



Gartner®

Impact through connection

2020 Corporate Responsibility Report

Letter From Our CEO

2020 was an extraordinary year. The COVID-19 pandemic, global macroeconomic uncertainty, social unrest and geopolitical changes all posed significant challenges to enterprises around the world.

When the COVID-19 pandemic first began, we responded swiftly, prioritizing the health and well-being of our associates, clients and business partners. We closed offices, canceled in-person conferences and quickly pivoted our business to virtual.

When protests for equality and reform erupted in the U.S. and beyond, we took a firm stance against racism and discrimination, reaffirmed our commitment to diversity, equity and inclusion, and established an internal resource center to support associates.

We also launched publicly available resource centers to deliver up-to-date information on the COVID-19 pandemic, remote work, and diversity, equity and inclusion.

Throughout the year, we never lost sight of our priorities.

Gartner serves 14,000+ clients in more than 100 countries around the world. By helping leaders across the enterprise make the right decisions, we know we're changing the world for the better. By actively supporting the communities in which we live and work, we're also impacting positive change at local levels.

In 2021 and beyond, we'll continue to support our clients on key topics including digital transformation, cost optimization, sustainability and social justice through our unique insights and advice.

We'll also continue to actively manage our own operations. We'll minimize our environmental impact wherever possible. We recently signed agreements to use 100% renewable energy to power our Stamford headquarters and our largest European hub. We're benchmarking our carbon footprint and building programs to further reduce it.

Our commitment to continuous improvement in our approach to corporate responsibility remains steadfast. We'll continue our tireless support for our clients. We'll continue to invest in our people by fostering a culture of integrity, equity and inclusion everywhere around the world. We'll continue to support our associates' philanthropic efforts and invest in our local communities. And we'll continue to uphold the highest ethical standards throughout all our global operations.

This pandemic WILL come to an end. When it does, we'll emerge — together — better and stronger than we've ever been.



A handwritten signature in black ink that reads "Gene Hall".

Gene Hall
Chief Executive Officer

Our Corporate Responsibility Focus Areas

Our corporate responsibility goal is to accelerate positive social change and contribute to a more sustainable world so that our associates, communities and clients thrive today and in the future. We leverage our unique expertise and resources to achieve impactful results. Our focus areas are:



Our Associates

Build a culture that attracts top talent and enables all associates to thrive.



Our Company

Maintain strong corporate governance and consistently uphold the highest levels of integrity in our business practices.



Our Clients

Equip our clients to succeed, tackle big issues and make a positive impact on the world.



Our Communities

Empower community organizations to accelerate positive social change by leveraging our unique expertise and resources.



Our World

Promote environmental stewardship through our thought leadership and internal operations.

Our Approach to Corporate Responsibility

During 2020, we found new ways to connect with one another. We strengthened our corporate social programs to make an even greater positive impact on the world at large.

Capitalizing on our culture of continuous improvement, we successfully adapted to achieving our goals virtually with our clients, communities, suppliers and, of course, our associates. In the face of unprecedented change and disruption, I am proud of what we accomplished in 2020.

Our approach to corporate responsibility holds strong influence over our behavior throughout the company. It begins with strong corporate governance designed to ensure our processes are rooted in integrity, independence and objectivity. This is at the core of everything we do.

We established a Corporate Responsibility Executive Council to oversee all corporate responsibility programs, monitor the environmental impact of Gartner operations and provide guidance to the Operating Committee (our executive leadership

team) on environmental, social and governance (ESG) issues. Our Board of Directors annually reviews Gartner's approach and progress on ESG matters.

I'm constantly impressed by the passion of our associates. We know that the best ideas come from diverse perspectives, and we have increased investments in diversity, equity and inclusion to increase representation of women, and black, indigenous and people of color in leadership. At the same time, our approach to DEI influences how we work with our external stakeholders, including clients and suppliers.

Time and again we witnessed the power of people coming together and supporting one another, no matter the circumstance. In response to the challenges of 2020, our associates stepped up their volunteerism and outreach efforts. Our charity match programs multiplied their financial donations to charities that mean the most to our associates.

In 2020, we conducted a materiality assessment to identify the issues that are most important to

our stakeholders and our business. These findings help guide our strategic planning, reporting and performance.

Through this report, we hope to provide a deeper look into our efforts and highlight how we are working consciously every day to have a meaningful positive impact on the world around us. You'll see how we implement the same insights and advice from Gartner experts that our clients rely on to achieve their mission-critical priorities.

We are at the beginning of our journey. All of us at Gartner play a role in furthering our accomplishments in corporate responsibility. We will continue to accelerate positive social change, raising the bar for ourselves and building a more sustainable world.



Jules Kaufman

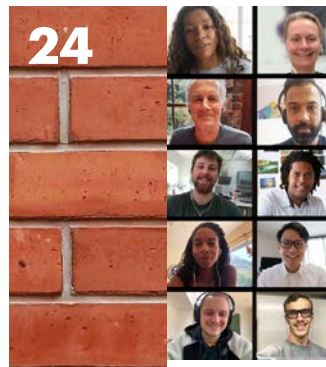
EVP, General Counsel & Corporate Secretary
Chair of Gartner Corporate Responsibility Executive Council

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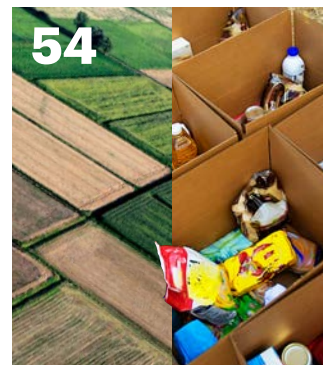
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Our Company

Gartner at a glance

\$4.1B

revenue
in 2020

2,150+
experts

creating insights
around the world

15,000+

associates
in 90+ 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

About Gartner

Gartner delivers its products and services globally through three business segments:

Research provides trusted, objective insights and advice on the mission-critical priorities of leaders across all functional areas of an enterprise through reports, briefings, proprietary tools, access to our research experts, peer networking services and membership programs that enable our clients to drive organizational performance.

Conferences provides business professionals across an organization the opportunity to learn, share and network. From our Gartner IT Symposium/Xpo™ series to industry-leading conferences focused on specific business roles and topics to peer-driven sessions, our offerings enable attendees to experience the best of Gartner insight and advice.

Consulting combines the power of Gartner market-leading research with custom analysis and on-the-ground support to help chief information officers and other senior executives driving technology-related strategic initiatives move confidently from insight to action.



Fortune

World's Most Admired Companies 2016, 2017, 2018, 2019, 2020

Forbes

America's Best Employers For Diversity 2020

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 2018, 2019, 2020

WayUp

Top 100 Internship Program in USA for 2019

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

Our response to the COVID-19 pandemic

The COVID-19 pandemic is a humanitarian crisis that continues day by day. During these challenging times, keeping our associates, clients and suppliers safe has remained a top priority. As the pandemic began unfolding globally in early 2020, we took immediate action on several fronts.

Through our swift, decisive actions, we were able to reinvest in our greatest and most important asset — our people. In July, we fully and retroactively reinstated our [Gartner Gives Charity Match](#). As we accelerated our ability to sell to and service our clients remotely, we carefully restored [benefits](#) that had been temporarily paused.

Supporting associates



Ensuring safety

Closed offices worldwide, shifted associates to temporarily work from home and suspended all business travel. As offices reopen, associates have the flexibility to continue working remotely until the anticipated date of September 2021.



Fostering health and well-being

Made it easier for associates to find resources for improving emotional and physical health and coping with uncertainty and unrest.



Preserving our workforce

Initiated cost-saving actions, including the temporary suspension of certain nonessential, regional benefits, as well as a temporary hiring freeze, to continue serving our people in the longer term.

In addition to supporting associates, providing great service to clients remains another top priority for us. Enterprise leaders and their teams are still dealing with unprecedented levels of uncertainty. Some clients are in particularly hard-hit industries.

As they move from response and recovery toward renewal, we're working around the clock to create the insights, advice and tools they need to build and execute successful, postpandemic strategies.

→ [Learn how we empower our clients to lead through disruption](#)



We'll continue adapting swiftly to changes so we can empower associates, clients and prospects to emerge from the pandemic stronger and more resilient than ever.



Supporting clients

Enabling enterprise leadership

Accelerated the creation of new, highly relevant content for clients across every function on topics such as pandemic planning, cost optimization, business continuity, digital business transformation, managing an effective, remote workforce and more.



Increasing access

Launched our complimentary COVID-19 Resource Center, available to the general public.



Continuing to inspire

Pivoted to virtual conferences for 2020 and through August 2021, providing a flexible way to accelerate learning without the need to travel.



Connecting peers

Facilitated peer cohorts with leaders across the enterprise so they could share with each other how they were reacting to the crisis.

Diversity, equity and inclusion at Gartner: Why it matters

Gartner is and always has been a people-focused business. Our associates, clients and all other stakeholders deserve to be treated fairly and with respect. Racism and discrimination are unacceptable, inconsistent with our culture and values, and not tolerated at Gartner.

Embracing diversity and being inclusive are at the heart of [our Gartner culture](#). Our associates represent more than 80 self-identified nationalities working in 39 countries around the world. We are on a multiyear journey to build a culture based on equity and inclusion while driving systemic changes to impact our 15,000+ associates, as well as the clients and communities we serve in more than 100 countries around the world.

To make meaningful progress, we've increased our investment in diversity, equity and inclusion (DEI) and elevated its importance with our associates and clients alike.

“Our vision is for Gartner to be a place where everyone feels welcomed. This means cultivating a culture where everyone can bring their full and authentic selves to our work each and every day. This will enable us to grow, innovate, win together and uplift the communities in which we live and serve.”



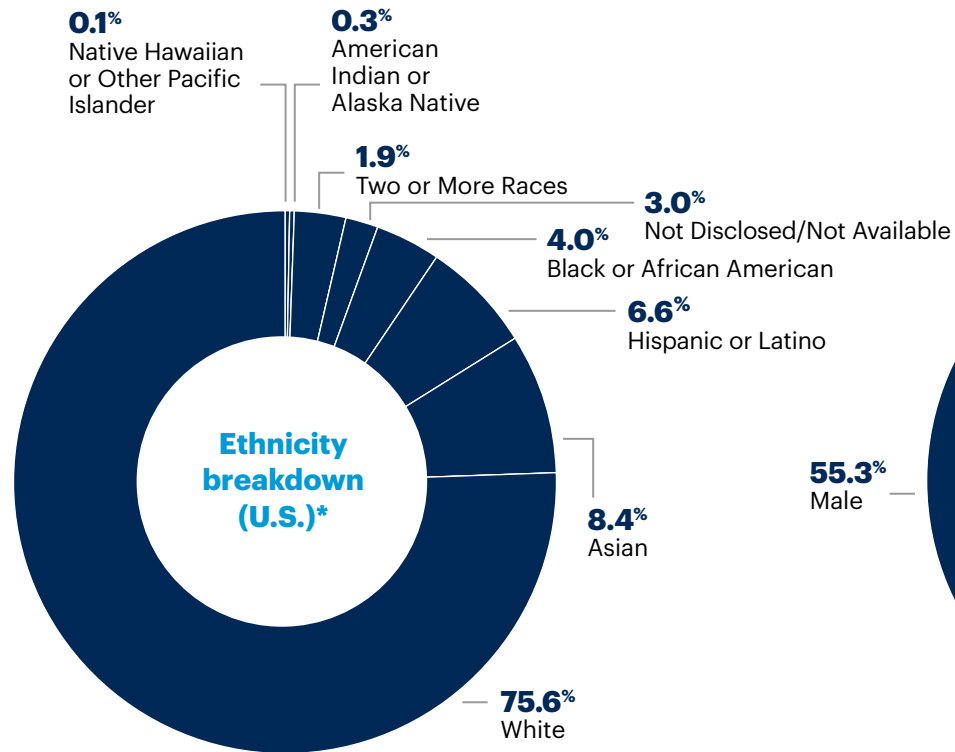
Chris Steadley
MVP, Diversity, Equity and
Inclusion, Gartner

Our demographic data has helped us to inform our priorities for 2021, which are:

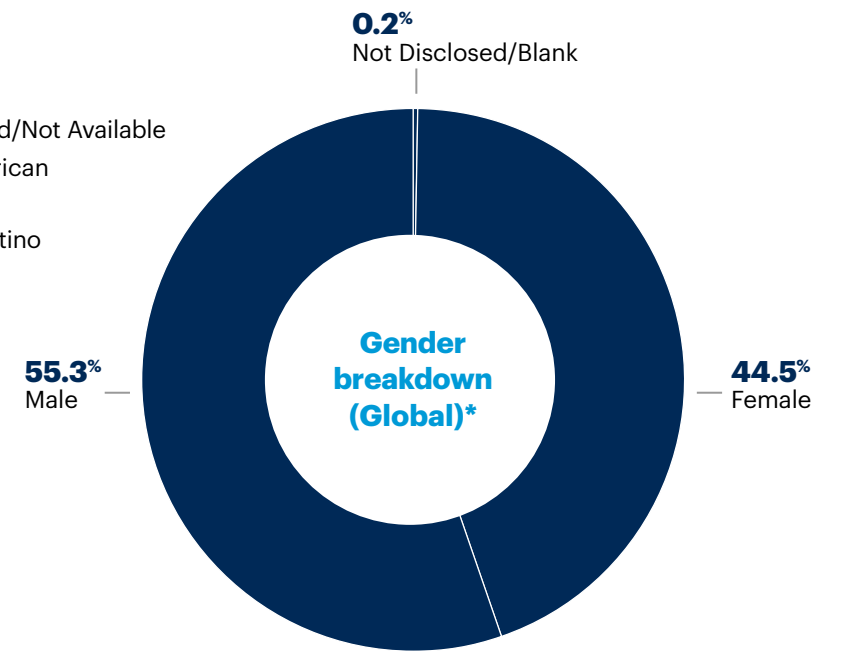
- Create a more inclusive culture
- Increase representation of women and Black, indigenous and people of color in leadership

DEI plays a significant role in our near-term and long-term success. Ensuring that associates can bring their true selves to work, feel like they belong and see themselves reflected in leadership is vital to moving the needle.

