

CITGO 2020 ESG REPORT





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About Our 2020 Report

This report focuses on our activities and achievements occurring during the calendar year 2020 at our headquarters and operating assets. Unless otherwise stated, all data provided represents activities within our operational control (our refineries, terminals, plants and headquarters). This year's Environmental, Social and Governance (ESG) Report was prepared in accordance with the Global Reporting Initiative (GRI) Sustainability Reporting Standards (2016).

CITGO is a privately held entity and all disclosures in this report are voluntary. The GRI Index at the back of this report is aligned with GRI reporting standards.

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

This ESG report contains some forward-looking statements relating to the manner in which CITGO intends to conduct parts of its activities, based on management's current plans and expectations, and how CITGO intends to pursue current strategies. 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.

A Message From Our CEO



Carlos E. Jordá
President and Chief
Executive Officer

We often reinforce our message that our people are our most valuable asset. In 2020, we saw the outbreak of the international pandemic and an active hurricane season that struck our Gulf Coast assets not once but twice. These significant economic, safety, personal and logistical challenges really tested the resilience of our people, the strength of our culture and our commitment to our communities. Without a strong culture where everyone demonstrates their commitment to safety, reliability and the communities we live in, crises like these could have easily resulted in failures. I'm very proud of how our people rose to the challenges in 2020 and how they proved once again how important a strong safety and reliability culture is to our company and our communities.

The ESG measurements we are reporting here reflect our current strengths and areas where we can yet improve as we endeavor to be responsible corporate citizens in a volatile and competitive market. Current challenges include planning for a future where the demand profile for hydrocarbon-based fuels may quickly change. How we sustain a strong competitive position while setting the proper foundation for future market demands requires carefully setting our priorities.

Our current strategy is to prioritize:

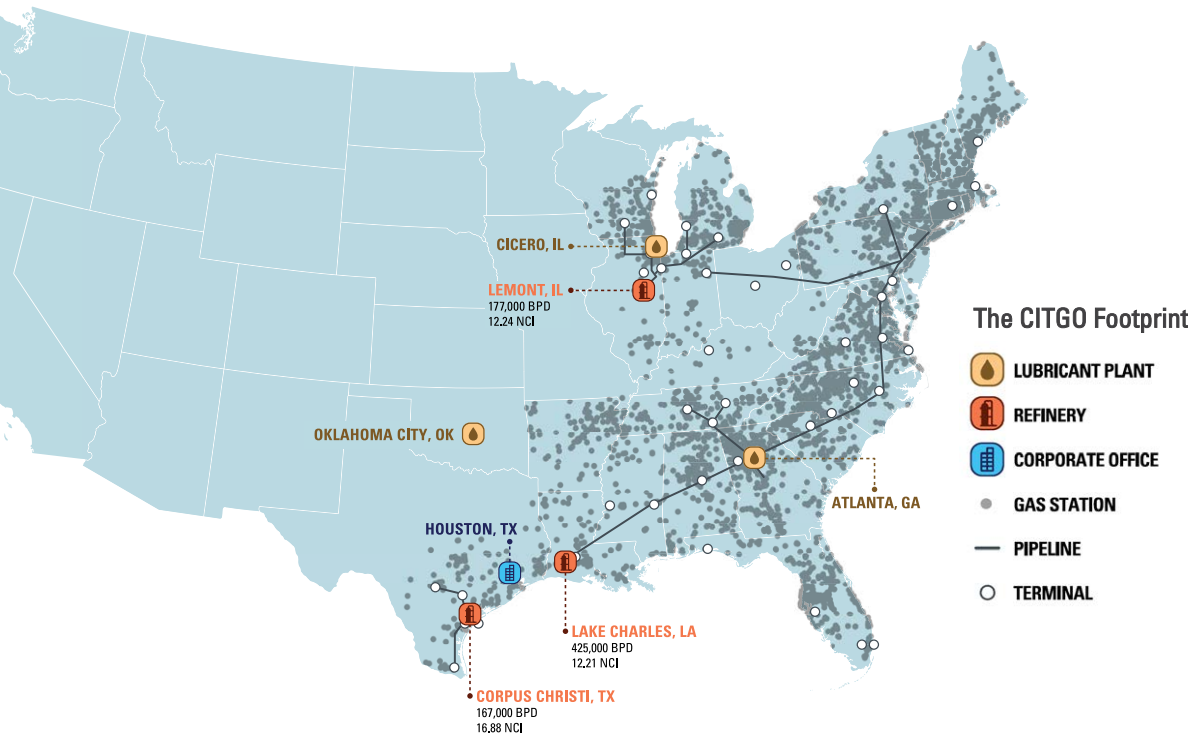
1. Rebuilding our income generation capacity, making investments in the asset infrastructure that best supports profitability and Operational Excellence. These include supporting our highest priority, safety, completing our Facility Siting enhancements and other projects to maintain compliance with safety and environmental expectations.
2. Investments in projects that improve our financial strength and long-term operational viability. For new capital projects involving energy consumption, we will consider available opportunities to minimize energy use and waste generation while maintaining our commitment to Operational Excellence.
3. Defining strategies how we may reduce our greenhouse gas emissions footprint, either through partnership opportunities for renewable energy projects or energy purchase agreements with renewable energy generators.

As we progress on our path, we will add to the ESG metrics included in our ESG reports, reflecting our continued commitment to sustaining our Operational Excellence culture and our progress developing and implementing the strategies that will support us well into the future.

Carlos E. Jordá
President and Chief Executive Officer

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.

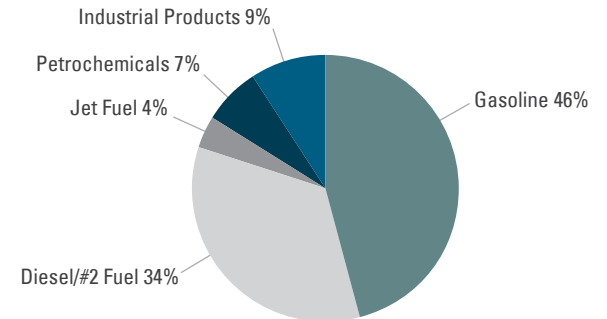


OPERATING ASSETS

Headquartered in Houston, Texas, CITGO is the fifth largest refiner in the U.S. CITGO operates **three sophisticated, highly complex crude-oil refineries** located in Lake Charles, Louisiana; Lemont, Illinois; and Corpus Christi, Texas; three fully owned and six jointly owned pipelines covering approximately 450 miles; 42 terminals across 21 states; and three Lubricants plants in Oklahoma City, Oklahoma, Atlanta, Georgia and Cicero, Illinois.

For more details about CITGO operations, please refer to the [2020 Annual Report](#).

Refinery Product Yield



Reporting Boundary

This report highlights operations and activities that take place across our organizational footprint in and around the communities we serve. The data provided is derived from those operations and activities within our control, which are listed here. Efforts are underway to expand our reporting mechanisms to cover other directly controlled aspects of our operations within future ESG reports.

Midstream Production

- ▶ Marine and land transportation
- ▶ Terminals: storage and pipeline

Downstream Production

- ▶ Refining
- ▶ Petrochemicals
- ▶ Transportation fuel: Gasoline, diesel, ethanol blending and jet fuel

Commercial Activity

- ▶ Wholesale marketing and retailing of transport fuels
- ▶ Crude oil and gas trading

Governance

CODE OF BUSINESS CONDUCT AND ETHICS

It is critical that all our officers, employees, contractors and vendors understand our commitment to conduct our business activities ethically, responsibly, in accordance with all applicable laws and regulations, and that we have mechanisms in place to confirm that practices follow CITGO's Code, standards, policies and procedures.

In 2020, CITGO updated our Code of Business Conduct and Ethics and rolled out enhanced communications emphasizing our "speak up, listen-up, follow-up" culture. Our Code serves as the lead Policy setting these expectations. It serves as a guidebook for employees, contractors and vendors to do the right thing, the right way, every time, confirming that ethics and compliance are actively integrated into day-to-day business activities.

Link to online [Code of Business Conduct and Ethics](#).



Strong corporate governance is a key priority for CITGO. In 2020, we added robust new measures to further strengthen many of our recent Ethics and Compliance reforms.

2020 enhancements included:

- ▶ Adding experienced Ethics and Compliance personnel to support and advise key committees of the Board of Directors.
- ▶ Requiring periodic Ethics and Compliance reviews in the Audit Committee meetings.
- ▶ Appointing an experienced Chief Ethics and Compliance Officer (CECO) reporting directly to the CEO. The CECO leads the Ethics and Compliance Committee, comprised of the senior executives from across the organization, and oversees routine reporting and progress updates from all the Ethics and Compliance subcommittees.

