



**ROOTED IN  
COMMUNITY,  
GUIDED BY  
RESPONSIBILITY**

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2017 CORPORATE SOCIAL  
RESPONSIBILITY REPORT

# Our Values

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The 2017 CITGO CSR Report focuses on the most relevant issues to our business and stakeholders, as determined by CITGO subject matter experts (SMEs) during a materiality analysis. In addition to drawing upon internal expertise, CITGO referenced the Global Reporting Initiative (GRI) in the development of this report. Please refer to [www.citgo.com/2017csrIndex](http://www.citgo.com/2017csrIndex) for a full Content Index indicating GRI-referenced terms and explanation of our reporting process.

This CSR report is focused on our activities and achievements in year 2017. The CSR report may contain projections and other forward-looking statements regarding future events or the future financial performance of CITGO, including future operating and CSR initiatives and anticipated outcomes. These projections and statements are only predictions and may not include issues that are most material to our business and stakeholders in the future. Actual events or results may differ materially from those in the projections or other forward-looking statements.

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

## OUR VALUES

# Rooted in Community, Guided by Responsibility

This Corporate Social Responsibility (CSR) Report details the social responsibility, safety and environmental performance of CITGO during 2017 and focuses on the issues that are most material to the company's business and stakeholders.

The roots of CITGO go back to the founding of Cities Service in 1910. From those early days, through the creation of CITGO Petroleum Corporation (CITGO) in 1983 and up through today, CITGO has nurtured a company that has become a leading organization in the industry. In addition to establishing a community of families, neighbors, coworkers and suppliers, CITGO is a company where generations of the same family work together and employees share a sense of belonging to, and caring for, something larger than themselves. As mainstays in the communities in which it operates, caring is embedded into the CITGO culture.

Creating a positive social impact that goes beyond economic benefits is fundamental to the company's philosophy. CITGO understands that it prospers when society prospers. As such, social impact, environmental stewardship and volunteerism are ingrained in the company's business culture. CITGO

is committed to bringing the full breadth of our resources and capabilities to address societal challenges and to help our communities prosper. As a company of individuals and families, it believes in the power of communities and the people who live in them.

Every day, CITGO works to build a sustainable and resilient company for the people it employs and the communities in which it operates. As you will see from this report, CITGO is proud to describe the actions and accomplishments that reflect our commitment to its communities and its larger social responsibilities.



## COMPANY PROFILE

CITGO is an enduring American success story with roots stretching back 100 years.

With approximately 3,400 employees and 1900 contractors and 749,000 barrels per day (bpd) of total crude oil capacity, we operate three highly complex crude oil refineries located in Lake Charles, Louisiana; Lemont, Illinois; and Corpus Christi, Texas. Our expansive network of 48 owned or operated petroleum product terminals distributes CITGO products across major regions of the United States.

CITGO petroleum-based products are used by many consumers across several industries. For example, CITGO works directly with airlines to provide jet fuel, and a broad range of manufacturers and industrial complexes use CITGO petrochemical and industrial products. CITGO also produces industrial lubricants that are used in the agricultural and automotive industries. The company markets fuels through nearly 5,300 independently owned or operated branded distributors. In 2017, CITGO sold approximately 13.6 billion gallons of refined products directly to industrial consumers through our network of distributors.

## CITGO TERMINALS AND PIPELINES



CITGO Terminal Facilities and Pipelines (TFL) has one of the most extensive networks of terminals in the country, with a total storage capacity of more than 22 million barrels. Our terminals store and distribute petroleum products, such as gasoline, diesel, heating oil and jet fuel, in strategic locations across the United States.

The 2017 CITGO CSR Report details our calendar year activities. For supplemental information and resources, visit [www.citgo.com/csr](http://www.citgo.com/csr). For an explanation of the boundaries and reporting frameworks used in producing this report, please visit [www.citgo.com/2017csrIndex](http://www.citgo.com/2017csrIndex).

## INDEPENDENT MARKETERS AND RETAILERS



CITGO provides quality service and petroleum products to a wide customer base through our network of nearly 5,300 locally branded retail outlets. CITGO supplies TriCLEAN® gasoline, diesel fuel and nearly 500 lubricant products to independently owned or operated marketers and retailers. While our network of CITGO marketers and retailers supports organizations that align with our corporate focus areas, each partner can also localize attention that is specific to their community.

## CORPORATE GOVERNANCE AND ETHICS



### RESPONSIBLE GOVERNANCE

CITGO is guided by a solid governing structure and a compliance program that is supplemented by an independent compliance committee to ensure our business runs in accordance with all laws and regulations. We are built on a foundation of caring that is evident throughout our entire business life cycle. Each day we weigh our decisions to ensure we're upholding our ethical standards. With every action, policy and procedure, we aim to deliver on our promise of corporate responsibility and accountability.

We strive to maintain the trust and confidence of our customers and stakeholders as well as everyone affected by our operations. Our company culture ensures that every CITGO employee understands and embraces

our standards of conducting business. All employees are required to take compliance and regulatory training in order to preserve the CITGO reputation. Additionally, we have numerous methods available to our employees to confidentially disclose any issues of concern.

Our compliance team uses a host of methods to ensure compliance. These methods include, but are not limited to, screening vendors and customers against international sanctions and watch lists to ensure compliance with the laws. These methods, combined with our core values, will ensure that CITGO maintains its long-standing history of success and commitment to conducting business with uncompromised honesty and integrity.