While there is still much work to be done, many important initiatives are already in motion across our business. As we grow, we will continue to embrace every opportunity to get better, stronger, faster — year after year.



Note: Percentages may not add up to 100% because of rounding.
 *As of Dec 31, 2020
 Does not include interns, full-time contractors, casual workers, etc.



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Diversity, equity and inclusion governance

We have implemented a governing model to sustain our journey by mobilizing our people, our communities and our clients.



Executive DEI Council

- Consists of our CEO, Chief Human Resources Officer, CFO, General Counsel, Head of Diversity, Equity and Inclusion and Head of DEI Research within our Gartner HR research practice, and other selected leaders
- Drives DEI as an imperative at all levels of the organization



DEI Center of Excellence

- Codifies our strategy and establishes goals against key metrics to drive greater transparency and accountability
- Reports directly to CHRO



DEI Steering Committee

- Formed with a cross-section of associates from business-unit DEI councils and employee resource groups (ERGs)
- Listens, develops and executes initiatives based on greatest impact



Building an inclusive culture



Employee resource groups (ERGs)

- Our formal [ERGs](#) give associates the opportunity to generate ideas and programming to augment our DEI work
- Launched a series of virtual [Real Talks](#) to create a forum for open dialogue around topics like the spectrum of racism, workplace discrimination, LGBTQ+ awareness and what it means to be black in the corporate world



Business-unit DEI councils

- We have established four DEI Councils within our business units. These councils help promote programming and cultivate a platform for leaders to communicate on DEI topics while supporting the enterprisewide DEI work available to the general public



DEI Resource Center for associates

- Outlines our vision and focus areas, which include LGBTQ+ equality; race and social justice; veterans and their families; women in the workforce; and people with disabilities and their caregivers
- Promotes events, provides training resources and leadership tools





Virtual training: Embracing diversity and being inclusive at Gartner

- Deepens associates' understanding of DEI at Gartner, how biases influence our decisions and behaviors, and strategies for increasing inclusivity and decreasing bias in the workplace
- In 2020, nearly 5,000 Gartner associates globally completed this training



Listening sessions

- Company executives and leadership held a series of conversations with associates from underrepresented groups about their experiences at Gartner, and participated in a companywide Executive DEI panel to identify areas for improvement and communicate our strategy, goals and metrics

“The DEI e-learning course did not just shape a beautiful vision of Gartner’s culture, it was also a much-needed reminder to keep striving for diversity, equity and inclusion. We all assume we’ve got these covered, but everyone has unconscious biases, and this was a great reminder to stay humble and keep self-reflecting. This course was another confirmation that I made the right choice in joining Gartner.”

Noor R., Egham, U.K.

DEI for our clients

The [Gartner DEI advisory team](#) continuously provides leading research and insights. In 2020, we created a complimentary DEI Resource Center to help leaders and organizations embed best practices into their organizations.

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 of Directors](#).

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
- 1 of 10 directors identify as a racial minority
- Fully independent Board committees
- Annual director evaluation of CEO
- Annual succession planning review
- Stockholder right to act by written consent

For more information on the Board's committees and our governance policies and practices, please refer to the Corporate Governance section of our [2021 Proxy Statement](#).



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 receives quarterly updates on cybersecurity matters from our Chief Information Officer.

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.

Ethics and compliance

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

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

In addition to the Code of Conduct, which is reviewed annually, Gartner maintains global policies that guide our associates in how to do their jobs while always “doing the right thing.”

Those include:

[Anti-Bribery Policy](#)

[Antitrust Policy](#)

[Conflict of Interest Policy](#)

[Human Rights Policy](#)

[Privacy Policy](#)

[Public Policy Advocacy and Political Contributions Policy](#)

Anti-Money Laundering Policy (internal)

Discrimination and Harassment Free Workplace (internal)

Gift Policy (internal)

Insider Trading Policy (internal)

Trade Sanctions Policy (internal)

Gartner conducts due diligence and sanctions screening on third parties to ensure that the company only does business in compliance with the law and government regulations. We also require that our suppliers agree to accept the [Gartner Supplier Code of Conduct](#) (available publicly), acknowledging that they understand their role in Gartner’s commitment to conducting business lawfully and ethically.

Gartner retains a team of legal and compliance professionals who are stewards of the Ethics & Compliance Program. This team identifies and prioritizes risks by conducting risk assessments, and determines whether such risks are effectively managed and mitigated. Its activities both reduce the likelihood of noncompliance with Gartner policies and applicable laws and enhance our culture, providing a productive and safe environment for our associates.

The Audit Committee of the Board of Directors provides oversight for the Ethics & Compliance function. The General Counsel, who also serves as the Chief Compliance Officer, is the ultimate supervisor of the Ethics & Compliance team. Senior management partners with the team to set a consistent tone at the top that facilitates our “speak up” culture. The Ethics & Compliance team works to create, maintain, communicate, and implement the policies and procedures noted above to ensure that associates conduct business both ethically and lawfully.

Speak-up culture

Gartner encourages a speak-up culture, where associates can ask questions and report concerns without fear of retaliation. We have zero tolerance for retaliation against those who bring forward concerns and questions in good faith. When issues are raised, either through the Gartner Hotline, our Office of the Ombuds, Human Resources or to associates' managers, they are investigated thoroughly and shared with our General Counsel and Chief Compliance Officer as appropriate. When substantiated, remedial action is taken promptly with the support of HR and the relevant business unit.

The Gartner Hotline is 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. Information on investigations is included each quarter in our reporting to the Audit Committee.

Gartner's Office of the Ombuds, a key component of the Gartner compliance infrastructure and a reliable resource for associates to bring forward questions and concerns, works to ensure that associates operate with independence, objectivity, ethics and integrity. The Ombuds team follows a rigorous process to evaluate concerns and undertake root-cause analysis when appropriate, with an eye toward maintaining the deep trust our clients have in Gartner.

The Content Compliance team is a group of associates dedicated to globally reinforcing Gartner's independence and objectivity every time a client wishes to reference Gartner content externally. They ensure that these external references adhere to a strict set of guidelines (see [Copyright & Quote Policy](#)).

Rounding out this team are our Ambassadors — members of the Commercial Legal team worldwide who dedicate a percentage of their time to ethics and compliance. Ambassadors serve the countries in which they are either resident or proximate, and generally speak the local language or work with their team members who do. They are well-known and trusted advisors within these countries. As such, they are very valuable ethics and compliance resources who train, communicate and conduct investigations in local language, with a strong cultural understanding. As appropriate, they partner closely with our global team.

Ethics and compliance training

The Ethics & Compliance team creates and maintains a robust set of compliance training programs that are taken when associates join Gartner. In 2020, anti-bribery was added to the core compliance new hire training curriculum, which includes Code of Conduct, Sexual Harassment Prevention and Data Privacy training modules. The team also evaluates our approach to the annual Code of Conduct training each year, ensuring that the content and delivery remain fresh.

Additionally in 2020, we launched a series of five short training programs released throughout the year, each with an accompanying resource center to provide a centralized source of materials related to the topic (examples of topics include Anti-Financial Crime, Communications and Social Media, Fiscal Care, Preventing Sexual Harassment, and Privacy & Data Protection). The aggregate completion rate for these programs, along with attestations to abide by Code policies, was over 98.6%.

In addition, select groups are required to complete additional, business-unit-specific training. We also launched new annual ethical selling courses across all of Gartner Sales.



Risk management activities

Data protection program

Gartner recognizes the importance of having effective, 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. We also require any third-party service providers with access to confidential information to have appropriate security and privacy controls, and we conduct information security due diligence on all new third-party relationships. The Gartner [Privacy Policy](#) describes how we collect, use and handle personal information, and how individuals can make choices about, access, amend or request deletion of their data.

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 2020, 99% 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 receive training on emerging security threats, new security processes and policies, or tailored security expectations required of their role. Additionally, we conduct quarterly phishing tests to improve our associates' ability to identify and report phishing threats.

Data security

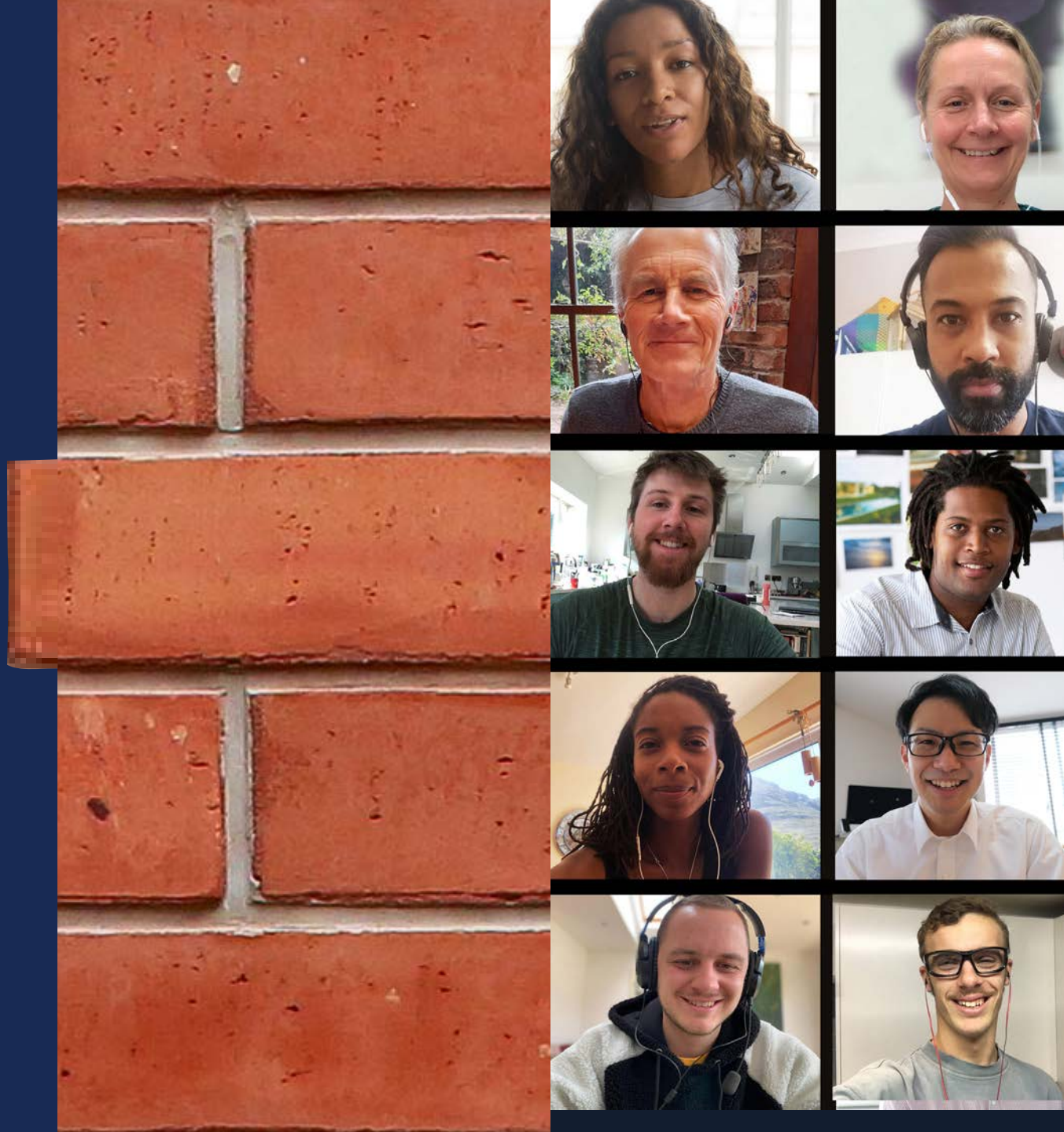
Ensuring the confidentiality of data provided to us by our clients, associates and suppliers is of the utmost importance. Gartner has a dedicated team of cybersecurity practitioners led by a Chief Information Security Officer, who reports to the Chief Information Officer. The team employs a comprehensive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

Gartner follows secure software development life cycle best practices, which add an additional layer of protection within our development pipeline and improve the security of our client-facing applications. Additionally, 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 a) security practices, processes, and controls to protect associate and client data, b) policies and technical configurations in place to secure our technology devices and systems, and c) compliance with client, industry and regulatory security/privacy requirements.

