



# Focused. Flexible. Interconnected.

2021 Corporate Responsibility Report

Gartner®

## Letter From Our CEO

In 2021, business leaders faced more challenges and uncertainty than ever — from the pandemic to social and geopolitical unrest, climate-driven natural disasters, supply chain pressures, shifting economic conditions and more. Gartner optimized how we work and what we do in response to these changes.

We decided to operate as a virtual-first company, allowing us to better serve clients by working the way they work. In addition, we became more agile with the topics we cover. We established publicly available resource centers to help executives and their teams stay up to date on rapidly evolving topics, including hybrid work; diversity, equity and inclusion (DEI); and sustainability.

Our virtual-first approach has helped keep our associates safe, while providing the flexibility that comes with hybrid work. To provide teams places to gather and collaborate, and to support those whose work is better accomplished in the office, we reopened most offices globally, with careful adherence to health and safety guidelines.

Our top priority has remained the health and well-being of our associates, clients and business partners. We amplified health benefits globally and have taken steps to ensure that every associate is aware of our Employee Assistance Programs. With Gartner's support, we saw the highest level of associate engagement in volunteering and giving.

Our commitment to continuous improvement in our approach to sustainability remains steadfast. We made progress embedding environmental, social and governance (ESG) activities and reporting into our operations. Now we are committing to achieve net-zero greenhouse gas (GHG) emissions by 2035 in accordance with the Science Based Targets initiative's (SBTi's) Net-Zero Standard. We will set science-based targets that meet the criteria and recommendations of SBTi.

We continue to advance our DEI efforts across our organization. This includes expanding employee resource groups (ERGs), investing in associate

resources and development opportunities, accelerating recruitment and more. Gartner applies an equity lens to all we do, evaluating processes, programs and outcomes to help ensure they work for everyone.

2021 was Gartner's most successful year yet. With our growth, we continue to have an even greater impact on society, deliver more value to clients and build on our culture of belonging, integrity and opportunity for associates. There is always more work to be done, and we look forward to continued success and a brighter future for our associates, clients, partners, and the stakeholders and communities we serve.



A handwritten signature in black ink that reads "Gene Hall". The signature is fluid and cursive.

**Gene Hall**  
Chief Executive Officer

## Our Approach to Corporate Responsibility

We're living in a dynamic world, where almost every decision we make has broader implications. As we navigated through ongoing challenges and rapid change in 2021, we were reminded once again how our businesses, personal lives and the world around us are interconnected every step of the way.

Amid all we faced in 2021, our goal to accelerate positive social change and contribute to a more sustainable world carried more weight than ever before. Our efforts remain centered around five key areas: our company, associates, communities, world and clients.

In response, we continued to evolve our ESG activities to more strongly support our business strategy for long-term success. It begins at the top. In 2021, the Governance/Nominating Committee of our Board of Directors was given the responsibility to oversee our ESG initiatives and programs. On a quarterly basis, the Corporate Responsibility Executive Council continues to provide strategic guidance, so our programs

align to support company efforts. Last year, we formed the Environmental Sustainability Steering Committee to sharpen focus on this key area. In addition, our DEI Executive Council continued to steer our programs to better reflect the timely issues affecting associates.

We established resource centers for both clients and nonclients alike and included, most recently, insights on Sustainable Business Strategy for Positive Social Impact. We put in place special relief programs and added benefits to support our associates. We reevaluated how we work to protect associate health and foster a more inclusive working environment with greater flexibility. We continued to serve our communities by enabling our clients' success and by supporting our associates in their charitable efforts.

The world will continue to change rapidly. And I'm confident the progress we've made in each of our corporate responsibility pillars will help us respond quickly as new challenges arise and new opportunities present themselves.

I'm humbled by the passion and dedication of my colleagues as we continue our journey toward building a more sustainable, equitable and successful world. Together we are making a positive impact.



**Jules Kaufman**

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

## 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 Company

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



### Our Associates

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



### Our Communities

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



### Our World

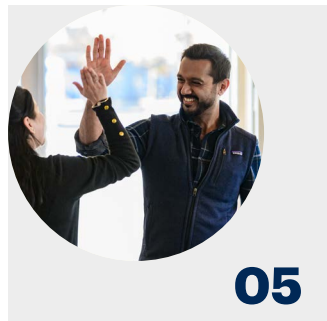
Promote environmental stewardship through our thought leadership and internal operations.



### Our Clients

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

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# Our Company

## Gartner at a Glance

**\$4.7B**

revenue  
in 2021

**2,200+**

research experts  
creating insights  
around the world

**16,600**

associates  
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 actionable, objective insight to executives and their teams. Our expert guidance and tools enable faster, smarter decisions and stronger performance on an organization's mission-critical priorities.**

Gartner delivers its products and services globally through three business segments — Research, Conferences and Consulting:

**Research** equips executives and their teams from every function and across all industries with actionable, objective insight, guidance and tools. Our experienced experts deliver all this value informed by a combination of practitioner-sourced and data-driven research to help our clients address their mission-critical priorities.

**Conferences** provides executives and teams across an organization the opportunity to learn, share and network. From our Gartner 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 guidance.

**Consulting** serves senior executives leading technology-driven strategic initiatives by leveraging the power of Gartner's actionable and objective insights. Through custom analysis and on-the-ground support, we enable optimized technology investments and stronger performance on our clients' mission-critical priorities.



### **Fortune**

World's Most Admired Companies 2016, 2017, 2018, 2019, 2020, 2021

### **Forbes**

Best Management Consulting Firms 2017, 2018, 2019, 2021  
America's Best Employers For Diversity 2020, 2021

### **Human Rights Campaign Corporate Equality Index**

Best Places to Work for LGBTQ+ Equality 2018, 2019, 2020, 2021

To see our full list of awards and recognitions, visit the [Gartner Careers website](#) or [Corporate Responsibility page](#).



