

Managing Through Difficult Economic Times

Citi Workshop

7th October 2010



Objectives

- Define key learning experiences over the past 2 years
- Identify methods and styles of change management across networks
- To provide techniques and best practices used at Citi to promote diversity, despite the various economic challenges.

Agenda

- Introductions
- Overview of Citi
- Global Diversity
- Citi ERG's Mission & Goals
- Citi Network Challenges

How did the economic downturn impact the ERG's within Citi?

How was this impact received at the Individual, Network & Organisational level?

Introductions

Facilitator: Damian Murphy – London, UK.

Panelists: Michael Artura – San Francisco

Michelle Brown – St. Louis

Miguel Sepulveda – San Antonio.

Citi Overview



- A leading global financial services company
- Approximately 200 million customer accounts
- Business in more than 140 countries
- Citicorp and Citi Holdings provides consumers, corporations, governments and institutions with a broad range of financial products and services, including consumer banking and credit, corporate and investment banking, securities brokerage, transaction services and wealth management.

Global Diversity

Employee-initiated and employee-led groups since 2002

53 networks recognized in the United States, Canada, United Kingdom and the Republic of Ireland focused on segments of diversity strategy:

- African Heritage (8)
- Asian Pacific Heritage (4)
- disABILITY (2)
- Hispanic (8)
- Military Veterans (1)
- Native American (1)
- Pride (12)
- Multi-cultural (2: Roots & Identity)
- Women (11)
- Working Parents (4)

Over 13,000 members globally



Mission & Goals – Employee Resource Groups

To assist Citi in being an employer, service provider, business partner and neighbor of choice by conducting activities that are consistent with Citi's values, business objectives and diversity initiatives including:

- Providing networking opportunities for members
- Organizing community service centers
- Sponsoring professional and personal development activities
- Educating all employees about the communities represented by the network
- Assisting the company with recruiting activities
- Providing “thought leadership” to Citi's businesses on sponsorships and marketing initiatives.

Networks are open to **ALL** Citi employees in **ALL** businesses in the country where they operate – activities are locally focused.

Network Challenges

Some of the challenges that ERG's faced during this difficult economic time included:

- Budget
- Employee Engagement
- Work / Life Balance
- Resources – People / Environment / Support
- Reward & Recognition
- Sustainability

Questions and Answers?

Thank you for you time
and engagement