Gartner maintains certification with ISO 27001. We have developed and implemented a comprehensive Information Security Management System (ISMS). Gartner applies a systematic approach to securely managing sensitive, confidential information by implementing best-practice information security policies, systemized controls and risk management processes. We adopted an overarching management process to ensure that information security controls meet our information security needs on an ongoing basis. Gartner also carries cyber liability insurance.



Our Associates



At Gartner, we put our people first. Our strategy has always been to create an environment of exceptional professional development where all associates are empowered to thrive and reach their full potential. This is how we continue to grow and innovate as an organization. In a year of unprecedented disruption, our associates' agility in responding to change drove our success.

Ensuring the health and safety of associates is always a top priority, but this took on new meaning in 2020. Equipping all office-based associates to work remotely from the start of the pandemic through the anticipated date of September 2021, as well as providing easy-to-access resources promoting emotional and mental health, were just some of the ways we supported associates as they navigated this difficult time.

We win as a team. Like any team, we cannot realize our full potential unless our roster reflects a wide range of skills, experience and backgrounds. As we expand and create even more opportunities within the company, we're continually renewing our commitment to diversity, equity and inclusion.

We're working diligently to make meaningful progress through recruiting, professional development, networking, education, celebrating heritage and history, creating safe spaces for all associates, and establishing opportunities for community service and outreach.

We are a team of thinkers, doers and lifelong learners. Explore the foundation of our culture:



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

Recruiting

Building a diverse talent pipeline around the world

Gartner's investment in its people begins well before they join the organization. We invest in initiatives, programs and partnerships to build an inclusive environment that inspires innovation and attracts top talent.

In 2020, we formalized these efforts by developing the Gartner Diversity, Equity and Inclusion Talent Acquisition Council. With representation from recruiters globally, the council is responsible for testing, piloting and pushing forward new initiatives to improve our diversity practices throughout recruiting. It's composed of 62 global team members who collaborate across these key recruiting priorities:

- Building out diversity recruiting strategies and incorporating them into hiring practices
- Educating hiring managers on DEI initiatives and training
- Leveraging Gartner DEI research to ensure that our approach is based on best practices

An important objective of our hiring practices is to provide fair pay by setting market-based pay scales for similar roles regardless of the candidate's compensation history. For existing associates, we aim to reduce differences in the compensation of associates performing similar roles and with similar performance levels via our periodic pay increases.



We focus on inclusion at every stage of our hiring process

Inclusive job descriptions avoid gendered wording

Sourcers have strategies on how to **find diverse candidates**

Job Posting

**Sourcing/
Application**

**Recruiter
Phone Screen**

On-Site



Offer

Intake meeting focus on **transferrable skills and experience** (not pedigree)

Diverse candidate slate

Recruiters **mitigate unconscious biases** by developing cultural competencies

Fair pay and adequate level in job offer

————— **Ongoing annual training for recruiters, including unconscious bias and diversity training** —————>

We use a variety of approaches to expand and diversify external candidate pools, including Gartner-led immersion programs and external partnerships.

Immersion programs

Gartner Women & Returners in Sales Discovery 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. This program provides candidates with tailored professional development and training to help them return to rewarding careers in Gartner Sales. Following program completion, attendees have the opportunity to apply for full-time roles.

In 2020, Gartner expanded the program outside of the U.S., hosting a virtual three-day program in Australia and New Zealand (ANZ). Sixty-six percent of 2020 participants in the ANZ program received and accepted full-time roles with Gartner. Programming included an overview of Gartner Sales, panels with senior leaders, presentations by our Women at Gartner employee resource group, training by the sales learning and development team, and more.

“I would highly recommend the program to others as it gave me clear insight and understanding of the positive team dynamic, and energetic and growth mindset culture within Gartner.”

Roseanne W., 2020 program participant, Australia

“I enjoyed joining a professional and resilient community. Veterans often face unique challenges when transitioning both from the military to academia to the workforce, and from the military to the workforce. Nevertheless, this Veteran Fellowship Program provided hope and optimism, and built confidence for transitioning veterans, wherever they may be in their respective journeys.”

Ernesto C., 2020 participant, USA

Gartner Veteran Fellowship Program

We continue to expand recruitment of global military veterans. Gartner understands the unique value and perspective that service members bring to our organization. Designed for transitioning or recently transitioned service members who are beginning or resuming their careers in the corporate world, this program helps candidates connect how their military experience may translate into corporate success.

In 2020, we ran one cohort each during April and June, consisting of a series of workshops, professional development, speakers and hands-on practical application. Following the completion of the program, we invited participants to apply for roles.

Nineteen percent of 2020 participants received and accepted full-time roles with Gartner.



Developing the next generation of business leaders

To help early-career candidates experience Gartner and develop the skills to succeed in the future, we provide university students and recent graduates with opportunities to learn from real-world experience and connect with top industry talent through internships and special events. This includes strengthening our relationships with historically Black colleges and universities (HBCUs) in the U.S.

In 2020, the global pandemic forced the suspension of our internship and in-person programs. In response, our university recruiting team quickly pivoted to ensure we could continue providing students with valuable learning and development opportunities. We launched a robust virtual learning experience through Gartner-hosted events that focused on skill development, insights from senior leaders and exploring career paths.



In addition, throughout the 2019-2020 academic year, our recruiting team attended over 1,250 live and virtual events at 190 universities across Europe, India and the United States to meet students and introduce them to Gartner.

2020 virtual early-career programs:			
Program	Objectives	Reach	Feedback from participants
Summer Webinar Series	Develop skills to succeed in the current job market, hear about career journeys directly from senior leaders, gain understanding of various career tracks at Gartner	5,300+ students registered globally across 44 webinars	“Gartner is helping me gain insights into the corporate world I’m about to enter after completing my MBA and preparing us for the future. I am extremely thankful for this opportunity.” –Tushar K., 2020 participant, India
University Summits	Dive into what sales, services and finance careers look like at Gartner	156 participants from 26 universities across North America, EMEA and CEMS/ANZ attended five one-day summits	“The most valuable experience was the role play with a Gartner team member. By actively applying our learnings from the summit, we could directly experience a typical Gartner sales call, which made it very hands-on.” – Käthe N., 2020 participant, Germany
Business Rotational Program Case Study Competition	Use problem-solving skills and business acumen to solve a real business challenge and present the solution to Gartner leadership	20 participants from 12 universities across the U.S.; 5-day program offered in place of suspended Rotational Program	“The opportunity to work on a real Gartner case study gave me invaluable knowledge that I can apply to my current internship, as well as a chance to connect with talented peers with similar passions.”– Luca L., 2020 participant, USA
Research and Business Rotation Gartner Days	Hear directly from Gartner leadership and associates about the impact of their roles on the organization and apply for a full-time role	40 students attended; offered in place of suspended Rotational Program	“I enjoyed hearing perspectives from panelists and associates in different roles. Everyone has their own unique experiences with the Rotational Program, and listening to them gave me a much better sense of how I could set myself up for success at Gartner.” – Victor L., 2020 participant, USA

Partnerships

We proudly partner with leading organizations around the world to help extend opportunities to a wide range of candidates and raise awareness of Gartner as an employer of choice.

Our 2020 partners included:

Experienced hire partnerships		University partnerships	
Disability Virtual Career Fair	Modern Military Association of America	Big 10 Women’s Conference	WiCHacks
Disability:IN	NSN Chapter NY/NJ	Black Young Professionals	
Diversity Job Fair	Out In Tech	Bright Network Festival	
DiversityJobs.com	Pride Circle	Enactus U.K.	
Equal Opportunity Publications (EOP)	Service Academy Career Conference	Enactus U.S.	
FairyGodBoss	South by Southwest (SXSW)	HackHERS	
Grace Hopper Celebration	Toigo	Management Leadership for Tomorrow (MLT)	
Hire Heroes USA	UK Careers Fair	MBA Veterans	
Hiring Our Heroes	Veterans Virtual Career Fair (APUS)	National Black MBA (NBMBA)	
iRelaunch	Women in Tech	National Sales Network (NSN)	
Jobs.Co.UK	WomenHack	Out for Undergrad (O4U)	
Military MOJO		Reaching Out MBA (ROMBA)	

Grace Hopper Celebration

Gartner was a sponsor of the 2020 Grace Hopper Celebration — the world’s largest gathering of women technologists — where women from around the world learn, network and celebrate their achievements. Female associates from our engineering, IT and product teams led talks with 30,000+ virtual attendees about their own career paths at Gartner. Attendees also had the opportunity to connect with members of the Gartner team for virtual one-on-one sessions and to learn more about our commitment to workforce diversity.

WomenHack

We partnered with WomenHack — an organization dedicated to empowering women to pursue careers in the technology industry — to participate in a virtual event with 60+ attendees in Barcelona. Top female engineers, designers and product managers had the chance to connect with our recruiting team during speed interview sessions and network with Gartner associates, including software engineers and product managers.

St. Mary’s University Be SMART Project

This program focuses on providing Black, Asian and other historically underrepresented ethnic university students in the U.K. with access to mentoring, internships and professional development opportunities. Gartner Consulting partnered with St. Mary’s to provide internships and mentoring to selected students, and hosted a series of webinars on professional development for all students. Gartner was honored with the “Outstanding Employer Contribution” award for its involvement.

National Sales Network (NSN)

Gartner partnered with the National Sales Network (NSN) to expand recruitment of diverse top university sales talent, particularly in the African-American community. Gartner sales associates served as panelists in NSN webinars and attended the NSN Student Sales & Marketing Conference to share information about sales and marketing opportunities with the company.

Out4Undergrad (O4U)

This organization helps high-achieving LGBTQ+ undergraduates reach their full potential. Gartner associates participated in the mentorship program, helping prepare young LGBTQ+ students to start their careers off on the right foot — as their full and authentic selves.

“Participating in O4U as a mentor was a humbling experience, allowing me to share my knowledge and experience with students on a variety of workplace topics. This included conversations around authenticity, diversity, inclusion and ways to navigate today’s job market. I was honored to represent Gartner and the diversity and inclusion efforts the company has taken, particularly for the LGBTQ+ community.”

Nick P., Fort Myers, Florida, USA

Sales competitions

Gartner sponsored two collegiate sales competitions — the National Collegiate Sales Competition (NCSC) and the International Collegiate Sales Competition (ICSC). These events give college students exposure to real-world sales environments, case simulations and networking opportunities at career fairs where they can meet with recruiters and sales professionals.

- 133 students from 68 universities across the USA competed at the NCSC virtual event.
- 108 students from 80 universities competed at the ICSC virtual event, and 6 participants accepted internship and full-time offers from Gartner.



Development and career progression

Continuous improvement through feedback is in Gartner’s DNA — it’s how we approach everything from creating a new product to helping associates reach their full potential. This year, goal-setting and ongoing feedback took on greater importance in helping our associates maintain a sense of stability and purpose in their work.

The COVID-19 pandemic caused widespread disruption to day-to-day work activities and environment. To help associates adapt, we encouraged them to double-down on practicing the core tenets of our performance feedback process: Check in with your manager regularly to reassess your goals, practice ongoing feedback to make sure you are focused on the right priorities and understand how your work fits into the larger picture.

In addition to helping associates unlock their full potential through mechanisms like continuous feedback and regular performance appraisals, we have dedicated resources and programs designed to develop effective leaders. Through exposure, experience and educational opportunities, we develop talent from within to keep associates growing with Gartner.

This year, as part of efforts to drive systematic improvements in DEI across the company, we increased our focus on recognizing, identifying and developing underrepresented talent in the leadership pipeline, as well as increasing visibility to internal opportunities. We’re committed to addressing the distinct needs of each talent segment so all associates feel like they belong and have the tools to reach their goals.