## Key Company Statistics

APPROXIMATELY

# 13.6

BILLION GALLONS OF  
REFINED PRODUCTS  
SOLD IN 2017

# 749,000

BPD OF TOTAL CRUDE  
OIL CAPACITY

# 3

HIGHLY COMPLEX  
CRUDE OIL REFINERIES

# 48

OWNED OR OPERATED  
PETROLEUM PRODUCT  
TERMINALS

## GENERATIONS WORKING TOGETHER

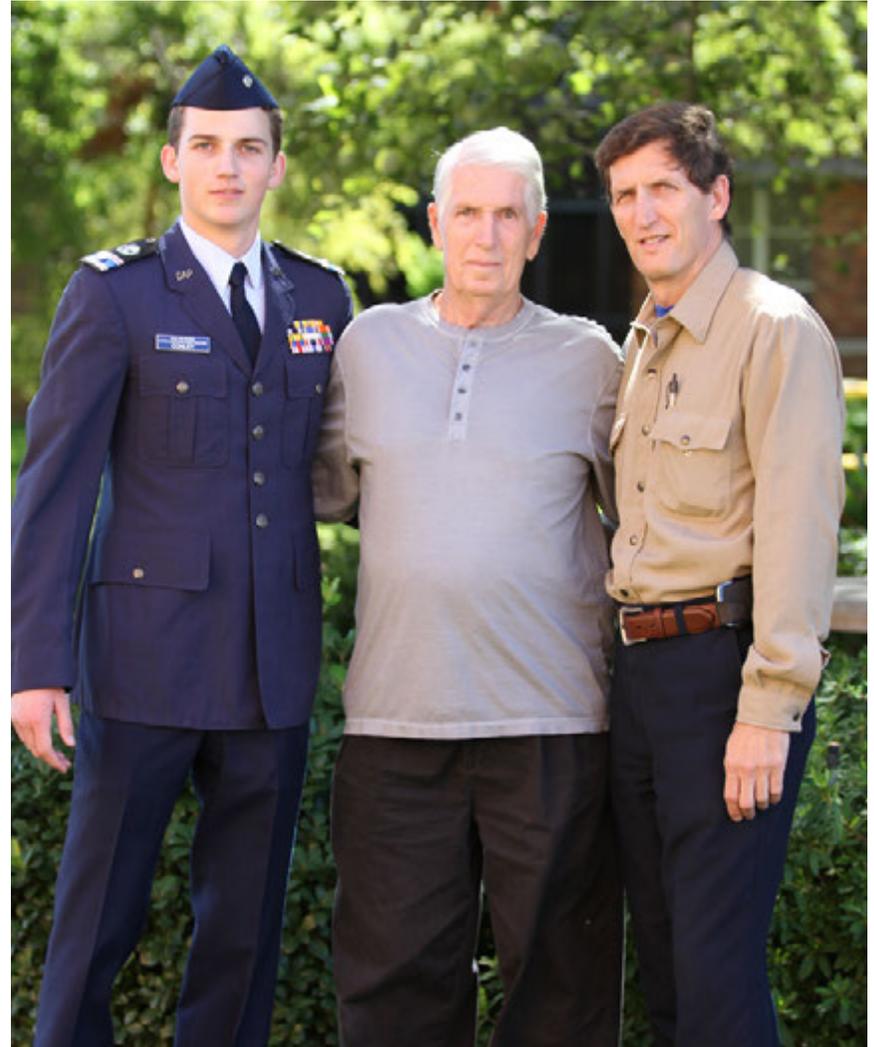
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In the Conley home, like many households in Lake Charles, CITGO was a common name. As a boy, John Conley remembers his father, John F. Conley Sr., preparing for work every day at the refinery along the banks of the Calcasieu Ship Channel. John Sr. joined CITGO in 1959 in Operations and worked his way up to Shift Supervisor before retiring in 1998.

At dinnertime, John and his brother, Jim, would listen to their father's stories of the incredible machinery that helped refine the oil and how their father worked alongside their neighbors to transform crude oil into the jet fuel and gasoline that were shipped across the country. John found the sheer size of the facility and the technology that was used to run it mesmerizing.

Like many youngsters in Lake Charles, the refinery would have a great impact on John's future. When John graduated with his engineering degree, he was ready to follow in his father's footsteps. He began working in engineering at CITGO, and now, some 30 years later, he is the strategic planning, process development manager at the Lake Charles Refinery. Like his father, John has spoken to his children many times about the refinery and the value it has in their community and beyond. As part of giving back to their community, John and his family have enjoyed volunteering with TeamCITGO through the years.

John's brother was also spellbound by the stories his father told of the refinery. Some 25 years ago, Jim started at CITGO as a temporary helper, doing a range of jobs at the facility before being offered a full-time position in operations where he works today. The affinity for the company runs deep in the Conley family. In fact, John's son (pictured at right with John Sr. and John Conley) also worked at CITGO as an intern several years back. While many companies today experience a quick turnover of personnel, CITGO is unique in having members of the same family build lasting careers with the company. "There's a camaraderie here that I don't know exists in other organizations," said John. "Even though we may not all be blood related, we are a CITGO family."



The Conley family is one example of three generations that worked at a CITGO refinery.

# COMMUNITY

## A Lifelong Relationship

“Our good-neighbor culture really resonates at CITGO and also factors into our multigenerational dynamic.”

**ART KLEIN**

VP Refineries

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

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

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



## ECONOMIC IMPACT



Since its founding in the early 1900s, CITGO has been a vital part of its communities. We live where we work, we recruit and hire locally and we are committed to building local capacity in our supply chains. We have approximately 3,400 employees and 1900 contractors working at our Lake Charles, Corpus Christi and Lemont refineries as well as our Terminals and Pipelines operations and corporate location. Also, approximately 5,300 locally owned or operated CITGO retail outlets provide approximately 46,000 jobs to hardworking people in their communities and generate local, state and

federal taxes that support important programs across the nation.

We invest time and resources to help our local suppliers meet our high standards of quality and ethics. All of our social investments in local suppliers are underpinned by our core principles of being rooted in the communities where we work. These principles serve as a positive force in the community and enable us to remain accountable to others.

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

APPROXIMATELY  
**5,300**

INDEPENDENTLY OWNED  
OR OPERATED BRANDED  
DISTRIBUTORS

APPROXIMATELY  
**3,400**  
EMPLOYEES

APPROXIMATELY  
**1,900**  
CONTRACTORS

## THE UNITED WAY

The United Way has been a big part of the CITGO culture for the last 42 years. Each year, our refineries have fundraising events that raise hundreds of thousands of dollars for the United Way in our local communities. We are proud of our roots in supporting the United Way. Lake Charles employees

have been contributing since 1975, and Corpus Christi and Lemont employees have been contributing since 2009 and 1998, respectively. In 2017, CITGO refineries raised \$300,000 through employee contributions, corporate donations and fundraising events.

### 2017 UNITED WAY CONTRIBUTIONS TOTALED \$300,000



## TeamCITGO



Across CITGO, employees, retirees, contractors, families, friends and neighbors come together to fuel community engagement, fundraising and volunteer-focused efforts as TeamCITGO. In 2017, the Team tracked almost 9,300 volunteer hours for worthy causes and organizations.

“CITGO employees have a strong sense of responsibility in their communities.”

**LARRY ELIZONDO**

GM Community Relations, Corporate Social Responsibility and Legislative Affairs

## MUSCULAR DYSTROPHY ASSOCIATION (MDA)

As the MDA's largest corporate sponsor, CITGO has raised more than \$230 million since 1986 to help provide health care services and support to MDA families nationwide.

### MDA SHAMROCKS

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

At CITGO, community means caring about our work, our colleagues and our place in the world. As a company of communities, we support programs and initiatives for each CITGO location that reflect the issues that are most relevant to its community.

