



**Mangonon, Dominic**

Program Management Senior Lead - C14

Manager: Alana Detenbeck (AD76230)

Evaluated by: Alana Detenbeck (AD76230)

## 2023 Year-End Performance Review

Organization: Alana Detenbeck (AD76230)

Location: 388 GREENWICH STREET - TOWER

01/01/2023 - 12/31/2023

### Acknowledgement

#### Employee

Entered by: Dominic Mangonon (DM61019)      Date: 12/11/2023  
Status: Yes, I have had a performance conversation with my manager  
Comment: I am appreciative of the feedback provided and look forward to building on the development points in the coming year.

### Leadership Principles

#### We Deliver With Pride

We strive for client excellence, controls excellence and operational excellence.

- Simplifies, standardizes and clarifies work.
- Holds self and others accountable for managing risk with appropriate controls.
- Creates long-term value by fixing root causes.
- Takes pride in always doing the right thing.

#### We Succeed Together

We value and learn from different perspectives to surpass stakeholder expectations.

- Breaks down barriers to deliver the best of Citi.
- Measures performance through the lens of our stakeholders.
- Invests in colleagues from all backgrounds.
- Shows empathy for colleagues, clients and communities.

#### We Take Ownership

We challenge one another to a higher standard in everything we do.

- Greets change with optimism, curiosity and resilience.
- Speaks up with candor and welcomes challenge from others.
- Learns from experiences, adapts and improves.
- Prioritizes the greater good when contributing to and honoring group decisions.

### Risk & Control Goals

#### 2023 Risk & Control Goal

We are all risk managers. To foster a robust Risk and Control culture, each individual must assess and comply with the following requirements:

- Understand Citi's approach to managing risk, as described in our Enterprise Risk Management Framework, and how it relates to your (and your team's) role and responsibilities.
- Identify the risks that arise from your (and your team's) activities, and assess, escalate and actively engage in the management of such risks.
- Ensure controls are operating in compliance with prescribed policies and procedures, including the Code of Conduct, as well as applicable laws, rules and regulations and take action in remediating them when they are not.
- Own the accuracy of the data you are responsible for and comply with applicable data governance standards.
- Promptly escalate issues regarding, but not limited to, people, processes and products and resolve in a timely fashion.
- Complete all assigned training on a timely basis.

Category: System Assigned - Risk & Control

## Risk and Control

- Deliver on GBRCO-owned Consent Order Commitments
- Timely remediation of GBRCO-owned issues
- Operationalize GBRCO-owned Manager Control Assessment

Category: Risk & Control

## Project Management Goal

Adhere to Citi Program Management Council expectations and local Program and Project Management Procedures as exhibited by: • Achieve PM Process Quality Adherence (PQA) Adherence Scores  $\geq 90\%$  (as applicable) • Achieve PM Health Check Adherence score  $\geq 90\%$  (as applicable) • Achieve PM Spot Check Adherence score  $\geq 90\%$  (as applicable) • Complete 100% of applicable CPMC Annual Training Requirements by established due dates in LMS

Category: Risk & Control

## Financial Performance Goals

### Financial Performance

- Execute against approved 2023 Financial Plan
- Manage the GBRCO organization "as a business" with improved resource capacity planning, appropriately prioritized investments, and full financial visibility at the enterprise level

Category: Financial Performance

## Client & Franchise Outcomes Goals

### Client & Franchise Outcomes

- Attract, retain, and develop diverse, high-performing talent
- In collaboration with front line risk & control functions, rollout new controls standards, escalation policy, and control metrics
- Drive deeper engagement with in-business risk & control functions
- Embrace a culture of employee engagement, manager effectiveness, challenge, and innovation

Category: Client & Franchise Outcomes

### Changemakers Network Goal

As part of my role as a Changemaker within Citi's New Way program, I will look to integrate new ways of working throughout 2023 and: - Model the Ownership and Productive Debate habits. - Listen to what is and isn't working, identify best practices and advise senior leaders. - Share stories that help bring Citi's New Way to life and test other program ideas. - Inspire colleagues to join Citi's New Way and celebrate successes.

Category: Client & Franchise Outcomes

## HOW Rating & Commentary

### Leadership Rating

Manager Evaluation

Rating: 3-Valued Contributor

Employee Evaluation

Rating: 2-Exceeds Expectations



Response: As a first-time people manager with the added element of his team's location in a different city, this year has been filled with learning for Dom. Dom has continued his ability to take complex topics and translate into understandable messaging. During a short time period, Dom was able to assimilate a lot of disorganized information (oral and written) and produce materials for various working group sessions and leadership meetings. This was highly valued and recognized by the existing team members who were very appreciative of his assistance and impressed with the speed in which he was able to understand and deliver. Dom often champions efficiencies and development in the broader team such as his efficiency tools/technology tips. There was a noticeable improvement in one of Dom's team member's abilities in this area as a result of the coaching received from Dom.

Dom needs to continue to provide increasing transparency to both his managers as well as his direct reports on the day-to-day and longer term objectives. While each of Dom's deliverables were ultimately on-time, frequent and often communication to confirm priorities/timing and discuss potential obstacles/challenges would have greatly alleviated the stress and additional demands on Dom and the broader team.