Talent review and succession planning

On an annual basis, Gartner's CEO and Operating Committee meet to review and discuss the leadership succession pipeline for critical roles in the organization. The overall process consists of three parts:

- **Business context:** Planned adjustments to our operations in the near term that may have a strong impact on our leadership and people requirements.
- **Leadership assessment and development planning:** Reviewing leaders' capability and potential to take on larger roles in the company as an input for understanding the strength of our leadership pipeline, and steps we can take to boost individual and organizational readiness.
- **Succession planning:** Matching the strengths and development areas of our leaders with business and role requirements to form a clear view of candidates and how we can best help them prepare to take on specific roles in the future. We focus on expanding our pipeline of future leaders to reflect a broad array of associates in line with our DEI strategy.



Training and leadership programs

Leadership is a journey that never ends. The goal of our training and leadership development programs is to offer continuous training opportunities and develop leaders who develop high-performing teams. We've designed a number of programs based on experience and business-unit affiliation to ensure associates can thrive at all levels.

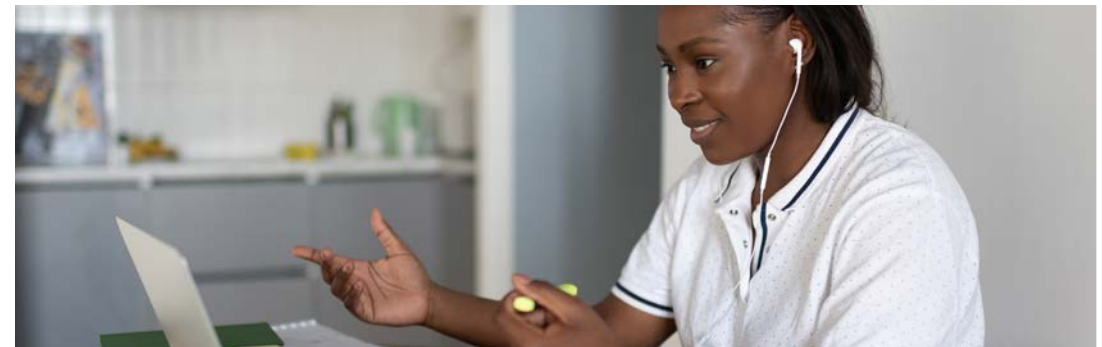
In 2020, our frontline leaders and managers were able to participate in these programs:

Leading With Context

These leadership forums are designed to provide participants with targeted context for Gartner's broader strategy and focus areas. In 2020, we held three sessions for the Top 130 executive leaders in the company. These sessions were crucial while navigating the disruption and challenges our teams faced.

Coaching Mindset & Conscious Leadership Courses

Gartner launched two critical leadership sessions for leaders of all levels in 2020. Coaching Mindset offered leaders an opportunity to explore and refine their coaching capabilities (agnostic of a coaching model) with an understanding of how to meet associates where they are in their development needs, diagnosing and assessing talent, and developing effective dialogue to encourage growth and performance improvement. Conscious Leadership provided a foundational overview of leading at Gartner, including leadership expectations, emotional intelligence, and how to lead above the line in a mindful and intentional way. Over 660 leaders at all levels participated in 31 global sessions held over 11 weeks.



Gartner Manager Program

Approximately 100 leaders participated in this two-day on-site and later in the year, virtual, program that focused on developing leadership foundations for frontline leaders.

Leadership Exchange (LeadEx)

This year we introduced a new leadership forum called the Leadership Exchange (LeadEx) for Vice Presidents and above. This is an open-forum session for leaders to share experiences, ask questions and gain perspective on effectively leading people within the context of current environmental factors. These virtual exchanges use a combination of prompts and moderators to help participants gain the insights, tools and understanding needed to navigate real-time opportunities when leading people.

Our first exchange series focused on creating an open dialogue around race and discrimination and how to begin creating a culture of belonging within a team. Over 400 senior leaders participated.



Talent redeployment program

Due to changing business conditions during the pandemic, we had a large number of underutilized associates in some areas while other teams became extremely busy yet unable to hire additional resources. To ensure business continuity while developing and engaging high-potential associates and their managers, we created a number of short-term flex rotations. In rotations lasting 3–6 months, associates were 100% dedicated to their new role and immersed into their new teams. They received goals and objectives to ensure they broadened their skills, gained exposure to new business areas and understood how to achieve success. In total, 47 associates participated in the program across the company, and eight of the rotational positions were converted into permanent full-time roles.

“I learned an entirely new business and excelled at it. It gave me the confidence to know that I can do things outside of my previous experience.”

Robert T., Irving, Texas, USA

GartnerYou

GartnerYou is our online learning experience platform, offering a centralized location for associate learning and development. In 2020, GartnerYou offered 34,950 learning resources, an increase of 12,000 from 2019, with 343,876 course completions globally.

Global Talent Lab

The Gartner Global Talent Lab is designed for high-potential candidates looking to accelerate their careers. Associates work alongside world-leading thought experts as part of the structured learning program that also includes dynamic mentorship and leadership exposure, focused coaching sessions and competency training that support skill development.

Talent Lab invested approximately 200 hours per associate per year in developing early- to midcareer individuals through focused training, knowledge-sharing sessions and real-world experiences with industry experts.

“As the remote work culture grew in 2020 it didn’t stop me from expanding my skills at Gartner. I not only enhanced my skills on my core technology but also many other skills like presentation delivery, creating impactful research and graphics through various coaching sessions. The growth opportunities at Gartner are truly unparalleled.”

Ravisha C., Gurgaon, India

Sales learning and development programs for new hires

While continuing to support eight dedicated sales onboarding programs, our Gartner Sales Learning and Development (SL&D) team launched a pilot in 2020 for a new approach to onboarding of new sales talent. This reimagined learning platform is grounded in the latest learning and development best practices and is built around the core competencies that lead to sales success at Gartner. Leveraging this new learning model, SL&D built an infrastructure and program structure scalable across all sales roles. By integrating the latest in learning technology, new hires receive well-paced, just-in-time layered learning via multiple modalities with high emphasis on real-time application throughout their first year in role. Pairing this learning model with continuous support from a dedicated, experienced Sales Coach enables new hires to

accelerate their time to productivity. Automated tracking systems and learning assessments enable sales managers to recognize a new hire’s progress and performance and provide timely and consistent guidance more effectively. This newly reimagined onboarding program, called Expedition, launched globally in the first quarter of 2021.

Sales leadership development programs

To support the unique needs and challenges of our sales leader population, Gartner has a vertical practice focused solely on their development at specific career stages. Throughout 2020, 944 sales leaders attended one or more of the programs designed to prepare and accelerate their functional, operational and leadership capabilities. Programs included: Sales Manager Preparation Program for Global Business Sales (GBS) and Global Tech Sales (GTS); VP Preparation Program; VP Onboarding Program; Sales Manager Onboarding Program for GBS and GTS; High-Performance Coaching Center; and the Manager Workshop Series.

Leadership elevation programs

We will launch a new, reimagined leadership development framework in 2021. The structure has target development experiences and programs for leaders across all pipeline levels. These programs are designed to reinforce the continuous development journey while wiring together both on-demand and live sessions for a comprehensive development experience that is paced to the leader’s level of need.

Engagement

We are committed to developing an inclusive and engaging environment that makes Gartner a vibrant, exciting place to work. The greatest catalyst to engagement comes from leadership — particularly their efforts to set direction, allocate resources, and build individual and organizational capability. In addition, we embed our associate survey efforts within our business units so that the insights we glean can help leaders understand the opportunities for effecting organizational growth.

We measure associates' perspectives across a range of topics that affect their experience at Gartner, including the extent to which they:

- Feel their work environment is welcoming and inclusive
- Understand the connection between their work and company impact
- Are empowered to take action that best supports our clients
- Receive the resources and support required to meet our expectations of them
- Have opportunities to learn and grow with Gartner

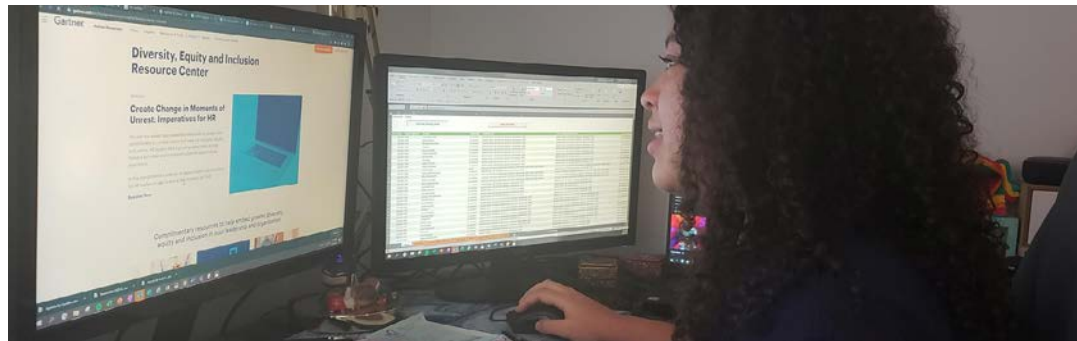
Year over year, we see a decrease in the associate turnover rate and increase in the associate tenure at Gartner. By the end of 2020, on average, Gartner associates stayed with the company 5.2 years (an increase from 4.6 years in 2018).

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: Client impact, collaboration, communication, inclusion/diversity, innovation, manager effectiveness, performance feedback and professional development. Our surveys are based on broad and rigorous 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.

Business-unit DEI Councils

Our business-unit DEI Councils offer associates the opportunity to develop leadership skills, create peer connections and enhance relationships to help drive DEI outcomes at the business-unit level. The focus of each business-unit DEI Council is to:

- Partner with associates to drive changes
- Equip leaders to be more inclusive
- Engage associates on DEI topics
- Drive initiatives aligned with DEI enterprise work



We are currently in the process of implementing these councils in each of our business units to drive continued growth and a more inclusive culture.

Employee resource groups (ERGs)

Our voluntary, associate-driven ERGs bring associates together to foster a safe, inclusive and supportive workplace. We currently have four formal ERGs working to inform corporate DEI initiatives, support leadership development, host events, influence benefits, raise awareness, and help create workplace resources and psychological safety.

They are open to all associates and play a key role in defining our culture and driving employee engagement at Gartner. Each group has an executive sponsor on the Operating Committee who represents and advocates for the group at the highest levels of company leadership.

Amid the pandemic, the groups united thousands of associates virtually across the globe through relevant and compelling programming to attend while working remotely. Expanding from a chapter-based to a virtual strategy increased opportunities for participation and cross-group collaboration as all events, programs and conversations were open to associates worldwide. In 2020, our ERGs delivered 100+ programs and events.



Women at Gartner

Focuses on contributing to the professional development, impact, retention and attraction of professional women at Gartner

2020 highlights:

- Launched [Gartner CREW](#), a professional mentorship program for women at Gartner
- Held 50+ events engaging over 6,650 attendees, focused on professional development, networking, wellness, community building, allyship and more

“Despite the change in our scheduled programming, Women at Gartner pulled together. Our associates demonstrated their care for each other and their dedication to our community — sharing stories, exchanging helpful tips and tricks, and supporting each other to rise through challenging times.”

Julie A., Vice Chair, Women at Gartner and Head of Women in Sales, Fort Myers, Florida, USA



Pride at Gartner

Promotes a positive and inclusive environment for all associates worldwide, regardless of sexual orientation or gender identity at Gartner

2020 highlights:

- Continued partnerships across the business to develop policies and practices that resulted in Gartner being recognized again as a Best Place to Work for LGBTQ Equality in 2020, with a top score of 100%
- [Raised awareness](#) of the importance of proactive LGBTQ+ allyship by hosting events, speakers and more

“I am proud to work for a company that not only prioritizes global diversity and inclusion, but also values my identity. LGBTQ+ employees are a vital part of the teams who work here, and Gartner’s score on the HRC’s Corporate Equality Index is a testament to our organization’s commitment to advancing equality.”

LJ J., Pride at Gartner Co-Chair, Arlington, Virginia, USA (Pronouns: They, Them, Theirs)



Veterans at Gartner

Dedicated to making Gartner a great place to work for top military talent and their families

2020 highlights:

- Successfully continued the [Veterans Mentorship Program](#)
- Partnered with HR to create a guide for managers: “Veteran Success Guide + Understanding Military Leave”
- Launched first formal chapter in India

“Veterans at Gartner is a one-of-a-kind platform that has brought together the right people, making the right kind of efforts, and with their hearts in the right place. It has connected people across departments and functions, binding them together in a common thread of togetherness and growth, and been instrumental in creating shared values.”