## Our culture

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



Impact clients' mission-critical priorities



Do the right thing and great results will follow



Embody a no-limits mindset



Make fact-based decisions



Think and act objectively



Prioritize relentlessly



Get better, faster, stronger every year



Win as a team



Embrace diversity and be inclusive



Be humble, be hungry



# Corporate Governance

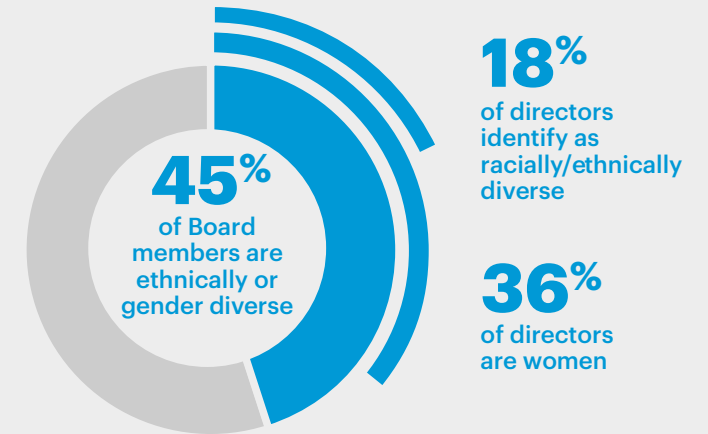
Gartner is committed to maintaining strong corporate governance practices. Our [Board Principles and Practices](#) are reviewed annually and revised in light of legal, regulatory or other developments, as well as emerging best practices, by our Governance/Nominating Committee and [Board of Directors](#).

## 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 Board and Committee meetings
- 10 of 11 directors are independent
- Fully independent Board Committees
- Annual director evaluation of CEO
- Annual review of director compensation by the Compensation Committee
- Independent compensation consultant

Note: Percentages may not add up to 100% because of rounding. For more information on the Board's Committees and our governance policies and practices, please refer to the Corporate Governance section of our [2022 Proxy Statement](#).

## Board diversity



### ESG governance

The Governance/Nominating Committee of the Board of Directors oversees our ESG priorities and initiatives and the full Board of Directors annually reviews Gartner’s approach and progress on ESG. Established in 2020, the Corporate Responsibility Executive Council meets quarterly and provides strategic guidance to the Operating Committee (our executive leadership team). The Diversity, Equity and Inclusion Executive Council oversees our global DEI activity across the company. In 2021, we also established an Environmental Sustainability Steering Committee to create, advance and oversee the environmental sustainability strategy at Gartner.



CSR = Corporate Social Responsibility  
 DEI = Diversity, Equity and Inclusion  
 ESG = Environmental, Social and Governance

## Risk Oversight

The Board of Directors, together with management, oversees risk (including cybersecurity risk) at Gartner. Our strategic objectives and activities are presented by executive management to the Board and approved annually, and more frequently as necessary. The Board and/or the Audit Committee receives quarterly updates on cybersecurity matters from our Chief Information Officer. In addition, the Board and/or the Governance/Nominating Committee receives quarterly updates on Gartner's approach and progress on ESG matters.

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 sessions on a quarterly basis.

The General Counsel, who serves as Chief Compliance Officer, also reports directly to the Audit Committee on a quarterly basis about the effectiveness and status of our legal and ethical compliance program and initiatives, hotline activities and litigation matters.

Gartner 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

Gartner strives to do the right things in the right way. Integrity is at the core of all that we do.

This commitment is embodied in the [Gartner Code of Conduct](#), which documents the way we expect our associates, leaders across Gartner and members of the Board of Directors to conduct themselves inside the company and in dealings with outside communities. The Code protects and advances our greatest assets: our people and our brand. The Ethics & Compliance (E&C) team reviews it annually and publishes it internally and externally in 12 languages. Associates affirm to comply with it every year.

In addition to the Code of Conduct, 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](#)

[Privacy Policy](#)

Anti-Money Laundering Policy

Gift Policy

Insider Trading Policy

Trade Sanctions Policy

Use of Restricted Information Policy

Gartner also has a publicly available [Supplier Code of Conduct](#) that defines our guidelines around conducting business lawfully and ethically, which our suppliers must accept before they can work with us. Gartner also conducts due diligence and sanctions screenings as appropriate on suppliers (as well as other third parties) to ensure that they meet Gartner’s standards and only do business where the law and government regulations permit it. Gartner will not work with suppliers that do not meet these standards and has corrective action plans to address noncompliance.

The Audit Committee of the Board of Directors oversees the E&C program and regularly reviews it to ensure we are incorporating new ethical issues and innovations. Gartner's General Counsel, as the company's Chief Compliance Officer, leads the E&C team. The E&C team creates, maintains, communicates and implements the documented policies and procedures, and partners with senior managers who advocate and reinforce the ethical and lawful foundations of Gartner culture in their domain of influence.

Gartner retains a team of legal and compliance professionals as stewards of the E&C program. E&C partners with Internal Audit to conduct an annual risk assessment to identify key E&C risks and how those risks are monitored and mitigated. Gartner's Internal Audit team also audits facets of the E&C program (for example, trade compliance). The E&C team's activities reduce the likelihood of noncompliance with Gartner policies and applicable laws. They also contribute to our culture of integrity by providing a productive and safe environment for our associates.

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

The global Content Compliance team reinforces Gartner's independence and objectivity by setting and enforcing a strict set of guidelines for clients desiring to share Gartner's published research externally (see [Content Compliance Policy](#)).

E&C Ambassadors provide local ethics and compliance support. These members of the Global Commercial Legal team dedicate a percentage of their time to the E&C program. Ambassadors serve the countries in which they are either resident or proximate and often speak the local language. They are well-known and trusted advisors within these countries. As such, they train associates, communicate and conduct investigations with a strong cultural understanding. As appropriate, they partner with our global team.

## Speak-up culture

Gartner encourages a speak-up culture in which associates can ask questions and report concerns to their manager, HR partner, the Office of the Ombuds or the Gartner Hotline, without fear of retaliation. Protections for whistleblowers are formalized in our [Code of Conduct](#), which includes our statement that retaliation is not tolerated for raising good faith concerns and that retaliation, if substantiated, will result in disciplinary action, up to and including termination of employment.

When concerns about any issue are raised, they are investigated thoroughly and confidentially, and they are shared with our General Counsel and Chief Compliance Officer as appropriate. When substantiated, prompt remedial action is taken with the support of HR and the relevant business unit.

The Gartner Hotline allows anyone inside or outside the company to voice concerns, anonymously if they choose. Managed by an independent third party, the service is available 24/7 via international toll-free numbers and web submission forms in local language. Each issue is handled through a documented, standard intake process. We report information on investigations each quarter to the Audit Committee.