Top Ethics & Compliance initiatives in 2020 included:

- ▷ Amplification of the ethics and compliance agenda throughout CITGO.
- ▷ Promotion of a "speak-up, listen-up, follow-up" culture emphasizing employees' empowerment and procedure to report ethics and compliance concerns.
- ▷ Creation of a corporate-level Investigations Committee to receive concerns or complaints through the Integrity Helpline, conduct timely investigations and report investigation results to the Ethics and Compliance Committee.
- ▶ Confirming that covered employees receive annual training in key compliance topics like the Foreign Corrupt Practices Act (FCPA), Foreign Agents Registration Act (FARA), governance and confidentiality, sanctions, and preservation of documents requirements.

Environment

Our core business is refining, transporting and marketing crude-derived fuels and petrochemical products, activities that have potential environmental impacts. We strive to minimize potential impacts and ensure that resources are in place to respond to any unintended releases.

CITGO has a long-standing commitment to minimize the generation of wastes from all aspects of our operations, whether from emissions, water discharges, solid waste generation or other activities. By reducing waste generation, we understand we are reducing safety risks, improving reliability, avoiding losses of valuable products, maximizing business opportunity, reducing our impact to the environment and avoiding damage to our reputation. Consequently, our Health, Safety & Environmental principles are consistently communicated as our highest priorities. We are proud of the record achieved by our operations, supported by the dedicated high quality staff in our HSE groups.

Our desire to minimize wastes applies equally to energy use – when we can identify feasible opportunities to reduce the energy intensity of our operations, we realize the rewards that come with it: reduced expenses, lower emissions and improved safety and reliability, and additional cost savings.

ENABLON HSE DATA MANAGEMENT PLATFORM

CITGO has invested in a significant effort to improve the quality of its HSE data collection, management and reporting through implementation of the enterprise-wide centralized data-management system Enablon HSE platform. This platform will improve the visibility of safety and operational issues so we can further improve the efficiency of management system performance and response to operational issues. This investment also sets the stage for virtual reporting, audits and investigations, and remote access to equipment data, operating procedures and equipment maintenance data, all to more efficiently support improved reliability and the safety of our employees.

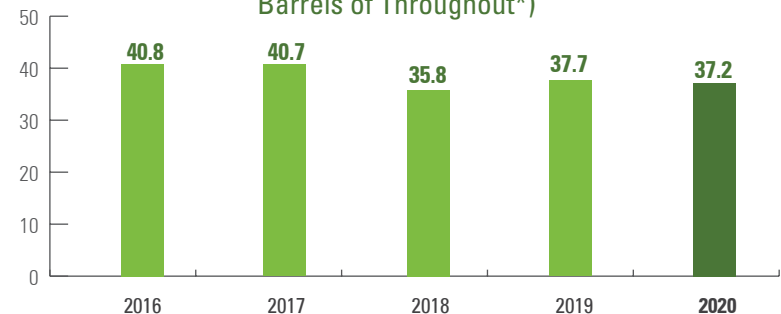
2020 ENVIRONMENTAL PERFORMANCE

CITGO continues to monitor for opportunities to implement reductions in air emissions as an integral component of ongoing existing capital and maintenance projects. Emission reductions from operations since 2016 have come from a wide variety of projects such as:

- ▶ Replacing older less efficient boilers
- ▶ Selected unit shutdowns
- ▶ Installing more efficient burners
- ▶ Conducting regular burner tuning
- ▶ Improving amine treatment for SO₂ reductions
- ▶ Reducing the number of flares
- ▶ Implementing flare minimization practices

These types of projects together with our routine focus on improved reliability help to drive down emissions from routine operations and reduce the number of potential upset conditions.

Total Air Emissions from Refineries
(VOC, NO_x, CO, SO₂ & PM₁₀; Metric Tons/Million
Barrels of Throughput*)



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

GREENHOUSE GAS EMISSIONS

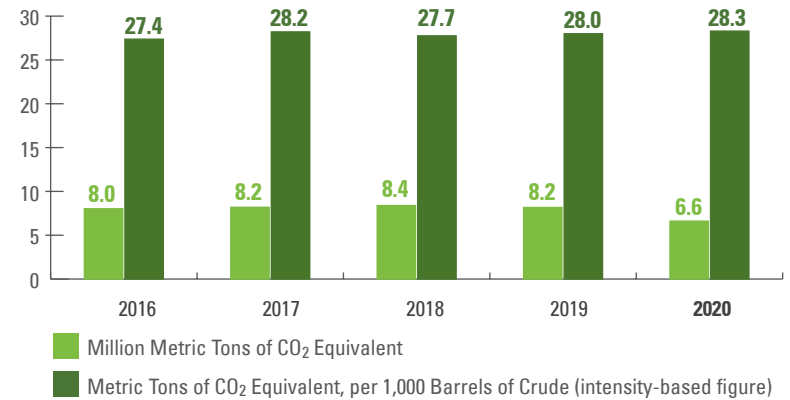
CITGO has tracked its Scope 1 GHG emissions from refinery operations, consistent with EPA reporting requirements. We are currently in the process of assessing Scope 1 emissions for all our operations, not just our refineries. In the future, we intend to expand upon emission and energy use details to disclose a more comprehensive picture of our GHG emissions footprint. Consistent with our larger strategies, we will define energy-saving projects within our Medium-Term Planning window and coordinate execution with turnaround activities. We will also continue to explore opportunities to source power and other utilities from renewable sources and look for opportunities to produce renewable fuels.

ENERGY TRANSITION STRATEGIST

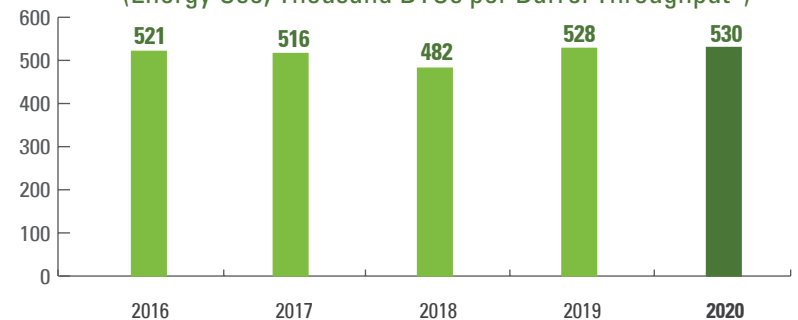
To further support planning and implementation of our larger strategies, CITGO has created the new position of Energy Transition Strategist. This role will advance research findings about trends and opportunities as the energy transition continues to evolve. In collaboration with our business units, the Energy Transition Strategist is responsible for helping the company identify and prioritize those projects that have the greatest potential to realize GHG reductions and sustain our competitive position in the market.



Greenhouse Gas Emissions from Refineries (Scope 1)



Energy Use at Refineries (Energy Use; Thousand BTUs per Barrel Throughput*)



*Figures include purchased electricity at the refineries.

WATER USE

For water use reductions, initiatives have included Lake Charles substituting recycled stripped sour water for use in wet gas scrubbers whenever possible, and improved utility leak prevention and steam waste minimization programs. 2019 water use data is more representative of normal operations; 2020 water use at Lake Charles was reduced due to the impacts of hurricanes Delta and Laura and COVID-19 economics.