Diwakar P., Gurgaon, India



Mosaic at Gartner

Dedicated to recruiting and engaging associates who identify as a part of underrepresented racial or cultural groups

2020 highlights:

- Piloted [Rise Leadership Program](#) for underrepresented talent
- Spearheaded the [Real Talks series](#)
- Organized groups such as Black Employee Network and Black Analyst Caucus in which associates share experiences, ideas, solutions and opportunities
- Grew membership by more than three times and launched regional chapters in ANZ, U.K. and LATAM

“The first thing I look at when searching for a company is whether or not there are other people who look like me. Will this be a place that embraces diversity, not just tolerates it? Not only does Gartner foster an environment of inclusion but has a space where those groups could have a community and be celebrated.”

Yolanda, K., Arlington, Virginia, USA

Our ERGs drive engagement at Gartner in the following ways: creating educational and development opportunities, celebrating identity and facilitating important conversations.

Creating educational and development opportunities

Gartner Crew — Launched in 2020, this eight-week female-driven mentorship program provides participants with guidance, insight and advice as they navigate their careers. The first cohort included 123 participants from a variety of backgrounds, tenures, business units and geographies.

Rise Leadership Program — Piloted in 2020, this eight-week program is the first of its kind at Gartner, focusing on empowering underrepresented leaders through impactful opportunities to amplify their leadership capabilities and expand their networks so they can develop and accelerate their careers.

Veterans Mentorship Program — In its second year, this six-month program provided an opportunity for over 100 associates to participate as mentors or mentees. The number of participants increased nearly three times compared to 2019.

“Being part of the 2020 Crew was a highlight for me. It was a great learning experience and I got to know some truly supportive colleagues.”

Eve A., Stamford, Connecticut, USA



Celebrating Identity

Women’s History Month and International Women’s Day — The global celebration of the Women’s History Month focused on inclusive topics that addressed the intersectionality of what women face in the workplace. Some activities included a Women’s Month webinar series, #EachforEqual photo collection, trivia night, virtual postcard exchange and virtual speaker series.

“Women’s Month 2020 has proven to be our most memorable celebration yet. We united thousands of associates across the globe virtually through relevant and compelling programming rooted in our mission to enable the career growth aspirations of our community.”

Erica S., Chair, Women at Gartner, North Carolina, USA



Pride Month — Hosted and participated in events and programming worldwide in June to commemorate the history of and bring awareness to issues the LGBTQ+ community still faces today. Led a virtual conversation with guest speaker Cleve Jones, an American human rights activist, author and lecturer.



Veterans Month — Led a series of events globally, including virtual self-defense class, panel with veterans, and global 22 Challenge in November to raise awareness of mental health issues and other challenges facing veterans. In the USA alone, past statistics have reported that nearly 22 veteran/military suicides occur per day. Over 300 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.

“The #22Challenge created a wonderful opportunity for me and my 7-year-old twins to discuss the tremendous sacrifice and service veterans have provided us.”

Erik H., Ohio, USA



Heritage Months — Held events worldwide to connect, educate and celebrate the many cultural identities represented at Gartner, raise awareness and foster community. Activities included panel events, roundtable discussions and story sharing.

“I love having the opportunity to share a little about my culture and heritage, and hearing from others as well during Hispanic Heritage Month. Our different yet combined experiences and points of view make us better.”

Carolina V., Arlington, Virginia, USA



Facilitating important conversations

Real Talks — Amid protests against racial injustice and discrimination globally, Mosaic at Gartner launched a series of virtual Real Talks to create a safe space for associates to address the current climate and discuss the racial injustices that occur in many forms across communities around the world.

These hour-long conversations open with a few prompt questions or personal statements from the moderating panel, encouraging participants to speak candidly about their feelings and experiences. By participating, associates often build connections with members of our global community, educate peers and colleagues, and reflect on the importance of driving organizational change.

Since May 2020, Mosaic at Gartner has partnered with our other ERGs to expand these conversations, hosting 22 Real Talks with over 5,000 associates from the U.S., U.K., Australia, India and the Asia/Pacific region.

Open dialogue around topics like the spectrum of racism, workplace discrimination, LGBTQ+ awareness, and what it means to be Black in the corporate world has enabled many associates, including team leads and managers, to educate themselves on the experiences of our associate population and the meaningful changes needed to be more inclusive.

Conversation topics included, but were not limited to:

- ✓ Being Black in America
- ✓ Combating Racial Injustice
- ✓ The LGBTQ+ Community and Intersectionality With Race
- ✓ Being Black in the United States Military
- ✓ White Privilege & Allyship
- ✓ Parenting Through Racial Crisis
- ✓ Combating Gender-Based Discrimination in India
- ✓ Mental Health and Suicide Awareness
- ✓ Race & Feminism
- ✓ Recognizing and Acknowledging Intersectionality
- ✓ Belonging to a Religious Minority in India
- ✓ Being Black in the U.S. Armed Forces
- ✓ What Being a Veteran Means to Me

Check Your Blind Spots — In early March, the leadership team in our Irving, Texas, office, in conjunction with the four ERG groups, organized a visit from the Check Your Blind Spots bus tour. Associates explored what can shape our likes and dislikes and judgments about people through the multimedia experience.

The tour is created by [CEO Action for Diversity & Inclusion™](#), the largest CEO-driven business commitment to improve diversity and inclusion within the workplace in the country. Gartner is a proud signatory of the CEO Action coalition and through the tour, we help our community explore nuances of unconscious bias that we do not even realize we have.

“As a triple minority I don’t think I realized that even I am capable of unconscious bias, so it was nice to be held accountable and see ways that I can still evolve as a person and professional. The whole process made me realize that I don’t want anyone to feel like I’ve felt and so I want to do my part to educate others around me and be the example. Thank you for helping facilitate this experience!”

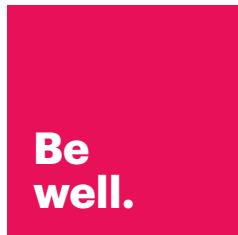
Van H., Irving, Texas, USA



Associate safety and 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 2020, the benefit program included:



Take care of yourself with access to comprehensive health plans, preventive programs and flexible options.

- 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 plans. We also covered testing and treatment of COVID-19 in full, including telemedicine.
- Reimbursement for wellness-related purchases¹

To support associates' and managers' mental health, we focused on promoting existing resources. We created and mailed well-being resource guides to all associates in the U.S. and U.K., and offered live presentation on a variety of topics, including:

- Manager's Guide: Depression in the Workplace
- Manager's Guide to Mental Health in the Workplace
- Suicide Awareness for Managers
- Managing Anxiety
- Supporting Employees
- Work@Home
- Coping With Fear
- Navigating Back-to-School

Associate safety and well-being (continued)

Plan well.

Prepare for life's ups and downs with programs that help you save, plan ahead and invest in your future.

- 401(k) plan with company match
- Employee Stock Purchase Plan (ESPP)²
- Company-paid basic life and short- and long-term disability insurance, business travel accident insurance, expert medical advice and an employee assistance program
- Dependent life insurance
- Tax savings programs, such as health and dependent care flexible spending accounts, health savings account and pretax commuter benefits

Live well.

Take time off to rest and recharge, spend time with family during important moments, and ensure they're taken care of when you can't be there.

- Generous paid time off
- Holiday policy
- Paid military leave
- Paid parental leave, including adoption
- Caregiver resources, such as subsidized backup care for adults and children, resources to plan for college, and a service that enables nursing mothers to ship breast milk back home during travel
- [Associate Assistance Fund](#)
- Paid sick time off for interns and regular part-time associates who work fewer than twenty (20) hours per week (U.S.-based)

Associate safety and well-being (continued)



Grow well.

Further your professional development with programs that make it easier to learn and grow without limits.

- Tuition reimbursement to all associates working at least 35 hours per week on a global basis, up to \$5,250 USD per year.³
- [GartnerYou](#) learning platform



Connect well.

Take care of yourself with access to comprehensive health plans, preventive programs and flexible options.

- Generous charity matching and volunteer opportunities
- Financial assistance for associates in need through tax-free grants

¹Unavailable April – December 2020

²ESPP is offered to associates working at least 20 hours per week in Australia, Austria, Belgium, Brazil, Canada, Denmark, France, Germany, India, Ireland, Italy, Japan, the Netherlands, Norway, Singapore, Spain, Sweden, Switzerland, the U.K. and the U.S..

³Available for classes approved before 26 March 2020.



Our Communities

Giving back is an integral part of our culture. We encourage associates to follow their personal passions by contributing to their communities however they choose. As we evolve as a company, we continue striving to ensure that associates feel connected to their communities both within and outside Gartner.

Through the Gartner Gives program, we empower associates to support causes they care most deeply about and drive a positive, lasting impact. Through this program, we:

- Match associate contributions to nonprofit organizations
- Create team volunteering and giving opportunities
- Administer the Associate Assistance Fund to relieve financial hardship
- Facilitate learning sessions through the Community Impact Speaker Series
- Create policies to encourage nonprofit board service



Employee Volunteering

We're proud of our associates' long history of individual and team volunteering. In August of 2020, we launched the Gartner Gives Volunteer Portal to help track and give visibility to these activities. With the introduction of a new system, we did not capture every volunteer hour this year. However, we can report that Gartner associates logged 5,576 hours supporting 120 nonprofit organizations around the world.

Individual and team volunteering

We encourage associates to follow their personal passions and give back to their communities in any form they choose. In addition to providing the flexibility for associates to spend time volunteering, we facilitate and support on- and off-site volunteer projects for teams, and encourage nonprofit board service, skills-based volunteerism and in-house drives.



“What I love the most about Gartner is that we value insights and learning from everywhere. In my day-to-day work, I feel encouraged to bring in new ideas to improve customer experience. Volunteering as a mentor has made me better in my current advisory role, and has helped strengthen and expand my personal and professional network, ultimately creating even more opportunities.”

Suzanne M., Illinois, USA

Community Impact Speaker Series

This series of talks gives associates a platform to promote selected nonprofit organizations and their work, and inspire colleagues to get involved in volunteerism and philanthropy. The forum provides opportunities for our associates to learn about social issues that are relevant globally and to their communities, hear directly from the organizations working to address those issues and discover ways they can become part of the solution. All associates can apply to invite a qualified organization to speak and facilitate a session.

Events consist of a 30-minute presentation plus a 15-minute learning and brainstorming session to share ways associates can get involved with the organization. All organizers and attendees earn volunteer hours for their time.

Board service

As a part of our corporate 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.

Employee Giving

In an effort to elevate our positive impact, we offer the Gartner Gives Charity Match and Associate Assistance Fund.

Gartner Gives Charity Match

This program matches personal financial contributions made by associates to qualified charitable organizations, up to \$5,000 per associate per calendar year.* Regular associates globally who work more than 20 hours per week are eligible. This year we supported a broad range of causes across the globe, including programs that combat racism and poverty, provide aid following natural disasters and stock food bank shelves.



\$4.6 million

donated by Gartner and its associates to more than 2,000 nonprofit organizations around the world in 2020

*Temporarily suspended April – June 2020, fully and retroactively reinstated in July 2020



12.5%

of all eligible associates donated through the program

“Had it not been for the support and love I received from my community growing up as a child, I would have never made it to the place I am today, a young professional Black man working in corporate America. I make sure that I am doing my best to reach back and pull another inner-city young man of color forward and motivate him to be the best man he can be.”

Gerald B., Arlington, Virginia, USA

“Person-to-Person relies on the generosity of the community to help us provide a pathway toward economic stability for 25,000 area residents. This contribution from Gartner, which will allow us to provide enough healthy food to prepare at least 12,000 meals, means families in our community will have food to put on their tables tonight. We are truly grateful for your partnership.”

Nancy Coughlin, CEO, Person-to-Person, Connecticut, USA

Supporting communities in times of disaster

Our associates help others around the world get through challenging times. Through corporate giving, the Gartner Gives Charity Match and associate volunteerism, we support disaster recovery and community projects. In 2020, this included providing relief following the California wildfires, Australian bushfires and the tragedy in Beirut, as well as supporting local food banks facing increased food insecurity during the pandemic.

Associate Assistance Fund

This fund provides grants to associates who experience financial hardship due to catastrophic events such as flooding, hurricanes, wildfires, or other extreme weather and exceptional events. The fund also provides a secure, tax-compliant platform for associates to help colleagues in their time of need. All associate donations are eligible for the charity match, and 100% of associate donations directly support fellow associates. Gartner covers the cost of all fund operating expenses.





Uplifting communities around the world

Throughout 2020, Gartner associates across the globe gave back to and volunteered in their local communities. Here we highlight some of their stories.

Distributing food to those in need

Location: São Paulo, Brazil

Associates on the High Tech Brazil Operations team organized two projects to support their local community. First, they loaded a truck with 300 meals and distributed them to homeless citizens. Second, they delivered 103 food kits with enough basics to feed the average family for a month.



“It was fulfilling and humbling to have an ability to give back to the community, especially during these challenging times. Food insecurity is a problem that we can solve only by working together.”