## **Ethics and compliance training**

The Ethics & Compliance team creates and maintains a robust set of comprehensive training programs required for all associates who join Gartner, as well as for third-party sales agents and consulting sub-contractors. Gartner requires core compliance training on the following topics: code of conduct (including antitrust, conflicts of interest and business ethics), anti-bribery, sexual harassment prevention and data protection. The team evaluates the annual Code of Conduct training each year to ensure that content and delivery remain fresh and relevant.

In 2021, Gartner launched a series of four short training programs that focused on speaking up and nonretaliation, independence and objectivity, conflicts of interest, and an annual Code of Conduct and Use of Restricted Information Policy affirmation. We created a dedicated resource center for the Speak Up program, which emphasized how to report a concern, the

importance of doing the right thing, protection against retaliation and scenarios centric to Gartner. The aggregate completion rate for these programs, including attestations to abide by Code policies, was 99.80%. Select groups are also required to complete additional business unit or role-specific training.

We also launched Leading With Integrity to all people managers. The program shows managers how to encourage appropriate workplace behavior and which steps to take when associates come forward with concerns; it also provides tips for maintaining a nonretaliation environment. Business-unit-specific training programs were also launched, which focus on the ethical challenges unique to each team.



## Data Security and Protection

### Data protection program

As a trusted partner to our clients, Gartner is committed to protecting confidential information. As with any global company, we are exposed to risks related to cybersecurity. Those risks are related to the fact that a significant portion of our business is conducted over the internet. Also, we rely on the secure processing, storage and transmission of confidential, sensitive, proprietary and other types of information in our computer systems and networks, and in those of our third-party vendors, related to our business operations and to our customers and associates. As a result, we recognize 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 subsidiaries are required to comply with our data protection policies, procedures and applicable laws. We also require that any third-party service providers with access to confidential information have appropriate security and privacy controls, and we conduct information security due diligence on all new third-party providers. The Gartner Privacy Policy describes how we collect, use and handle personal information, and how individuals can make choices about the access, amending or deletion of their data.

Our dedicated team of data protection professionals, led by our Global Data Protection Counsel, 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, the California Consumer Privacy Act and others.



## Data protection training

All new Gartner associates are required to complete data protection training as part of the onboarding process, and existing associates are required to complete annual data protection and security training. In 2021, 99% of all Gartner associates completed the annual training, which covers topics such as data classification; proper handling of different types of data; how to spot, avoid and report phishing emails; how to report privacy or security incidents; and acceptable use of Gartner systems. During training, associates attest that they have read and have understood our internal data protection policies, such as our Acceptable Use and Information Classification Policies. In addition to annual data protection training, business-unit-specific data protection training is provided to associates who regularly handle data containing the personal information of clients and associates.

Gartner associates also receive training on an ongoing basis related to emerging security threats, new security processes and policies, or tailored security expectations specific to their role. In addition, we conduct quarterly phishing tests to improve our associates' ability to identify and report phishing threats.

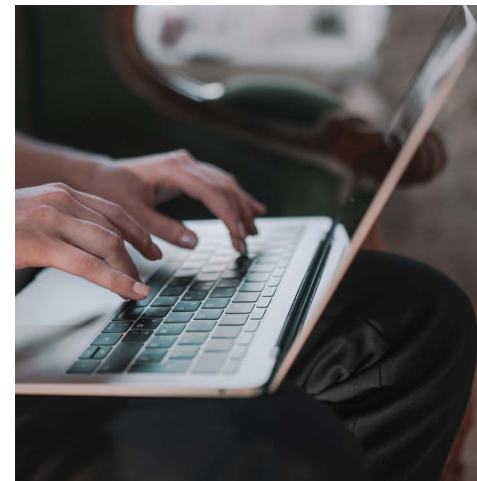
## Data security

Ensuring the confidentiality of data provided by our clients, associates and suppliers is critically important. Gartner has a dedicated team of cybersecurity practitioners led by the Chief Information Security Officer, who reports to the Chief Information Officer. The team has put a comprehensive cybersecurity program in place to prevent unauthorized access to client information and to detect and prevent security incidents.

Gartner maintains certification with ISO 27001. We have developed and implemented a comprehensive Information Security Management System, as well as a systematic approach to securely manage sensitive, confidential information by implementing best-practice information security policies, systemized controls and risk management processes.

Gartner leverages a defense-in-depth cyber defense strategy, which means that multiple layers of security protect our data assets. Informed by the best-practice security insights of our 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. Also, Gartner follows secure software development life cycle best practices, which adds a layer of protection within our development pipeline and improves the security of our client-facing applications.

Gartner has a comprehensive risk assessment program that is always evolving based on the threat landscape; the program includes a variety of risk reviews, audits, vulnerability assessments and penetration tests. We work with independent third-party organizations to audit our data privacy and security practices. These partners review and validate our: a) security practices, processes and controls to protect associate and client data; b) policies and technical configurations to secure our technology devices and systems; and c) compliance with client, industry and regulatory security/privacy requirements. Furthermore, Gartner carries cyber liability insurance.





# Our Associates

At Gartner, we believe that we win as a team. And like any team, our full potential depends on having members with a wide range of skills, experiences and backgrounds, who have resources and opportunities to bring their full selves to work.

Our people enable our long track record of global growth. Our sustained success isn't an accident — we are successful by design. It starts with our ability to function as a high-performing team. We hire great people, we develop those individuals and we help them build mastery of their skills to reach their full potential.