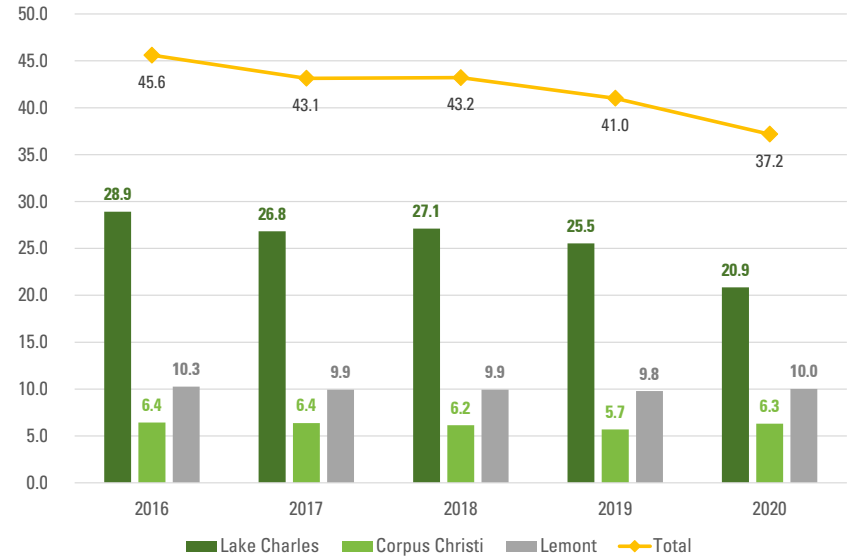
WASTE MINIMIZATION

Our refineries continued to implement waste minimization initiatives both inside and outside our fencelines. Waste generation from refineries is highly variable depending on variables such as inconsistent activities like turnarounds, tank cleanings, routine and non-routine repairs, remediation projects, changing characteristics of feedstocks and economics. Increased levels of waste generation in 2018 and 2019 were driven by activities such as a soil remediation project from a legacy owner, dredging a stormwater retention basin at Lemont, a large turnaround project at Corpus Christi, and filter clay and sulfur tank cleanings at Lake Charles. Refineries take advantage of collaboration opportunities to beneficially reuse material streams that would have otherwise been treated as wastes going to landfills or treatment and disposal facilities. For example, Lake Charles sends materials formerly considered waste to the Texas DOTD under that agency's beneficial reuse program.

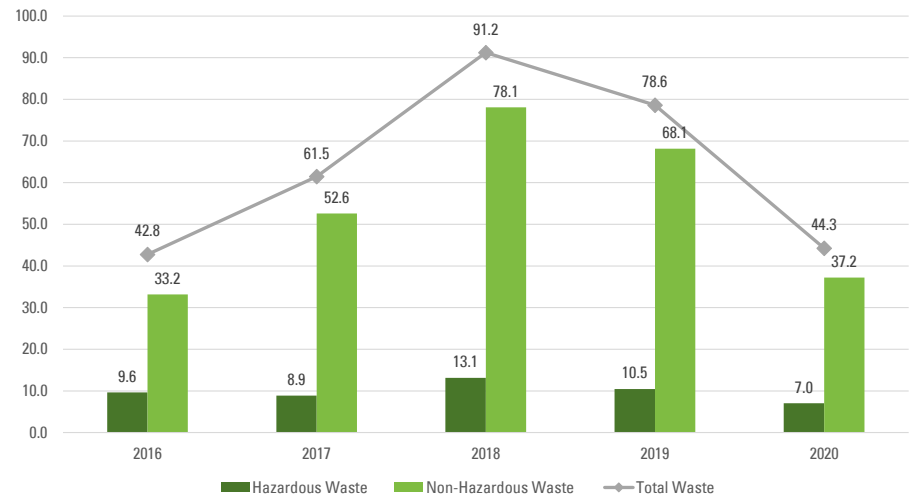
CITGO refineries also collaborate with their community partners to collect potentially harmful wastes and direct them for recycling and safe disposal. Some examples include:

- ▶ At **Lake Charles**, the refinery's recycling program collected 788 lightbulbs, 27.5 pounds of mercury and 250 pounds of batteries.
- ▶ At **Lemont**, the refinery recycled industrial materials, including 1,175 gallons of oil, 400 pounds of solvents, 900 pounds of antifreeze and 275 pounds of flammable car products.
- ▶ At **Corpus Christi**, the refinery earned the EPA's ENERGY STAR certification for the second consecutive year.

Aggregate Water Use at Refineries (Aggregate Water Use; Million Cubic Meters)



Waste Generation at Refineries (Thousand metric tons)



Social

People

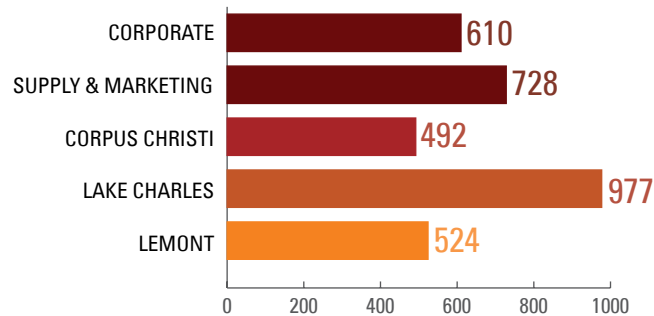
We recognize that our employees are the reason for our positive reputation among our external stakeholders and the success of our business. Our employees come from a wide cross-section of society, have strong connections to the communities where we operate and work hard to add value through donations and volunteering. Many of our employees have long careers at CITGO in part because we support our communities and those in need due to crises and misfortune. 2020 posed several serious challenges to our communities and the overall economy. Our employees once again showed the power of their convictions and stepped up to meet these crises, providing help and support in times of need. For more information, please visit our website at citgo.com.

2020 STAFFING LEVELS

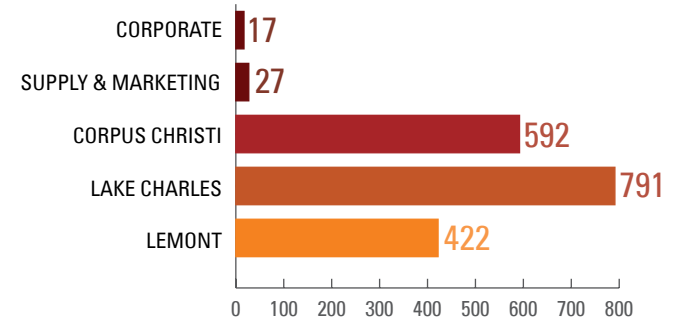
3,331 TOTAL EMPLOYEES

1,805 CONTRACTOR FTES

Employees



Contractors



DIVERSITY AND INCLUSION

CITGO is committed to maintaining a diverse and inclusive workforce that reflects the diversity of the communities we serve. We believe that fostering a work environment in which our differences are embraced, valued and respected is critical to our continued success and innovation. CITGO has not set specific diversity targets for its Board, senior management team or workforce. CITGO has realized an inclusive and diverse workforce through its longstanding commitment to fair hiring, retention and development opportunities.

COMPANY-WIDE DIVERSITY DATA*

GENDER

	Female	Male	Total
CORPORATE	311	299	610
SUPPLY & MARKETING	162	566	728
CORPORATE AND S&M TOTAL	473	865	1338
CORPUS CHRISTI REFINING	45	447	492
LAKE CHARLES REFINING	131	846	977
LEMONT REFINING	36	488	524
REFINING TOTAL	212	1781	1993
CITGO TOTAL	685	2646	3331

*Based on self-identifications by employees

MINORITY/NON-MINORITY

	Minority	Non-Minority	Total
CORPORATE	295	315	610
SUPPLY & MARKETING	221	507	728
CORPORATE AND S&M TOTAL	516	822	1338
CORPUS CHRISTI REFINING	251	241	492
LAKE CHARLES REFINING	149	828	977
LEMONT REFINING	87	437	524
REFINING TOTAL	487	1506	1993
CITGO TOTAL	1003	2328	3331

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.

Management commitment, employee empowerment and continuous improvement are the cornerstones of our safety philosophy.



OUR SEVEN SAFETY PRINCIPLES

- 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.