Arnaldo A., São Paulo, Brazil

Feeding families during lockdown

Location: Delhi, India

Before the pandemic, the CSR team in India planned to provide nutritious meals twice a day to nearly 200 kids for the entire year. Once the lockdown began in March, their partner Responsenet, a Delhi-based CSR implementation NGO, conducted a needs assessment and found thousands of migrant workers, daily wagers, factory workers and farmers were among those who really needed help. Gartner agreed to pivot its support to address this need. As a result, Responsenet served more than 18,000 meals to over 200 families during April and provided relief kits with necessary essentials and food items to others in and around Delhi.



“We thank you, Gartner, for standing with the community in need at this hour of severe crisis and providing them much-needed relief.”

Angela Nair, Lead, Responsenet Development Services

Developing future leaders

Location: London, U.K.

In November, associates from our London and Egham, U.K. offices hosted students from two local schools for virtual “World of Work” days with Yes Futures, an organization that empowers 8- to 18-year-olds to develop self-esteem and make ambitious choices. Students learned about professional backgrounds, got a peek at the corporate world, and participated in exercises to test their critical thinking and communication skills.



“It’s great to have an opportunity to give back and inspire the students’ futures. I definitely would have found a session like this useful as a young student!”

Emma H., Egham, U.K.

Celebrating the spirit of holiday giving

Location: Ottawa, Canada

The Gartner team in Ottawa decided to celebrate the holidays by donating to local nonprofit organizations and then doubling their impact through the Gartner Gives Charity Match. The team managed to donate \$22,600, inclusive of Gartner Gives Charity Match, to organizations including The Ottawa Food Bank, Second Harvest, Make a Wish, Dementia Society of Ottawa and Renfrew County, Alpine Canada, World Vision Canada and Moisson Montreal.



“Despite the challenges of 2020, the Ottawa team was grateful to be able to support our communities over the holidays by making donations to our charities of choice. It was a huge success and a great feeling!”

Hana P., Ottawa, Canada

Making a splash for disaster relief

Location: Sydney, Australia

In February, associates in Sydney participated in the Cole Classic swim race to benefit the Australian Red Cross. Through their swim and donations, they raised \$15,276 to support thousands of people in evacuation centers and recovery hubs across the country, and provide emergency assistance and long-term recovery programs in communities affected by the Australian bush fires.



“It was an amazing day. We were all proud to be donning those fetching pink swim caps, representing Gartner and raising funds for families and communities impacted by the fires.”

Alex F., Sydney, Australia

Spending time with furry friends

Location: Fort Myers, Florida, USA

In February, research analysts in Fort Myers volunteered at The Animal Refuge Center, a nonprofit animal welfare center committed to finding homes for all of the cats and dogs brought to the shelter. Volunteers organized donated items, cleaned out a ditch to ensure proper water flow and walked the dogs.



“Getting the opportunity to contribute some time to ARC was a treat. Learning about their unique commitment to the cause was inspiring and refreshing. Plus, volunteering is even better when puppies are involved.”

Alexandra C., Fort Myers, Florida, USA

Improving quality of life for citizens

Location: Gurgaon, India

Limited street lights and an erratic power supply meant women in Mewat, a district near Gurgaon, did not venture out of their homes after sunset due to safety concerns. A team of Gartner associates has been working with Donate an Hour (DoaR) since 2018 to improve infrastructure in the area. With Gartner support, DoaR and the villagers installed 25 solar street lights, and an engagement model ensures that the infrastructure is being used and maintained in the best possible manner. Solar lights are not dependent on electricity and offer a long-term, cost-effective solution.



“Working with DoaR across the years has made me relish the joy of giving and a sense of satisfaction I have never witnessed before. We at Gartner love the dedication of the DoaR team and cherish the association.”

Anjali G., Gurgaon, India

Elevating student success

Location: Stamford, Connecticut, USA

Gartner associates in Stamford began a partnership with the Stamford Public Education Foundation (SPEF), a nonprofit organization dedicated to delivering educational programs and resources to students, educators and parents in the Stamford Public School system. Associates participated in a number of ongoing programs and one-day events, including: Leadership mentoring, athlete tutoring and homework help, facilitating grab-and-go meals for food-insecure students, working at a book drive, donating and distributing laptops for remote learning, and participating in the MarcUS for Change 5K Walk & Run.



“By working with SPEF, I am able to look a parent or child in the eye and see hope and gratitude when I hand them a meal or a book. Volunteering gives me so much hope and reminds me of how grateful I am for my life. Spending time in such a good place broadens the view of my world and all the people in it.”

Ellen C., Stamford, CT, USA

Providing additional assistance during the pandemic

Location: Singapore

Throughout 2020, Gartner, as well as many other companies in Singapore, received financial grants from the state of Singapore as part of a program to support the economy during the pandemic. Knowing that local nonprofit organizations were struggling to meet the needs of their constituents during the COVID-19 pandemic, the local Gartner team decided to donate these funds back into the local community. They selected six diverse organizations of varying sizes to receive the funds, in line with three CSR pillars: education, community, and health & well-being.



“I feel so proud that Gartner has decided to donate the funds received from the government to local charities, as many of them needed help in a difficult year. Many other companies did not elect to do this so it’s really special to be part of an organization which has decided to give back and help the most vulnerable in the society in the time of crisis.”

Denise K., Singapore

Festive fitness fun

Location: Global

This week-long event consisted of activities intended to support physical and mental well-being. These quick (typically 10-15 minute) sessions were hosted at various times throughout the day to make it possible for teams across the globe to join in on the fun. Gartner associates sponsored each event and selected an organization or cause to support. In 2020, they raised over \$5,000 to benefit organizations including Toys for Tots, Charity Water, Foundation for Prader-Willi Research, World Wildlife Fund, Meals-on-Wheels America, Lost Dog Rescue Foundation and Partners in Health, and donations went farther thanks to the Gartner Gives Charity Match.



“As a relatively new associate, it was a great and rare opportunity to get to see people outside of the typical work context, especially during this time of remote onboarding and work. That was really motivating in combination with the benefit to charity!”

Kayla V., Arlington, Virginia, USA

Hand-making blankets for patients

Location: San Francisco, California, USA

The San Francisco Chapter of Veterans at Gartner ERG and associates from the Gartner Research and Advisory Team partnered to help create handmade blankets and quilts for Heartland Hospice, a nonprofit organization dedicated to providing hospice care, was looking for handicrafts to support patients to live as comfortably and dignified as possible.



“We were so delighted to volunteer and give time to those in need while remaining safe at home.”

Denisse G., Santa Clara, USA

Supporting education and developing job skills

Location: Cape Town, South Africa

To enable learning and improve employability in South Africa, we’ve partnered with Iziko Lobomi Centre of Life in Cape Town. Over the past three years, we’ve provided resources to assist with job-creation projects and fund IT infrastructure. In 2020, 23 unemployed local residents participated in the Allison E. Learning certificate and diploma courses in human resources, customer services, hospitality management, carpentry, IT management and more. In addition, 190 unemployed people received grant funding for bursaries, learnerships, tertiary education and computer training.



“Gartner’s generosity has allowed me to concentrate on completing my diploma and get a step closer to my goal of becoming a successful software developer. I plan to give back to the community by supporting and nourishing other students one day, just like Gartner helped achieve my educational diploma.”

Mohokare M., Participant

Our World



Our commitment to environmental sustainability

At Gartner, we strive to minimize our environmental impact wherever possible, and continue to embed sustainable best practices into our operations.

As we outline in our Environmental Policy Statement, we will make continued efforts to:

- ✔ Promote sound environmental management policies and practices in any work carried out by or on behalf of Gartner
- ✔ Increase awareness of environmental responsibilities among Gartner associates at all levels
- ✔ Work with other agencies locally, nationally and internationally to promote appropriate environmental policies
- ✔ Minimize waste and pollution and operate effective waste management procedures
- ✔ Reduce the consumption of fossil fuels
- ✔ Reduce the consumption of nonrenewable resources
- ✔ Promote a purchasing policy which will give preference, as far as practicable, to those products and services that cause the least harm to the environment
- ✔ Avoid use, wherever possible, of environmentally damaging substances, materials and processes
- ✔ Maintain all Gartner real estate in an environmentally sensitive way
- ✔ Encourage using modes of transport by all associates that minimize environmental impact

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. At the local, regional and global levels, we aim to conserve natural resources, minimize waste and prevent environmental pollution.

With the majority of our locations closed and unoccupied throughout 2020 and into 2021, we're taking this time to refine and accelerate adoption of sustainability practices in our office build-outs and operations. As part of this, we calculated and disclosed our global carbon footprint (see Appendix). Going forward, we will use this data to identify and report on carbon reduction goals.

Although uncertainty remains around when we will fully reopen, the health, well-being and safety of associates, as well as our commitment to sustainability, remain our top priorities.



Locations

Gartner operates over 90 offices in 39 countries worldwide. While operations vary by office, sustainability is at the core of how we select, fit out and operate all locations.

In our general offices, which make up 73% of all our offices, we have full responsibility for leased areas. In our serviced areas, which make up 27% of all our offices, we lease space within a building. While this limits our influence over how the building is operated, we advocate for sustainability practices when possible.

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., BOMA in Canada, NAMERS in Australia, GRESB in Hong Kong, Green mark in Singapore.
- **Close to public transport.** Eighty-four percent of all our 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.** Seventy-three percent of our general offices have bicycle racks and 38% have charging stations for electric vehicles, a 10% increase compared to 2019.

Prior to office closures during the pandemic, we were actively promoting 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.



Operations and interiors

As we develop programs to reduce our environmental footprint, we have started work on calculating and disclosing Scope 1 and 2 carbon emissions, starting with North America (see Appendix for details) and Scope 3 (business travel) globally. In 2022, we expect to fully disclose our emissions in line with TCFD.

In 2020, we began transitioning to renewable energy as a step toward the larger goal of reducing our total carbon footprint. We moved to purchasing 100% renewable power for our most prominent sites — our global headquarters in Stamford, Connecticut, USA, and our EMEA headquarters in the U.K.



Prioritizing clean technology



Collaboration tools

- Continued growth in our utilization of virtual collaboration tools — an increase of 138,824,905 minutes in one tool alone



Cloud & data center consolidation

- Increasing our services/applications in the cloud to reduce physical hardware — 59% of Gartner’s application workload now lives in the cloud
- In 2020, consolidation efforts resulted in removing 1,653 servers from the Gartner data center environment
- Using the scaling capabilities of the cloud to turn off or scale down nonproduction environments when not in use
- Partnering with cloud vendors powered using renewable energy
- Moved to an online messaging platform, with an average of 27 million emails sent and received each month



Softphones

- Removed all telephones (17,000+) from offices worldwide and switched to using software-based telephones on associate laptops, reducing office power consumption



Default to black-and-white and duplex printing to save toner and paper

- Installation of multifunction devices in centralized locations to reduce energy consumption and free up space



Equipment refresh and electronic waste

- Older devices are refreshed to follow EnergyStar recommendations
- IT equipment that is subject to Waste Electrical and Electronic Equipment (WEEE) regulation is asset-tracked to ensure accountability
- We partner with electronic waste management companies to reuse or recycle our electronic waste components. In 2020, Gartner recycled almost 9 tons of electronic waste
- Donate used hardware to nonprofit organizations

Reopening offices safely

Our Reopening Steering Committee (RSC) will open offices as local conditions permit. The health and safety of our associates remain our top priority in this process. The RSC has established criteria to guide the decision-making process, including:



Public health factors

The number of reported new cases at the local level is declining steadily, vetted sources indicate that community spread is no longer a risk and projections indicate that case rates will continue to fall.



Local, state or national government factors

National and local governments ease regulations and directives on staying at home, and reopening businesses, that match the current risk level.



Gartner factors

We have implemented enhanced health and safety protocols and are able to safely provide essential or required services to our in-office associates.

Reopening offices safely (continued)

Once back in the office, safety measures will be put in place:



Physical distancing

Offices will operate at reduced capacity for a period of time. We will gradually increase occupancy as conditions permit. Workstations will follow physical distancing guidelines. We'll also limit occupancy in all common spaces.



Clean desk policy

We will continue with established practices of clearing the workspace at the end of each day.



Personal protective equipment

Gartner will make personal protective equipment available, including face coverings that are to be worn in common areas. Cleaning supplies and hand sanitizer will be available for associates to use throughout the office.



Office cleaning

We will increase our current cleaning schedule, disinfect and sanitize offices, and increase the frequency of cleaning high-touch surfaces throughout the work day. We have modified door handles and other high-use areas to limit unnecessary touchpoints.

Procurement

Part of operating with integrity and holding ourselves to the highest ethical standards is holding suppliers 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 the U.S. 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 2020 – September 2021. 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.