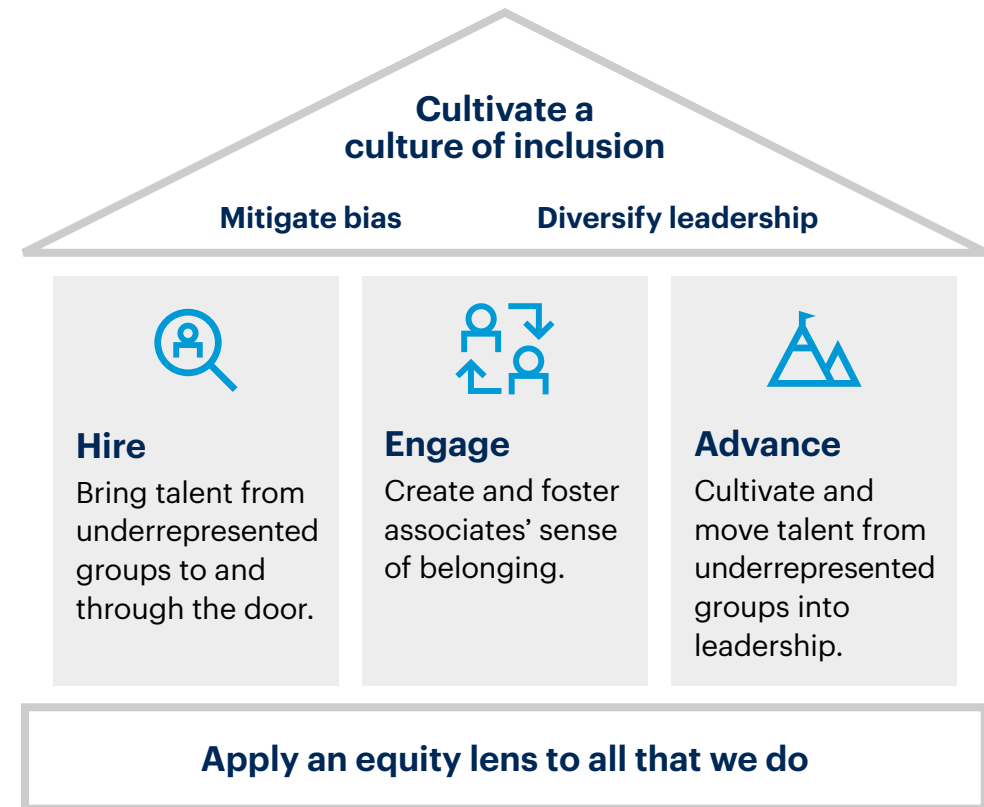
As of December 31, 2021, we had approximately 16,600 associates globally. Gartner is committed to providing equal employment opportunities to all applicants and associates without regard to any legally protected status. This commitment is formalized in our global and U.S. Equal Employment Opportunity Policy. We continually renew this commitment by seeking to optimize our recruitment and professional development processes, create networking and educational opportunities, celebrate heritage and history, support community service and outreach, and create safe spaces for all associates. Our human capital management strategies are developed by executive management and overseen by the Compensation Committee of our Board of Directors.



Our efforts to cultivate a thriving associate community gained renewed purpose in 2021 across two critical fronts:

First, we cultivated a virtual-first environment to protect the health and safety of our associates and support their productivity. As we met the needs of a changing workforce, we learned that our business can succeed in a virtual-first world, which allowed us to be competitive with our talent strategy.

Second, we continued our commitment to diversity, equity and inclusion. In November 2020, Gartner established a DEI Center of Excellence (COE), which spent 2021 conducting a DEI baseline assessment and collaborating with business units and regions to develop a three-year roadmap. We aligned our programming and initiatives to our three strategic pillars — Hire, Engage and Advance — while applying an equity lens to all that we do.



## Promoting DEI Throughout Our Company

Gartner research defines diversity, equity and inclusion as:



### Diversity

A collective mixture of differences and similarities



### Equity

Fair treatment and equality of access to opportunity, information and resources for all



### Inclusion

The achievement of a work environment where all people feel respected, accepted, supported and valued



### Our vision

Build a high-performance organization with a culture of equity, inclusion and belonging that enables us to get better, faster and stronger every year



### Our people

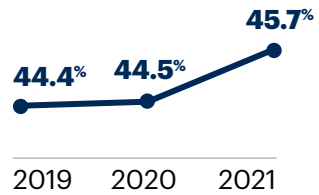
- 16,600 associates
- On a worldwide basis, our associates were represented by more than 85 self-identified nationalities working in 38 different countries and territories:
  - 54% of associates located in the United States
  - 46% of associates distributed across the remaining countries/territories
- 11 DEI councils representing each Gartner business unit designed to drive engagement
- 6 ERGs with more than 4,300 members

Gartner’s strategic focus on DEI is beginning to show a positive trend in the diversity indicators. While the past three years have produced modest improvements, we are aiming for systemic and sustained change, which takes time. We will continue to advance the DEI program, measure the impact of our initiatives and develop new programs to achieve meaningful results.

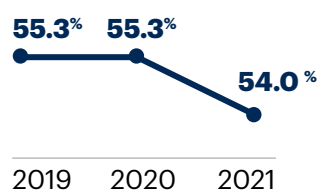
**Associates by gender**

(Globally)

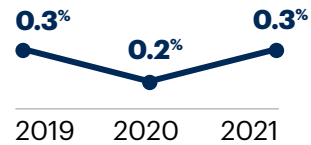
**Female**



**Male**

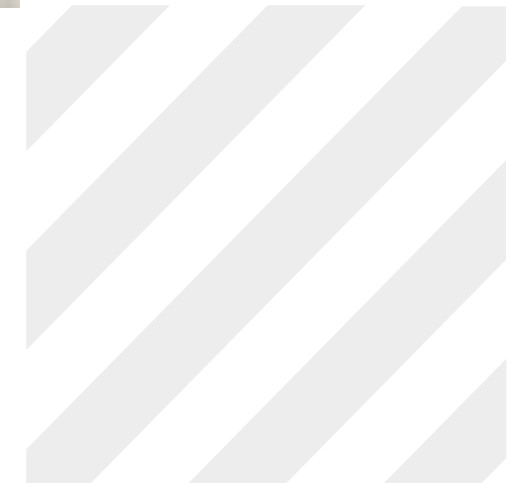


**Not Disclosed/Not Available**



**Highlights**

- 2.9% growth for female representation
- 10.8% growth for Hispanic or Latino representation
- 7.5% growth for Black or African American representation



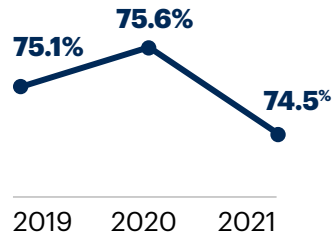
Data as of December 31, 2021  
For illustration purposes, axes are scaled to data.



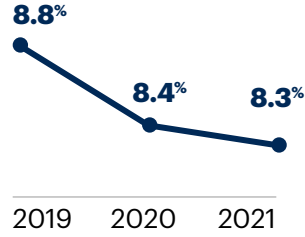
**Associates by race/ethnicity**

(U.S.)