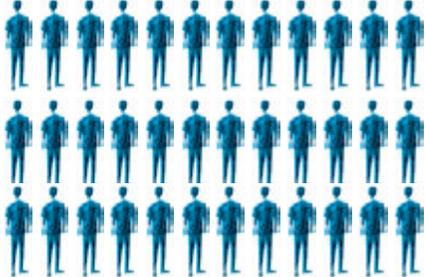


## 2017 REFINERY HIGHLIGHTS

### LAKE CHARLES

In 2017, the Lake Charles Refinery hosted the annual CITGO MDA Golf Classic — the largest single-day fundraiser for the MDA in the state of Louisiana — raising \$440,000 for the organization. All funds from the event go toward comprehensive program services and research to improve the lives of the 860 children and adults served by the MDA in Southwest Louisiana. The funds raised are also used to send approximately 100 local children with neuromuscular diseases to the MDA's summer camp.

Muscular Dystrophy  
Golf Classic raised **\$440,000**



Proceeds go toward  
research to improve the  
lives of 860 children  
and adults.



### CORPUS CHRISTI

Employees at the CITGO Corpus Christi Refinery were able to experience firsthand what their efforts with the MDA have accomplished last year. In recognition of the refinery's support, the MDA invited employees from the Corpus Christi Refinery to "Sponsor Day," which is held at the annual MDA summer camp in Camp Aranzazu near Rockport, Texas. During this special event, CITGO employees toured the camp, participated in activities and met the campers they sponsored. For more than 60 years, the MDA has sent thousands of young people with mobility challenges to weeklong camps around the country. MDA campers get to experience a community not only adapted for them, but also one that allows them to be independent and to build lifelong friendships.

## 2017 REFINERY HIGHLIGHTS



### LEMONT

The Lemont Refinery holds seasonal fundraising events each year to support the MDA's life-saving research and social services programs. Some of these events include the Shamrock bowl-a-thon in Romeoville. This year's shamrock-themed event was held in March and brought together a total of 46 local businesses — raising over \$77,000 for the organization. A portion of the dollars raised from the bowl-a-thon goes to support the local MDA Summer Camp.

The bowl-a-thon is one of the annual fundraisers held by the CITGO Lemont Refinery. The Refinery also plans a golf outing, supports the Chicago Muscle Team — where Chicago's professional athletes donate their time to help the MDA — and organizes an annual "Fill the Boot" day with CITGO and local municipal firefighters to raise funds and show their support for the MDA.

In 2017, the Lemont Refinery raised over \$1.16 million to benefit the MDA and to raise awareness, support and services for Illinois families living with debilitating muscular diseases.

## LABOR

# Our People, Our Strength

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

## TRAINING

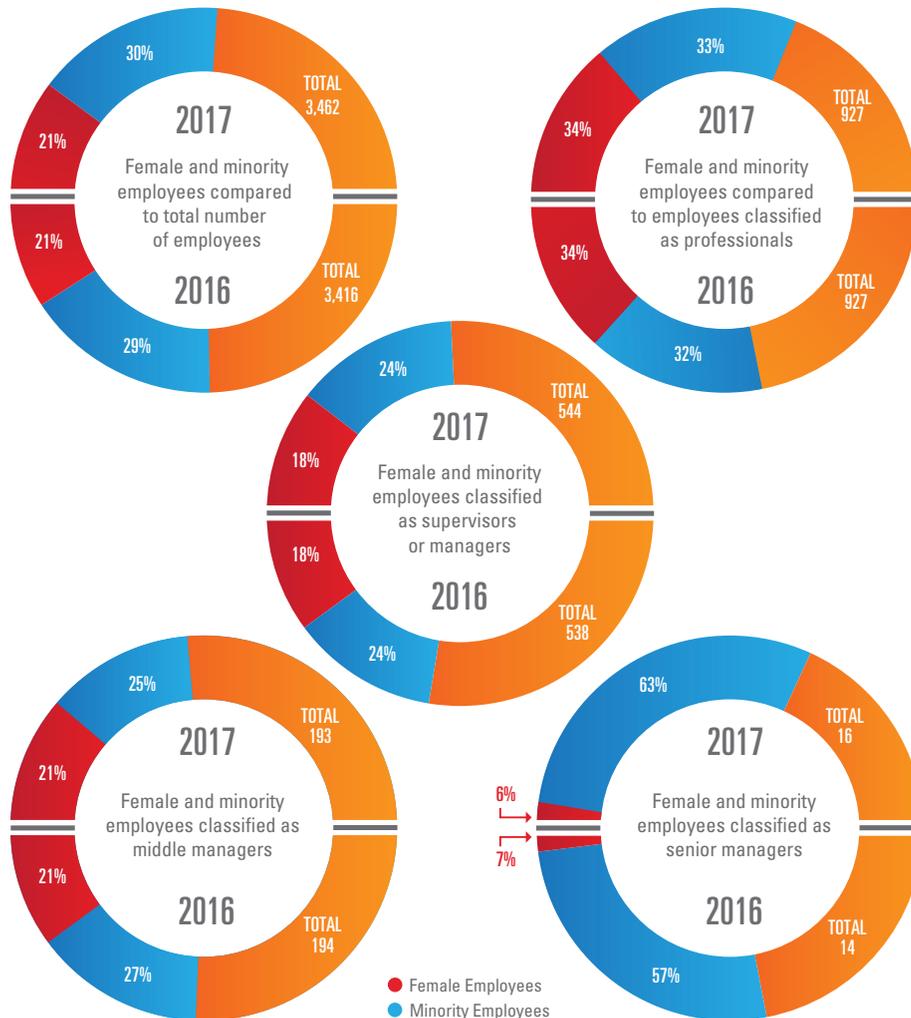
CITGO seeks to develop, engage and retain employees throughout the employee life cycle by way of voluntary employee development programs, such as our “LAUNCH” onboarding for new hires, our “REFINE” program for individual contributors and our “LEAD” program for managers and supervisors. We believe that extending these training opportunities to our work force benefits everyone. We also offer an educational reimbursement program for employees where expenses for associate’s, bachelor’s and master’s degrees are fully reimbursed, provided the degrees align with their job skills at CITGO.



## DIVERSITY AND INCLUSION

CITGO Human Resources handles personnel issues and ensures that all matters comply with applicable employment laws and standards. With the aid of immigration attorneys, Human Resources also administers the sponsorship of international employees and manages their legal requirements.

### WORKPLACE DIVERSITY 2016 – 2017



## RECRUITMENT AND RETENTION

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

### STAFFING LEVELS 2015 – 2017

#### EMPLOYEES

| Year | Corporate/Corporate Field | Corpus Christi | Lake Charles | Lemont | Total |
|------|---------------------------|----------------|--------------|--------|-------|
| 2017 | 1,245                     | 545            | 1,111        | 561    | 3,462 |
| 2016 | 1,231                     | 527            | 1,112        | 546    | 3,416 |
| 2015 | 1,277                     | 545            | 1,132        | 536    | 3,490 |

#### CONTRACTORS\*

| Year | Corporate/Corporate Field | Corpus Christi | Lake Charles | Lemont | Total |
|------|---------------------------|----------------|--------------|--------|-------|
| 2017 | 67                        | 661            | 719          | 526    | 1,973 |
| 2016 | 77                        | 384            | 623          | 405    | 1,489 |

● Corporate/Corporate Field ● Corpus Christi ● Lake Charles ● Lemont ● Total

\*Contractor staffing levels are not available for 2015.

