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75.1%



## Mangonon, Dominic

Program Management Senior Lead

Manager: Angelique Schipani (AS32401)

Evaluated by: Angelique Schipani (AS32401)

## 2025 Year-End Performance Review

Organization: Angelique Schipani (AS32401)

Location: 388 GREENWICH STREET - TOWER

01/01/2025 - 12/31/2025

### Acknowledgement

#### Employee

Entered by: Dominic Mangonon (DM61019) Date: 12/09/2025

Status: Yes, I have had a performance conversation with my manager

Comment:

### 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

## 2025 Team Risk & Control Goal

Identify, prioritize & proactively manage dependencies, risks, exceptions and issues for relevant Article XII.1e. projects/programs and communicate appropriately.

Category: Risk & Control

### 2025 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 designed and 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.
- Comply with Citi's Control Framework and execute timely and accurately Citi's Manager's Control Assessment (MCA), where applicable
- 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, systems and products and resolve in a timely fashion.
- Complete all assigned training on a timely basis.

Category: System Assigned - Risk & Control

### Project Management Goal for Work Effort Managers

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 ≥90%
- Achieve PM Health Check Adherence score ≥90%
- Achieve PM Spot Check Adherence score ≥90%
- Achieve PM Quality Scorecard Adherence score ≥90%
- Complete 100% of applicable CPMC Annual Training Requirements by established due dates in LMSype goal description here

Category: Risk & Control

## Financial Performance Goals

### 2025 Team Financial Performance Goal

Identify and lead at least one process improvement or efficiency to increase operational effectiveness within the team or as part of the Article XII.1.e. Consent Order Commitments, ensuring that the analysis is documented including considerations as to potential impacts (both negative and positive).

Category: Financial Performance

## Client & Franchise Outcomes Goals

### 2025 Team Client & Franchise Outcomes Goal

Work towards the closure and sustainability of 2025 Consent Order commitments to help the Firm make progress against exiting the Consent Order

Category: Client & Franchise Outcomes

## HOW Rating & Commentary

### Leadership Rating

#### Manager Evaluation

Rating: **3-Valued Contributor**

Response: **Overall Performance Summary**  
Dominic has made positive strides this year,

#### Employee Evaluation

Rating: **3-Valued Contributor**

Response: **Building on the development areas from my 2024 review, I have focused this year on**



showing marked improvement in proactive leadership and more consistent communication, building on the development areas from the previous year. Dominic has taken greater ownership of complex challenges and has been a key participant in significant firmwide priorities, including the CAO-XIIE.27 Budgeting & Resourcing efforts. He successfully led the critical "Variance Readiness" efforts for Segment A Hierarchies and addressed regulatory commitments by closing feedback from Internal Audit.

Dominic has demonstrated a solid alignment with Citi's Leadership Principles through his work and collaborative efforts this year.

- **We Take Ownership:** Dominic lead the "Variance Readiness" efforts for Segment A Hierarchies, with little or no required support from other team members. He demonstrated ownership by developing clear requirements, addressing feedback from our 2nd and 3rd line partners, and proposing solutions for scenarios that were not compliant. Dominic also successfully retired the Unmapped MRA Reporting EUC and generally transitioning most Unmapped MRA items to the MRA Oversight function.
- **We Deliver With Pride:** Dominic is naturally tech-oriented and has a simplification mindset. He uses AI where plausible and he developed a tool for supporting variance analysis and reporting. This was shared and reviewed with management and the team.
- **We Succeed Together:** Dom collaborated across multiple stakeholder lines (Org PMOs, 2nd line, 3rd line and CPMC) for solution review, feedback and input. He also hosted over 20 Budgeting & Resources specific office hours for Segment A Variance to provide very detailed support on process and understanding for Variance Readiness and in general he attended multiple working groups (CPMC, cross sector).

taking greater ownership of complex challenges, embracing new skills to drive operational excellence, and leading through influence to help meet the firm's goals.

