2002 to share information and increase understanding and co-operation between CITGO, community leaders and communities regarding safety, the environment and emergency response. The council is made up of police, fire, other community leaders and refinery leadership. CAER continues to be a successful model for keeping community leaders informed on important information.

