

Shaping a more successful future

2019 Corporate Responsibility Report

Gartner®

Letter From Our CEO



Gartner is proud to be the world's leading research and advisory company, serving more than 15,000 client enterprises in 100+ countries. Positioned at the intersection of business and technology, our insights, advice and tools often mean the difference between success and failure for our clients. This unique position gives us the opportunity to have a positive and long-lasting impact on the world.

Business leaders increasingly turn to Gartner to understand not just what is possible, but what is right. To fulfill our duty to our associates, clients, shareholders and the world, we have an imperative to consistently uphold the highest levels of integrity in everything we do.

The growing importance of corporate responsibility, including sustainable business practices, presents us with two opportunities: To support our clients on these topics through our research and to actively manage our own operations. In recent years, the volume of Gartner research publications that include corporate social responsibility, diversity and inclusion, or sustainability has increased.

As we publish this 2019 report during the COVID-19 pandemic, corporate social responsibility presents an even greater imperative for Gartner. We, like most enterprises, are taking measures to mitigate the spread of this virus. To protect the health and well-being of our associates, clients and partners, we closed offices globally, ceased travel and continue to provide the majority of our services virtually. We have also taken difficult decisions to temporarily suspend certain programs to carefully manage our expenses in an increasingly challenging economic environment.

To help leaders and their teams navigate the pandemic and the ensuing economic disruption, we launched a new resource center. Available publicly via our website, the resource center contains complimentary research and actionable advice on the issues, topics and key initiatives that matter most to leaders.

Despite these challenging conditions, we remain committed to fostering an environment of exceptional professional development. We will continue to embrace diversity and actively work to remove barriers to support a culture of inclusion, belonging, well-being and growth. And we will continue to minimize our environmental impact wherever possible, including actively managing our energy consumption.

We will remain focused on extending and adapting our approach to corporate responsibility throughout this period of unprecedented change to positively impact our associates, clients, shareholders and the world. It's our way of getting better, stronger, faster — year after year.

A handwritten signature in black ink that reads "Gene Hall". The signature is written in a cursive, flowing style.

Gene Hall
Chief Executive Officer

Reporting Approach

This publication is our first annual Corporate Responsibility Report. It outlines our approach to corporate responsibility, building a well-governed sustainable business and being good stewards of the environment. As we progress on our sustainability journey, we will further formalize areas of impact and goals through conducting a materiality assessment in 2020.

The focus, content and priorities of this report broadly cover our:

- Company
- Associates
- World
- Clients

These areas are informed by ongoing discussions with our internal and external stakeholders, namely our associates, candidates for recruitment, clients, investors, community members and suppliers. Wherever applicable, we aligned our Environmental, Social and Governance (ESG) data with the [Sustainability Accounting Standards Board \(SASB\)](#) guide for Sector — Services: Industry — Professional & Commercial Services.

Unless otherwise noted, this report encompasses Gartner’s global operations, activities and practices during fiscal year 2019 (January 1 – December 31, 2019). The Corporate Responsibility – Performance Indicators matrix can be found in the Appendix of the report and includes a variety of metrics, cross-referenced with SASB standards, where applicable. This report contains figures that have been approximated or rounded. All currency is in U.S. dollars.

This report contains forward-looking statements. Forward-looking statements involve known and unknown risks, uncertainties and other factors; consequently, actual results could differ materially from those expressed or implied by the forward-looking statements. Risk factors that could cause actual results to materially differ are set forth in our [2019 Annual Report on Form 10-K](#). These risk factors are subject to updates by our future filings and submissions with the U.S. Securities and Exchange Commission, which can be found on the Gartner website at investor.gartner.com.

The purpose of this report is to keep internal and external stakeholders informed of our corporate responsibility initiatives. We welcome feedback on our first report. Please email Gartner Corporate Social Responsibility (CSR) at csr@gartner.com or Investor Relations at investor.relations@gartner.com.

Contents



Our Company

Our purpose
Corporate governance
Ethics and compliance
Risk management activities



Our Associates

Recruiting
Development and career progression
Engagement



Our World

Our commitment to environmental sustainability
Locations
Operations and interiors
Procurement
Travel



Our Clients

Supply chain, water and sustainability: creating a platform for change
Empowering HR efficiency to help UNICEF help children



Appendix

Corporate Responsibility – Performance Indicators

Our Company

A close-up photograph of a green leaf covered in water droplets, serving as a background for the text. The leaf's veins are clearly visible, and the water droplets are of various sizes, some reflecting light. The overall color palette is a range of greens, from light to dark.

Gartner at a glance

\$4.2B

revenue
in 2019

40

consecutive
quarters of
double-digit
contract value
growth

2,250+
experts

creating insights
around the world

16,700+

associates
in 120+ offices
globally

S&P 500

Member since
2017

**Deep global
business and
technology
insight**

into every major
function in the
enterprise



Customer Service
& Support

Finance

Human Resources

Information
Technology

Legal & Compliance

Marketing &
Communications

Product
Management

Research &
Development

Sales

Strategy

Supply Chain

Our purpose

Founded in 1979, we're the world's leading research and advisory company. We've expanded well beyond our flagship technology research to provide senior leaders across the enterprise with indispensable insights, advice and tools to conquer today's challenges and ambitiously pursue tomorrow's.

The foundation of our business model is the ability to create and distribute independent, proprietary research content published digitally, interactive tools, facilitated peer networking, briefings, conferences, consulting and advisory services.

As a people-driven business, we achieve our business objectives by attracting, retaining and motivating top talent. We strive to offer best-in-class financial and nonfinancial benefits, and to foster a culture of continuous improvement and growth. We're honored to receive third-party recognition year after year, reflecting our commitment to strong employee engagement.

Together with our associates and clients, we fuel the future of business so that a more successful world takes shape.

Fortune

World's Most Admired Companies 2016, 2017, 2018, 2019

Forbes

America's Best Employers 2018, 2019

Best Management Consulting Firms 2017, 2018, 2019

Human Rights Campaign Corporate Equality Index

Best Places to Work for LGBTQ Equality 2017*, 2018*, 2019

WayUp named

Gartner Top 100 Internship Program in USA for 2019

To see our full list of awards and recognitions, visit jobs.gartner.com



According to Gartner research

Best practice guidance from our experts

As we continuously seek to learn and evolve our own practices, we've included insights from our research throughout this report that inform our approach to corporate responsibility and aspirations for the future. They appear under the heading "According to Gartner research."

Today's stakeholders increasingly expect companies to build a positive culture, actively demonstrate their values and display a greater ESG consciousness.

*During CEB and Gartner Integration

Governance

Corporate governance

Gartner is committed to maintaining strong corporate governance practices. Our Board Principles and Practices are reviewed annually and revised in light of legal, regulatory or other developments, as well as emerging best practices, by our Governance/Nominating Committee and Board.

Corporate governance highlights

- Independent Chairman of the Board
- Majority voting for directors
- Annual election of directors
- Annual Board and Committee performance evaluation
- Executive sessions after each Board and Committee meeting
- 9 of 10 directors are independent
- 3 of 10 directors are women
- Fully independent Board committees
- Annual director evaluation of CEO
- Annual succession planning review
- Stockholder right to act by written consent



According to Gartner research

Based on our 2019 Governance and Emerging Risk Survey, we found five key topics for 2019 that should help set the general counsel agenda with the board:

1. Board as a strategic corporate asset
2. Stakeholder focus on ESG
3. Increased expectations for corporate disclosures
4. Gaps in risk management
5. Growing investment in crisis readiness

Director independence

Our Board Guidelines require that our Board be composed of a majority of directors who meet the criteria for independence from management set forth by the New York Stock Exchange (NYSE) in its corporate governance listing standards.

Our committee charters likewise require that our standing Audit, Compensation and Governance/ Nominating Committees be composed only of independent directors. Additionally, the Audit Committee members must be independent under Section 10A-3 of the Securities Exchange Act of 1934, as amended (the "Exchange Act").

The Compensation Committee members must be independent under Rule 16b-3 promulgated under the Exchange Act as well as applicable NYSE corporate governance listing standards, and they must qualify as outside directors under regulations promulgated under Section 162(m) of the Internal Revenue Code of 1986, as amended.

The Board annually assesses the independence from management of non-management directors and committee members by reviewing the commercial, financial, familial, employment and other relationships between each director and the company, its auditors and other companies that

do business with Gartner. Because of our worldwide reach, it is not unusual for Gartner to engage in ordinary course-of-business transactions involving the sale of research or consulting services with entities affiliated with one of our directors, or their immediate family members. The Board considered these transactions in determining director independence.



Board leadership structure

The leadership of our Board of Directors rests with our independent Chairman of the Board, Mr. James C. Smith. Gartner believes that the separation of functions between the CEO and Chairman of the Board provides independent leadership of the Board in the exercise of its management oversight responsibilities, increases the accountability of the CEO, and creates transparency into the relationship among executive management, the Board of Directors and stockholders. Additionally, in view of Mr. Smith's extensive experience as a chief executive officer of a major corporation, he is able to provide an independent point of view to our CEO on important management and operational issues.

Risk oversight

The Board of Directors, together with management, oversees risk (including cybersecurity risk) at Gartner. The company's strategic objectives and activities are presented by executive management to the Board and approved annually and more frequently as necessary. The Board regularly receives updates on cybersecurity matters from our chief information officer and discusses identified issues at its meetings.

The Risk (Internal Audit) function reports directly to the Audit Committee, and provides quarterly reports to the Committee. The Committee reviews the results of the internal audit annual risk assessment and the proposed internal audit plan. Subsequent quarterly meetings include an update on ongoing internal audit activities, including results of audits and any changes to the audit plan. Risk also meets with the Audit Committee in executive session on a quarterly basis.

The General Counsel, who serves as chief compliance officer, also reports directly to the Audit Committee on a quarterly basis concerning the effectiveness and status of the company's legal and ethical compliance program and initiatives, hotline activities and litigation matters.

The company maintains internal controls and procedures over financial reporting, as well as enterprisewide internal controls, which are updated and tested annually by management and our independent registered public accounting firm. Any internal control deficiencies and the status of remediation efforts, as well as any findings of the Disclosure Controls Committee, are reported to the Audit Committee on a quarterly basis.



According to Gartner research

A volatile business landscape and repeated public risk management failures have increased corporate focus on appropriate risk taking. As a result, heads of enterprise risk management (ERM) now spend more time in front of boards and senior management reporting on enterprise risks; they must produce risk reports that enable effective board oversight and drive effective senior management action (whether accepting more risk or mitigating existing risk).





According to Gartner research

Diversity and inclusion is a growing concern for board members, with a 17% increase in D&I mentions during earning calls since 2010. D&I is therefore no longer just an “HR” issue but also a board-level strategic imperative.