10 LIFE-CRITICAL SAFETY RULES



OBTAIN VALID
WORK PERMIT



CONDUCT RISK
ASSESSMENT



OBTAIN
AUTHORIZATION
BEFORE EXCAVATION



OBTAIN AUTHORIZATION
BEFORE ENTERING
CONFINED SPACES



CONTROL ALL
ENERGY SOURCES



OBTAIN APPROVAL
BEFORE BYPASSING/
DISABLING SAFETY
DEVICES



STAY PROTECTED IN
CASE OF FALL



STAY OUT OF THE
LINE OF FIRE



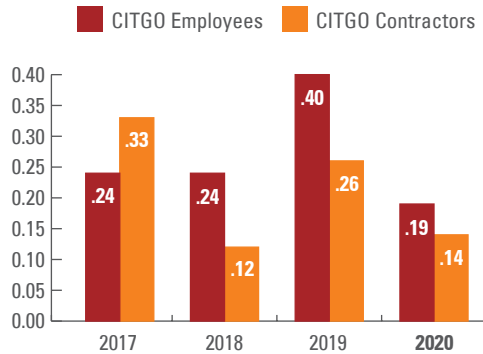
OBEY ALL DRIVING
RULES



STOP JOB IF RISKS
CAN'T BE CONTROLLED

SAFETY PERFORMANCE DATA

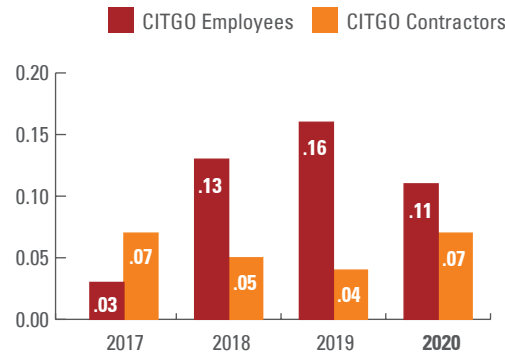
Total Recordable Incident Rate*



TRIR = #injuries or illness

*200,000/total of CITGO employee and contractor hours

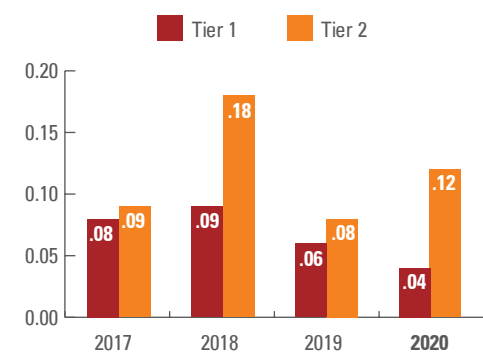
Total Days Away, Restricted Duty and Transfer (DART) Case Rate*



DART = #injuries or illness with days away, restricted or transfer

*200,000/total of CITGO employee and contractor hours

Tier 1 & 2 Process Safety Event Rates*



API Tier 1 and 2 PSEs = Number of incidents

*200,000/CITGO employee and contractor work hours

Overall safety performance at CITGO in 2020 remained strong despite the challenges faced by our operations personnel as they managed the impacts from two hurricanes on our Lake Charles Refinery and Gulf Coast terminals. To provide year-over-year comparable safety data, 2020 TRIR and DART rates above do not include COVID-19 cases reported to OSHA.

CITGO works with its industry peers to share lessons learned from significant safety incidents, share safety program practices aimed at improving safe behavior and our safety systems. We also take the time to meet regularly with state and federal agencies that oversee our compliance with performance-based programs like Process Safety Management and Risk Management Plans. Our industry community has driven significant improvement to where the U.S. refining industry has been rated the safest manufacturing industry according to the U.S. Bureau of Labor Statistics. These long-term commitments to improving safety are good for our communities and are an integral part of our CITGO culture. The overall results are a testament to all those who participate in these industry safety initiatives.

2020 AWARDS AND RECOGNITIONS

Lake Charles Refinery	Lemont Refinery	Corpus Christi Refinery	Terminals and Pipelines
<ul style="list-style-type: none"> American Waterways Operators' Tankering and Barge Operations Subcommittee Inaugural Safety Award 	<ul style="list-style-type: none"> CN Railway Safe Handling Award 	<ul style="list-style-type: none"> ENERGY STAR Certification from EPA AFPM Safety Achievement Award 	<ul style="list-style-type: none"> ILTA Platinum Safety Award ILTA 5-Year Safety Excellence Award

2020 SAFETY METRICS BY BUSINESS UNIT

Lake Charles Refinery	Lemont Refinery	Corpus Christi Refinery	Terminals and Pipelines	Lubricants and Corporate
OSHA Lost Workday Frequency				
<ul style="list-style-type: none"> ▶ Employees' lost-workday injury frequency was 0.17 ▶ Contractors' lost-workday injury frequency was 0.13 	<ul style="list-style-type: none"> ▶ Employees' lost workday injury frequency was 0.16 (one lost workday injury) ▶ Contractors' lost workday injury frequency was 0.0 	<ul style="list-style-type: none"> ▶ Employees' lost workday injury frequency was 0.22 ▶ Contractors' lost workday injury frequency was 0.00 	<ul style="list-style-type: none"> ▶ Employees' lost workday injury frequency was 0.00 ▶ Contractors' lost workday injury frequency was 0.00 	<ul style="list-style-type: none"> ▶ Zero lost work day cases for either employees or contractors;
OSHA Recordable Injury Frequency				
<ul style="list-style-type: none"> ▶ Employees' recordable injury frequency was 0.43 ▶ Contractors' recordable injury frequency was 0.17 	<ul style="list-style-type: none"> ▶ Employees' recordable injury frequency was 0.16 (one recordable injury) ▶ Contractors' recordable injury frequency was 0.09 (one recordable injury) 	<ul style="list-style-type: none"> ▶ Employees' recordable injury frequency was 0.44 ▶ Contractors' recordable injury frequency was 0.00 	<ul style="list-style-type: none"> ▶ Employees' recordable injury frequency was 0.00 ▶ Contractors' recordable injury frequency was 0.81 	<ul style="list-style-type: none"> ▶ Zero OSHA recordable injuries for either employees or contractors;
Process Safety				
<ul style="list-style-type: none"> ▶ Two API Tier 1 events ▶ Eight API Tier 2 events 	<ul style="list-style-type: none"> ▶ One API Tier 1 event ▶ Zero API Tier 2 events 	<ul style="list-style-type: none"> ▶ Zero API Tier 1 events ▶ Two API Tier 2 events 	<ul style="list-style-type: none"> ▶ Zero API Tier 1 events ▶ One API Tier 2 event 	<ul style="list-style-type: none"> ▶ Zero API Tier 1 events ▶ Zero API Tier 2 events

BUSINESS CONTINUITY: COVID-19 PANDEMIC RESPONSE

As information surfaced in early 2020 about COVID-19 and its spread within the U.S., CITGO assembled a special team under its Business Continuity and Pandemic Response Plans to help navigate the company through the quickly evolving risks posed by the pandemic. At the early stages, this COVID-19 BCP Team, comprised of a cross-section of our subject matter experts from Health Services, Emergency Response, Procurement, IT, Corporate Communications, Government & Public Affairs, Human Resources, Legal and Security tracked changing conditions, assessed risks and response measures to be taken across operations with the support of senior management. As an operating energy and transportation entity, our refineries, terminals & pipeline and our lubricants plants maintained ongoing operations under company-issued guidelines and requirements, including restricting access to facilities, compliance with testing, mask-wearing, social distancing, hygiene, reporting, quarantine, contact tracing, travel and meeting restrictions and providing updated training on changing guidance from the Centers for Disease Control & Prevention and myriad state and local COVID-19 orders. For the operating assets, CITGO limited access to essential employees, sent all non-essential employees onto a work-from-home program and provided information technology resources to keep all work running smoothly and supporting families with kids staying home from school. Even with all these limitations, we completed two major turnarounds at our refineries in 2020 and maintained steady operations across all functions.

Community



TEAMCITGO VOLUNTEERISM AND MATCHING GIFTS

2020 and the coronavirus pandemic presented a major roadblock for in-person volunteering. However, these restrictions prompted us to think creatively about how to serve despite the safe practice limitations because the community needs didn't disappear because of the pandemic—they amplified.

In response, we created the Acts of Goodness campaign in which we allowed employees to count acts of service within their community, such as delivering meals to neighbors, giving blood or fundraising, as TeamCITGO volunteer hours.

For employees who volunteered more than 30 hours, CITGO donated \$200 to their giving account which employees could donate to organizations of their choice.

141

TeamCITGO volunteers

264

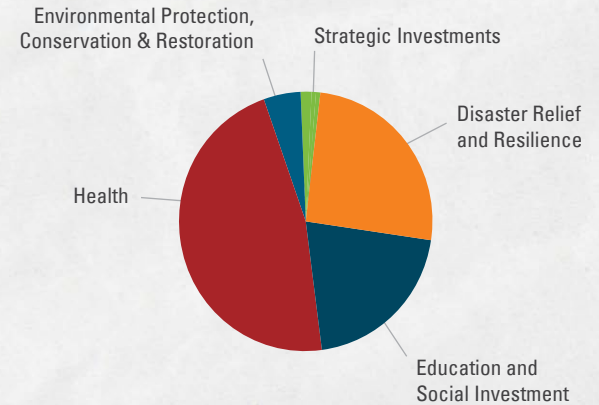
causes supported (matching gifts and volunteerism)

1,398

hours volunteered

\$193,280

worth of employee donations and matching gifts



\$11,275,046

Total Charitable Donations Disbursed

- ▶ Disaster Relief and Resilience
\$3,005,000
- ▶ Education and Social Investment
\$2,379,637
- ▶ Health
\$5,060,837*
- ▶ Environmental Protection, Conservation & Restoration
\$547,100
- ▶ Strategic Investments
\$282,472

*Includes \$4.5MM donated to Simon Bolivar Foundation



\$1.5 million

raised for the United Way

\$4.6 million

raised for MDA

\$1 million

MDA Shamrocks

In 2020 CITGO continued to support many of our charitable partners like MDA, United Way and the MS Society, another great testament to our employees' commitment to helping others even in the face of difficult times.