- **We Take Ownership:** I stepped up to lead the "Variance Readiness" efforts for Segment A Hierarchies, a critical initiative to improve visibility and management of investment spend for Citi's most strategic work. This involved directly addressing Internal Audit feedback to close regulatory commitments (RBCM 27) and delivering against accelerated timelines by developing and communicating clear requirements, guidance, and FAQs. My end-to-end ownership of this process allowed me to propose and implement thoughtful solutions for handling "Out of Compliance" scenarios and identify the necessary controls to ensure long-term sustainability. In addition to this project, I have maintained my role as the primary lead for all matters related to Unmapped MRAs, ensuring continuity through organizational changes and providing consistent subject matter expertise.
- **We Deliver With Pride:** I am committed to simplifying processes and increasing operational effectiveness. This year, I developed a new tool to automate variance calculation and reporting, ensuring its full compliance with Citi's End User Computing (EUC) standards. As an AI Advocate, I actively seek opportunities to apply new technology in the workplace. After completing over 16 hours of AI-related coursework, I leveraged Citi Stylus to codify the EUC's data transformations, significantly reducing the risk of manual error in data refresh processes. In support of the Segment A variance efforts, I also ensured accountability and transparency by consistently publishing over 18 instances of weekly reporting and promptly communicating and escalating any necessary corrections.

**Strengths**

- Peers recognize Dominic as a results-focused team member with highly effective strategic thinking and proactive problem-solving abilities.
- He is praised for his excellent data skills, including his ability to understand and break down large, complex data sets into digestible insights. His aptitude in Excel is frequently noted.
- Dominic is seen as reliable and detail-oriented, consistently delivering high-quality work and showing notable improvement in accuracy, organization, and follow-up.

**Opportunities**

- Dominic could benefit from continuing to improve his executive presence and communication strategies for managing relationships with stakeholders at all levels.
- He is encouraged to continue developing strategies for balancing multiple priorities to maintain effectiveness, particularly around proactive communication during busy periods.
- An area for growth is to more actively connect individual tasks to the overall strategic direction, such as by leveraging lessons learned from past initiatives for current projects.

**General Feedback**

- Across the board, Dominic is described as an outstanding, indispensable, and highly respected colleague.
- Stakeholders find him easy to work with, noting his pleasant demeanor and serious approach to his responsibilities.

Dominic should focus on further developing executive presence and proactively engaging with stakeholders at all levels to promote his work and inspire others. He should continue to build on improved organizational skills by refining strategies for managing competing priorities, ensuring all commitments are met with consistent, proactive communication.

- **We Succeed Together:** Leading the Segment A Variance Readiness efforts required extensive collaboration across the enterprise. I worked to build consensus and provide support by hosting over 20 "office hours" sessions and participating in numerous working groups to drive alignment. This collaborative approach was essential in successfully managing the realignment of 151 Investment Requests across multiple organizations, totaling approximately \$1.1B in labor spend.

I feel I have made significant strides against my development areas this year, and the results of these efforts have had a tangible and positive impact on the organization.

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**Additional Manager Evaluation**

Evaluated by:



## WHAT Rating & Commentary

### Risk & Control Rating

#### Manager Evaluation

<b>Rating:</b>	<b>3-Valued Contributor</b>
<b>Response:</b>	<p>Dominic is a respected team member, noted for his ability to understand and break down large, complex data sets into digestible and insightful analysis. His collaborative approach with PMOs across the bank has directly contributed to process stability, particularly for RBCM 27. Dominic has shown notable improvement in his attention to detail and follow-up which has positively impacted his overall performance. He is adept at receiving and incorporating feedback and his polite, approachable demeanor makes him a pleasure to collaborate with.</p> <p>Dominic has made solid contributions toward his goals this year, demonstrating a strong focus on risk and control. He has successfully applied his data familiarity and project management knowledge to support key initiatives and strengthen the team's control environment.</p> <ul style="list-style-type: none"> <li>• <b>2025 Team Risk &amp; Control Goal:</b> Dominic played a key part in mitigating risk by overseeing the review and realignment of 151 Investment Requests, which totaled approximately \$1.1B in labor spend as he noted in his EOY documentation. This was a critical piece of work related to XII.1.e.iii for net new functionality around Budgeting and Resources to support XII.1.e Consent Order.</li> <li>• <b>Project Management Goal for Work Effort Managers:</b> Dominic showed a strong commitment to adhering to Citi Program Management Council expectations. He had perfect scores (100%) in Spot Check and completed 100% of his applicable CPMC Knowledge Assessment and Annual Training requirements by the established due dates.</li> </ul>