Management succession planning

Succession planning is one of the Board’s most critical functions — to develop leaders who will successfully build the company’s business. The Board and its Committees regularly review and discuss management development and succession plans for the Chief Executive Officer and his direct reports. This review includes an assessment of senior executives and their potential as successors to the Chief Executive Officer.

As part of the annual senior leadership succession planning exercise, Gartner collects information on the retention risk and loss impact for leaders in the two organizational reporting layers below the CEO’s direct reports. Our succession planning exercise enables us to ensure that we have a suitable pipeline of leaders to mitigate risk while also creating development and retention strategies for key individuals.

During our annual talent review and succession planning discussions for the top three levels of the organization, development opportunities are identified for successors to ensure they’re prepared for future roles within the organization.

Committees generally and charters

Our Board has three standing committees: Audit, Compensation and Governance/Nominating, and all Committee members have been determined by our Board to be independent under applicable standards. Our Board of Directors has approved a written charter for each standing committee, which is reviewed annually and revised as appropriate.

Although the Governance/Nominating Committee has not specified minimum qualifications for candidates it recommends, it will consider the qualifications, skills, expertise, qualities, diversity, age, gender, availability and experience of all candidates who are presented for consideration. At the present time, three of our 10 directors are women. The Board’s concept of diversity extends beyond race, gender and national origin to encompass the viewpoints, professional experience, and other individual qualities and attributes of candidates to select candidates that will enable the Board to carry out its responsibilities and complement the mix of talent and experience represented on the Board. In connection with its annual evaluation, the Board considers the appropriateness of the qualifications of existing directors given current needs.



Audit Committee

Serves as an independent body to assist in Board oversight of:

- The integrity of the company’s financial statements
- The company’s compliance with legal and regulatory requirements
- The independent registered public accounting firm’s retention, qualifications and independence
- The company’s risk, compliance and internal audit functions



Compensation Committee

Responsible for:

- Administering and approving all elements of compensation for the Chief Executive Officer and other executive officers
- Approving, by direct action or through delegation, equity awards, grants and related actions under the provisions of our equity plan, and administering the plan
- Participating in the evaluation of CEO and other executive officer performance (with the input and oversight of the Governance/Nominating Committee and the Chairman of the Board)
- Approving the peer group used for executive compensation benchmarking purposes
- Evaluating the independence of compensation committee advisers
- Providing oversight in connection with companywide compensation programs
- Approving the form and amount of director compensation in consultation with the Governance/Nominating Committee



Governance/Nominating Committee

Responsible for:

- The size, composition and organization of our Board
- The independence of directors and committee members under applicable standards
- Our corporate governance policies, including our Board Principles and Practices
- The criteria for directors and the selection of nominees for election to the Board
- Committee assignments
- Assisting the Compensation Committee in determining the form and amount of director compensation
- The performance evaluation of our CEO and management succession planning
- The annual Board and Committee performance evaluations

Ethics and compliance

Integrity is at the core of all that we do at Gartner; it is a commitment to the highest ethical standards, and it is also about how we do the right things — accurately, authentically, lawfully and truthfully.

This commitment is made manifest in the [Gartner Code of Conduct](#), which documents the way we expect associates to conduct themselves in dealings with the communities we serve — both outside and inside the company. Our associates, the leaders across the Gartner organization and our Board of Directors embrace the Code of Conduct because it protects and advances our greatest assets: Our people and our brand. The Code is available in 12 languages to people both inside and outside of Gartner.

In addition to the Code of Conduct, which is reviewed annually, Gartner maintains policies that address specific issues such as anti-bribery, conflicts of interest and insider trading, as well as policies related to data protection, anti-harassment,

information security and a host of business-unit-specific programs that focus on acting ethically at all times. Gartner also makes publicly available a Supplier Code of Conduct that it requires its suppliers to accept. Furthermore, Gartner maintains an Export and Trade Sanctions Program and a Third-Party Due Diligence Program.

Gartner retains a staff of dedicated legal and compliance professionals who are stewards of the Gartner Compliance Program. The General Counsel, who also serves as the Chief Compliance Officer, is the ultimate supervisor of the legal and compliance function. As noted above, the Audit Committee of the Board of Directors provides oversight over the Gartner Compliance Program. Legal and compliance professionals work to create and maintain the policies and procedures that ensure that associates conduct Gartner's business both ethically and in the letter and spirit of the law. The team also is responsible for creating and maintaining a robust set of compliance training programs. Where issues are brought to the attention of the legal and compliance team, they are investigated thoroughly

and escalated appropriately. Sitting within this team, Gartner's Office of the Ombudsman, a key component of the Gartner compliance infrastructure, is in place to ensure that associates operate with the utmost independence, objectivity, ethics and integrity. The Ombudsman team follows a rigorous process to evaluate all aspects of concerns that are brought forward to do the right thing, all with an eye toward maintaining the deep trust our clients have in us.

Gartner maintains the Gartner Hotline, a mechanism for anyone inside or outside the company to voice concerns, anonymously if requested. Managed by an independent third party, the service is available 24/7, via international toll-free numbers and local-language web submission forms. Each issue is handled via a documented, standard intake process. Retaliation is not tolerated for any issue brought forward in good faith. A report is made each quarter to the Audit Committee of Gartner's Board of Directors on hotline matters.

Compliance training

Each year we evaluate our approach to required Code of Conduct training to ensure the content remains fresh for associates. To that end, in 2019 we developed a new, 75-minute Code of Conduct training module, with customized deep dives into confidentiality, insider trading, conflicts of interest, improper payments (including bribery), and the importance of speaking up and reporting concerns. We required completion of that course, available in 12 languages, and an attestation to abide by all Code policies, for all associates, including senior leadership, in 2019. Completion rate this year was 99.1%.

In addition, we require a number of mandatory training modules for specific associates. For example, many associates are required to take anti-bribery training; where required by law, many associates take region-specific anti-harassment training. At times, we require certain training for all associates (e.g., in 2019 all Gartner associates were required to complete anti-harassment training).

Finally, upon hire, new associates are required to take a Code of Conduct training module and attest to abide by the Code; select other groups are required to complete business-unit-specific ethical and compliance training.



Risk management activities

Data protection program

Gartner recognizes the importance of having effective and meaningful privacy protections to govern the collection, use, analysis, processing and disclosure of confidential information, including (but not limited to) personal information. Gartner entities are required to comply with our data protection policies, procedures and applicable laws. More information about Gartner’s privacy policies can be found at gartner.com/privacy.

We have a dedicated team of data protection professionals, led by our Global Data Protection Counsel, who reports to our General Counsel. The team oversees Gartner’s enterprisewide data protection compliance program to ensure that Gartner appropriately handles and protects personal and other confidential information and complies with relevant data protection laws and regulations, such as the EU’s General Data Protection Regulation and the California Consumer Privacy Act.

Data protection training

Gartner associates are required to complete annual data protection and security training, and new associates are required to complete the training as part of the onboarding process. In 2019, 99.73% of all Gartner associates completed these training sessions. The annual training covers topics like data classification, proper handling of different types of data, how to report privacy or security incidents, and acceptable use of Gartner systems. During training, associates attest that they have read and understand our Acceptable Use and Information Classification Policies. In addition to annual data protection training, additional business-unit-specific data protection training is provided to associates who regularly handle personal information of clients and associates.

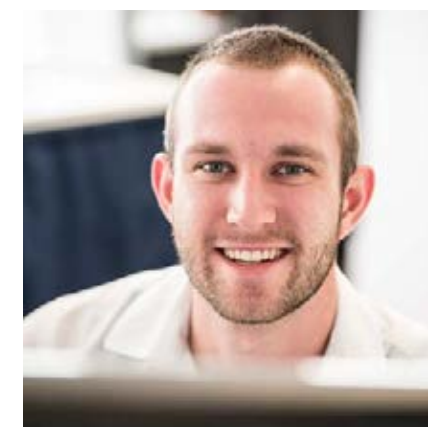
On a routine basis, Gartner associates are provided comprehensive training on emerging security threats, new security processes and policies, or tailored security expectations required of their role. Additionally, we conduct monthly tests to improve our associates’ ability to identify and report phishing threats.



According to Gartner research

Customer expectations for how their information is managed include:

- Transparency into how the information is managed
- Control over how their personal information is used
- Contextually relevant data use
- Responsible data storage and protection



Data security

Ensuring the confidentiality of data provided to us by our clients, associates and suppliers is of the utmost importance. Gartner has a dedicated team of cybersecurity practitioners led by a Chief Information Security Officer, who reports to the Chief Information Officer. The team employs a comprehensive cybersecurity program to prevent unauthorized access to client information and

to detect and prevent security incidents. Gartner leverages a defense-in-depth cyberdefense strategy, which means that multiple layers of security protect our data assets. Informed by the best practice security insights of our forward-leaning research, Gartner’s advanced technical controls, security policies and human processes provide protections that keep pace with evolving security threats as well as legal and regulatory compliance requirements.

Our infrastructure and systems are routinely audited by external parties for data privacy and security. We leverage independent third-party organizations to review and validate our security practices, processes and controls to protect associate and client data; policies and technical configurations in place to secure our technology devices and systems; and compliance with client, industry and regulatory security/privacy requirements.



Our Associates



Our people are our most valuable asset, enabling our long track record of global growth. From attracting diverse talent through our recruitment process to cultivating that talent with learning and development opportunities and rewards for strong performers to supporting overall wellness with meaningful benefits and engagement, we put our people first.