Supplier Diversity Program

In 2021, Gartner will launch the Supplier Diversity Program, a new initiative aimed at bringing additional small and diverse businesses into our global supply base. An inclusive procurement strategy identifies potential suppliers, promotes competition and generates economic opportunities for diverse communities. Our initial focus will be suppliers within Australia, Canada, the United States and the United Kingdom.

To qualify as a diverse supplier, a business must be at least 51% owned and operated by an individual or group that is part of a traditionally underrepresented or disadvantaged group. Gartner's program will promote use of suppliers with classifications including:

- Disability-owned businesses
- LGBTQ-owned businesses
- Minority-owned businesses
- Woman-owned businesses
- Veteran-owned businesses
- Small businesses

This initiative complements our existing Small Business Program in place to support client contracts with the U.S. government, as well as our broad-based Black Economic Empowerment (BBBEE) Program in South Africa.

Travel

The total number of airline miles associates flew decreased by 78%, down from 195K in 2019 to 44K in 2020. This was largely due to travel restrictions and safety precautions put in place in response to the pandemic.

However, this decrease aligns with our ongoing efforts to reduce business travel through the use of virtual collaboration tools and other measures. When normal levels of travel resume, we will continue to decrease the impact of our business travel by eliminating travel where possible and continuing partnerships with vendors that have strong sustainability programs.

As of now, we partner with hotels and airlines that have sustainability and green certifications. In 2020, more than 81% of Gartner's preferred hotels reported sustainability initiatives or certifications, up from 64% in 2019. We strive to limit the environmental impact of these activities. 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.



Our Clients

We advise C-suite executives and their leadership teams across all business functions and roles on how to achieve their mission-critical priorities and drive organizational performance.

Our clients are leaders at more than 14,000 public and private sector organizations of every size, including 76% of the Global 500.

Our [independent and objective research and insights](#) give clients assurance that we work with their best interests in mind to enable them to make successful decisions with confidence.

As the world changes, so does our research. In response to our clients' increased focus on sustainability, our experts answered 2,930 inquiries, more than double the prior year. In support of this growing interest, research by Gartner experts on this topic continues to increase.

This year overall inquiries on all corporate social responsibility topics, including DEI, increased to 7,194 in 2020, more than double 2019. Calls about managing through the pandemic took center stage.

To continue supporting our clients through the unique challenges of 2020, we provided resources on COVID-19, DEI and employee mental health.

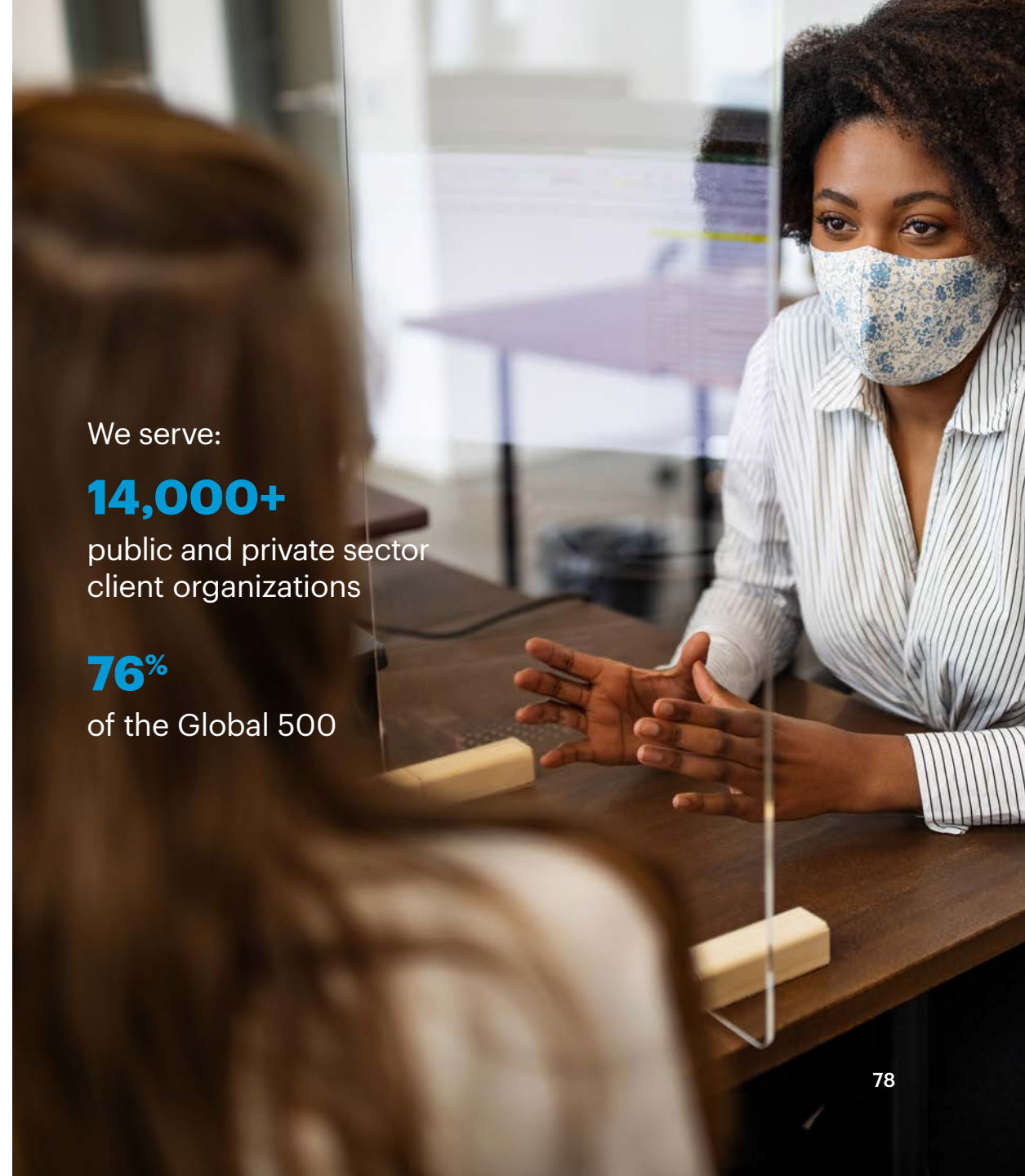
We serve:

14,000+

public and private sector
client organizations

76%

of the Global 500



COVID-19 Resource Center

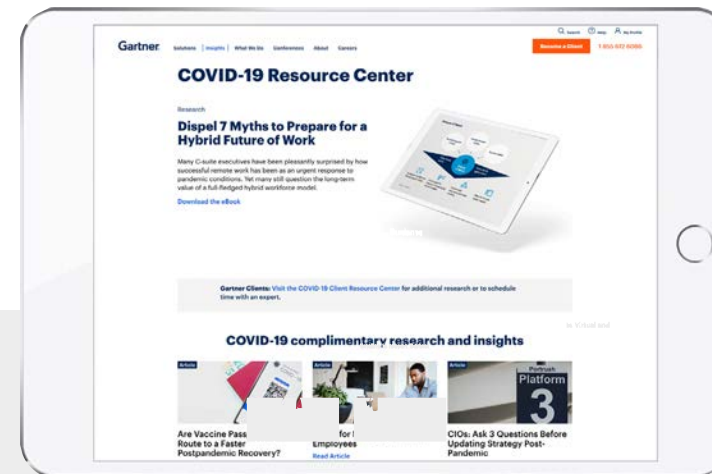
When the pandemic hit, we launched a [COVID-19 Resource Center](#) on 12 March 2020, to offer free guidance for the business community on how to respond, manage and prepare for the pandemic's global impact. It features relevant, frequently updated content for all leaders — IT, HR, supply chain, finance and more — for each stage of the pandemic, from initial response to recovery and renewal.

Anyone can read an article, watch a webinar, listen to a podcast or download a piece of free research without revealing their identity. This initiative mirrors a similar move on the client site to make a large set of coronavirus content available to all clients, regardless of their entitlements.

We wrapped up the year with our first articles to help leaders build their vaccination strategies.

“We were determined to make some of this core content available for free to the world. It was the right thing to do.”

Chris Howard
Gartner Chief of Research



Diversity, equity and inclusion (DEI) research

Gartner launched dedicated DEI research in 2015, which is now part of our suite of HR research for clients. Within Gartner, we use this research to inform our own DEI initiatives. Since launch, our research coverage has continued to grow.

We have also seen an 126% increase in the number of client inquiries related to the DEI topics, bringing the total number to almost 4,500.

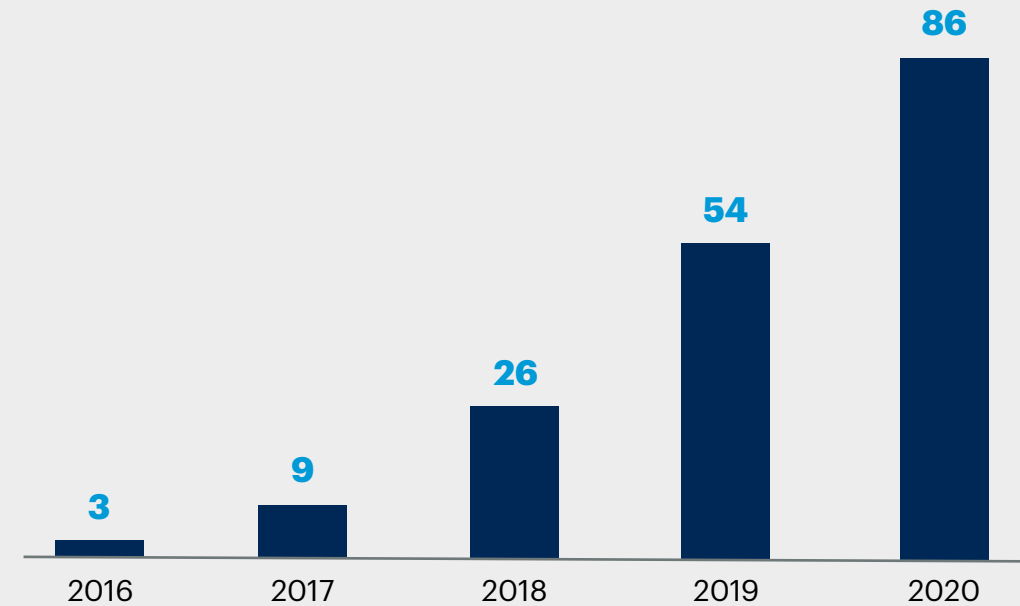
DEI Resource Center

As part of our ongoing commitment to help advance DEI, and specifically to combat racism, we launched a public-facing [DEI Resource Center](#). It was designed to offer guidance to help organizations take decisive action to accelerate diversity, equity and inclusion initiatives. The Resource Center features free content from the Gartner HR practice but also includes insights from other research practices and content types, including a ThinkCast podcast series dedicated to DEI issues.

LGBTQ+ content at Gartner conferences

Because inclusive leadership is key to developing teams with cohesion, enthusiasm and an ownership mindset, we expanded our DEI topic coverage to include the experiences of LGBTQ+ IT employees.

Gartner research increasingly focuses on DEI



No. of research publications that mention or focus on DEI

Mental health awareness and support

According to Gartner, 68% of organizations introduced at least one new wellness benefit by late March 2020 to aid employees during the COVID-19 pandemic. This trend reveals that employers are responding to employees' struggles to adapt to today's new normal, with its increasing amount of stress and anxiety. Gartner research explored how HR leaders can support employees' mental and emotional well-being during times of disruption and crisis.



Client Impact Stories

We consistently seek ways to contribute to the positive impact our work and our clients' work has on the world. Here are a few examples:

Helping students and teachers keep the learning going

To continue teaching through the pandemic, higher education institutions needed to understand how to safely and effectively combine remote and in-person learning. [Watch Video](#)



Helping vital testing services continue

A major pharmaceutical testing company had to understand how to keep frontline workers involved in COVID-19 testing safe, while at the same time enabling office staff to work remotely. [Watch Video](#)



Helping hospitals provide a healthier future

To deliver the critical care required by the pandemic, hospitals suddenly had to figure out how to keep essential workers, remote workers and patients safe in-person and remotely. [Watch Video](#)



Appendix



Reporting Approach

This publication is our annual Corporate Responsibility Report, outlining our approach to corporate responsibility. The focus, content and priorities of this report broadly cover our company, associates, communities, world and clients. These areas are informed by ongoing discussions with our internal and external stakeholders (associates, candidates for recruitment, clients, investors, community members and suppliers) and are based on our [materiality assessment](#) conducted in 2020. We disclose our key non-financial metrics in our Corporate Responsibility - Performance Indicators data referencing the Sustainability Accounting Standards Board (SASB). We also started to align with the Global Reporting Initiative (GRI) Standards as a basis for disclosure. Unless otherwise noted, this report encompasses Gartner's global operations, activities and practices during fiscal year 2020 (January 1 – December 31, 2020). The ESG metrics can be found in the Appendix. 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 2020 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; please email Gartner Corporate Social Responsibility (CSR) at csr@gartner.com or Investor Relations at investor.relations@gartner.com.