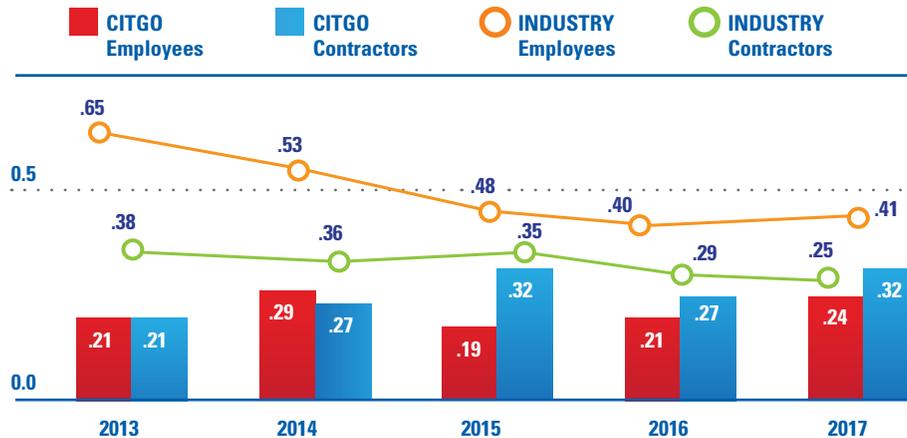
### WORKFORCE DEMOGRAPHICS 2015 – 2017

#### BY AGE GROUP

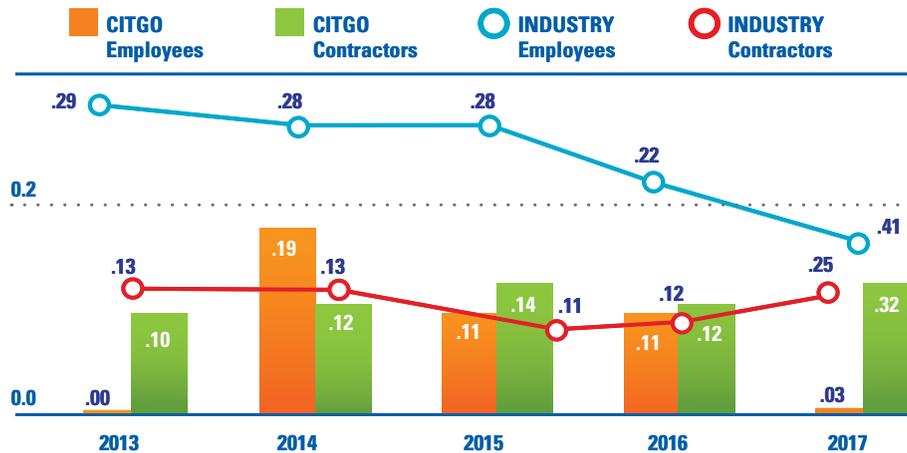
| Year | >24 | 25 – 34 | 35 – 44 | 45 – 54 | 55 +  | TOTAL |
|------|-----|---------|---------|---------|-------|-------|
| 2017 | 33  | 621     | 796     | 806     | 1,206 | 3,462 |
| 2016 | 45  | 577     | 738     | 843     | 1,213 | 3,416 |
| 2015 | 61  | 599     | 719     | 883     | 1,228 | 3,490 |

# HEALTH AND SAFETY

## TOTAL RECORDABLE INCIDENT RATE



## DAYS AWAY, RESTRICTED OR TRANSFER RATE



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



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

CITGO employee Days Away, Restricted or Transfer Rate excludes a 2015 fatality that is captured in the company's internal Lost Work Day Case Rate (0.11).



## I OWN SAFETY

At CITGO, safety is the responsibility of every employee, every day. Our “I Own Safety” initiative began in Lake Charles to increase participation and ownership in employee safety. We have continued to build on this program to help ensure our employees remain engaged and involved in taking responsibility for their safety while they adhere to the principles of risk management. This program recognizes employees who identify hazards and report near misses that could affect their

own personal safety as well as that of other employees and overall operations. We understand that success depends on providing safe and healthy workplaces for all of our employees. For that reason, each CITGO site has a volunteer group of people working specifically on safety concerns. These groups focus on developing activities that enable our work force to remain proactive about safety so we can ensure that safety is at the forefront in everything we do for years to come.

## OUR SEVEN SAFETY PRINCIPLES

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

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

“At CITGO our achievements are attributed to strong leaders who foster teamwork and reward team players.”

**JERRY DUNN**

Lake Charles Refinery  
VP & GM

## LIFE-CRITICAL RULES OF SAFETY

Our long-term success is based on the safety of our employees, our contractors, our operations and our communities. We acknowledge this imperative as a core corporate value that is inherent in every business decision we make. Our Life-Critical Rules of Safety are a set of 10 rules that highlight actions individuals can take to protect themselves and others.

Implementing the Life-Critical Rules of Safety helps us ensure an ongoing focus on the most important protective measures to avoid serious workplace injuries or death. The Life Critical Rules of Safety play a key role in shaping our decision-making and are focused on reducing risks of serious incidents while workers are performing critical activities. At CITGO, we continue to drive toward zero incidents and injuries every day. This is an ambitious goal that the Life-Critical Rules of Safety help us achieve.

- 1 Obtain a valid work permit.
- 2 Conduct a 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 to prevent falls.
- 8 Stay out of the line of fire.
- 9 Obey all driving rules.
- 10 Stop any job if risk(s) can't be controlled.



### DRIVING TOWARDS ZERO

To maintain a unified safety culture and to deliver superior performance, CITGO believes in having dedicated and engaged personnel, including leadership, employees and contractors. Our "Driving Towards ZERO" initiative helps make safety a core value across the entire organization. This company-wide campaign covers a variety of safety-related themes to prevent injuries, illness and incidents at work and at home.

## 2017 REFINERY HIGHLIGHTS

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### LAKE CHARLES

In recognition of its commitment to safety and environmental stewardship as well as its diligence to act as a socially responsible company in Southwest Louisiana, the Lake Charles Refinery received the Pelican Award from the Louisiana Mid-Continent Oil and Gas Association (LMOGA) at the organization's annual meeting in New Orleans in March 2017. This prestigious recognition is given to a member company in the state of Louisiana that has demonstrated outstanding achievement and commitment to the oil and gas industry, the community and the environment.

### CORPUS CHRISTI

The safety performance of the CITGO Corpus Christi Refinery is among the best in the nation. In 2017, CITGO employees received a special safety pin, commemorating last year's remarkable Safety Index of 0.10. Staff at the Corpus Christi Refinery routinely participate in leadership roles in the Local Emergency Planning Committee (LEPC). When an industry official issues a notification through the Reverse Alert System, all community participants receive a text, phone call or e-mail alert. Participation in LEPC has helped us create a positive and transparent relationship with our neighbors and our community.