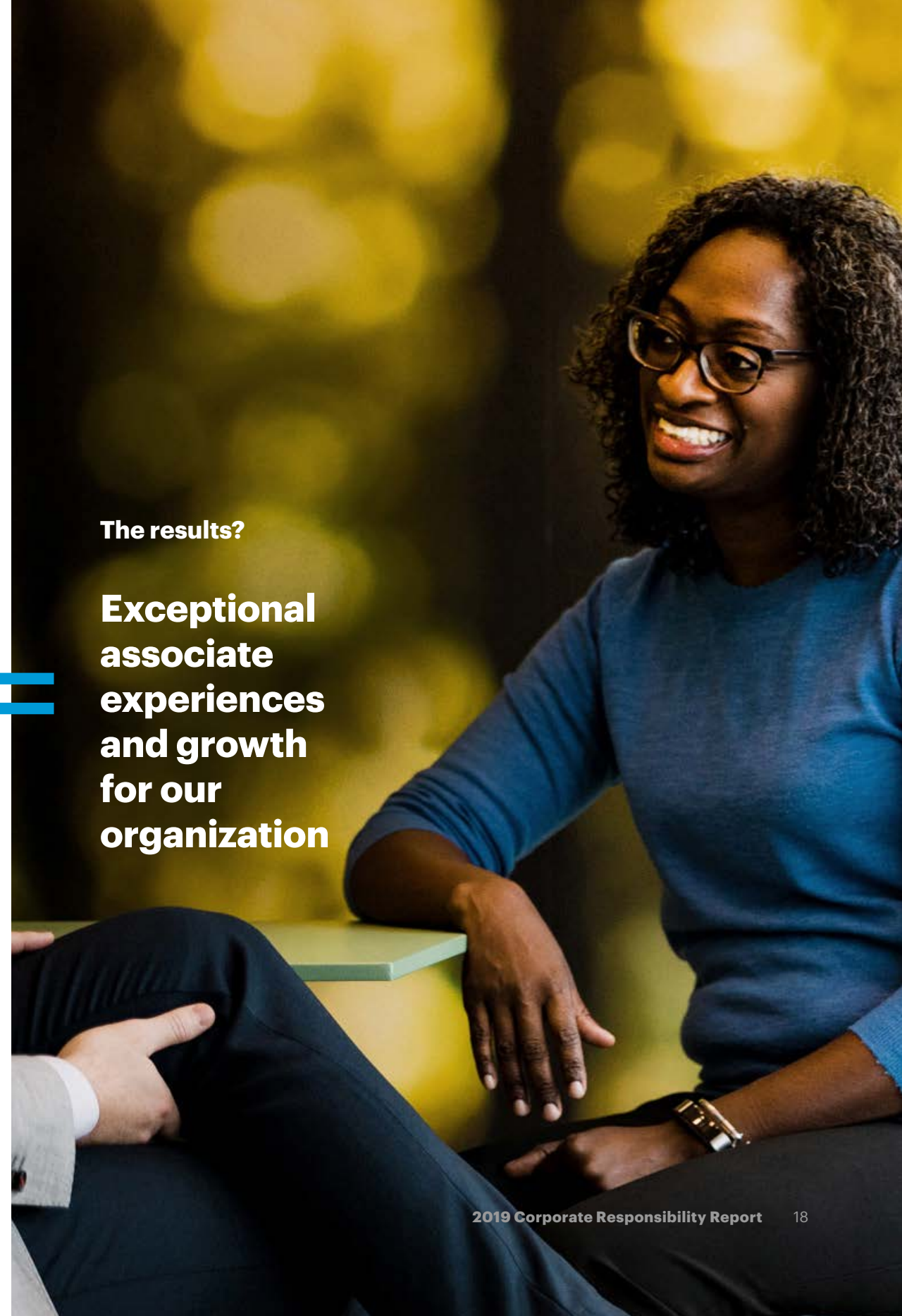
Our formula:



The results?

Exceptional associate experiences and growth for our organization

[View our employer recognition awards](#)



Gartner is committed to providing equal employment opportunities to all applicants and associates without regard to any legally protected status. This commitment is formalized in our global and U.S. equal employment opportunity policies.

We continually renew this commitment by optimizing our recruitment and professional development processes, creating networking and educational opportunities, celebrating heritage and history, encouraging community service and outreach, and creating safe spaces for all associates.

“The people in our office embody Gartner’s culture of collaboration and create a sense of belonging. Whether conversing over breaks or sipping coffee at cafes in the city, Gartner gives me a job and a ‘way of life.’”

Lopamudra B., Gurgaon, India

Our Diversity & Inclusion Executive Council, composed of members of our executive operating committee and other cross-functional leaders, provides strategic support, advocacy and visibility for these activities.

Together, we aim to mitigate bias, identify issues and solve problems so all associates can thrive.

Our cultural elements describe the essence of what makes us special as an organization



Impact clients’ mission-critical priorities



Prioritize, relentlessly



Do the right thing and great results will follow



Get better, faster, stronger every year



Embody a no-limits mindset



Win as a team



Make fact-based decisions



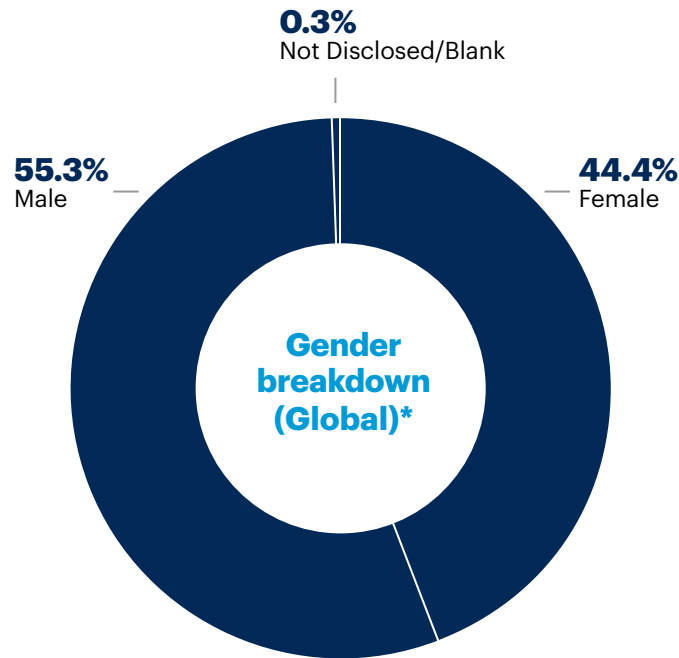
Embrace diversity and be inclusive



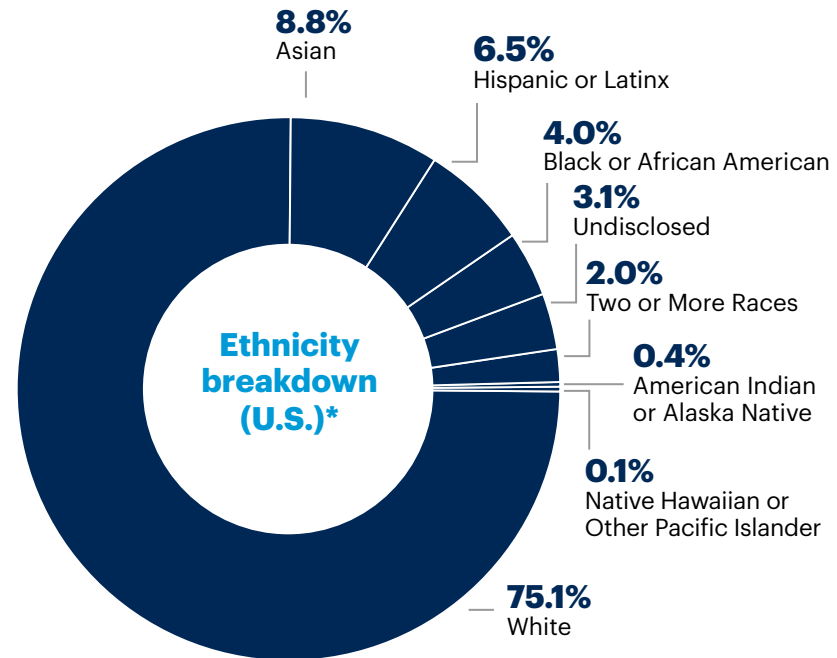
Think and act objectively



Be humble, be hungry



*As of Dec 31, 2019
Does not include interns, full-time contractors, casual workers, etc.



*As of Dec 31, 2019
Does not include interns, full-time contractors, casual workers, etc.

“At Gartner, our purpose is to cultivate a work environment that welcomes and respects people of all backgrounds and ensures there are no obstacles for reaching one’s full potential.”

Rajiv Desai, Vice President, Diversity, Inclusion, Engagement & CSR

Diversity and inclusion at Gartner

We foster an environment of exceptional professional development to ensure that each of us can reach our full potential. This includes embracing diversity and actively removing barriers to support inclusion, engagement and growth at Gartner.

Our teams are composed of individuals from different geographies, cultures, religions, ethnicities, races, genders, sexual orientations, abilities and generations working together to solve problems.

We emphasize the importance of inclusion to leaders and managers and how to foster a sense of belonging within their teams. We focus on the role of unconscious bias. We build tools to help make various business processes more inclusive and accommodate a more diverse perspective. We continuously share best practices and lessons learned with one another to help us all move forward.

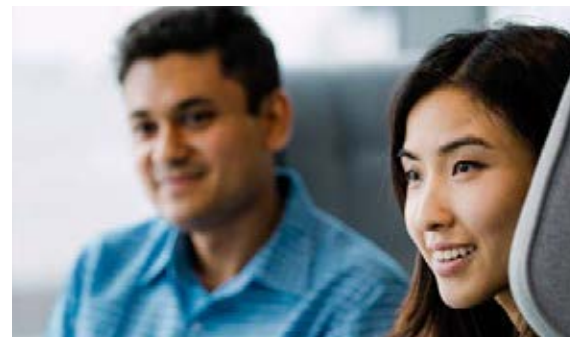
In doing so, we operate at the highest ethical standards, with respect for all, across our associates, clients and communities.

Recruiting

Attracting and hiring great talent around the world

Creating a positive work environment that fosters innovation requires people with varied skills, ideas and backgrounds — including those that may not have followed a linear career path. To source this

talent, we invest in diversity partnerships, return-to-work programs and early-career programs that cultivate a strong future workforce.



Building a diverse talent pipeline

We have implemented diversity and inclusion initiatives as part of our recruitment processes, including:

- Training recruiters on how to identify unconscious bias in the applicant and interview process, and how to collaborate with hiring teams to foster inclusive environments. This is an annual mandatory training series offered quarterly for recruiters globally.
- Continuously evaluating our recruiting process to ensure we mitigate bias at every step, whether human or technological.
- Establishing a dedicated recruitment team focused on immersion programs and external partnerships, such as building relationships with historically black colleges and universities (HBCUs) in the U.S.

“Diversity and inclusion has never been more of a priority in the workplace than it is today, but the most successful D&I initiatives are sustainable, meaning the strategy is supported by the entire organization, is measurable over time and is embedded into existing processes.”

Lauren Romansky, Managing Vice President,
Research and Advisory

We are proud to partner with leading organizations around the world that help us to extend opportunities to strong pools of diverse talent.

- Service Academy Career Conference (SACC)
- Military MOJO
- Hiring Our Heroes
- RecruitMilitary
- FairyGodBoss
- Careers & the disABLED
- Out in Tech
- Women Who Code
- Women in Technology
- TOIGO Foundation (sponsor women's conference)
- Hire Heroes USA
- GitHub Jobs
- eQuest
- Bender Virtual Career Fairs for People with Disabilities
- ITDiversityCareers
- DiversityJobs.com
- BlackJobs.com
- Hispanic Today

Return-to-work program

Professionals who have taken career breaks for reasons such as raising a family, dealing with long-term illness, caring for aging relatives or having a spouse in the military can find re-entering the workforce a challenge.

In 2019, we piloted a program in the U.S. geared toward helping these candidates return to rewarding careers at Gartner. From the first cohort, we hired 50% of invited participants into full-time roles.