Response: Over the course of 2023, I've continued to serve as a role model for ownership and delivering at the quality needed for high priority deliverables with the newly-added responsibility of managing two Tampa-based direct reports. As a new manager, I encourage an open and collaborative environment by holding myself accountable and candidly reflecting on pitfalls and lessons learned to improve the team. One example of this is through leading testing, closure and post-mortem of RBCM 6 which successfully closed on time despite facing unanticipated resourcing challenges.

Outside of my assigned deliverables and management of my direct reports, I am also valued by the broader team as contributor who is always willing to provide support and who can consistently deliver with professionalism, perspective, and the firm's best interest in mind - regardless of how seemingly complex (e.g., translating MRA-specific requirements into BRDs for PTS) or simple the task (e.g., assisting with testing data requests). In working with the broader team, I am able to lead by teaching others (e.g., hosting a hotkeys workshop) and taking the time to provide candid feedback and suggestions (e.g., working with PMO team to suggest landing page, improvements to meetings)

Overall I feel that I demonstrate the Leadership Principles by consistently taking on opportunities to tackle complex problems, invest in the firm, and serve as a Changemaker to model Citi's best practices and code of conduct.

#### Additional Manager Evaluation

Evaluated by:

### WHAT Rating & Commentary

#### Risk & Control Rating

##### Manager Evaluation

Rating: **3-Valued Contributor**

Response: Dom is mindful of risk and has implemented

##### Employee Evaluation

Rating: **2-Exceeds Expectations**

Response: Examples of how I've met risk & control

mechanisms to drive better quality deliverables for regulatory commitments. Dom identified a better solution, with greater controls, to encourage the adoption of the reporting requirements as part of the RBCM 6 pilot. This involved creating and managing the EUC to produce monthly reporting until the pilot could be transitioned into a managed reporting solution. Dom was diligent in researching and addressing EUC-related obligations to ensure compliance with Citi's policies as well as testing the EUC for accuracy.

goals include:

- Provided support in early identification of risk of CSI in Systems of Record and led discussions with stakeholders (e.g., Legal) to determine options to address (e.g., confidentiality flag vs attestation).
- Developed my team by holding regular cadence to provide feedback and lessons learned (1:1s, team huddles, post-mortems)
- Identified creative solutions to enable adoption of reporting requirements through overseeing creation, launch and complaint management of the Standardized Reporting EUC

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#### Additional Manager Evaluation

Evaluated by:

### Financial Performance Rating

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#### Manager Evaluation

Rating: **3-Valued Contributor**

Response: Dom has widely encouraged and championed efficiency enablers within his team and across the broader team. This has supported a more collaborative and efficient environment when executing against regulatory commitments.

Dom should ensure he continues to be thorough in his notes and escalates potential concerns early. This will reduce rework for both himself and his team as well as increase the efficiency of meetings. It will further support clear accountability of task ownership and expected timing to allow for easier identification of necessary escalations or follow-ups.

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#### Employee Evaluation

Rating: **2-Exceeds Expectations**

Response: Examples of how I've met financial performance goals include:

- Improved team efficiency by leading Introduction to Hot Keys workshop and creation of templates
- Simplified workload for Enterprise Tools & Reporting team (ETR) through oversight of revisions to Unmapped MRA BRD requirements
- Supported team members through ideation/creation of working group slides / supporting materials (e.g., Roles & Responsibilities, MRA Lifecycle Overlay)
- Provided support on recruiting efforts for immediate and adjacent teams (e.g., MRA Oversight Function, ORM)
- Drove adoption of new, approved technologies, serving as a model for other teams across the organization (e.g., IQA use of MS Team for Working Groups)

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#### Additional Manager Evaluation

Evaluated by:

### Client & Franchise Outcomes Rating



### Manager Evaluation

Rating: **3-Valued Contributor**

Response: Dom delivered on time for each of his assigned deliverables. He also recently began to assist the broader team with a particularly challenging deliverable. He is thoughtful in his approach and appropriately looks for connections to better deliver against Citi's objectives to simplify as part of Transformation. In addition to the centralized EUC reporting example, Dom identified an opportunity to leverage a recently established function for quality assurance that could apply to Unmapped MRAs. This required Dom to work closely with the other stakeholders to confirm the importance of slightly expanding their criteria for their in-scope population. This is a great example of the way Dom thinks of the end-user and overall organization first when solutioning.

### Employee Evaluation

Rating: **2-Exceeds Expectations**

Response: Examples of how I've met client and franchise outcome goals include:

- Mitigated risk through timely completion and business closure of assigned RBCMs/Deliverables (RBCM 6, Deliverables 6.2, 13.1, 13.3 - expected 12/13/23)
- Achieved passing scores (>90%) to meet Health Check, Spot Check and PQA goals
- Demonstrates and advocates for Citi's New Way (i.e., Changemaker Habits)
- Supports Citi's presence in the local community through active participation in firm events and volunteer initiatives (e.g., NY Cares)

### Additional Manager Evaluation

Evaluated by:

## Year-End Evaluation Ratings

### Overall WHAT Rating

#### Manager Evaluation

Rating: **3-Valued Contributor**

#### Employee Evaluation

Rating: **2-Exceeds Expectations**

### Overall HOW Rating

#### Manager Evaluation

Rating: **3-Valued Contributor**

#### Employee Evaluation

Rating: **2-Exceeds Expectations**