### LEMONT

In September of 2017, the Lemont Refinery reached a safety milestone by achieving more than 13 million work hours without a Lost Workday Case (LWDC). By the end of the year, the refinery extended that run to 14,730,005 workplace hours. This accomplishment is special to us, not because we've reached a new record in safety for the refinery, but because it means that we are upholding our number-one value of protecting the people who work in, or visit, our facility by sending them home each day in the same healthy condition that they were in when they entered.

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“Lemont has had an extended run of good safety and environmental performance, which isn't by accident. If there's an issue, we will shut down equipment and address it.”

### MICHAEL MEE

Lemont Refinery  
Environmental Manager

# HURRICANE HARVEY

## Put to the Test Like Never Before

In the late summer of 2017, employees in Houston, Lake Charles and Corpus Christi looked to the sky to see ominous clouds circulating above. A tropical storm was predicted to hit the Gulf Coast in the next few days. Given our locations, CITGO was used to these types of forecasts. As a result, CITGO facilities located near coastal Texas and Louisiana already had hurricane preparedness plans in place to protect their people and operations.

But this was no ordinary storm. When Hurricane Harvey hit the Gulf Coast, it unleashed an incredible force of nature and devastation. The eye of the storm swept ashore with 130-mile-per-hour winds and torrential rainfall that wreaked havoc on the coastal communities in its path. Within an hour of making landfall, there were reports of major damage in Corpus Christi. Strong winds tore off roofs, exterior walls and fences. The winds also demolished homes, uprooted trees and damaged power lines, business facilities and public infrastructures. Although there was no damage to the building, Houston's CITGO headquarters would soon experience the catastrophic effects of Harvey.

But CITGO is no ordinary company. Being prepared for hurricanes is paramount for us. As a result of the lessons learned from Hurricane Katrina in Louisiana and Hurricane Rita, which affected our Lake Charles Refinery, CITGO was prepared and ready. Each CITGO location quickly mobilized, closing down affected plants and terminals, and communicated with employees across the organization through e-mails, telephone calls and in-person communications. Nothing was more important than the safety of our employees and our communities. Coworkers helped coworkers. Management rolled up its sleeves, side by side with refinery workers. And everyone looked out for each other.

CITGO took swift action during this devastating event to help its employees and the greater needs of the community by issuing emergency funds to first responders and offering immediate financial support to its employees to help rebuild their affected communities.



## A SPIRIT STRONGER THAN HARVEY



In Corpus Christi and Houston, the lives of countless CITGO employees were forever changed by Hurricane Harvey. Of the hundreds of thousands of homes damaged by the hurricane, many were owned by CITGO employees. TeamCITGO jumped in immediately to help employees “muck and gut” their homes after the flood.

With so many people left without a home or basic necessities, CITGO quickly created an Emergency Funds program for all affected employees. To qualify for this program, CITGO employees only had to provide a photograph of the damage to their homes. Any qualifying employee whose home was damaged was

immediately provided \$10,000 to help with food, temporary lodging and home repairs.

To further assist its employees, CITGO set up a process where qualifying employees could choose the necessities they needed most from Amazon and receive them right away. In addition, CITGO offered its employees no-interest loans of up to \$15,000.

To date, CITGO has committed to donating nearly \$11 million for Hurricane Harvey relief.

“When we’re talking about our mission, vision and values, people are our highest priority. We do our best to make resources available to support them.”

**CHRIS NEWCOMB**  
GM HSSE



## AN IMMEDIATE AND INSPIRING COMMUNITY RESPONSE



CITGO allocated \$500,000 immediately to the Coastal Bend Community Foundation (CBCF) in Corpus Christi as an emergency fund to support the community. CITGO also contributed to Corpus Christi's immediate relief efforts by donating potable water and 9,000 gallons of fuel to local power plants and volunteer organizations that were helping with industry-specific cleanups.

A few days after Harvey's landfall, TeamCITGO volunteers spent the day in Rockport — a nearby coastal town that was badly damaged from where the storm moved inland — passing out meals to residents and first responders. TeamCITGO volunteers also spent the week delivering fuel for the generators that were needed to clean up the community. In Houston, CITGO donated more than 12,000 gallons of fuel to law enforcement, firemen and first responders.

CITGO also donated \$3 million to the Greater Houston Community Foundation (GHCF) to provide immediate



aid to affected residents in and around Houston. The donation helped ensure that local first response teams could continue their relief efforts. The donation was part of an overall fund of \$5 million that CITGO set aside to provide aid to those affected by the hurricane in the Coastal Bend, Houston and Southwest Louisiana areas.

In early 2018, CITGO announced that it would be donating up to \$6 million to the Houston nonprofit Rebuilding Together Houston so it could repair up to 300 homes in Houston's Independence Heights community. With a goal of repairing 100 homes per year over a three-year period, CITGO is strengthening its relationship with this nonprofit that repairs low-income homes in the Houston area at no cost to the families. CITGO also partnered with Habitat for Humanity Texas and donated nearly \$1.4 million to restore approximately 25 homes in the Coastal Bend region.



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“We’re a family at CITGO. Our response following Hurricane Harvey really exemplified our caring for each other and our resilient spirit. I am proud of our people and how they looked after each other under these incredible circumstances.”

**JIM TANCREDI**  
Lemont Refinery  
HSSE Manager

## CITGO EMPLOYEES RALLY TO THE RESCUE

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With Hurricane Harvey pummeling Southeast Texas and Southwest Louisiana, employees at the Lake Charles Refinery — no strangers to devastating hurricanes — took action. Utilities energy engineer Winston Ebarb, pictured at right, was one of those first responders, together with fellow Lake Charles employees David Vogel, Erich Potthast, Jonathon Vogel, Stephen Carrier and Edgar Roncancio. The team sent a request for help from CITGO who responded with all the material needed from the Lake Charles warehouse. There, CITGO employees packaged the material and loaded it onto their pickup trucks. The group then left at 6:00 a.m. to reach the Bevel Oaks community, some 15 miles northwest of Beaumont, Texas, where the homes of Rick Davis and Rusty Mosely were flooded and needed assistance. The CITGO team mucked out both homes at Bevel Oaks and returned to Beaumont the next day to muck out a home of a non-CITGO employee.



It didn't matter that the people Winston and the team were helping were strangers. These people were part of the community. And that means everything at CITGO.



## APPLYING LESSONS LEARNED

Every year, CITGO reviews lessons learned from past hurricane seasons and incorporates these findings into its current best practices to help make its future plans stronger. CITGO also better prepares the refineries and supply chain should a hurricane affect one of its regions in the future. After Hurricane Harvey, the CITGO Corpus Christi Refinery reviewed lessons learned from the impact in the Coastal Bend region as well as the Houston area. Due to the severe flooding experienced, CITGO has implemented contingency plans for other services and resources so it can be better prepared should this type of event occur again.