“The return-to-work program enabled us to engage with individuals with strong skills that correlated to our needs in client services, and who also bring a diversity of background and experience. The result has been fantastic. Our talent that came from the program is thriving and contributing to the environment we continue to build.”

Eve Koopmann, VP, Product Services, Worldwide Business Service Delivery



Veteran discovery program

As part of creating a rich talent pool, we continue to expand recruitment of global military veterans. These candidates bring leadership skills and an aptitude for teamwork that make them a great fit for our culture. To increase outreach, we launched a veteran discovery program in the U.S. in 2018, offered across our sales and client services channels.

“With Gartner’s help, the transition from military to civilian life has been immeasurably easier, and I am so thankful to be part of such a thoughtful and supportive organization. One thing that sold me on Gartner as a veteran was seeing the teams interact and relating that to a squad-sized element. Very small, very personal, very exciting.”

Jess M., former U.S. Army Captain, Virginia, USA

This 5-day program supports transitioning military members and offers training classes, leadership coaching and visibility into what it’s like to work at Gartner. At the conclusion of the program, participants have the opportunity to interview for open roles at Gartner. Throughout 2019, we hosted 13 programs with 77 participants, 57% of whom were hired.



Building partnerships to support veterans

Detroit, Michigan, USA

Associates in Michigan organized an office community service day, helping deliver Detroit’s first West Michigan Veteran’s Assistance homelessness-transition engagement, in partnership with Humble Design. This nonprofit furnishes homes for those emerging from homelessness in Detroit, Chicago, San Diego and Seattle.

Working with Humble Design, the team helped provide a clean and comfortable home for Gerome, a previously homeless Marine veteran. They raised \$3,000 for the project via associate donations and matching Gartner funds, and coordinated additional donations including new blinds, a working vacuum and books. To ensure ongoing support, they also established a pipeline for future donations.

Gerome’s newly furnished apartment included a comfortable living room and bedroom.



“Now I have a place where I can confidently support others from the VA by bringing them here to begin their journey, too.”

Gerome

University diversity partnerships

Our diversity recruiting efforts extend to campuses, where we have established diversity-focused national partnerships:

- Reaching Out MBA
- National Black MBA Association
- Out for Undergrad
- MBA Veterans
- Enactus
- National Sales Network
- Veterans virtual career fair
- Diversity and Inclusion Virtual Career Fair
- WiCHacks
- Big 10 Women’s Career Conference

Historically Black Colleges and Universities (HBCU) Faculty Day

In 2019, we hosted our first HBCU Faculty Day. Eleven key faculty influencers from our core HBCU partner schools joined us for a 2-day event in our Fort Myers, Florida, office to learn more about Gartner, our culture, our diversity efforts and career opportunities for their students.

The event was supported by members of the Gartner executive operating committee, with 50+ Gartner leaders and associates in attendance, reinforcing the importance of inclusion and engagement at Gartner and our commitment to supporting students.

Building on these relationships with HBCUs enables us to continuously develop programs that best meet students’ needs as they begin their careers.



According to Gartner research

Organizations with sustainable D&I strategies report up to 20% more organizational inclusion compared to their peers without sustainable D&I strategies. Moreover, this 20% difference corresponds to significant differences in talent outcomes, such as employee performance, on-the-job effort and intent to stay.



Building a workforce for the future

Fostering a diverse workforce for the future requires nurturing talent early and giving candidates every opportunity to succeed. From our industry-leading internship program to specialized events where we act as talent advisors, our university recruiting team is committed to developing students' skill sets and supporting their future endeavors.

Internships

Our internships are immersive programs through which interns gain knowledge about Gartner in their field of study, get firsthand experience in driving business outcomes, receive ongoing support and coaching from team leaders, and find networking opportunities. Internship programs exist globally in the U.S., U.K., India, Spain and Canada. Interns are compensated at market-competitive rates, and non-local interns are provided housing assistance.

Due to the impact of COVID-19, our intern program was temporarily suspended in 2020.

“Starting as an intern let me build impactful relationships with C-level executives, enhance my business acumen, and develop my confidence and communication skills.”

Samantha H., Fort Myers, Florida, USA

In 2019

57% of interns globally received full-time offers

73% of those who received an offer accepted it



Partnering to support learning and develop job skills

Cape Town, South Africa

To support socioeconomic development in South Africa, we've partnered with Iziko Lobomi Centre of Life in Cape Town. Over the past two years, we've provided resources to assist with operations and job-creation projects, and supported a learning center that provides school children with homework support, computers and technology training. In addition, through practical internships, several individuals have found permanent employment after completing the programs.

“The Centre is a central point for the whole community, where they help each other and support each other. It is fantastic to see how Tebo Computers is helping the people in the township build basic IT skills to ensure a better future for both children and adults. The Centre offers a haven for learning, growing skills and helping those less fortunate to survive in this tough environment. I feel proud knowing that through Gartner’s generous support over the years, we have been able to be part of this life-changing initiative.”

Jess J., Johannesburg, South Africa



Rotational programs

In 2019, a select group of high-potential individuals entered the Gartner Rotational Development programs. This series of multiyear programs in the Product, Services, IT and Finance organizations is designed to develop professional skills and open the door for various leadership opportunities in the longer term.

Participants gain invaluable exposure across functions and help us innovate through highly visible, high-impact projects. The intent is to place successful rotational associates into regular roles by the program’s end.

Intern Connect Program (India)

Thirty internship candidates had the opportunity to interact with leaders from Gartner’s Product & Services and Software Engineering teams to gain an understanding of potential career opportunities and growth paths, and learn about the company and our vision for the India Center of Excellence.

Sophomore Leadership Summit (U.S.)

This 3-day experience gave 51 rising college juniors the opportunity to hear from senior leaders at Gartner, get career guidance, attend professional development workshops and shadow business units within their areas of interest.

“Participants are the future leaders of this company. The rotational program helps them grow and develop a broad understanding of our business, as well as functional expertise.”

Ernie Bourassa, Group Vice President, Product Management & Growth Programs





According to Gartner research

97% of recent M.B.A. graduates say they are willing to forgo financial benefits to work for a company with a reputation for ethics and ESG.

Career Services Day (U.S.)

Gartner hosted a Career Services Day for 22 undergraduate and M.B.A. university career services professionals. Attendees learned about our culture and career opportunities so they could better support their students' career paths post-graduation. The event included 50+ Gartner leaders and associates who participated in networking events, roundtable discussions and associate panels.

Hackathon (India)

Since 2018, Gartner has participated in HackElite, an immersive challenge for students at India's most prestigious universities. It enables participants to demonstrate their analytical skills, business acumen and creative problem solving in what's known as the toughest data science competition in India. The program had a 128% increase in registrations and a 207% increase in final submissions from 2018 to 2019.

“The event was a great opportunity to connect face to face with our M.B.A. and Business Rotational Development program career services partners and showcase the Gartner brand and culture. I look forward to strengthening our relationship with them back on each respective campus this fall!”

Danielle G, Illinois, USA



Mentoring students and fostering career skills

Chicago, Illinois, USA

Spark Chicago is a 10-13 week mentoring program that allows students from the Deneen School of Excellence in southside Chicago to immerse themselves in mentors' workplaces to experience what's possible for them in the future. Spark connects 7th-grade students with Gartner volunteers in a 13-week partnership where they work together to complete a project related to their career aspirations. In 2019, Gartner sponsored 16 Spark mentees.

Gartner mentors guide structured, two-hour sessions filled with social-emotional learning activities with the end goal of creating a Spark project. Mentorships culminate in Share Your Spark, an event where students and mentors present their projects to colleagues, friends, families and the community.

We've been involved with Spark for the past two years, hosting 7th-grade students from the Deneen School each Wednesday afternoon for 2 hours from February through May. Volunteers are focused on cultivating deep, formative relationships with their mentees that result in many tangible outcomes for the students. Spark research demonstrates that 92% of students demonstrated growth in at least one social-emotional skill such as networking, problem solving or teamwork. Additionally, 92% of students improved school performance, and 83% of students found they were able to talk with their mentors about what matters to them, improving their social networking abilities.



Development and career progression

“The Gartner culture inspires me every day. I’m constantly growing and learning new things.”

Mauro H., Sao Paulo, Brazil

Fostering a culture of continuous improvement

Gartner has a culture of apprenticeship, lifelong learning, getting feedback and evolving. Our people have the innate curiosity and discipline to get things done and the humility to continuously learn from the world around them. By never being “done,” we improve in everything we do over time.

We have two formal opportunities in our performance management processes to foster career development: Goal setting and year-end performance appraisals. Associates and managers set goals early in the year, identify development opportunities and modify over time as priorities change. This enables associates to get off to a fast start and be more successful throughout the year because they understand the right things to focus on and are active participants in setting their priorities.

For the year-end appraisal, associates are given an overall performance rating and a qualitative written review on how well they achieved their goals, also noting their strengths and development opportunities. Managers are expected to pull insights into associate performance from different sources and not rely on their observations alone. After the year-end discussion, these development opportunities turn into actual development activities to work on throughout the year.

Formal mechanisms are in place to ensure that associates are giving and receiving feedback throughout the year to further their development journeys. We reinforce best practices for ongoing feedback in companywide communications, encourage managers to discuss feedback and performance with direct reports one on one on an ongoing basis, and provide guides on how to use our self-service feedback tools.

Leadership programs and training

In addition to helping associates unlock their full potential through mechanisms like continuous feedback and performance appraisals, we have dedicated programs designed to develop effective leaders. As a large organization, we rely on our 5,000+ people leaders to deliver meaningful associate experiences. Therefore, it's critical that we embed leadership effectiveness into the associate journey life cycle.

Development experiences are focused on formal programming, continuous learning and in-role development activities. Our goal is to prepare leaders for bigger roles, greater responsibilities and better performance.

In 2019, our leadership programs included, but were not limited to:

Gartner Manager Program: Provides managers with critical leadership skills such as emotional intelligence, communication, decision making, coaching and building capability at scale.

Tenured Manager Program: Helps leaders grow their capabilities and strengthen their leadership effectiveness through a focus on building high-performing teams, increasing influence at all levels and driving sustainable change.

In addition to live programs and training, associates can access additional resources through GartnerYou, our online learning experience platform offering a centralized location for associate learning and development. In 2019, GartnerYou offered 22,846 learning resources, with more than 377,000 completions globally.

GartnerYou includes an awareness training module on Embracing Diversity and Being Inclusive at Gartner, rolled out to associates worldwide. This virtual training helps associates understand what diversity and inclusion means at Gartner, learn how biases influence our decisions and behaviors, and apply strategies to be more inclusive and decrease bias in the workplace.

We will continue to focus on leadership programs to provide an even more robust development framework.



30% of our open positions were filled with internal candidates in 2019.