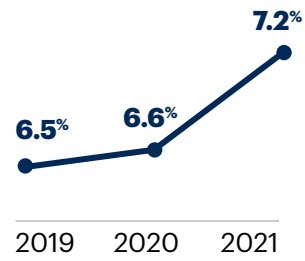
**White (Not Hispanic or Latino)**



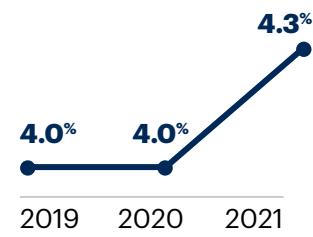
**Asian (Not Hispanic or Latino)**



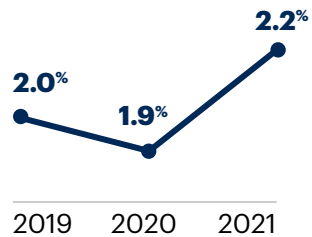
**Hispanic or Latino**



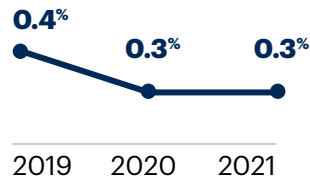
**Black or African American (Not Hispanic or Latino)**



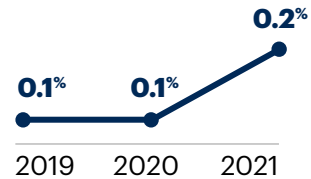
**Two or More Races (Not Hispanic or Latino)**



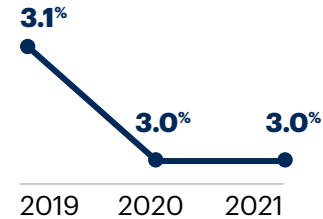
**American Indian or Alaska Native (Not Hispanic or Latino)**



**Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)**



**Not Disclosed/Not Available**



Data as of December 31, 2021  
For illustration purposes, axes are scaled to data.

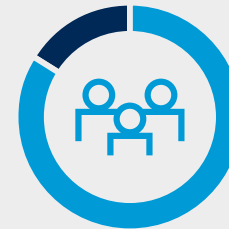


## Integrating DEI into all we do

Gartner relies on dedicated and passionate associates around the world to drive the vision illustrated in our strategic framework. Our DEI organization includes a DEI Executive Council, the members of which are the CEO, the CHRO, the head of DEI and all members of the Operating Committee. As a global company, Gartner works hard to think globally and act locally. Toward that end, 2021 saw the Asia/Pacific region hire a DEI program manager. We plan to fill this role in EMEA in 2022.

To ensure that DEI reaches every Gartner associate, the DEI COE partners with business unit leaders across the organization to scale engagement through our six employee resource groups, three associate networks and 11 business unit DEI councils. Each ERG and business unit group has a lead advisor from the DEI COE who helps create connections across the organization and shares resources to enable business units to engage in DEI work.

Our councils and groups offer associates the opportunity to build peer connections and drive DEI outcomes through dedicated initiatives.



### Self-ID at Gartner

Self-ID supports DEI at Gartner by providing data to help us identify specific problems and barriers faced by associates from underrepresented groups, inform actions to mitigate those barriers and monitor the impact of our remedial efforts.

How associates identify, as well as when and why they disclose their identity, helps us understand workplace culture. Having more people who openly disclose their gender identity, sexual orientation, race/ethnicity, military status and disability cultivates an inclusive culture that has the power to shape the future of our business. We use this information to design more impactful initiatives and provide resources that meet associate needs.

# Recruiting

## Bringing top talent to Gartner

Gartner is committed to building a community of talent that reflects the world we serve. That commitment begins well before candidates join the organization through our investments in initiatives, programs and partnerships that aim to build awareness about Gartner as a great place for all high performers.

Gartner's transition to a virtual-first work model has driven necessary changes to our talent recruitment strategy. Motivated by the pandemic and then necessitated by systemic changes in the workplace, our virtual approach is allowing us to broaden our talent footprint to reach more high-potential candidates.

Also, we have increased our focus on ensuring that talent from underrepresented groups learn about Gartner by participating in or hosting events for diverse audiences.

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**“Part of what convinced me to join Gartner in 2021 was its commitment to cultivating a community inside the company that reflects the mix of cultures and perspectives that exist outside. I feel blessed to power that commitment through our efforts to create equitable access and opportunity for high-performing candidates from all backgrounds and help them picture their own #LifeAtGartner.”**

**Suzette Yasmin Robotham, VP, Talent Acquisition DEI**

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## Building our communities through events and partnerships

Our organization recruits talent at every stage of their career — from interns to senior leaders.

For early career candidates — including university students and recent graduates — Gartner offers internships and participates in special events to recruit candidates to experience Gartner and develop hands-on skills. In 2021, Gartner participated in or hosted more than 40 events aimed at engaging candidates in three geographic regions: APAC, EMEA and NA. Also, we strengthened our relationships with historically Black colleges and universities in the U.S. as part of our efforts to build awareness about our early career opportunities.

Partnerships offer another channel through which we raise our organization's profile among high-performing candidates, including those from underserved groups in different stages of their careers. In 2021, Gartner participated in a virtual conference and career fair for the National Black MBA Association and an event for the Service Academy Career Conference — both for more experienced candidates.

APAC = Asia/Pacific; EMEA = Europe, the Middle East and Africa; NA = North America



### Internships for early career candidates

In 2021, Gartner hosted an eight-week, paid virtual internship program for **226 interns across three regions (APAC, EMEA, NA) and 12 business units**. Gartner designs its internships to directly impact business priorities and to give interns a real-world sense of what a full-time role would entail. To adapt to the virtual environment of 2021, we scoped the internships to be project-based and fostered collaboration among peers. Interns were assigned mentors aligned with the project. Also, Gartner offered intern-specific events, including a leadership speaker series, social events, wellness sessions and professional development (e.g., personal branding, creating a budget, presentations skills, and ERG engagements).

Also in 2021, Gartner was recognized with Internship Provider of the Year and Outstanding Employer Contribution awards from the St. Mary's University Be SMART project. As a corporate sponsor of Be SMART, Gartner provided mentorship, career guidance and meaningful work to Black, Asian and minority ethnic university students in the U.K. Gartner sponsored nine Be SMART students, eight of whom said they would be interested in pursuing a full-time or internship opportunity at Gartner in the future.