## HELPING OUR COMMUNITIES RECOVER

To help those afflicted by Hurricane Harvey's devastating path and to assist in the recovery process, CITGO reached out to communities with the following donations and critical supplies:

### HOUSTON



Replacement of damaged school supplies for the Houston, Alief and Spring Branch Independent School Districts (ISDs)



12,000+ gallons of fuel donated for law enforcement, firefighters and other first responders



\$3 million in funds to the Greater Houston Community Foundation (GHCF) to provide immediate aid to affected residents



\$6-million donation to the nonprofit organization, Rebuilding Together Houston

### COASTAL BEND



3,300 gallons of potable water donated to area residents



9,000 gallons of fuel donated to local power plants and volunteer organizations helping with corporate or industry cleanups



\$500,000 in funding to the CBCF for shelter and temporary housing, food and supplies, health care and transportation for families



A donation of nearly \$1.4 million to the nonprofit organization, Habitat for Humanity Texas

# ENVIRONMENT

## Leading by Example

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

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

Exceedances are managed immediately. And when necessary, we shut systems down while our crews manage the situation. To stay on top of best practices, we issue company-wide rescue response drills, rotating across our sites every three years, to allow our crews to learn from one another and to engage local stakeholders in our rescue response process.

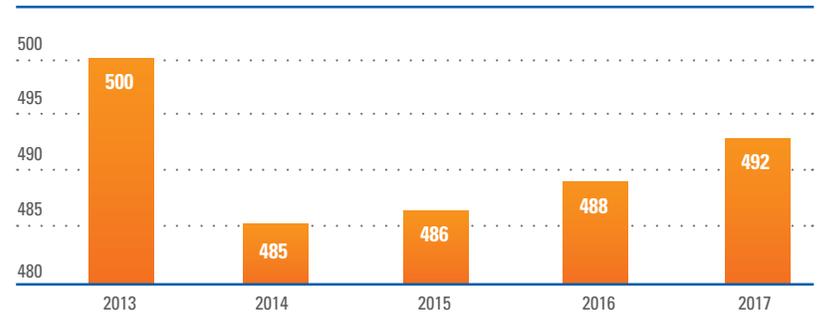
All of our efforts are closely tracked and monitored. We use this data to suggest changes, such as capital improvement projects, which are aligned with our five-year strategic plans.

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

## Energy Use, Air Emissions and Greenhouse Gas Emissions

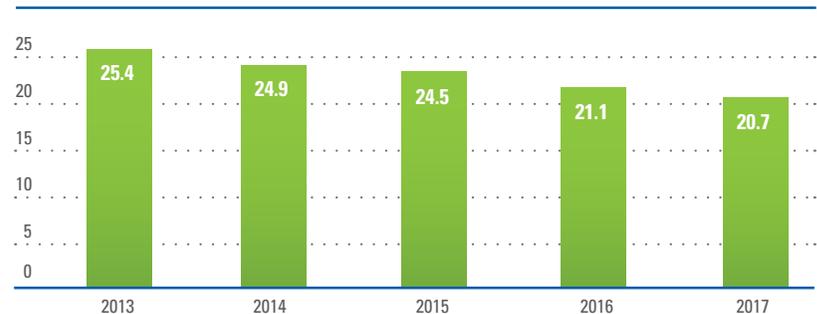
Toward regulatory compliance with air quality standards, CITGO regularly reports all significant greenhouse gas emissions by site.

**ENERGY USE AT REFINERIES**  
ENERGY USE; THOUSAND BTUs PER BARREL THROUGHPUT\*

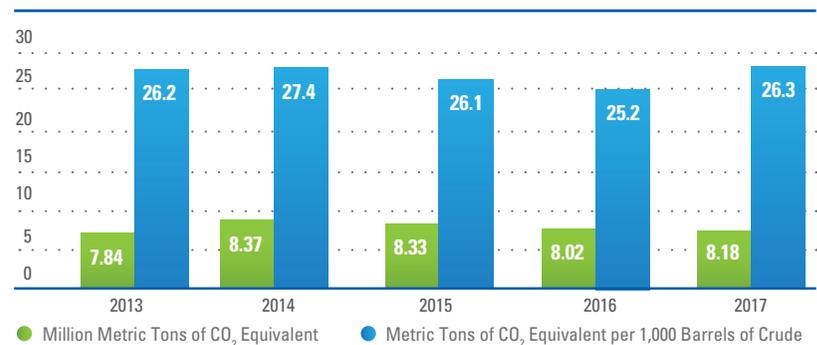


\*Total BTUs of energy used, including purchased steam, electricity and natural gas per barrel of oil processed

**AIR EMISSIONS FROM REFINERIES**  
METRIC TONS/MILLION BARRELS OF THROUGHPUT



**GREENHOUSE GAS EMISSIONS FROM REFINERIES**



## CARING FOR OUR COAST



CITGO launched "CITGO Caring for Our Coast" in 2014, which is a company-wide environmental conservation and restoration campaign. This campaign celebrates the resilience and recovery in the areas that were devastated nearly a decade ago by Hurricanes Katrina and Rita. In 2017, CITGO was the



Gulf Coast sponsor for National Estuaries Week with Restore America's Estuaries. The CITGO small grants programs supported small local organizations and community groups to help restore the Gulf Coast in September of 2017.

In 2017, 9,681 volunteers donated 39,810 hours in 171 restoration, conservation and education events. CITGO supported 11 non-profit organizations whose work resulted in:

# 1,919

ACRES OF LAND RESTORED OR ENHANCED

# 32,462

TREES, SHRUBS AND GRASS PLUGS PLANTED

# 132,227

POUNDS OF TRASH COLLECTED

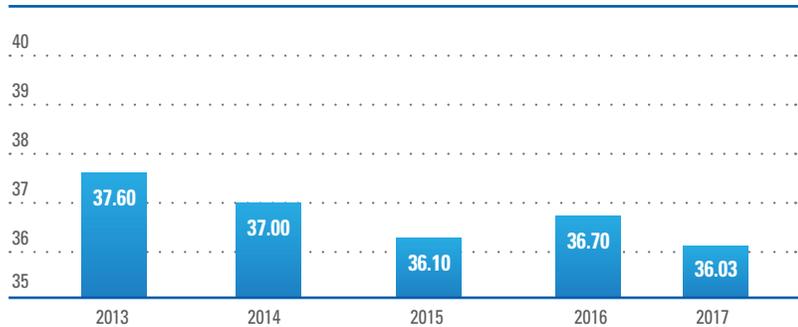
# 853

MILES OF SHORELINE CLEANED

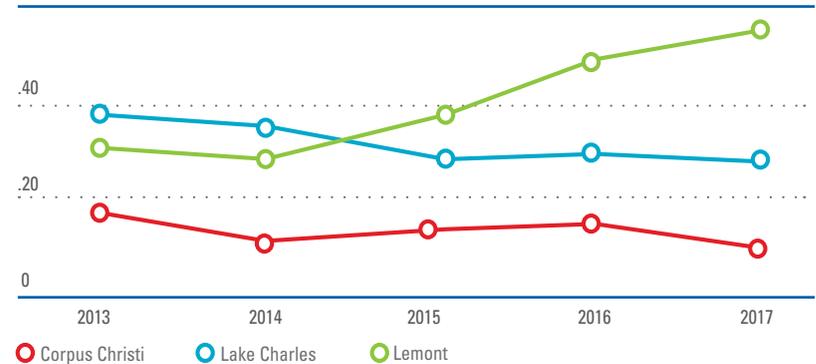
## Water Use and Hydrocarbon Discharge

Towards protecting waterways, we are committed to cleaning 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 USE AT REFINERIES**  
GAL/BBL



**HYDROCARBON DISCHARGE AT REFINERIES**  
METRIC TON/MMBBL



“It’s a privilege for CITGO to operate in Will County. We established the Odor Alert Network here, working with industry, government and nongovernmental agencies. Every quarter, our Community Awareness and Emergency Response (CAER) committee holds stakeholder meetings to update everyone about what’s being done at the facility. We listen to their concerns and provide information to the community.”

**JIM CRISTMAN**  
Lemont Refinery  
Retired VP & GM

## TERMINALS AND PIPELINES

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

## 2017 REFINERY HIGHLIGHTS

### LAKE CHARLES

As a responsible and conservative water consumer, the CITGO Lake Charles Manufacturing Complex has reduced its water usage from 2005 to 2017 by 95% through water conservation initiatives within the refinery. In addition, teams at the facility have found a way to improve performance in the furnaces by freeing up coke in the piping without having to shut down the units. The teams have already submitted patents for this new process. Various CITGO sites and internal auditors review the data to validate the aggregate annually, which is then verified by a third party. Afterward, the refinery shares its findings with regulatory agencies.



### CORPUS CHRISTI

The Corpus Christi refinery produces, for local retail outlets, low Reid Vapor Pressure (RVP) gasoline that reduces ozone-producing volatile organic compounds (VOCs). Additionally, CITGO has been an active participant in the Corpus Christi Air Quality Committee and has helped develop and implement the voluntary Ozone Flex agreement. This was formed to reduce VOC and nitrogen oxide (NOx) emissions, both of which contribute to the formation of ozone in the community. Over the past several years, we have reduced our NOx and VOC emissions by more than 50%. Corpus Christi is often affected by water restrictions as a result of droughts and water shortages. To prepare for this, the refinery has a plan in place that will reduce its water consumption by 15% during periods of water restriction by implementing short-term process improvements throughout the refinery.

### LEMONT

At our Lemont Refinery, current standards call for a third-party auditor to evaluate the Leak Detection and Repair (LDAR) program every two years. During our last audit in March of 2017, the lead auditor determined that the refinery's LDAR program not only exceeded industry standards but was also among the best they have audited. The refinery entered into an agreement with the Environmental Protection Agency (EPA) in 2017 and agreed to invest approximately \$42 million to further reduce air emissions. Because the refinery sits alongside the Chicago Ship Canal, a body of water that the EPA is working to improve, we agreed to reduce our use of rock salt by 27% over a four-year period to reduce chlorides in the canal. To address this, our Maintenance Department implemented new measures to reduce the refinery's usage, including pretreating areas with brine and increasing the mechanical removal of snow and ice. Compared to our baseline, the refinery has already reduced sodium chloride levels by 75%.



## EARTH KEEPERS



The CITGO “Earth Keepers” initiative, an environmental action program launched by CITGO and community partners, reinforces the importance of caring for the environment by rewarding green behavior at schools. In early 2017, representatives from the CITGO Earth Keepers initiative planted trees for four days at local schools to recognize participating students and teachers. Currently, there are 24 schools participating in this initiative. Program partners include CITGO Lake Charles, Stine Lumber in Sulphur and Lake Charles, the cities of Lake Charles and Sulphur, CSE Federal Credit Union in Moss Bluff, McNeese State University and the United Way of Southwest Louisiana in Lake Charles.

### EMBRACING BIODIVERSITY

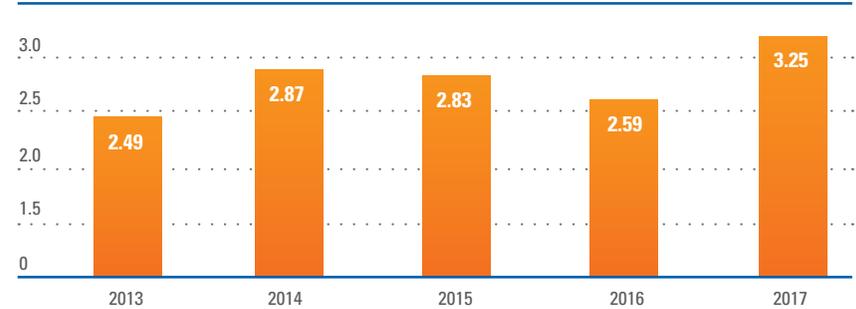
Because we are close to Corpus Christi Bay, our Corpus Christi facility has processes in place to protect the adjacent waterway and wetlands to reduce the environmental impact from the facility. The municipal water we use is under permit, and it is tested, metered and tracked prior to discharge.

## 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 DISCHARGES FROM REFINERIES

TRI POUNDS, MILLION

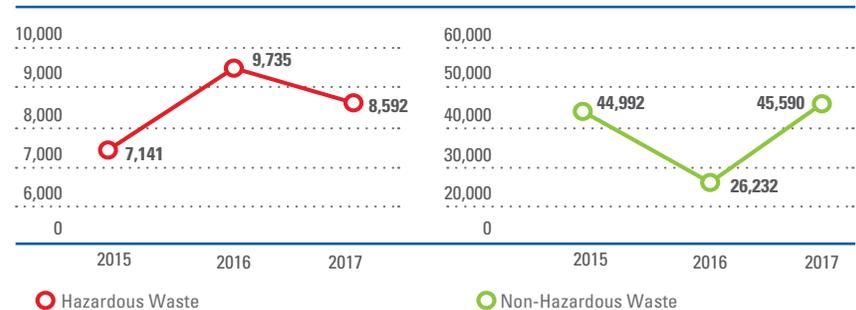


## Waste

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

### TOTAL HAZARDOUS AND NON-HAZARDOUS WASTE FROM REFINERIES

METRIC TONS



# BACK TO NATURE: THE RESTORATION OF PETTY'S ISLAND



Jutting out onto the Delaware River near Camden, New Jersey, stands Petty's Island. For centuries, the island was used for farmland and was home to wildlife. By the early 1900s, Petty's Island became a prime spot for Cities Service, and later CITGO, to set up shop. For almost a century, the island served as an industrial site.