“I chose Gartner because of the people-focused company culture and the tremendous opportunity for career and professional growth.”

Emily E., Arlington, Virginia, USA



Our **Sales and Research & Advisory teams** make up almost 50% of total associates worldwide. We have formal, dedicated programs to help train and onboard new hires as well as more experienced managers and leaders within Sales and Research & Advisory. Through these programs, our teams develop knowledge and skills, increase productivity and improve performance.

“I love the collaborative and supportive environment! People really do want you to succeed here. I feel like I am in the right place at the right time in my career.”

Christine T., Sydney, Australia

Sales Learning & Development 2019

New Hires:

- Six dedicated programs for new hires across inside sales, field sales, conference sales, sales operations and non-technology sales teams
- Programs ranged from 2-8 weeks, including virtual components and live events taking place in the U.S. and worldwide
- 1,900 associates went through these programs in 2019

Tenured Sales & Leadership Development Programs:

- Seven dedicated programs aimed at helping tenured sales associates, managers and leaders (VP+) succeed in their roles through coaching techniques, productivity, best-practices sharing and hearing from senior leaders
- Programs ranged from a few hours to a couple of days, including virtual components and live events taking place worldwide
- More than 2,500 tenured sales associates and more than 200 sales managers and leaders went through one or more programs

Research and Advisory Learning & Development 2019

New Hires:

- More than 300 associates went through dedicated programs for onboarding new hires in Research & Advisory

Skill-Based Offerings:

- Offered training on areas such as graphics, presentation skills, coaching, digital writing, effective communication, project management and survey creation
- More than 800 associates participated in skill-based training

Leadership Programs:

- Organized a 3-day Research & Advisory Leadership Offsite in Miami, Florida, USA, bringing together senior leaders to focus on business goals, strategy, peer consulting, coaching and skill-building
- About 500 Research & Advisory leaders participated in this offsite

Introducing the Global Talent Lab

2019 marked the inaugural year for our Global Talent Lab, aimed at building a strong pipeline for research talent within Gartner. We had four labs across three locations (USA: Fort Myers, Florida and Arlington, Virginia; Gurgaon, India).

Mission: Develop, enable and equip the best research and advisory experts in the world.

Focus areas:

- Competency mastery
- Excellent teaching and coaching
- On-the-job learning
- Client fulfillment

Participants by the numbers

- 90 associates representing advisors, researchers and analysts
- 20 interns
- 13 managers

“The growth opportunities at Gartner are truly unparalleled. I met with my management team and HR to speak about career progression and growth. After three years of being an individual contributor, I wanted to manage and coach a team toward success. As of the beginning of 2019, I achieved my next career milestone of managing a team of fantastic associates.”

Elmira D., Amsterdam, Netherlands



Empowering women to overcome barriers

Spain and Portugal

In October, 30 associates from our Spain and Portugal offices participated in the Yo No Renuncio race in Madrid, Spain. This race raises awareness of the struggles women face balancing their careers and expectations of them as parents.

During the race, participants encountered obstacles symbolizing the barriers that women encounter in their professional careers and that prevent them from reconciling their work, family and personal life.

“As a Women at Gartner local leader, it was a really exciting experience. Having so many colleagues (women and men) willing to participate in this obstacle race was amazing. Each obstacle showed real data on the obstacles that women face in our careers balancing work and expectations of us as parents. We are stronger together and we all can make the world a better place.”

Rocio T., Madrid, Spain



Engagement

Weaving a rich global community

Gartner is committed to developing an environment that fosters a deep level of employee engagement. In the past, we administered census-type associate surveys — with results comparing very favorably to our industry peer benchmarks. We have now adopted a decentralized approach to measuring engagement that focuses on an associate’s immediate role and team context.

We believe that the greatest factor in driving greater engagement comes from our leadership — particularly their efforts to set direction, allocate resources, and build individual and organizational capability.

We frequently measure associate attitudes on the extent to which they:

- Feel their work environment is welcoming and inclusive
- Understand the company and business-unit direction
- Feel involved in the decisions that impact their work
- Are provided with the resources and support required to meet our expectations of them
- Have opportunities to learn and grow with Gartner

“We come from different cultures, with different languages and different experiences. That really nurtures and enriches our interactions. Having a voice and being well-represented is really important for associates.”

Irma V., Mexico City, Mexico



Business-unit-specific survey results are used for a number of leader-specific interventions, from individualized coaching to team-based skill-building to business-unit-wide initiatives targeting key areas of engagement. Measured topics include: Career progression, collaboration, communication, inclusion/diversity, manager quality, meaningful work, performance feedback, rewards and recognition, and training and development. Our surveys are based on widely adopted, best-in-class models of engagement that leverage empirical research and methods, and are delivered using technology that ensures accuracy and anonymity. Senior leaders review results and report back to associates, including on plans to address the feedback and ways associates can get involved in new initiatives.

“Associates who are more engaged and satisfied improve office life, stimulate new ideas and get better results for the company, for clients and for themselves.”

Manuela P., Rome, Italy

As we continue to evolve as a company, we’re actively seeking meaningful ways to ensure that associates feel connected to their communities both within and outside Gartner. Our employee resource groups (ERGs) and Global Community Engagement program give associates a variety of opportunities to champion causes that are important to them.



Employee resource groups (ERGs)

At Gartner, we believe that as individuals, as communities and as an organization, a variety of experiences makes us stronger. Our voluntary, associate-driven ERGs bring associates together and foster a safe, inclusive and supportive workplace.

We currently have four formal ERGs. All four groups have several chapters in our global offices and foster leadership development, host events, influence benefits, raise awareness and help create workplace resources. They are open to all associates and play a key role in driving employee engagement at Gartner.

In 2019, approximately 3,000 associates participated in at least one ERG.



Mosaic at Gartner

represents underrepresented racial, ethnic and multicultural backgrounds



Pride at Gartner

represents LGBTQ+ associates and allies



Women at Gartner

advocates on issues that affect women in the workplace



Veterans at Gartner

represents those who served in the military and their families



According to Gartner research

80% of organizations have at least one ERG and, on average, ERGs receive 20% of the D&I budget, making them the single greatest line item. Given this investment, leaders should consider leveraging ERGs to communicate the organization's commitment to inclusion.

In 2019, we focused on increasing ERG participation, leveraging technology to drive efficiency and provide inclusive and collaborative channels for both remote and office-level associates.



Mosaic at Gartner

Mission: Recruit, develop and manage exceptional talent by fostering a workplace that respects and includes individuals from all races and cultural identities so that all staff can thrive and build rewarding careers.

2019 highlights:

Honored global heritage: Held events globally in conjunction with Hispanic Heritage Month, Black History Month and more to celebrate the many cultural identities represented at Gartner, raise awareness and foster community.

Worked closely with the Black Analyst Caucus group: Focused on increasing black representation in research and advisory.

Started important conversations: Led companywide Diversity Awareness Month activities in August with coordinated and month-long programming across all offices with a Mosaic chapter.

Built programming into office culture: Expanded group presence in major offices and hosted nearly 50 events worldwide.

“I became involved for a sense of community and camaraderie with people who can identify with my experiences or who can teach me about theirs. I appreciate being able to have candid conversations in a safe place and learning about the advances that our company is making to support associates.”

Mike P., Arlington, Virginia, USA





Pride at Gartner

Mission: Promote a positive and inclusive work environment for all associates worldwide, regardless of sexual orientation or gender identity.

2019 highlights:

Fostered LGBTQ+ inclusion: Conducted a series of Lunch-and-Learn sessions on LGBTQ+ topics, including “Trans 101” led by Emma Cusdin, Director at Global Butterflies and a Fellow of the Chartered Institute of Personnel & Development, aimed at increasing understanding of gender identity and expression, common terminology and inclusion in the workplace.

Impacted the business: Worked in partnership with the benefits team and others across the company to develop policies and practices that resulted in Gartner being recognized as a Best Place to Work for LGBTQ Equality once again, with a top score of 100% in 2019.

Celebrated Pride globally: Supported members of the LGBTQ+ community through the year, including participating in Sydney Mardi Gras in Australia in March and Pride month celebrations around the world in June.

“From achieving milestones like scoring 100% on the Corporate Equality Index to seeing Gartner’s small thumbnail image on LinkedIn turn rainbow, we are demonstrating and creating an environment that allows our associates to feel increasingly secure in their ability to identify as out-and-proud individuals.”

Hunter S., London, U.K.

Human Rights Campaign Corporate Equality Index

Best Places to Work for LGBTQ Equality 2017*, 2018*, 2019



*During CEB and Gartner Integration



Women at Gartner

Mission: Drive the recruitment, professional development, engagement and visibility of women at Gartner by providing an inclusive network to exchange ideas, elevate professional skills and provide access to senior leadership, ultimately enabling the advancement of women across all levels of leadership.

2019 highlights:

Implemented mentor programs: Created internal “matchmaking” experiences to align mentors to senior associates to foster career advancement.

Enlisted male allies: Leveraged “50 Ways to Fight Bias” program through Lean In and hosted a webinar series globally.

Built community: Held over 100 live events across 20+ offices globally, engaging 2,600+ members.

“This role has allowed me to develop personally and professionally. I’ve been able to keep up with my communications background, work with different parts of the business, meet incredible women and allies, and contribute to something I’m truly passionate about.”

Shannon G., Women at Gartner
Communications Advisor, Arlington, Virginia, USA





Veterans at Gartner

Mission: Make Gartner a great place to work for top military talent and their families. We are united in our appreciation for public service and our passion for creating an inclusive community to drive Gartner’s growth now and in the future.

2019 highlights:

Expanded reach: Grew participation in offices across the U.S., Europe, Australia and India

Implemented mentor programs: Piloted successful associate mentor program with 30 participants, to be expanded in 2020

Supported mental health: Led the 22 Challenge to raise awareness of mental health issues and other challenges facing veterans. In the United States alone, past statistics have reported that nearly 22 veteran/military suicides occur per day. Over 200 associates participated to show support, sharing photos, videos and stories of them engaging in a variety of 22-related activities, from completing 22 pushups to donating \$22 to a charity.

“Having a community to connect with and learn from as we navigate corporate life is the most valuable thing to me. It provides an opportunity to foster mentorship, raise awareness, and further develop resources and programs for our associates who have served or who are still serving.”

Lisa H., U.S. Air Force, Irving, Texas, USA



\$4.6 million

donated by Gartner and its associates through the matching gift program to nonprofit organizations around the world in 2019.

13.2%

of all eligible associates donated through the matching gift program.



Global community engagement

We believe in uplifting local communities and we celebrate when our associates support the causes for which they have the most passion. Through our “open choice” approach, we encourage associates to choose how, when and where to devote their time, talents and resources. We’re proud of our associates’ long history of volunteering and contributing to the communities around them. The Global Community Engagement program bolsters service efforts by providing support, scalability and visibility.