#### Employee Evaluation

<b>Rating:</b>	<b>3-Valued Contributor</b>
<b>Response:</b>	<p>My focus in Risk &amp; Control this year has been on proactive risk management, strengthening our control environment through direct ownership / development of processes and tools, and applying project management best practices.</p> <ul style="list-style-type: none"> <li>• <b>2025 Risk &amp; Control Goal:</b> I strengthened our control environment by developing the new Segment A Variance Pipeline EUC while maintaining ownership of two other critical EUCs (Investment Request Variance Report &amp; Metrics Dataset; CPMC Budgeting &amp; Monitoring Workbook). My commitment to a robust control framework extends beyond active tools. While addressing residual bugs from a retired EUC, I uncovered previously unknown data feed issues and escalated them for immediate resolution, preventing potential future data integrity problems.</li> <li>• <b>2025 Team Risk &amp; Control Goal:</b> I played a key part in mitigating financial risk by overseeing the review and realignment of 151 Investment Requests, totaling ~\$1.1B in labor spend. This initiative, in conjunction with the "Variance Readiness" project, was a critical risk mitigation activity that significantly improved visibility and control over the firm's strategic investments.</li> <li>• <b>Project Management Goal for Work Effort Managers:</b> In support of the RBCM 27 project, I consistently met all Citi Program Management Council expectations. Although I am not formally a Work Effort Manager, I leveraged my prior experience leading RBCMs to provide guidance on best practices to the team, helping to elevate our overall project management discipline and ensure a successful outcome.</li> </ul>



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- **2025 Risk & Control Goal:** Dominic keenly identified and escalated previously unknown data feed issues while addressing items from a retired EUC, preventing potential future data integrity problems. His risk-focused mindset was also evident in the decommissioning of the UMRA EUC. He has remained timely with all trainings, and a previous Letter of Education was rescinded this year. Dominic should continue to focus on the proactively supporting a solid risk and control model, particularly where it intersects between Finance and PM. He should also continue leverage lessons learned and knowledge gained from earlier roll-outs, such as BoW Segmentation, to the work being conducted for budgeting and resourcing.

#### Additional Manager Evaluation

Evaluated by:

#### **Financial Performance Rating**

##### Manager Evaluation

<b>Rating:</b>	<b>3-Valued Contributor</b>
<b>Response:</b>	Dominic successfully met his goal to identify and lead a process improvement by defining a framework for Seg A Variance Readiness. His performance against the Financial Performance Pillar was directly measured through his ability to support the implementation of PM budgeting and resourcing functionality.

##### Employee Evaluation

<b>Rating:</b>	<b>2-Exceeds Expectations</b>
<b>Response:</b>	I directly contributed to our financial performance goals this year by focusing on tangible process improvements that increased operational effectiveness and created sustainable, long-term value.

- **2025 Team Financial Performance Goal:**  
As noted in his EOY documentation, Dom identified and executed an opportunity to leverage Citi Stylus Workspaces AI to develop a new End User Computing (EUC) tool for variance calculation and reporting. By using AI to codify and automate the workflow, he significantly reduced the manual effort and resources required to produce these reports. This automation minimizes the risk of human error, improves the reliability of our financial data, and removes the need for advanced Excel skills, making the process accessible to more team members. This work, along with the procedural documents he created, ensures the long-term sustainability of our RBCM 27 efforts.
  - He also developed new reporting to facilitate the review of Segment A Hierarchies for Variance Readiness, enhancing existing ETR reports and processes.
- Dominic should continue to look for opportunities for operational efficiencies in new work but also keep an eye out that the processes are not overly complex and are verified for accuracy. AI may be an accelerator in this area and Dom is tech savvy which is an opportunity for him.