By 2000, CITGO had shut down its operations on the island, yet it still maintained ownership. The Pennsauken Township had plans to bring a \$1 billion mixed-use development to the island, including some 700 dwellings, retail stores, a hotel and a golf course. However, when two bald eagles were spotted on the island, development plans came to a halt with CITGO exiting the deal with the developer.



On Earth Day 2009, CITGO donated the island to the New Jersey Natural Land Trust with a conservation easement. In addition, CITGO set up a \$2 million fund for the trust and provided another \$1 million to create a visitor's center on the island. The last industrial and shipping operations are scheduled to end in early 2018. CITGO will finish its remediation efforts over the next three years before it finally hands Petty's Island over to the trust. Once fully restored, Petty's Island will provide amazing opportunities for visitors to learn about its natural diversity and fascinating history.



# EDUCATION AND SOCIAL INVESTMENT

## Building Futures

According to the U.S. Department of Commerce (DOC), over the last 10 years, jobs in Science, Technology, Engineering and Mathematics (STEM) grew three times as fast as non-STEM jobs. Additionally, STEM workers commanded higher wages, earning 26% more than their non-STEM counterparts.

CITGO recognizes the generational gap of refinery workers. Excellence in our industry depends on being able to recruit qualified STEM practitioners. To address this gap, CITGO is committed to generating talent within the community by investing in programs that elevate local potential. In keeping with this, CITGO provides skills-development opportunities and scholarships to its employees while investing in philanthropic works that benefit others in the community.

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“Social responsibility involvement is a big reason why marketers choose to go with CITGO.”

**KATE ROBBINS**

GM Corporate Communications



## STEM TALENT PIPELINE

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The CITGO STEM Talent Pipeline program partners with educational organizations near the company’s operational areas. The program promotes the importance of STEM education in our communities and highlights the numerous pathways to rewarding careers, including those in the energy industry. The program provides grants to schools and educational organizations to support those programs that increase student interest, retention and graduation rates, particularly at the high school and post-secondary levels. The program also supports those organizations that prepare students for STEM courses at technical institutions and universities.

Through the CITGO STEM Talent Pipeline program, the company actively supports the academic exploration of STEM education in the schools near its refineries in Corpus Christi, Lake Charles and Lemont. Since the CITGO Innovation Academy’s inception in Corpus Christi, nearly 800 students have gone through the pipeline, many of them becoming engineers, computer scientists and professionals in other STEM fields. In 2017, the Lake Charles and Lemont refineries began planning to launch innovation academies in their regions.

## 2017 REFINERY HIGHLIGHTS



### LAKE CHARLES

As part of the CITGO STEM Talent Pipeline program, the Lake Charles facility partnered with the Calcasieu Parish School Board (CPSB) and McNeese State University to bring STEM education to young minds through a hands-on learning experience called Engineering is Elementary (EiE). This program provides opportunities for students to learn concepts, generate ideas and solve problems that are very relevant in our own community. Several local elementary schools hosted events for students to demonstrate their projects to teachers, parents, CITGO representatives and school board members. CITGO is proud to be a part of this program.

### CORPUS CHRISTI

In early 2017, students from the CITGO Innovation Academy for Engineering, Environmental & Marine Science at Foy H. Moody High School took home two awards at the Marine Advanced Technology Education (MATE) International Remotely Operated Vehicle (ROV) Competition, held at NASA's state-of-the-art Johnson Space Center Neutral Buoyancy Lab (NBL) in Houston.

Showcasing the world's best and brightest STEM students, the MATE International ROV Competition was the final round in a series of science fairs that challenged student teams to design and build ROVs to tackle missions modeled after realistic ocean scenarios. During the competition, students focused on how underwater ROV technology could be adapted for use in harsh ocean and space environments. The finalists advanced from more than 20 regional contests that took place throughout Canada, Egypt, Hong Kong, Russia, Scotland, Turkey and the United States.



### LEMONT

Throughout 2017, the Lemont Refinery partnered with the National Energy Education Development (NEED) Project to host an all-day learning workshop for STEM teachers and students at the Lemont Township Community Center. A total of 10 teachers and 29 middle school and high school students attended the CITGO Energy Workshop. Through their partnership, CITGO and NEED strive to bring an energy curriculum into the classroom to increase students' knowledge and interest in energy, while also encouraging them to explore careers in the oil, gas and transportation sectors. The NEED workshops have also been held near CITGO refineries in Corpus Christi and Lake Charles as well as our corporate headquarters in Houston.



## GROWING WITH INNOVATION

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As an eighth-grade student at Baker Middle School in Corpus Christi, Texas, Brittany Rodriguez (at left) was already set on becoming a first-generation college student. Brittany's love of math and science helped shape her decision to go to college. She heard about the Innovation Academy at Moody High School in Corpus Christi and quickly applied. Studying with a close-knit group of like-minded students, Brittany took four years of engineering courses that would pave the way to her future. "The classes were challenging. I had to apply my background in math and science to new subjects," said Brittany. "I loved it."

The Innovation Academy was a rewarding experience where Brittany was recognized for her academic strengths. In her fourth year at the Academy, the dean asked her

to be on the Moody CITGO Innovation Academy Advisory Board so she could give her input. That same year, Brittany was named salutatorian of her graduating class. Soon after, Brittany was accepted into Texas A&M University-Kingsville (TAMUK) where she earned a degree in chemical engineering. In her last year at TAMUK, she interned at CITGO and decided that it was the place for her. She graduated from college on a Friday and started her career at CITGO as an Associate Process Design Engineer that following Monday. "I knew early on in my life what CITGO was doing for students," said Brittany. "And I appreciate everything they have done for me and other students. The Innovation Academy opened the door to a great career opportunity."

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"Without the Innovation Academy,  
I wouldn't be where I am today."

**BRITTANY RODRIGUEZ**

Corpus Christi Refinery  
Associate Process Design Engineer

At CITGO, we believe in putting people first. We are rooted in community and guided by responsibility. Our social responsibility is driven by our fueling good philosophy of investing in people and improving lives in the communities where we operate — and beyond. From dedicating resources for the safekeeping of our environment to investing in today's youth through educational and social development programs that build foundations for positive change, CITGO is committed to preserving the world we all share. We value taking care of the

environment and promoting healthy communities, because we believe healthy communities are strong communities. We understand that our business success requires the relentless pursuit of excellence in workplace safety and workforce development. We also recognize that our business is built by our greatest asset — the people of CITGO — who year after year go above and beyond to help others. We strive to fuel good in everything we do, each and every day and for generations to come.





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