STEM EDUCATION

CITGO is proud to support education initiatives like its partnership with Discovery Education and the STEM Talent Pipeline. Under our partnership with Discovery Education, we helped launch Fueling Education, a program that targets U.S. students in fifth to eighth grades by supplying educators with tools and resources to teach STEM topics and prepare students for further STEM education and careers, reaching more than 248,000 students. The program's annual Student Challenge tasks students with identifying a community problem within one of four United Nations sustainability goals – safety and well-being, quality education, sustainable cities and communities and life on land – and describe a solution.

The STEM Talent Pipeline partners with schools near our Houston headquarters and three refineries and non-profit partners to:

- ▶ Raise awareness of the importance of STEM education and the numerous pathways to careers in STEM amongst students, teachers and counselors;
- ▶ Support programs working to increase student interest, retention and graduation rates, particularly at the high school and post-secondary levels;
- ▶ Prepare students for STEM technical and university-level programs; and
- ▶ Encourage CITGO employees to share their knowledge and experience with students and young professionals.

The signature strategic program provides grants, scholarships and supports our CITGO Innovation Academies in our operational areas.

\$658,000

donated to support STEM education

13

schools participating in CITGO Innovation Academies

71,913

students and educators reached

47

scholarships awarded

CARING FOR OUR COASTS

CITGO Caring for our Coast (CFOC) program is an ongoing, large-scale effort across our operational areas to protect vulnerable coastal and inland habitats through restoration, education and volunteerism. The program is bolstered by other, non-CFOC volunteer activities that also aim to clean up and beautify natural surroundings.

In 2020 the coronavirus pandemic limited events with CITGO participation because of the risks associated with volunteers gathering in close proximity. Examples of a few events that were able to take place earlier in 2020 before the pandemic took hold in the U.S. include:

- ▶ Throughout 2020, CITGO employees in Lemont and Houston teamed up with the National Recreation and Parks Association, Forest Preserves of Cook County and Houston Parks and Recreation Department, along with other community members, for a series of Heart Your Park clean-up events at five parks.
- ▶ Distributed \$485,000 in grants to charitable organizations dedicated to coastal conservation.



123,517

TREES, GRASSES AND
SHRUBS PLANTED

10,876

POUNDS OF TRASH
COLLECTED

1,169

ACRES RESTORED

2,373

VOLUNTEERS

208

VOLUNTEER EVENTS

13,150

VOLUNTEER HOURS

RESPONDING TO THE HUMANITARIAN CRISIS IN VENEZUELA

The Simon Bolivar Foundation, the CITGO 501(c)(3) nonprofit private foundation, is dedicated to improving the lives of the most vulnerable Venezuelans and others in need affected by disaster, conflict, and poverty, with special attention to children and mothers in and from Venezuela. For more information visit the [annual report](#).

The Simon Bolivar Foundation received a donation of \$4.5 million, of which \$2.6 million were to 40 grants that will impact more than 100,000 people. Grants signed are aimed at mitigating the impact of COVID-19 in Venezuela and the region, and improve access to food support, nutrition and healthcare.

DISASTER RELIEF & RESILIENCE

When natural disasters strike the communities where we live and work, CITGO lends a helping hand not only in the immediate aftermath but also long term. From Hurricane Harvey to the COVID-19 pandemic, we helped our neighbors in need by providing short-term immediate assistance to support local partners working on recovery efforts and long-term assistance to repair homes, rebuild communities and get them back to normal. In 2020, CITGO donated more than \$4 million in cash donations and \$4 million in in-kind support and employee services, including for rebuilding homes impacted by Hurricane Harvey.

When COVID-19 hit, CITGO supported 28 community partners providing food and basic necessities. After Hurricanes Laura and Delta struck the Gulf Coast within six weeks of each other, CITGO provided support to our workforce and provided fuel and meals to our first responders and frontline workers. Together, with the United Way of Southwest Louisiana and Second Harvest Food Bank of Greater New Orleans and Acadiana, TeamCITGO volunteers helped with a drive-through food distribution event. As part of our longer term assistance, CITGO has made a charitable donation to SBP, a national non-profit dedicated to helping homeowners impacted by natural disasters.

FINDING NEW WAYS TO SERVE THE COMMUNITY DURING COVID

With a total contribution of nearly \$460,000, our corporate-level COVID-19 Relief Fund supported 28 organizations across our company footprint to provide relief to individuals within our communities who needed assistance during the pandemic in the form of food and basic necessities. More than 500,000 individuals were served by the programs implemented by our community partners.

In the Corpus Christi area, CITGO donated \$120,000 to the United Way of the Coastal Bend, National Association for the Advancement of Colored People (NAACP) and Texas A&M Corpus Christi.

In the Lemont area, CITGO distributed \$100,000 through the fund to Northern Illinois Food Bank, Bethany Lutheran Church, Lockport Fish Food Pantry, Romeoville Community Pantry, United Way of Will County and Catholic Charities Diocese of Joliet.

During the pandemic, food banks were a lifeline for people in need. CITGO made it a priority to ensure that food banks had the necessary resources to continue feeding people in our communities.

▶ In Corpus Christi, CITGO partnered with the Coastal Bend Food Bank to host two volunteer events. The first event took place in early 2020 and involved volunteers packaging boxes of food in the food bank's warehouse.

The second event was a holiday meal initiative in December 2020, in which volunteers packed 200 boxes of food in a one-day period and facilitated delivery of the boxes to underserved families. CITGO had worked with Communities in Schools to identify specific families in need of a holiday meal.

- ▶ In October 2020, CITGO personnel from the Lemont refinery participated in an annual fall food drive in which they restocked six area food pantries prior to the holidays—and actually set a record in donations.
- ▶ The Houston Food Bank reconfigured the CITGO Mobile Pantry—originally created to help people after natural disasters—to enable safe, low-contact food distribution in alignment with COVID mitigation protocols. CITGO also donated \$100,000 to the Houston Food Bank.

Additionally, CITGO supported efforts to deliver critical supplies to healthcare workers and emergency responders. In Lake Charles, for example, CITGO also provided hundreds of N95 masks, Tyvec suits and face shields for local medical providers and legislators, as well as donated \$100,000 to the United Way of Southwest Louisiana.



Our ESG Reporting Process: Materiality

We used the Global Reporting Initiative's Standards process to identify topics most relevant to the company as identified by key stakeholders. At CITGO, we took these steps to prioritize issues relevant to our reporting efforts:

This year's report focuses on topics we deemed most relevant to the company and its stakeholders. Of those topics, the following 6 were identified as the top priorities.

- 1** Assessed industry developments using the Global Reporting Initiative (GRI) Standards.

- 2** Benchmarked previous reporting efforts against reporting by peers and industry leaders.

- 3** Captured critical sustainability context for how we manage issues through key decision-makers at corporate headquarters and at each site.

- 4** Determined the availability of data and the ability to expand disclosure.

- 5** Convened senior executives and internal subject-matter experts from across the organization to assess the reporting approach in light of stakeholder interests and needs.

- 6** Refreshed the materiality process, using desk research, for relevancy and ability to account for new and emerging risks.

REGULATORY COMPLIANCE

AIR EMISSIONS

OCCUPATIONAL AND PROCESS SAFETY

ENERGY USE INTENSITY

COMMUNITY ENGAGEMENT

EFFLUENTS, WASTE AND RECYCLING

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 and Officials	Local, state and federal governments	They set the legislation and regulations that impact our work.
Nongovernmental Organizations (NGOs)/ Nonprofits and Industry Associations	Global	They support the implementation of 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	In the vicinity of our operations	They help us sustain a qualified workforce.
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.