Other recruitment partners include:

### **Management Leadership for Tomorrow**

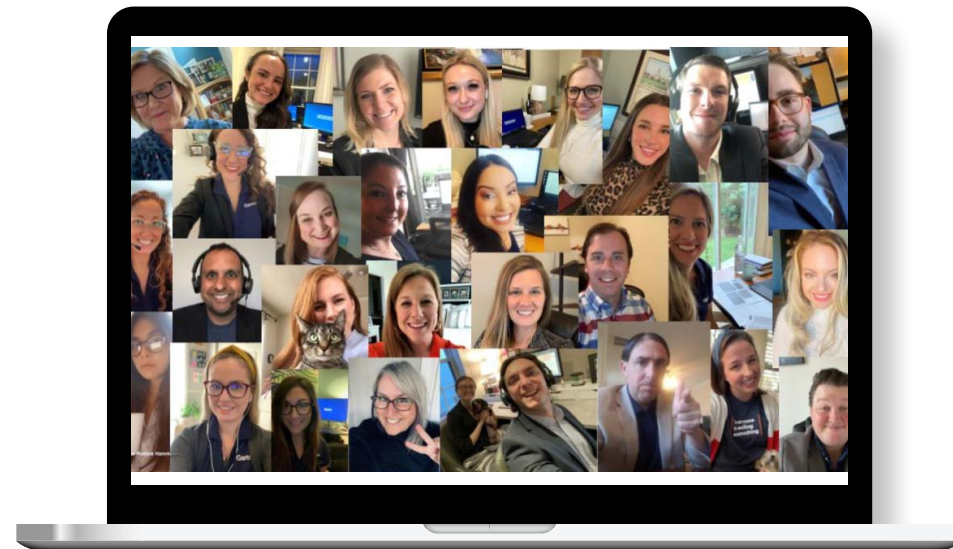
A nonprofit, Management Leadership for Tomorrow (MLT) is dedicated to strengthening the recruitment and retention of diverse talent to ensure equal opportunity for leadership roles. Gartner partnered with MLT to host five seminars focused on attracting and developing strong, diverse undergraduate and MBA candidates. The seminars focused on core skills, career leadership and transitions, career prep, and interview and analytics skills.

### **National Sales Network**

A nonprofit membership group, National Sales Network (NSN) aims to advance the skills of career salespeople. Gartner partners with NSN to expand recruitment of diverse sales talent, particularly in the African American community, from top universities. In 2021, Gartner Sales associates served as panelists on NSN webinars and attended the NSN Student Sales & Marketing Conference to share information about opportunities with our company.

### **The National Collegiate Sales Competition**

Instituted to enhance the practice and professionalism of the next generation of sales leaders through education and training of university students, the National Collegiate Sales Competition (NCSC) is the largest and oldest sales role-play competition in existence. Gartner has been the official product sponsor of NCSC since 2017 and has developed a curriculum to provide participating college students the opportunity to gain real-world experience in selling Gartner products a competition setting. We have supported students to develop the skills necessary to become future sales leaders and have hired over 150 students through the sponsorship.



## Why I chose Gartner

“After 35 years in IT, retirement was a real option. I gave that some thought for a hot minute and knew I was far from done. A few companies came calling with great opportunities, but I was only interested in one — Gartner. I was familiar with its incredible research and frameworks but had no idea of the amazing culture and unbelievably talented and smart people I would get the honor of working with every day. Two things mean the most to me at this stage of my career — the people and the nature of the work itself. That means the leadership I work for and the people I work with. I hit the lottery with both. If you have that, everything is possible.”



**Debra Christmas**  
Senior Executive Partner



# Engagement

Gartner is a growing, dynamic company at the leading edge of business, and we strive to cultivate a community of engagement for our associates. Leaders support this engagement by providing direction and resources. In addition, through associate surveys, leaders gain insight into opportunities for individual and organizational growth.

We continue to expand our engagement initiatives as new opportunities arise to enhance our culture to align with issues that are important to our associates.



## Evaluating the associate experience

Within business units, Gartner conducts associate surveys that aim to capture what it is like to work at Gartner and the extent to which our associates:

- ✓ Believe their work environment is welcoming and inclusive
- ✓ Understand the connection between their work and company impact
- ✓ Feel empowered to take action that supports clients
- ✓ Have access to the resources and support they need to meet expectations
- ✓ Have opportunities to learn and grow with Gartner

Senior leaders take the results and share them with associates — both the key findings and the actions the company plans to take to address opportunities for improvement. Examples include team-based skill building and business unit initiatives targeting key areas of engagement.

In 2021, Gartner progressed its efforts to adopt an enterprisewide associate experience measurement model. One of our business units served as the pilot site. Lessons from that experiment will help to define the best practices for data collection and results dissemination, and for using survey findings to inform the business unit's action plans, as well as initiatives across Gartner for diversity, equity and inclusion. We plan to expand our enterprisewide measurement efforts in 2022, with the aim of capturing more consistent associate engagement metrics across the company.



## Employee resource groups

Our voluntary employee resource groups bring people together to foster a diverse, inclusive and supportive workplace. ERGs also take the lead to drive volunteerism in the communities where we work.

Our ERGs are associate-driven and open to everyone. Each group has an executive sponsor on the Operating Committee who advocates for the group and amplifies its mission across the company and at the highest levels of leadership. These connections truly work — Gartner senior leaders, including the CEO, say that the Gartner ERGs provide a direct line of communication about associates' ideas and concerns.

Two new ERGs formed in 2021 — the Black Employee Network (BEN) and the Collective Abilities Network (CAN) — joining the four preexisting groups to create safe spaces for associates from underrepresented groups and their allies, and to inform corporate DEI initiatives, support leadership development, host events, influence benefits, raise awareness and help create workplace resources.

During the pandemic, the ERGs have united thousands of associates virtually around the globe through relevant programming. Expanding from a location-based to a virtual strategy increased opportunities for participation and cross-group collaboration. In 2021, more than 4,300 associates were members of at least one ERG. Also, Gartner's ERGs organized Real Talks, conversations on difficult topics to do with social injustice, workplace discrimination, mental health issues and other subjects of high importance in the current climate.