Matching gift program

The Gartner gift-matching program provides matching funds to qualified charitable organizations that associates personally support, up to \$5,000 per calendar year. Regular associates globally who work more than 20 hours per week are eligible.

Why I Give:

“I have been giving 1% of my disposable income since I started working. We work roughly 260 days a year, and I believe it is fair to give slightly more than 2 days of my work for others in need of help.”

Yifan W., Tokyo, Japan

“My first time travelling in a developing country was eye-opening. I encountered children in need of clothes, food and basic care. Since then, my wife and I have been compelled to share what we can with those living in a completely different reality.”

Jason W., Ottawa, Canada

“I believe that children are the future for the world. For 25 years I’ve donated to organizations that provide a safe and caring upbringing to children.”

Toni D., Solna, Sweden

Volunteerism

At Gartner, we encourage associates to follow their personal passions and give back to their communities in any form they choose. We also facilitate and support on- and off-site volunteer projects for teams, and encourage nonprofit board service, skills-based volunteerism and in-house drives.

Throughout 2019, Gartner associates in 38 countries across the globe gave back and volunteered in their local communities. We have highlighted some of these stories throughout this report and will continue our programs in 2020.

Board service

As a part of our corporate social responsibility strategy and commitment to support our community, Gartner encourages associates to serve on the boards of nonprofit organizations and for-profit enterprises. We have revamped our policy to improve the associate experience, provide transparency into the approval process, and protect Gartner’s independence and objectivity.

The policy applies to Gartner associates who want to serve as officers, directors, advisors, partners, associates, owners or other affiliates of any for-profit outside organization or nonprofit industry organization. Rules are explained by Gartner role, including what activities are and are not permitted, and why. The policy also spells out the activities that don’t require General Counsel approval.

Independence and objectivity are cornerstones of Gartner’s business, and any decision to affiliate with an outside entity must take this into account.

“Serving on a nonprofit board is important to me, as it allows me to contribute back to the community. It is quite exciting to work with a diverse group of people who are dedicated to a common cause. I’ve also grown as a leader by participating in the group’s strategy discussions and guiding its execution toward their mission objectives.”

Atul V., Georgia, USA



Providing holiday gifts for children in need

Fort Myers, Florida, USA

For 20 years, The Giving Tree at Gartner has collected donations to provide underprivileged children with holiday presents. The Giving Tree is run in conjunction with the [Children's Home Society \(CHS\)](#), a nonprofit organization that advocates for children, working to keep more kids safe at home and building parents' ability to provide healthy, nurturing homes.

Through the 2019 partnership, 370 children received presents, associates contributed over 650 individual donations and 55 associates volunteered to help run the event. Since 2011, over 3,000 children have received gifts through the program.

“I have no words to appreciate what you have done for our family. This past year has been really tough. Thanks to your generosity with gifts and gift cards, we will have a beautiful celebration dinner with a tree full of precious gifts. I want to thank you for the amazing gift of love and CHS for giving us so much in this wonderful journey of parenting.”

2019 Giving Tree Recipient



Associate well-being

We want associates to be their best selves. That's why we invest in meaningful, innovative and inclusive benefit programs that support physical, financial and emotional well-being. Our comprehensive approach centers on balance so associates can live well — in all aspects of their lives.

In the U.S., our comprehensive benefits package is available to all regular associates working 20 or more hours per week and their dependents, including domestic partners. In 2019, the benefit program included:

- Comprehensive health coverage, including fertility treatment, treatment for autism, transgender-inclusive benefits (including transgender healthcare coverage) and same-sex marriage/domestic partner coverage, as well as dental and vision
- Tax savings programs, such as health and dependent care flexible spending accounts, health savings account and pretax commuter benefits
- Company-paid basic life and short- and long- term disability insurance, business travel accident insurance, expert medical advice and an employee assistance program
- Annual wellness events and reimbursement for wellness-related purchases
- Caregiver resources, such as subsidized backup care for adults and children, and MilkStork, a service that allows nursing mothers to ship breast milk back home during travel
- Generous paid time off, including up to one year of paid military leave
- Generous charity matching and volunteer opportunities
- Financial assistance for associates in need through tax-free grants
- 401(k) plan with company match and Employee Stock Purchase Program
- Tuition reimbursement

“I want you to know how much my family and I appreciate the backup care benefit. My wife and I both work, and our two young boys are with a nanny every day. This week she came down with the flu and couldn't be with our boys — terrible timing for someone in sales! Thanks to Gartner, in 30 seconds I had a reservation at our local daycare facility for the boys for this week, allowing me to keep working. I know there's incentive for Gartner to have this benefit, but the true benefit is the peace of mind in my family knowing that we always have an option.”

Mike P., Seattle, Washington, USA

U.S. parental leave

The birth or adoption of a child is one of those special times in an associate’s life that requires extended time and attention away from work. To support this unique life event, Gartner provides a paid parental leave benefit to associates following the birth or adoption of a child. The parental leave benefit provides primary caregivers with eight weeks and secondary caregivers with two weeks of paid leave within the first 12 months. In addition to parental leave, birth mothers also receive short-term disability immediately following birth.

To support new mothers returning to work, Gartner provides private rooms in the workplace that can be reserved by nursing mothers and free breast milk delivery through MilkStork for new mothers separated from their child while traveling on business.



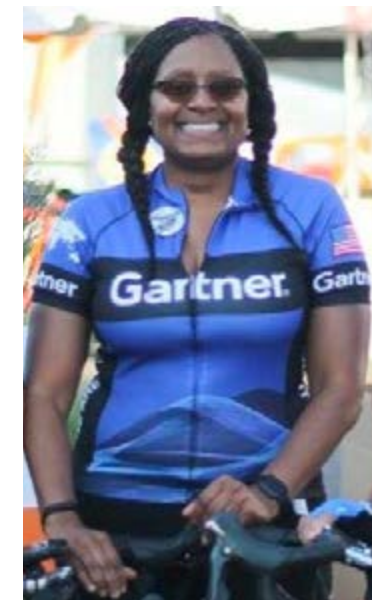
Annual wellness fairs (U.S. and U.K.)

Our annual wellness fairs provide associates with the opportunity to step away from their desks and think about their personal health status while enabling them to make informed decisions regarding their benefit plans for the next calendar year. Associates enjoy activities including complimentary flu shots and biometric screenings, chair massages, healthy snack options and health-related raffle prizes. They also have the chance to meet with representatives from benefit providers and learn about new programs starting in the coming year.



According to Gartner research

Holistic well-being programs (composed of core well-being pillars such as physical, emotional and financial) are key to driving impact and improving employee engagement.



“When my daughter was diagnosed with cancer last year, it felt like the world came crashing down. Bills started piling up, including one large bill for a helicopter transport. The Associate Assistance Fund offered by Gartner helped pay down these medical expenses. It’s one less bill weighing on us while she’s in chemotherapy for a year. I’m grateful to be employed by an organization that cares so greatly about their people to offer such an amazing grant. I’m overwhelmed with gratitude.”

Sara F., Fort Myers, Florida, USA

Associate Assistance Fund

The Associate Assistance Fund provides grants to associates who are experiencing financial difficulties due to catastrophic events such as flooding, wildfires, illness and more. The fund relies primarily on employee donations that are matched by Gartner dollar for dollar, providing a secure, tax-compliant platform for associates to help colleagues across the globe in their time of need.

Associates of Gartner or its international affiliates on the date of application who are otherwise benefits-eligible are able to apply for a hardship grant.

Outside U.S.

Outside the U.S., benefits vary by country and typically include paid time off, paid parental leave, healthcare, life and disability insurance, and retirement benefits. Gartner also provides business travel accident insurance, tuition reimbursement, charity matching, financial assistance and an employee assistance program to benefit eligible associates worldwide.



Getting muddy to support cancer research

Egham, U.K.

In July, associates participated in a muddy obstacle course to support Race for Life, Cancer Research U.K.'s biggest series of fundraising events. They ran and crawled through mud and climbed over and under obstacles on the hottest day of the year, raising over \$5,000 for cancer research in the process.

It was a fun day full of smiles and inspiration, and also reminders of why everyone came together — to support people facing cancer, survivors and those who lost their battles.

“My teammates all had their own personal reasons for being there and raising money, but a big part of it was to support me after I lost my mum to cancer earlier this year. They did the most phenomenal job. I could not be more grateful for and proud of this awesome group.”

Katie W., Egham, U.K.



Our World



Our commitment to environmental sustainability

At Gartner, we strive to minimize our environmental impact wherever possible, and we position sustainability as a key factor in decision making. Because Gartner is a service company, the most significant opportunities to manage our impact lie in making strategic decisions around where we locate our offices, how we design and build out interiors, how we operate day to day and how we select vendors.

As we progress on our sustainability journey, we will further formalize areas of impact, goals and initiatives through conducting a materiality assessment in 2020. Additionally, we understand the complex nature of sustainability reporting and will be implementing more rigorous reporting across our offices in years to come.

[Learn how we empower our clients to make an impact](#)

Locations

Gartner has two main types of offices:

- **General offices** (61%): We lease as a whole or partial but we have full responsibility for leased areas
- **Serviced areas** (39%): We lease space within a building but we do not have responsibility for the area

Because we lease 100% of our office space, the buildings we choose to occupy have a big impact on our overall energy footprint. Therefore, we prioritize leasing buildings that meet some or all of these criteria:

- **Green building certifications** such as LEED (Leadership in Energy and Environmental Design), EnergyStar and BREEAM (Building Research Establishment Environmental Assessment Method) in the U.K.

- **Close to public transport.** 84% of our general offices are within walking distance of public transportation or a free shuttle service is provided for our larger sites.
- **Bicycle racks or charging stations for electric vehicles.** 75% of our general offices have bicycle racks and 28% have charging stations for electric vehicles.

In addition, we actively promote the use of mass transit through programs such as WageWorks in the U.S., as well as Gartner-initiated programs in countries such as India, where such programs are not publicly available. These programs are pretax transportation and parking benefits that reduce the cost of public transportation for associates.



According to Gartner research

The Corporate Real Estate function plays a major role in the fulfillment of a corporate sustainability agenda because real estate is a more tangible reflection of an organization's commitment to the green cause than most other initiatives.

Operations and interiors

In our **general offices**, we are able to implement far more initiatives, actively work with building management to influence initiatives and select vendors that align with our approach to sustainability.