Materiality Assessment

In 2020, we conducted a materiality assessment to identify topics that reflect Gartner's significant economic, environmental and social impacts, or substantively influence the assessments and decisions of stakeholders. To integrate perspectives of our stakeholders, we have surveyed our associates, performed benchmarking and incorporated external perspectives through a variety of touchpoints, including vendor requests and assessments regarding our corporate responsibility practices. We have referenced leading reporting frameworks, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB) for the professional services sector.

Through this assessment, we identified the following topics as top priorities:

- Diversity, equity and inclusion
- Talent attraction and development
- Employee compensation, well-being and benefits
- Innovation
- Client satisfaction
- Employee engagement
- Work-life balance
- Transparency
- Community giving/social impact
- Travel and transport



Corporate Responsibility — Performance Indicators (all figures in USD)

SASB¹

Company Overview		
Organization name	Gartner, Inc.	
Total Revenue	\$4.1 billion (rounded) – Gartner Form 10K	
Geographic revenue split		
U.S. & Canada	\$2.6 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)	Over 90 offices in 39 countries worldwide (Includes sales agent offices)	
Markets served	Gartner Form 10-K	
Key stakeholders	Clients, employees, suppliers, community partners, investors	
Reporting period	January 1 through December 31, 2020	
Report cycle	Annual	
Report contact	csr@gartner.com investor.relations@gartner.com	

Corporate Responsibility — Performance Indicators (all figures in USD)

		SASB¹
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%	
Board remuneration disclosure	2021 Proxy Statement	
Code of Conduct	Code of Conduct	SV-PS-510a.1
% of employees who read and acknowledged the Code of Conduct	98.6%	
Business ethics & integrity	Ethics and compliance CEO/CFO Code of Ethics Code of Conduct and Other Policies Ombuds	SV-PS-510a.1
Systemic risk management	Risk Management	

Corporate Responsibility — Performance Indicators (all figures in USD)

		SASB¹
Leadership and governance (continued)		
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	
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
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

Corporate Responsibility — Performance Indicators (all figures in USD)

		SASB¹
Leadership and governance (continued)		
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	Data security	
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)	15,552 (Note: Total employees of 15,552 doesn’t include interns, full-time contractors, casual workers, etc.)	
Commitment to equality	Letter From Our CEO Diversity, equity and inclusion at Gartner: Why it matters	
Employees By Gender (Globally)		SV-PS-330a.1
Female	44.5%	
Male	55.3%	
Not disclosed/not available	0.2%	

Corporate Responsibility — Performance Indicators (all figures in USD)

		SASB¹
Human Capital (continued)		
Employee by Gender (VP+) (Globally)		SV-PS-330a.1
Female	26.3%	
Male	73.5%	
Not disclosed/not available	0.2%	
Employees by Race/Ethnicity (U.S. Only)		
White (Not Hispanic or Latino)	75.6%	
Asian (Not Hispanic or Latino)	8.4%	
Hispanic or Latino	6.6%	
Black or African American (Not Hispanic or Latino)	4.0%	
Two or More Races (Not Hispanic or Latino)	1.9%	
Not disclosed/not available	3.0%	
American Indian or Alaska Native (Not Hispanic or Latino)	0.3%	
Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)	0.1%	
Employees by Race/Ethnicity (U.S. Only) (VP+)		
White (Not Hispanic or Latino)	82.1%	
Asian (Not Hispanic or Latino)	8.7%	

Corporate Responsibility — Performance Indicators (all figures in USD)

SASB¹

Human Capital (continued)		
Hispanic or Latino	3.4%	
Black or African American (Not Hispanic or Latino)	1.6%	
Two or More Races (Not Hispanic or Latino)	1.3%	
Not disclosed/not available	2.8%	
American Indian or Alaska Native (Not Hispanic or Latino)	0.2%	
Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)	0.1%	
Recruiting		
Initiatives for talent recruitment	Recruiting	
Development & Career Progression		
Programs for upgrading employee skills	Development and career progression	
Sector-leading job-specific development training programs	Training and leadership programs	
Comprehensive leadership development training	Training and leadership programs	
Initiatives for talent development	Development and career progression	
Number of training days employees receive	GartnerYou	
Human capital development metrics	Development and career progression	
Diversity mentorship programs	Creating educational and development opportunities	

Corporate Responsibility — Performance Indicators (all figures in USD)

		SASB¹
Human Capital (continued)		
Formal mechanisms to promote an open feedback culture	Development and career progression	
Regular formal performance reviews for all employees aligned with career development	Development and career progression	
Engagement		
Employee engagement assessment	Engagement	
Employee resource groups	Employee resource groups	
Initiatives for talent retention	Engagement	
Voluntary and involuntary turnover rate for employees	Total 18.3% (Voluntary 12.5%; Involuntary 5.8%)*	SV-PS-330a.2
Comprehensive benefits covering all employees	Associate safety and well-being	
Comprehensive employee stock ownership plan	Associate safety and well-being	
Corporate matches of employee giving	\$4.6 million (see Gartner Gives Charity Match)	
Employees participating in corporate match program	12.50% (see Gartner Gives Charity Match)	
Volunteer participation	5,576 volunteer hours Employee volunteering Uplifting communities around the world	

*Turnover is calculated based on the average monthly employee headcount, consistent with our current internal reporting methodology, which is different from the methodology described in SV-PS-330a.2. Figures calculated in accordance with SASB methodology differ and appear lower — 15.9% for the total turnover rate, 10.8% — voluntarily turnover rate, 5.0% — involuntary turnover rate.

Corporate Responsibility — Performance Indicators (all figures in USD)

		SASB¹
Human Rights		
Human rights commitment	Human Rights Policy Modern Slavery Act Statement	
Commitment to responsible sourcing	Procurement	
Supplier Code of Conduct	Gartner's Supplier Code of Conduct	
Environment		
Environmental policy	Our commitment to environmental sustainability	
Electricity (MWh) ²	9,166	
Natural gas (MWh) ²	2,819	
Propane (MWh) ²	23	
Total energy (MWh) ²	12,008	
Energy intensity (MWh/SqFt) ²	0.01	
Scope 1 (mtCO ₂ e) ⁽²⁾⁽³⁾	516	
Scope 2 (location-based) (mtCO ₂ e) ⁽²⁾⁽⁴⁾	3,433	
Scope 3: Business travel: air travel (mtCO ₂ e)	6,830 kg/unit	
GHG intensity (mtCO ₂ e / SqFt) ²	0.0033	

Note: Figures may not sum up to total, because of rounding.

¹ Sustainable Accounting Standards Board (SASB) for Gartner Inc. (IT) categorized as 'Professional & Commercial Services' under 'Services', ISIN: US36665110

² The scope of reporting covers 18 sites in North America and was calculated by a third party.

³ Emissions relating to natural gas and propane (fuel) consumption were calculated using factors published by the EPA Emission Factors for Greenhouse Gas Inventories. Federal Register EPA; 40 CFR Part 98; e-CFR,

June 13, 2017. Table C-1, Table C-2, Table AA-1.

⁴ Emissions relating to electricity consumption were calculated using the location-based factors for EPA eGRID Subregions (Total Output Emission Factors). The EPA eGRID Power Profiler tool was used to assign the eGRID subregion based on property zip code. All emissions factors were converted to CO₂e as per EPA methodology using 100-year Global Warming Potential (GWP) figures from IPCC Fourth Assessment Report (AR4), 2007.

2020 GRI Content Index

GRI	Disclosure Title	Source
GRI 102: General Disclosures 2016		
102-1	Name of the organization	Gartner, Inc.
102-2	Activities, brands, products and services	Research, conferences, consulting
102-3	Location of headquarters	Stamford, CT, USA
102-4	Location of operations	Over 90 offices in 39 countries worldwide (Includes sales agent offices) Gartner Form 10-K
102-5	Ownership and legal form	2021 Proxy Statement
102-6	Markets served	Gartner Form 10-K
102-7	Scale of the organization	Gartner Form 10-K
102-8	Information on employees and other workers	View “Our Associates” section
102-9	Supply chain	View “Procurement” section
102-14	Statement from senior decision maker	View “Letter From Our CEO” section
102-15	Key impacts, risks and opportunities	Gartner Form 10-K
102-16	Values, principles, standards and norms of behavior	View “Governance” section
102-17	Mechanisms for advice and concerns about ethics	View “Ethics and Compliance” section
102-18	Governance structure	View “Corporate governance” section and 2021 Proxy Statement
102-20	Executive-level responsibility for economic, environmental and social topics	View “Our Approach to Corporate Responsibility” section
102-22	Composition of the highest governance body and its committees	View “Corporate governance” section and 2021 Proxy Statement

2020 GRI Content Index

GRI	Disclosure Title	Source
GRI 102: General Disclosures 2016 continued		
102-23	Chair of the highest governance body	2021 Proxy Statement
102-24	Nominating and selecting the highest governance body	2021 Proxy Statement
102-25	Conflicts of interest	2021 Proxy Statement
102-30	Effectiveness of risk management process	View “Risk oversight” section and 2021 Proxy Statement
102-31	Review of economic, environmental and social topics	View “Our Approach to Corporate Responsibility” section
102-33	Communicating critical concerns	View “Corporate governance” section and 2021 Proxy Statement
102-40	List of stakeholder groups	Clients, employees, suppliers, community partners, investors
102-42	Identifying and selecting stakeholders	View “Materiality Assessment”
102-43	Approach to stakeholder engagement	View “Materiality Assessment”
102-44	Key topics and concerns raised	View “Reporting Approach” and “Materiality Assessment” sections
102-45	Entities included in the consolidated financial statements	Gartner Form 10-K
102-46	Defining report content and topic boundaries	View “Reporting Approach” and “Materiality Assessment” sections
102-47	List of material topics	View “Materiality Assessment” sections
102-50	Reporting period	January 1 through December 31, 2020
102-51	Date of most recent report	2019 Gartner Corporate Responsibility Report was published on April 21, 2020
102-51	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	csr@gartner.com

2020 GRI Content Index

GRI	Disclosure Title	Source
GRI 102: General Disclosures 2016 continued		
102-54	Claims of reporting in accordance with the GRI Standards	This report has been prepared referencing the GRI Standards
102-55	GRI content index	View "GRI Content Index"
GRI 200: Economic		
201-1	Direct economic value generated and distributed	View "Gartner Form 10-K"
GRI: Environmental		
302-1	Energy consumption within the organization	
	Electricity (MWh) ¹	9,166
	Natural gas (MWh) ¹	2,819
	Propane (MWh) ¹	23
	Total energy (MWh) ¹	12,008
305-1	Direct (Scope 1) GHG emissions	516 mtCO ₂ e ⁽¹⁾⁽²⁾
305-2	Energy indirect (Scope 2) GHG emissions	3,433 mtCO ₂ e ⁽¹⁾⁽³⁾
305-3	Other indirect (Scope 3) GHG emissions: Business travel	6,830 mtCO ₂ e
305-4	GHG emissions intensity	0.0033 mtCO ₂ e ⁽¹⁾

¹ The scope of reporting covers 18 sites in North America and was calculated by a third party. It does not represent the entire footprint.

² Emissions relating to natural gas and propane (fuel) consumption were calculated using factors published the EPA Emission Factors for Greenhouse Gas Inventories. Federal Register EPA; 40 CFR Part 98; e-CFR, June 13, 2017.

³ Emissions relating to electricity consumption were calculated using the location-based factors for EPA eGRID Subregions (Total Output Emission Factors). The EPA eGRID Power Profiler tool was used to assign the eGRID subregion based on property zip code. All emissions factors were converted to CO₂e as per EPA methodology using 100-year Global Warming Potential (GWP) figures from IPCC Fourth Assessment Report (AR4), 2007.

2020 GRI Content Index

GRI	Disclosure Title	Source
GRI 400: Social		
401-1	New employee hires and employee turnover	View “Corporate Responsibility — Performance Indicators” section. We do not report other detail of new hires and attrition, as that is Gartner confidential information
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	View “Associate safety and well-being” section
404-1	Average hours of training per year per employee	View “GartnerYou” section
404-2	Programs for upgrading employee skills and transition assistance programs	View “Training and leadership programs” section
404-3	Percentage of employees receiving regular performance and career development reviews	All Gartner employees across all categories receive regular performance and career development reviews. For more details, view “Engagement” section.
405-1	Diversity of governance bodies and employees	View “Diversity, equity and inclusion at Gartner: Why it matters” section
406	Non-discrimination management approach	View “Ethics and compliance” section
413-1	Operations with local community engagement, impact assessments and development programs	View “Our Communities” section