GRI Content Index

Disclosure No.	Disclosure Title	Location	Omissions and/or Additional Details
102-1	Name of the organization	About CITGO	
102-2	Activities, brands, products, and services	About CITGO	
102-3	Location of headquarters	About CITGO	Houston, Texas - U.S.A.
102-4	Location of operations	About CITGO	CITGO assets [https://www.citgo.com/about/what-we-do/terminals-and-pipelines] and stores [https://www.citgo.com/Locator/StoreLocator.jsp] can be found via separate site pages.
102-5	Ownership and legal form	This section of the report	CITGO Holding Inc. a Delaware corporation. CITGO Petroleum is a wholly owned subsidiary of CITGO Holding, Inc.
102-6	Markets served	About CITGO	
102-7	Scale of the organization	About CITGO	2020 performance highlights can be found in our Annual Report at: https://www.citgo.com/files/annualreports/citgo2020annualreport.aspx
102-8	Information on employees and other workers	About CITGO	CITGO Employees - 3331 Contractor FTEs - 1805 2020 Staffing Levels (page 9)
102-9	Supply chain	About CITGO	Crude oil supplies come from a wide variety of North American and foreign crudes that can be run through our complex refineries. CITGO products have access to market through pipeline, barge and ship in addition to rail and truck transportation options. Certain support is dependent on third-party vendors and partnerships such as for hydrogen and electricity and certain feedstocks.
102-10	Significant changes to the organization and its supply chain	About CITGO	No significant changes associated with acquisitions, divestitures or support for go-to-market services were made in 2020.
102-11	Precautionary Principle or approach	About This Report	CITGO utilizes risk management tools typical for the industry for enterprise risk identification and management as well as for area-specific risks like HSE risk management. CITGO routinely evaluates the potential risks of process and organizational changes for safety and environmental activities. Additionally, Corporate HSE Policy establishes multi-year performance improvement goals to further support continuously improving and minimize risks and adverse impacts.
102-12	External initiatives	Community	
102-14	Statement from senior decision-maker	A Message From Our CEO	
102-15	Key impacts, risks, and opportunities	A Message From Our CEO	
102-16	Values, principles, standards, and norms of behavior	CITGO Website	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



Disclosure No.	Disclosure Title	Location	Omissions and/or Additional Details
102-18	Governance structure	Governance	For more about CITGO Officer profiles, see: https://www.citgo.com/AboutCITGO/Operations/OfficerProfiles.jsp
102-20	Executive-level responsibility for economic, environmental, and social topics	Governance	
102-21	Consulting stakeholders on economic, environmental, and social topics	Our ESG Reporting Process: Stakeholder Engagement	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. Internal subject matter experts active in our ESG efforts worked to identify and select key stakeholder groups with whom we interact on a daily basis and who could inspire our materiality assessment.
102-40	List of stakeholder groups		
102-42	Identifying and selecting stakeholders		
102-43	Approach to stakeholder engagement		
102-44	Key topics and concerns raised	Our ESG Reporting Process: Materiality & Our Responsibility to Fuel Good	
102-45	Entities included in the consolidated financial statements	About CITGO & the GRI Index	Financial highlights accounted for our overall operational footprint can be found in our Annual Report at: https://www.citgo.com/files/annualreports/citgo2020annualreport.aspx
102-46	Defining report content and topic boundaries	This section of the report.	Data provided in this report highlights 2020 calendar year activities that occurred at our headquarters and refineries.
102-47	List of material topics	Our ESG Reporting Process: Materiality	
102-48	Restatements of information	Content Index	Environmental performance detail was updated for 2019 to reflect a new formula applied to our calculations through system enhancements. In addition, the Corpus Christi Refinery has revised their 2016 through 2020 EPA GHG submittals and may affect the values being reported this year across the enterprise.
102-49	Changes in reporting	Content Index	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 2020, we have transitioned to "ESG" to better account for all relevant environmental, social, and governance topics when formally publishing our 2019 ESG Report. We have limited data sets to 5 years worth of data, or less, within this report. Historical data can be found in previous reports posted on our website.
102-50	Reporting period	Content Index	2020 Calendar Year
102-51	Date of most recent report	Content Index	2019 Calendar Year
102-52	Reporting cycle	Content Index	Calendar Year
102-53	Contact point for questions regarding the report	Content Index	CITGOCSRreport@CITGO.com
102-54	Claims of reporting in accordance with the GRI Standards	About This Report	Our CY2020 non-financial disclosures are "In Accordance" with the GRI Standards core-level reporting guidance.
102-55	GRI Content Index	This section of the report.	
102-56	External assurance	Content Index	No external assurance was sought out for the purpose of this report.



Disclosure No.	Disclosure Title	Location	Omissions and/or Additional Details																
103-1	Explanation of the material topic and its boundary	Our ESG Reporting Process: Materiality and Data Sets	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. Specifics are described as lead ins to each topical section in the report.																
103-2	The management approach and its components	Our ESG Reporting Process: Materiality and Data Sets																	
103-3	Evaluation of the management approach	Our ESG Reporting Process: Materiality and Data Sets																	
201-1	Direct economic value generated and distributed	Social: Community	Additional financial highlights accounted for our overall operational footprint can be found in our Annual Report at: https://www.citgo.com/files/annualreports/citgo2020annualreport.aspx																
201-3	Defined benefit plan obligations and other retirement plans	Social: People - Benefits	For a full list of CITGO employment benefits, refer to: https://www.citgo.com/careers/work-at-citgo/work-at-citgo																
202-2	Proportion of senior management hired from the local community	Content Index	<p>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 once they have sufficient experience and qualifications.</p> <table border="1"> <thead> <tr> <th>Refinery</th> <th>2018*</th> <th>2019*</th> <th>2020*</th> </tr> </thead> <tbody> <tr> <td>Lake Charles</td> <td>67</td> <td>67</td> <td>70</td> </tr> <tr> <td>Lemont</td> <td>70</td> <td>70</td> <td>100</td> </tr> <tr> <td>Corpus Christi</td> <td>78</td> <td>78</td> <td>80</td> </tr> </tbody> </table> <p>NOTE: The information above is for the refineries only. *% of associates from local communities in upper management positions</p>	Refinery	2018*	2019*	2020*	Lake Charles	67	67	70	Lemont	70	70	100	Corpus Christi	78	78	80
Refinery	2018*	2019*	2020*																
Lake Charles	67	67	70																
Lemont	70	70	100																
Corpus Christi	78	78	80																
203-1	Infrastructure investments and services supports	Social: Community Section & Case Studies	<table border="1"> <thead> <tr> <th>Economic Value (in millions of U.S. dollars)</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Payments to Charitable Contributions</td> <td>19.16</td> <td>18.71</td> <td>12.38</td> <td>11.28</td> </tr> </tbody> </table> <p>Payments are made regardless of whether they are accruals from other budget years or long-term accruals. Figures also include CITGO donations to the Simon Bolivar Foundation.</p>	Economic Value (in millions of U.S. dollars)	2017	2018	2019	2020	Payments to Charitable Contributions	19.16	18.71	12.38	11.28						
Economic Value (in millions of U.S. dollars)	2017	2018		2019	2020														
Payments to Charitable Contributions	19.16	18.71	12.38	11.28															
203-2	Significant indirect economic impacts	Social: Community & Case Studies																	
207-1	Approach to tax governance and management	Content Index	<table border="1"> <thead> <tr> <th>Taxes (in millions of US dollars)</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Tax paid (provisions from income taxes)</td> <td>78</td> <td>-482</td> </tr> </tbody> </table> <p>Additional financial highlights accounted for our overall operational footprint can be found in our Annual Report at: https://www.citgo.com/files/annualreports/citgo2020annualreport.aspx</p>	Taxes (in millions of US dollars)	2019	2020	Tax paid (provisions from income taxes)	78	-482										
Taxes (in millions of US dollars)	2019	2020																	
Tax paid (provisions from income taxes)	78	-482																	
302-1	Energy consumption within the organization	Environment & the Content Index	Reference GRI Disclosure 305-2 here in the Content Index.																