In our general offices in 2019, we:

- Removed single-use cups, plates and cutlery from 46% of our general offices, with programmatic efforts in place to eradicate these from our other offices
- Moved to paper/reusable straws in all of our offices, resulting in removing plastic straws from the waste stream, including 77,400 in the U.S. alone
- Eliminated 4,355 lbs. of styrofoam annually from the waste stream by moving to compostable food containers

We also engage in the following sustainability activities in our offices:

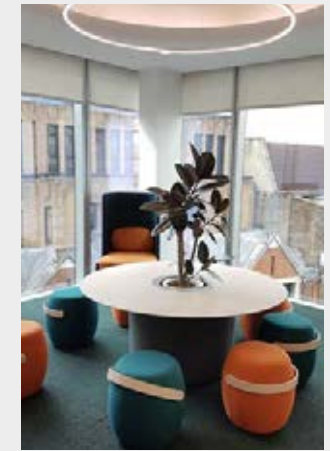
- Multichannel recycling in jurisdictions that support this around the globe
- E-waste collection events to recycle electronics and medical and IT equipment
- Facility operations alignment with occupancy, weather and other utilization factors to reduce energy consumption
- Active management of water use through sensor-based, high-efficiency fixtures

Additionally, we are working toward obtaining the WELL certification for our London and Gurgaon, India offices in 2020. This is based on low-VOC emissions, material health certifications and ergonomics. WELL promotes human-centric design focused around these concepts: Air, water, nourishment, light, movement, thermal comfort, sound, materials, mind, community and innovation.



Office spotlight London, Salisbury Square

This year we were proud to open our first office following the WELL accreditation guidelines and aim to achieve full certification in 2020. The WELL building standard measures features that support and advance human health and wellness. It's based on a holistic view of health as not only being free of disease, but also of enjoying productive lives from which we derive happiness and satisfaction.



About the office

- Opened June 2019
- Gartner occupies 4,979 sqm over 3 floors
- Accommodates 500 associates
- Amenities: Conferencing suite, three kitchens with dishwashers, two mothers' rooms, prayer/relaxation room, Wudu room, two universal bathrooms per floor
- Sustainability practices: Zero single-use plastics; cutlery, plates, glasses, etc. provided; located near public transport; bike racks on-site



Features contributing to WELL certification

Office community

Associate-led Green Team and Culture Committee work to improve and promote sustainability, wellness and engagement

Nourishment

Free seasonal fruit and/or vegetable each day; organic milk

Air

Upgraded air filtration system, real plants

Water

Filtered drinking water within 100 ft of every point in office

Light

Natural daylight; enclosed spaces at the core of the building with glass walls; LED lighting set to national standards

Movement

Free yoga and mindfulness classes; signage to encourage use of stairs

Thermal comfort

System set to national guidelines; blankets available

Sound

White noise; above-standard acoustic paneling in enclosed spaces

Materials

Sustainably sourced; natural, noncarcinogenic cleaning products/equipment

Mind

Breakout areas; outside terrace and garden; game room; real and silk plants, imagery, moss wall

Looking forward, we will continue to improve how we address sustainability in the workplace by implementing assessments including energy (lighting, heating and cooling, plug load and server rooms), water, waste, materials, commuting and Green Teams.

For the **serviced areas**, we encourage associates to follow the high Gartner standards for recycling and reduction in single-use plastics. However, procedures and policies are set out by the vendor and we have a limited ability to influence and implement changes.

In addition to leasing office space in environmentally certified buildings, we strive to meet these same standards when renovating or constructing interior fit-outs. By partnering with vendors early in the design process, we get guidance on best practices and design options in areas of sustainability, efficiency and health such as: Indoor air quality, acoustics, environmental impact of materials, responsible sourcing of materials, material efficiency and waste management.

Workplace attributes that affect productivity and wellness are at the center of decisions when we build, including a layout that offers an optimum environment for concentration, collaboration, conversation and confidentiality, and positively impacts associate health and work-life balance.

Interior designs seek to reduce energy consumption and provide natural light to our staff through features like light-harvesting lighting, occupancy sensors and zoned HVAC, among others. Space layout plays a crucial part in ensuring natural daylight. Whenever possible, enclosed spaces such as meeting rooms and offices are built in the core of the space, enabling deeper daylight penetration and equal access to views across the floor.



In our Americas projects:



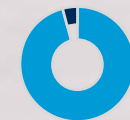
100%

of furniture contributes to LEED projects



87%

hold BIFMA-level certification



96%

achieved indoor air-quality certification. These principles are mirrored across all our global builds.

Global print strategy

- Utilizing secure print/follow-me printing eliminates printing documents unnecessarily, thereby protecting data, reducing waste, saving money and extending printer life.
- Defaulting to black-and-white and duplex printing to save toner and paper
- Installing multifunction devices in centralized locations reduces energy consumption and frees up space.



Laptop life cycle management

- All new hire laptops are configured and made ready locally to reduce the need for shipping.
- Gartner associates use their laptops for four years, after which they are disposed of, using a standard disposal process with disposal vendors.
- IT equipment that is subject to WEEE (Waste Electrical and Electronic Equipment) regulations are asset-tracked to ensure accountability.

Prioritizing clean technology

We make every effort to embed sustainability principles into our technology practices.

Cloud

- 50% of application workload has been moved to cloud services as of November 2019, reducing physical hardware owned and maintained by Gartner.



Equipment refresh

- Older devices are refreshed to follow EnergyStar recommendations.

Procurement

Part of operating with integrity and holding ourselves to the highest ethical standards is that we also expect our suppliers to hold themselves to the same high standards.

The [Gartner Supplier Code of Conduct](#) details our expectations with regard to:

- Fair labor practices
- The protection of human rights
- Privacy and data security
- Anti-bribery and anti-corruption protections
- Compliance and misconduct reporting

Small Business Program

Gartner maintains a Small Business Program to satisfy U.S. government contracting requirements. This program is necessary for the government to purchase services from Gartner. Our program, at a high level, requires that Procurement identify vendor spend opportunities and agree on plan goals each year with the U.S. General Services Administration (GSA) and the Small Business Administration (SBA).

Each year, we write a Commercial Small Business Subcontracting Plan whereby we set goals, and track and report our Small, Small Disadvantaged Business, Women-Owned Small Business, Veteran-Owned Small Business and several other socioeconomic categories of vendor spend in the United States. We work with the federal government to set the socioeconomic targets in the plan and then ensure a review by the U.S. GSA and SBA. The GSA has approved and accepted Gartner's most recent plan, which runs October 2019 – September 2020. Our plan is not solely a supplier diversity program. Our focus is on small business suppliers that may also be considered minority-owned businesses.

Gartner's Subcontracting Plan requires us to report summary results of our efforts in annual reporting to the GSA in October.

Travel

As a global company, we often have to fly to conduct business. However, we strive to limit the environmental impact of these activities. For example, for our business travel, we partnered with hotels (and airlines) that have sustainability and green certifications. In 2019, more than 64% of Gartner's preferred hotels reported having one or more certifications, awards or programs that show their commitment to environmental sustainability.

Our preferred airline vendors show commitment to improvement in fuel efficiency, introducing programs to offset carbon dioxide emissions and report on other initiatives that decrease environmental impact.

At the same time, despite our significant growth, we have reduced the number of miles flown by our associates by 5% compared to 2018, from 204,980,122 to 195,084,905. This was achieved due to multiple factors, including an increased usage of technology for collaboration as an alternative to travel.

Making beaches cleaner for people and animals

Singapore

In November, Gartner associates gathered to clean up the beaches at Pasir Ris Park in Singapore. A total of 90 people registered for the event, making it one of the most anticipated events of the year.

It was a rainy day, but associates were not deterred. Armed with umbrellas, tongs, gloves, pails and garbage bags, they got right to work.

After an hour of toiling, the group collected 20 bags worth of garbage from a 1km stretch of beach. They picked up straws, water bottles, food wrappers, styrofoam, plastic cutlery and large crates.

“At the end of the day, the team was happy to be making a positive impact on the environment. Everyone was also able to learn about the harmful effects of pollution and how our actions can impact others.”

Eugene W., Singapore



Our Clients



C-suite leaders and their teams

across the enterprise in every industry around the world

15,000+

distinct client enterprises in more than 100 countries

Enterprises large and small

in public and private sectors, including 77% of the Global 500

As we strive to help our clients shape a more successful future in an interconnected, resource-constrained world, it's increasingly clear that the very definition of business success must extend beyond growth. Fulfilling our purpose now requires that we develop expertise and provide guidance in a broader context that includes factors like social justice and sustainability.

In response to the increased focus on sustainability, our experts answered 1,300+ inquiry calls on this topic across the business in 2019, more than double the prior year. In addition, research by Gartner experts on this topic continues to increase.

The following two examples show how, through evolving our core business, we empower clients to take on big issues and amplify their impact.

Gartner serves C-suite executives by providing independent insight, objective advice and practical tools to help leaders achieve their own corporate responsibility initiatives.





CLIENT IMPACT STORY

Supply chain, water, and sustainability: Creating a platform for change

The earth's population is projected to reach 9.8 billion people by 2050 — an increase of 31% in just 30 years. At the same time, the availability of key resources like water could decline by as much as two-thirds. When Gartner surveyed 500 supply chain professionals, they told us that water availability for products and production is one of the most critical natural resource issues that they will face in the next decade. If global industry does not take action, by 2030, 40% of the world might not have drinkable water.

The Gartner vision to promote global social good recognizes that a single company, no matter how large, cannot solve global problems like this alone. It is only when we come together as industry leaders and set common goals and objectives that we can make lasting positive change.

The Gartner Leaders Forum is an annual gathering where the CEOs, chief operating officers and chief supply chain officers of the Global 500 convene to learn from Gartner and from each other in the community. This group tackles some of the toughest problems our world is facing today, such as reducing plastic waste and carbon emissions, championing diversity and inclusion, and preserving natural resources like water.

The companies that attend the Gartner Leaders Forum are ingrained in every aspect of our lives — from the food we eat, to the stores we shop at, to the cars we drive, and even the way we do work.

“Supply chain’s core responsibility is to reliably deliver quality products at an optimal cost, so it’s perfectly positioned to strike the right balance between people, planet and profitability.”

Stan Aronow, VP Distinguished Advisor, Gartner

Supply chain has a 360-degree view of the organization, so when a company decides it wants to take sustainability seriously, it is up to supply chain to make that happen.

Presentations and discussions at the 2019 Gartner Leaders Forum focused on sustainability and water stewardship, setting a roadmap for how collective global industry can collaborate and contribute to mitigating this crisis for the betterment of the planet. Many of the Leaders Forum attendees have reframed their supply chain strategies as a result of this community discussion. Today, companies of all sizes and lines of business are realizing that sustainability is not just an extra you do on the side, but rather, crucial to future growth and success.

In addition to providing must-read research, Gartner provides a platform for global business leaders to come together to enact collective and positive change.

This is how Gartner is changing the world. We create communities. We raise awareness. And we drive change.