- **2025 Team Financial Performance Goal:**  
My primary contribution was identifying a key opportunity to leverage Citi Stylus Workspaces AI in the development of a new End User Computing (EUC) tool for variance calculation and reporting. By using AI to codify the complex data transformation, categorization, and aggregation steps, I was able to successfully automate the workflow. This automation has significantly reduces the resources and manual effort required to produce accurate reports, while also minimizing the risk of human error. Further, this tool removes the need for advanced Excel skills, making the process accessible to a broader group of team members and reducing our dependency on specialized knowledge. These efficiency gains, combined with the supporting procedural documents I created, improve the reliability of our financial data and ensure the long-term sustainability of our RBCM 27 efforts.

#### Additional Manager Evaluation

Evaluated by:

#### **Client & Franchise Outcomes Rating**

##### Manager Evaluation

<b>Rating:</b>	<b>2-Exceeds Expectations</b>
<b>Response:</b>	Dominic's ability to understand, join, and break down large, complex sets of data into digestible and insightful information is a key strength. Where others struggled to identify next steps, Dominic was able to lead the team through suggestions and collaboration. He has a deep familiarity with data that often reveals insights that greatly benefit the team's work. Dominic's collaborative approach specifically with Org PMOs across the bank has directly contributed to the stability of critical processes.

##### Employee Evaluation

<b>Rating:</b>	<b>2-Exceeds Expectations</b>
<b>Response:</b>	My work this year directly supported the firm's progress against its commitments and regulatory milestones, strengthening the franchise by ensuring operational integrity and compliance. In addition to these contributions, I have completed all PM requirements and assigned trainings ahead of schedule.

Dominic is a great listener and has shown notable improvement in his attention to detail, follow-up, and organization, which has contributed positively to his overall performance. He is adept at receiving and incorporating feedback in real time and is proactive in suggesting alternative approaches. His polite and approachable demeanor makes him a pleasure to collaborate with, fostering open and productive discussions. He consistently demonstrates an impressive ability to quickly understand technical difficulties and offer practical, insightful solutions.

Dominic's work this year directly supported the firm's progress against its 2025 Consent Order commitments and regulatory milestones and was a critical team player in the delivery of budgeting and resourcing (RBCM 27).

- **2025 Team Client & Franchise**

**Outcomes Goal:** Dominic's leadership in understanding the core data, the relationships (and dependencies) between the PM budgeting process, Investments@ Citi and Finance roles and responsibilities has proven invaluable. He directly addressed critical feedback from Internal Audit, which was a necessary step for the completion of the regulatory milestone. In parallel, he has provided stability and expertise as the primary point of contact for Unmapped MRAs, safeguarding a key component of our risk management framework through organizational changes and accurately transferring ownership of PM updates to the MRAOF team, while still being a friendly supporter to ensure things did not fall through the cracks. His work on Budgeting and Resourcing included defining requirements for LTD tracking of labor spend for Segment A hierarchies and the process for dispositions material variances. He also developed guidance materials, such as playbooks and FAQs, to educate stakeholders on new processes. Dominic can continue to execute and deliver with the precision, thoughtfulness and detail he has been displaying. He has so much

- **2025 Team Client & Franchise**  
**Outcomes Goal:** My leadership of the "Variance Readiness" effort was instrumental in advancing our progress against key Consent Order commitments. I directly addressed critical feedback from Internal Audit, which was a necessary step for the closure of significant regulatory milestones and reinforced the firm's commitment to its obligations.
- In parallel, I have provided stability and expertise as the primary point of contact for Unmapped MRAs. By ensuring this critical workstream remained consistently supported through organizational changes, I helped safeguard a key component of our risk management framework, protecting the franchise from potential disruption.



capability and can look for opportunities to lead front-to-back execution, taking full ownership of initiatives from inception to completion. Dom could support a larger span of control and should seek that out for career growth. He takes to heart feedback and is truly an asset to Citi.

#### 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: **3-Valued Contributor**