Disclosure No.	Disclosure Title	Location	Omissions and/or Additional Details																																				
303-1	Water withdrawal by source	Environment & Refinery Highlights	<p>Aggregate Water Use in Million Cubic Meters (million m³) Per Year</p> <table border="1"> <thead> <tr> <th>Refinery</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Lake Charles</td> <td>28.9</td> <td>26.8</td> <td>27.1</td> <td>25.5</td> <td>20.9</td> </tr> <tr> <td>Corpus Christi</td> <td>6.4</td> <td>6.4</td> <td>6.2</td> <td>5.7</td> <td>6.3</td> </tr> <tr> <td>Lemont</td> <td>10.3</td> <td>9.9</td> <td>9.9</td> <td>9.8</td> <td>10.0</td> </tr> <tr> <td>Total</td> <td>45.6</td> <td>43.1</td> <td>43.2</td> <td>41.0</td> <td>37.2</td> </tr> </tbody> </table> <p>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, Lubricants plants, and terminals and pipelines are not reported as it represents a de minimis factor in comparison to our overall footprint. Our extensive water recycling efforts are featured within refinery highlights.</p>	Refinery	2016	2017	2018	2019	2020	Lake Charles	28.9	26.8	27.1	25.5	20.9	Corpus Christi	6.4	6.4	6.2	5.7	6.3	Lemont	10.3	9.9	9.9	9.8	10.0	Total	45.6	43.1	43.2	41.0	37.2						
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Total	45.6	43.1	43.2	41.0	37.2																																		
303-2	Water sources significantly affected by withdrawal of water																																						
303-3	Water recycled and reused																																						
304-3	Habitats protected or restored	Environment & Refinery Highlights	Efforts to protect, manage and restore are mandated at the enterprise level and executed by each individual site. Examples of CITGO diligence is woven in throughout the report.																																				
305-1	Direct (Scope 1) GHG emissions	Environment & Refinery Highlights	<table border="1"> <thead> <tr> <th>Total Scope 1 Emissions Figures</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>GHG Scope 1 (Million Metric Tonnes CO₂e)</td> <td>8.0</td> <td>8.2</td> <td>8.4</td> <td>8.2</td> <td>6.6</td> </tr> <tr> <td colspan="6">Intensity Figures</td> </tr> <tr> <td>GHG Scope 1 (Metric Tonnes CO₂e/1000 bbl)</td> <td>27.4</td> <td>28.2</td> <td>27.8</td> <td>28.0</td> <td>28.3</td> </tr> <tr> <td colspan="6">Throughput</td> </tr> <tr> <td>Net Throughput Volume (MMbbls) [Total Crude and Feedstocks]</td> <td>293.0</td> <td>290.5</td> <td>302.6</td> <td>292.0</td> <td>233.5</td> </tr> </tbody> </table> <p>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. Air emissions have been adjusted from what was published in 2018 based on totals reported in each site's annual emissions inventory (AEI) to regulatory agencies.</p>	Total Scope 1 Emissions Figures	2016	2017	2018	2019	2020	GHG Scope 1 (Million Metric Tonnes CO ₂ e)	8.0	8.2	8.4	8.2	6.6	Intensity Figures						GHG Scope 1 (Metric Tonnes CO ₂ e/1000 bbl)	27.4	28.2	27.8	28.0	28.3	Throughput						Net Throughput Volume (MMbbls) [Total Crude and Feedstocks]	293.0	290.5	302.6	292.0	233.5
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305-2	Energy indirect (Scope 2) GHG emissions	Environment & the Content Index	Scope 2 GHG emissions information is being collected and evaluated, to be included in later reporting after verification of integrity and completeness.																																				



Disclosure No.	Disclosure Title	Location	Omissions and/or Additional Details																																												
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Environment & Refinery Highlights	<table border="1"> <thead> <tr> <th>Air Pollutants</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>VOC (US tons)</td> <td>2,224</td> <td>2,187</td> <td>2,226</td> </tr> <tr> <td>NOx (US tons)</td> <td>5,201</td> <td>5,171</td> <td>4,116</td> </tr> <tr> <td>CO (US tons)</td> <td>2,539</td> <td>2,857</td> <td>1,986</td> </tr> <tr> <td>SO2 (US tons)</td> <td>1,053</td> <td>1,037</td> <td>463</td> </tr> <tr> <td>PM10 (US tons)</td> <td>921</td> <td>880</td> <td>776</td> </tr> <tr> <td>PM2.5 (US tons)</td> <td>735</td> <td>710</td> <td>570</td> </tr> <tr> <td>Combined Air Emissions VOC, NOx, CO, SO2 & PM10 (US tons)</td> <td>11,937</td> <td>12,132</td> <td>9,567</td> </tr> <tr> <td>Combined Air Emissions VOC, NOx, CO, SO2 & PM10 (Metric Tonnes)</td> <td>10,829</td> <td>11,006</td> <td>8,679</td> </tr> <tr> <td>Combined Air Emissions VOC, Nox, CO, SO2 & PM10 (Metric Tonnes / Million barrels)</td> <td>36</td> <td>38</td> <td>37</td> </tr> <tr> <td>Total Criteria Air Pollutants - NOx, CO, SO2, & PM10 (US tons)</td> <td>9,713</td> <td>9,945</td> <td>7,341</td> </tr> </tbody> </table>	Air Pollutants	2018	2019	2020	VOC (US tons)	2,224	2,187	2,226	NOx (US tons)	5,201	5,171	4,116	CO (US tons)	2,539	2,857	1,986	SO2 (US tons)	1,053	1,037	463	PM10 (US tons)	921	880	776	PM2.5 (US tons)	735	710	570	Combined Air Emissions VOC, NOx, CO, SO2 & PM10 (US tons)	11,937	12,132	9,567	Combined Air Emissions VOC, NOx, CO, SO2 & PM10 (Metric Tonnes)	10,829	11,006	8,679	Combined Air Emissions VOC, Nox, CO, SO2 & PM10 (Metric Tonnes / Million barrels)	36	38	37	Total Criteria Air Pollutants - NOx, CO, SO2, & PM10 (US tons)	9,713	9,945	7,341
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306-2	Waste by type and disposal method	Environment	<table border="1"> <thead> <tr> <th>Waste</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Hazardous Waste (Thousand Metric Tons)</td> <td>9.6</td> <td>8.9</td> <td>13.1</td> <td>10.5</td> <td>7.0</td> </tr> <tr> <td>Non-Hazardous Waste (Thousand Metric Tons)</td> <td>33.2</td> <td>52.6</td> <td>78.1</td> <td>68.1</td> <td>37.2</td> </tr> <tr> <td>Total Waste (Thousand Metric Tons)</td> <td>42.8</td> <td>61.5</td> <td>91.2</td> <td>78.6</td> <td>44.3</td> </tr> </tbody> </table> <p>The above aggregates site level detail. Headquarters is not reported as it represents a de minimis factor in comparison to our overall footprint.</p> <p>Both hazardous and non-hazardous waste is 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 off-site.</p>	Waste	2016	2017	2018	2019	2020	Hazardous Waste (Thousand Metric Tons)	9.6	8.9	13.1	10.5	7.0	Non-Hazardous Waste (Thousand Metric Tons)	33.2	52.6	78.1	68.1	37.2	Total Waste (Thousand Metric Tons)	42.8	61.5	91.2	78.6	44.3																				
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305-7	Non-compliance with environmental laws and regulations	Environment	In June 2020, CCR East Plant Outfall 003 BTEX lab result exceeded the daily max discharge permit limit of 0.5 mg/L.																																												
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Social: Benefits	Benefits listed in the report are not broken down into FTE, PTE, Contractor or dollar amounts. For more information on employment at CITGO, refer to: https://www.citgo.com/careers/work-at-citgo/work-at-citgo																																												
403-1	Workers represented in formal joint management-worker health and safety committees	Social: Safety & the Content Index	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.																																												