CLIENT IMPACT STORY

Empowering HR efficiency to help UNICEF help children

UNICEF has one priority: To reach the most at-risk, in-need children, women and young people in the world. UNICEF works across 190 countries and territories. Over the past three years, it's produced 2.5 billion vaccines for children in 100 countries, provided educational material to almost 47 million children and brought safe water to over 49 million people in humanitarian situations. Its programs are designed to save children, defend their rights and help them fulfill their potential.

This is why it's so critical for an organization like UNICEF to run efficiently. The HR expertise that Gartner brought to UNICEF helped implement practices that improve staff engagement, motivation and career development. Strengthening the HR team freed up precious time for its people to be in the field.

At UNICEF, anything that doesn't directly affect children rightly gets scrutinized and potentially deprioritized. UNICEF came to Gartner with multiple goals, from redesigning the role of its HR business partners and centers of expertise to redesigning performance management and building a more formalized approach to succession planning.

“Our ability to help them drive transformation quickly with the best insight allowed them to free up as much capacity as possible for their mission, while still allowing them to accomplish their functional goal of building the best talent for the future.”

Michael Hanrahan, Senior Director,
Advisory, Gartner

Because UNICEF is a nonprofit, it doesn't have a big bonus pool like many for-profit companies do to fund the performance management system. Gartner helped come up with different and unique ways to design systems to help UNICEF achieve its performance management goals.

Succession planning is also really important for organizations like UNICEF because nonprofits often have bigger leadership benches and are more likely to have to hire external candidates. Those candidates cost more, take longer to onboard and are often more likely to fail. So it's important to elevate succession planning beyond just replacement planning and develop the leadership bench not just for roles that exist today, but for the roles of the future. What's unique about working with UNICEF is that the business partners within the organization become first responders in the field doing actual work — whether it's a crisis of malnutrition in Yemen or a flood in Africa. Gartner helped UNICEF build efficient performance management and succession management systems that would enable business partners to respond quickly to crises.

When we work with a large nonprofit like UNICEF, we contextualize our research to make it as applicable as possible so they can do what they do best — help children.

Appendix

An aerial photograph of a dense evergreen forest, likely a spruce or fir forest. The trees are packed closely together, creating a textured, green canopy. The lighting is bright, highlighting the individual tree tops and creating a mix of dark and light green tones. The word "Appendix" is overlaid in the upper left quadrant in a large, white, sans-serif font.

**Corporate Responsibility —
Performance Indicators**

The purpose of the Corporate Responsibility – Performance Indicators matrix is to provide references to the policies, information and metrics aligned to ESG areas that are important to our stakeholders, namely our associates (including executive leadership), candidates for recruitment, clients, investors, community members and suppliers.

Where applicable, we refer to the guidelines from voluntary reporting frameworks that recommend disclosing policies and metrics related to ESG topics. For this 2019 report, we refer to the [Sustainability Accounting Standards Board \(SASB\)](#) guide for Sector — Services: Industry — Professional & Commercial Services (Version October 2018).

We include the various guidelines, where applicable, in our Corporate Responsibility – Performance Indicators matrix to align with issues and focus areas, which will be further formalized through a materiality assessment in 2020. We also include metrics that are not explicitly mentioned by these frameworks, but align closely with our ESG and broader CSR initiatives.

Building on our first report from 2019, in 2020 and beyond, we plan to further formalize our strategy and methodology, and continue to expand on our disclosures to be better aligned with leading ESG frameworks, which themselves continuously evolve.

Corporate Responsibility — Performance Indicators matrix (all figures in USD)

		SASB (see Footnote 1)
Company overview		
Organization name	Gartner, Inc.	
Total revenue	\$ 4.2 billion (rounded) – Gartner Form 10-K	
Geographic revenue split		
U.S. & Canada	\$ 2.7 billion (rounded) – Gartner Form 10-K	
Europe, Middle East & Africa (EMEA)	\$ 1.0 billion (rounded) – Gartner Form 10-K	
Other International	\$ 0.5 billion (rounded) – Gartner Form 10-K	
Primary brands, product, services	Research, conferences, consulting	
Location of headquarters	Stamford, CT, USA	
Countries of operations (number of global offices)	Global offices (see Footnote 2)	
Markets served	Gartner Form 10-K	
Key stakeholders	Customers, employees, suppliers, communities, shareholders	
Reporting period	January 1 through December 31, 2019	
Report cycle	Annual	
Report contact	csr@gartner.com investor.relations@gartner.com	
Leadership and governance		
Governance Structure		
Audit Committee practices	Gartner Governance Documents	
Board compensation practices	Gartner Governance Documents	
Board nomination practices	Gartner Governance Documents	
Total executive and non-executive Board members	Board Members	
Board average tenure (years)	15	
Independent Board members (%)	90%	
Board gender diversity (%)	30%	

Corporate Responsibility – Performance Indicators matrix (continued)

		SASB (see Footnote 1)
Leadership and governance (continued)		
Governance Structure		
Board remuneration disclosure	Proxy Statement	
Code of Conduct	Code of Conduct & Other Policies	SV-PS-510a.1
% of employees who read and acknowledged the Code of Conduct	99.1%	
Business ethics & integrity	Ethics and compliance	SV-PS-510a.1
	CEO/CFO Code of Ethics	
	Code of Conduct & Other Policies	
	Ombudsman	
Systemic risk management	Risk management	
Product governance: External certification of quality management systems	Information Security Management System ISO-27001, Business Continuity ISO-23001, US-EU & US-Swiss Privacy Shield Certification	
Product governance: Evidence that the company offers sustainability-related products or services	Our Clients	
Data privacy & security		
Description of approach to identifying and addressing data security risks	Data security	SV-PS-230a.1
Description of policies and practices relating to collection, usage and retention of customer information	Privacy Policy	SV-PS-230a.2
Scope of publicly available data protection policy	Privacy Policy	
Rights provided to individuals regarding control of their data	Privacy Policy	
Executive body responsible for privacy and data security	Global Data Protection Office & Information Security Office	
Comprehensive training on data security and privacy risks to all employees	Data protection training	
Commitment to notify data subjects in a timely manner in case of policy changes	Privacy Policy	
Clear terms involving the use of personally identifiable information (PII)	Privacy Policy	
Commitment to implement leading data security safeguards	Data security	SV-PS-230a.1

Corporate Responsibility – Performance Indicators matrix (continued)

		SASB (see Footnote 1)
Leadership and governance (continued)		
Managerial responsibility for privacy and data security	Data protection program	
Regular employee training on data privacy and security issues	Data protection program	
Measures to prevent data security breach	Data security	SV-PS-230a.1
Data subjects can access their accounts to erase, rectify, complete or amend personal info	Privacy Policy	
Clear and accessible mechanism for data subjects to raise concerns about data privacy	Privacy Policy	
Regular privacy risk assessments or audit	Yes	
Regular security audits on the company's technologies and practices affecting user data	Data security	SV-PS-230a.1
Strategic focus on clean technology development	Clean technology	
Human capital		
Diversity Indicators		
Global employees (number)	16,655 (see Footnote 3)	SV-PS-000.A
Commitment to equality	Our Associates Diversity and Inclusion at Gartner	
Employees By Gender (Globally)		SV-PS-330a.1
Female	44.4%	
Male	55.3%	
Not disclosed/not available	0.3%	
Employees by Gender (VP+) (Globally)		SV-PS-330a.1
Female	25.8%	
Male	73.7%	
Not disclosed/not available	0.5%	

Corporate Responsibility – Performance Indicators matrix (continued)

		SASB (see Footnote 1)
Human capital (continued)		
Employees by Ethnicity (U.S. Only)		SV-PS-330a.1
White	75.1%	
Asian	8.8%	
Hispanic or Latinx	6.5%	
Black or African American	4.0%	
Two or more races	2.0%	
Not disclosed/not available	3.1%	
Native Hawaiian/Other Pacific Islander	0.1%	
American Indian/Alaska Native	0.4%	
Employees by Ethnicity (U.S. Only) (VP+)		SV-PS-330a.1
White	82.0%	
Asian	8.7%	
Hispanic or Latinx	3.5%	
Black or African American	1.5%	
Two or more races	1.1%	
Not disclosed/not available	2.9%	
Native Hawaiian/Other Pacific Islander	0.1%	
American Indian/Alaska Native	0.2%	
Recruiting		
Initiatives for talent recruitment	Recruiting	
Open positions filled by internal candidates	30% of all hires in 2019 were filled by internal candidates (excluding interns and fixed-term contractors).	

Corporate Responsibility – Performance Indicators matrix (continued)

		SASB (see Footnote 1)
Human capital (continued)		
Development & Career Progression		
Programs for upgrading employee skills	Development and career progression	
Sector-leading job-specific development training programs	Leadership programs and training	
Comprehensive leadership development training	Leadership programs and training	
Initiatives for talent development	Development and career progression	
Number of training days employees receive	Leadership programs and training	
Human capital development metrics	Development and career progression	
Diversity mentorship programs	Employee resource groups	
Formal mechanisms to promote an open feedback culture	Development and career progression	
Regular formal performance reviews for all employees aligned with career development	Fostering a culture of continuous improvement	
Human capital risk assessment	Our Associates	
Engagement		
Employee engagement assessment	Engagement	
Employee resource groups	Employee resource groups	
Initiatives for talent retention	Engagement	
Employee voluntary turnover data disclosure (%)	Total 19.6% (Voluntary 17%; Involuntary 2.6%)	SV-PS-330a.2
Comprehensive benefits covering all employees	Associate well-being	
Comprehensive employee stock ownership plan	Associate well-being	
Corporate matches of employee giving	\$4.6 million (rounded) Global community engagement	
Employees participating in corporate match program	13.2% of all associates globally Global community engagement	
Volunteer participation	Global community engagement	

Corporate Responsibility – Performance Indicators matrix (continued)

		SASB (see Footnote 1)
Human rights		
Human rights commitment	Gartner Human Rights Policy	
Commitment to responsible sourcing	Procurement	
Supplier code of conduct	Gartner Supplier Code of Conduct	
Environment		
Environmental policy	<p>At Gartner, we strive to minimize our environmental impact wherever possible, and we position sustainability as a key factor in decision making. Because Gartner is a service company, the most significant opportunities to manage our impact lie in making strategic decisions around where we locate our offices, how we design and build out interiors, how we operate day to day and how we select vendors. As we progress on our sustainability journey, we will further formalize areas of impact, goals and initiatives through conducting a materiality assessment in 2020. Additionally, we understand the complex nature of sustainability reporting and will be implementing more rigorous reporting across our offices in years to come.</p>	
Energy management		
Water and wastewater management		
Ecological impacts		

Footnotes to Table:

(1) Sustainable Accounting Standards Board (SASB) for Gartner Inc. (IT) categorized as 'Professional & Commercial Services' under 'Services', ISIN: US3666511072

2) Includes sales agent offices

3) Total employees of 16,655 doesn't include interns, full-time contractors, casual workers, etc.