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**“Gartner employee resource groups have an incredible impact on our vibrant culture and growing business by giving voice to the unique needs of our associates globally. ERGs foster a deep sense of belonging by creating communities within our greater community. They also guide the development of more inclusive benefits, accelerate leadership development and drive a measurable impact on the systems and policies that support our diverse team of associates around the world. I can't think of anything more powerful.”**

**Robin Kranich, Chief Human Resources Officer, Executive Sponsor of Women at Gartner**

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## Women at Gartner

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

### 2021 highlights

- Hosted workshops to increase awareness on recognizing and responding to microaggressions in the workplace
- Expanded Gartner Crew pilot to an enterprisewide professional mentorship program
- Launched Ask Me: Women in Leadership Series, a monthly event featuring women leaders who discuss their personal success stories
- Launched the Women in Consulting affinity group
- Celebrated Women's History Month

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**“The Women in Sales chapter of the ERG helped me develop my career and gave me a true opportunity to give back and help others in their careers as well.”**

Kim DeGross, Sales Manager



## Pride at Gartner

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

### 2021 highlights

- Launched allyship training to increase awareness of gender identity, sexual orientation and person-specific language
- Spearheaded efforts to include pronouns in email signatures
- 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 2021, with a top score of 100%
- Celebrated Pride Month and National Coming Out Day

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**“When I discovered the Pride ERG at Gartner, I felt immediately represented, and I always know that I can come to work as myself.”**

Kourosh Pakroo, Senior Conference Planner



## Veterans at Gartner

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

### 2021 highlights

- Hosted impactful events during November’s Veterans Month
- Partnered with Talent Acquisition team to host Making an Impact webinar, discussing why veterans choose to join Gartner
- Volunteered with various organizations that honor veterans, first responders and their families

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**“For me, being involved in the Veterans ERG means I get to stay connected to my military roots and be in communication with other veterans who have had similar careers and experiences. It also allows me to bring some fantastic talent to the organization.”**

Robert Bell, Director, Consulting



## Mosaic at Gartner

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

### 2021 highlights

- Organized an Asian Pacific Islander Colleagues subgroup for associates to share experiences, ideas, solutions and opportunities
- Launched a formal chapter in Latin America
- Grew to over 2,100 members
- Celebrated Asian Pacific Islander Month and Hispanic/Latin American Heritage Month

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**“I hope to continue the empowerment, celebration and advocacy of BIPOC associates. This stems from having a strong, active and welcoming community for all employees from all backgrounds to engage with one another.”**

Nina Moreno, Senior Program Manager, Conferences

BIPOC = Black, Indigenous and People of Color



## Black Employee Network

Dedicated to attracting, retaining and advancing Black associates

### 2021 highlights

- Launched as an ERG in May 2021
- Spearheaded BEN Mentorship Series, conversations that provide tactical tools and techniques to help associates thrive in their careers
- Launched Readers for Leaders and Candid Conversations to inspire and educate members on becoming impactful leaders
- Celebrated Black History Month (February) and U.K. Black History Month (October)

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**“Since kicking off Black Employee Network in 2021, we’ve asked our members why they participate. The top reasons they mention are: 1) feeling connected, 2) feeling a sense of community, and 3) having a safe space.”**

Janine Daughtry, VP, Service Productivity, Strategy & Operations



## Collective Abilities Network

Unites those with hidden and apparent disabilities, mental illness, neurodiversity and chronic or acute illness, as well as their caregivers and allies

### 2021 highlights

- Launched as an ERG in July 2021
- Hosted De-Stress Fest, an inaugural weeklong series of events designed to help associates prioritize well-being and create a healthier work environment
- Celebrated Disabilities Awareness Month with global programming

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**“Collective Abilities Network has opened my eyes to being my true, authentic and best self — not having to hide when I am having a difficult time with my anxiety or depression, or when my child with autism is having a rough day.”**

Jody Nastu, Senior Program Manager, R&A

### Belonging at Gartner: Together as One

Gartner encourages associates to express who they are and where they come from. History and heritage months present annual opportunities to celebrate the diverse identities represented by our associates and create a context of engagement and connection. During local and globally recognized heritage months, Gartner's ERGs organize celebrations to recognize and empower our associate communities.



In honor of [International Women's Day](#), for example, Women at Gartner organized a month of events that included an Inner Workings podcast episode, featuring Gartner's Nagoud Al Shugairan, Sales Manager and the first female sales leader in Saudi Arabia, and Mohy Shams, RVP, Gulf Sales. The two spoke about their ongoing efforts to build more inclusive teams and increase gender diversity in the Middle East.

The Veterans at Gartner ERG also hosted events during the month of November, when the U.S. celebrates Veterans Day, and the U.K. and Australia celebrate Remembrance Day.

To raise awareness about and generate support for causes relevant to the veteran community, in 2021, Veterans at Gartner dedicated its annual #22challenge to the military suicide crisis. Gartner associates who participated fulfilled challenges such as doing 22 pushups or donating \$22 to veteran-focused nonprofits.



Throughout the year, Gartner recognizes global and local heritage and history months and events with activities and discussions related to:

**February**  
Black History Month  
→ [Read Now](#)

**May**  
Asian American and Pacific Islander Heritage Month  
→ [Read Now](#)

**Mid-September to Mid-October**  
Hispanic and Latin American Heritage Month  
→ [Read Now](#)

**November**  
Veterans Day  
→ [Read Now](#)  
  
Native American Heritage Month  
→ [Read Now](#)

**March**  
Women's History Month and International Women's Day  
→ [Read Now](#)

**June**  
Pride Month  
→ [Read Now](#)

**October**  
National Disability Employment Awareness Month  
→ [Read Now](#)

## Development and Career Progression

### Developing talent at all levels

Talent development is foundational for driving associate engagement and essential to Gartner's continued market leadership. Our ability to grow and adapt as an organization requires that we help our associates reach their full potential. Continuous improvement is key to our talent development strategy. Through ongoing feedback and goal setting, we help our associates understand their top priorities and how those priorities result in value for Gartner clients. Connecting their work to Gartner's business goals helps our associates develop engagement and purpose. We see it as a core success factor that enabled over 4,000 of our associates — or over 25% of our workforce — to earn promotions in 2021. Although, like many companies, we experienced an uptick in associate turnover in 2021, the average associate tenure decreased only slightly from 5.2 years in 2020 to 5.1 years in 2021 (up from an average of 4.5 years in 2019.)