Disclosure No.	Disclosure Title	Location	Omissions and/or Additional Details																																																																																																												
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Social: Safety, Refinery Highlights & the Content Index	<table border="1"> <thead> <tr> <th>Safety Aspect</th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td colspan="6">Total Recordable Incident Rate (TRIR)</td> </tr> <tr> <td>Industry Employees</td> <td>0.40</td> <td>0.41</td> <td>0.37</td> <td>0.37</td> <td>0.53</td> </tr> <tr> <td>CITGO Employees</td> <td>0.21</td> <td>0.24</td> <td>0.24</td> <td>0.40</td> <td>0.19</td> </tr> <tr> <td>Industry Contractors</td> <td>0.29</td> <td>0.25</td> <td>0.26</td> <td>0.30</td> <td>0.20</td> </tr> <tr> <td>CITGO Contractors</td> <td>0.27</td> <td>0.33</td> <td>0.12</td> <td>0.26</td> <td>0.14</td> </tr> <tr> <td colspan="6">Days Away, Restricted or Transfer (DART) Rate</td> </tr> <tr> <td>Industry Employees</td> <td>0.11</td> <td>0.03</td> <td>0.23</td> <td>0.23</td> <td>0.37</td> </tr> <tr> <td>CITGO Employees</td> <td>0.22</td> <td>0.23</td> <td>0.13</td> <td>0.16</td> <td>0.11</td> </tr> <tr> <td>Industry Contractors</td> <td>0.12</td> <td>0.07</td> <td>0.09</td> <td>0.10</td> <td>0.07</td> </tr> <tr> <td>CITGO Contractors</td> <td>0.12</td> <td>0.08</td> <td>0.05</td> <td>0.04</td> <td>0.07</td> </tr> <tr> <td colspan="6">Tier 1 Process Safety Event Rates</td> </tr> <tr> <td></td> <td>0.08</td> <td>0.08</td> <td>0.09</td> <td>0.06</td> <td>0.04</td> </tr> <tr> <td colspan="6">Tier 2 Process Safety Event Rates</td> </tr> <tr> <td></td> <td>0.25</td> <td>0.09</td> <td>0.18</td> <td>0.08</td> <td>0.12</td> </tr> <tr> <td colspan="6">AFPM Industry Average Rate</td> </tr> <tr> <td>Tier 1</td> <td>0.06</td> <td>0.08</td> <td>0.06</td> <td>0.06</td> <td>0.06</td> </tr> <tr> <td>Tier 2</td> <td>0.17</td> <td>0.18</td> <td>0.17</td> <td>0.16</td> <td>0.13</td> </tr> </tbody> </table> <p>The above aggregates site level detail. Headquarters is not reported as it represents a de minimis factor in comparison to our overall footprint.</p> <p>To provide year-over-year comparable safety data, 2020 TRIR and DART rates above do not include COVID-19 cases reported to OSHA.</p>	Safety Aspect	2016	2017	2018	2019	2020	Total Recordable Incident Rate (TRIR)						Industry Employees	0.40	0.41	0.37	0.37	0.53	CITGO Employees	0.21	0.24	0.24	0.40	0.19	Industry Contractors	0.29	0.25	0.26	0.30	0.20	CITGO Contractors	0.27	0.33	0.12	0.26	0.14	Days Away, Restricted or Transfer (DART) Rate						Industry Employees	0.11	0.03	0.23	0.23	0.37	CITGO Employees	0.22	0.23	0.13	0.16	0.11	Industry Contractors	0.12	0.07	0.09	0.10	0.07	CITGO Contractors	0.12	0.08	0.05	0.04	0.07	Tier 1 Process Safety Event Rates							0.08	0.08	0.09	0.06	0.04	Tier 2 Process Safety Event Rates							0.25	0.09	0.18	0.08	0.12	AFPM Industry Average Rate						Tier 1	0.06	0.08	0.06	0.06	0.06	Tier 2	0.17	0.18	0.17	0.16	0.13
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403-3	Workers with high incidence or high risk of diseases related to their occupation	Social: Safety, Refinery Highlights & the Content Index	Per our response to GRI disclosure 403-2, workers with high incidence rates are those at the site level, whether employees or contractors.																																																																																																												
403-4	Health and safety topics covered in formal agreements with trade unions	Social: Safety, Refinery Highlights & the Content Index	<p>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.</p> <table border="1"> <thead> <tr> <th colspan="6">Regulatory, Safety, Risk Projects</th> </tr> <tr> <th></th> <th>2016</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Regulatory</td> <td>65</td> <td>45</td> <td>72</td> <td>49</td> <td>38</td> </tr> <tr> <td>Safety/Risk</td> <td>9</td> <td>16</td> <td>17</td> <td>12</td> <td>16</td> </tr> <tr> <td>Total</td> <td>75</td> <td>61</td> <td>89</td> <td>61</td> <td>53</td> </tr> </tbody> </table> <p>As a result of our due diligence and quality controls, we strive to make continuous improvements through ongoing capital investments. The result is a high-performing record acknowledged across the industry.</p>	Regulatory, Safety, Risk Projects							2016	2017	2018	2019	2020	Regulatory	65	45	72	49	38	Safety/Risk	9	16	17	12	16	Total	75	61	89	61	53																																																																														
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404-1	Average hours of training per year per employee	Social: Training and Development, Governance & the Content Index	<table border="1"> <thead> <tr> <th>Internal Training</th> <th>2017</th> <th>2018</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>No. of Courses Taken</td> <td>189,102</td> <td>212,226</td> <td>198,866</td> <td>97,363</td> </tr> <tr> <td>Total Cost</td> <td>\$1,101,182.39</td> <td>\$1,085,435.00</td> <td>\$1,500,000.00</td> <td>\$82,021.84</td> </tr> </tbody> </table>	Internal Training	2017	2018	2019	2020	No. of Courses Taken	189,102	212,226	198,866	97,363	Total Cost	\$1,101,182.39	\$1,085,435.00	\$1,500,000.00	\$82,021.84																																									
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404-2	Programs for upgrading employee skills and transition assistance programs		Though we have prided ourselves on our employee development programs over the years, there were significant issues presented by COVID in 2020, which forced us to limit training and education efforts to essential functions. We maintained our support for employees taking online training courses to develop their job-related skills and career development goals.																																																								
404-3	Percentage of employees receiving regular performance and career development reviews	Social: People & the Content Index	Our salaried employees receive regular performance reviews. Hourly operators are evaluated for compliance with performing duties of their roles on a regular basis.																																																								
413-1	Operations with local community engagement, impact assessments, and development programs	Social: Community, Case Studies & the Content Index	<table border="1"> <thead> <tr> <th colspan="4">Community Engagement</th> </tr> <tr> <th colspan="2">Economic Value</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td colspan="4">Lake Charles</td> </tr> <tr> <td colspan="2">Community Investments (\$)</td> <td>451,708</td> <td>1,015,437</td> </tr> <tr> <td colspan="2">Volunteer hours</td> <td>860 hours</td> <td>172 hours</td> </tr> <tr> <td colspan="4">Lemont</td> </tr> <tr> <td colspan="2">Community Investments (\$)</td> <td>252,515</td> <td>620,500</td> </tr> <tr> <td colspan="2">Volunteer hours</td> <td>879 hours</td> <td>544 hours</td> </tr> <tr> <td colspan="4">Corpus Christi</td> </tr> <tr> <td colspan="2">Community Investments (\$)</td> <td>566,650</td> <td>958,500</td> </tr> <tr> <td colspan="2">Volunteer hours</td> <td>351 hours</td> <td>183 hours</td> </tr> <tr> <td colspan="4">Houston</td> </tr> <tr> <td colspan="2">Community Investments (\$)</td> <td>154,650</td> <td>2,711,500</td> </tr> <tr> <td colspan="2">Volunteer hours</td> <td>1608 hours</td> <td>483 hours</td> </tr> </tbody> </table>	Community Engagement				Economic Value		2019	2020	Lake Charles				Community Investments (\$)		451,708	1,015,437	Volunteer hours		860 hours	172 hours	Lemont				Community Investments (\$)		252,515	620,500	Volunteer hours		879 hours	544 hours	Corpus Christi				Community Investments (\$)		566,650	958,500	Volunteer hours		351 hours	183 hours	Houston				Community Investments (\$)		154,650	2,711,500	Volunteer hours		1608 hours	483 hours
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413-2	Operations with significant actual and potential negative impacts on local communities		<p>As our sites are heavily involved in the communities they are in, they regularly assess impacts and needs to determine how to engage in order to contribute to local communities. Does not include all sites.</p> <p>Volunteerism values are provided by a credible external source that informs value per working hour as a standard calculation.</p>																																																								



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418-1	Substantial complaints concerning breaches of customer privacy and losses of customer data	Not in report	<table border="1"> <thead> <tr> <th>Total number of substantiated complaints received concerning breaches of customer privacy, categorized by:</th> <th>2019</th> <th>2020</th> </tr> </thead> <tbody> <tr> <td>Complaints received from outside parties and substantiated by the organization</td> <td>0</td> <td>0</td> </tr> <tr> <td>Complaints from regulatory bodies.</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total number of leaks, thefts, or loss of customer data</td> <td>0</td> <td>0</td> </tr> <tr> <td>If the organization has not identified any substantiated complaints, a brief statement is sufficient</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>From an information security perspective, the department has not received any outside complaints concerning breaches of customer privacy, or detected any leak, thefts, or loss of customer data during the timeframes specified above.</p>	Total number of substantiated complaints received concerning breaches of customer privacy, categorized by:	2019	2020	Complaints received from outside parties and substantiated by the organization	0	0	Complaints from regulatory bodies.	0	0	Total number of leaks, thefts, or loss of customer data	0	0	If the organization has not identified any substantiated complaints, a brief statement is sufficient	0	0
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