As a virtual-first company, we are doubling down on our multifaceted performance feedback process, which includes regular meetings between managers and associates to establish and reassess goals, and ongoing feedback to make sure the day-to-day work contributes to the right priorities. Emphasizing ongoing feedback over sporadic performance reviews not only creates a stronger sense of engagement, it also fosters the agility to shift to new priorities and activities as requirements change. In addition, Gartner provides opportunities through work assignments and learning resources for associates to develop skills and capabilities in line with identified areas of growth.

In 2021, we continued to revise our enterprise talent development and progression processes to ensure they include a DEI focus. We're committed to addressing the distinct needs of each team member to ensure all associates feel connected to the organization and empowered to reach their goals.

## Talent review and succession planning

Gartner's CEO and Operating Committee meet annually to review and discuss the leadership succession pipeline for critical roles in the organization. The process is informed by three elements.

- **Business context:** Adjustments to operations in the near term that may affect our leadership and people requirements
- **Leadership assessment and development planning:** The capabilities of current leaders and their potential (and interest) to take on larger roles in the company
- **Succession planning:** Matching the strengths and development needs of our leaders with business and role requirements; the end goal is, again, to understand the current capabilities of candidates and how we can best help them prepare for future roles

The capabilities assessments and planning components of the process help Gartner's executive leaders assess the strength of our leadership pipeline. In addition, they inform potential development initiatives aimed at helping high-potential leaders develop the skills they would need to rise into new positions in the future. Developing high-potential candidates allowed Gartner to fill more than one-third of our open positions with internal candidates in 2021. As with all of our associate engagement activities, we conduct our talent review and succession planning activities with an eye on developing a diverse pool of future leaders in line with our DEI strategy.





## Training and Leadership Programs

Gartner believes that every associate has the potential to grow and rise with the company if given the development and opportunities to do so — and Gartner is committed to providing those opportunities to develop a rich corps of talent that is empowered to drive the business forward.

Each Gartner business unit offers development programs specific to the high-demand skills they need to realize their goals. Gartner also offers a collection of cross-business continuous learning for different levels and contexts. The GartnerYou online learning platform serves as the centralized location for tens of thousands of digital learning resources. We have significantly increased the number of available learning resources to almost 45,000 as of the end of 2021. Gartner associates consumed more than 321,000 pieces of learning content globally, averaging 18 per associate. Finally, Gartner benefits include tuition reimbursement for third-party courses related to degrees, certifications and licensure, as well as general professional development.

As an overall part of our learning and development programs, we focus on the role of unconscious bias and provide tools that help make business processes more inclusive and accommodate a more diverse perspective. We emphasize the importance of inclusion to leaders and managers, and we highlight the value of fostering a sense of belonging within their teams. In addition, we continue to invest in learning opportunities to develop DEI at Gartner. For example, our Embracing Diversity & Being Inclusive module has enrolled more than 5,600 associates since its inception.

As our associates grow at Gartner, many become eligible to participate in our leadership-focused development programs. These are based on a common framework we call “Leading People Expectations,” which defines what effective leadership looks like at Gartner. These expectations translate into core modules that leaders take as they progress through our leadership development programs. In 2021, we offered existing and new programs tailored to experience, level and business units.

In 2021, Gartner offered the following leadership-focused development programs:

## Ascent

In 2021, Gartner launched Ascent, an “always on” global program for frontline leaders. It includes 60+ hours of on-demand and live content on leadership foundations, such as Gartner’s Leading People Expectations; emotional intelligence; leading in a mindful and intentional way; building trust and creating an environment of inclusion; maximizing team potential through coaching, feedback and continuous development; and advancing the business through effective prioritization and execution. Over 1,900 associates registered for the program in 2021.

## Crew

This eight-week networking and peer-to-peer learning experience brings together current and aspiring leaders from around the world and from different Gartner business units to develop new relationships and hear various perspectives. In 2021, 284 associates completed this program virtually, led by 51 Gartner leaders acting as “Crew Captains.”

**“This was a fantastic experience and I’m surprised how quickly we were able to form a strong bond. I enjoyed our time together.... Simply having a shared experience was powerful. Crew provided a welcome dose of human connection, which I had been missing during these work-from-home times.”**



**Nina Showell**

Principal Analyst and Crew Member,  
Gamma Class '21

## Guide Certification

A global “leaders as teachers” program, Guide Certification is designed to develop facilitation skills and equip leaders to run development sessions within the leadership program portfolio. In 2021, 43 associates participated across five global offerings.

## LEAD@Gartner: 30-Day Challenge

LEAD@Gartner, a global on-demand program, empowers midlevel leaders (VP and above) to embed leadership learning into their day-to-day work through focused daily challenges. The program includes research curated for the leader, reflection questions and a forum to engage with peers. In 2021, nearly 1,800 associates participated in the 30-Day Challenge.

## LEAD360 Assessment

Developed and deployed in 2021, the 360-degree assessment measures an individual leader’s effectiveness, using confidential, anonymous feedback from multiple associates with whom they work. The assessment provides a well-rounded personal report the leader can use to improve teamwork, accountability, and highlight areas for career and personal development. In 2021, 500 leaders participated in a LEAD360 assessment.

## Leading With Context

These executive leadership forums are designed to provide senior-most leaders with targeted context on Gartner’s strategy and focus areas. Gartner held two sessions in 2021 to provide crucial context for navigating continued disruption, changes to our business operations and our transition to a virtual-first organization.

In addition to our organizationwide offerings, Gartner provided development programs specifically for Gartner Sales and Research & Advisory associates, which collectively make up close to 50% of our talent corps.

## Expedition

In 2021, Gartner transformed how we develop new sales hires to equip them with the core competencies tied to sales success. Rooted in learning and development best practices, the reimagined program operates through a scalable platform that provides first-year sales associates with access to as many as 500 well-paced, just-in-time learning assets. More than 1,200 sales associates went through this program in 2021. Users can personalize their learning journey based on territories and development needs. Much of the learning occurs while on the job through in-territory activities, as well as through one-on-one coaching from dedicated, experienced sales coaches, who delivered more than 200 coaching sessions or role-plays each month in 2021. In addition, the program includes on-demand content that can be completed at the learner's pace. Automated tracking systems and learning assessments enable sales managers to assess progress and performance and provide timely guidance.



## **Leading to Engage, Inspiring Teams and Personalizing Motivation**

Offered as part of the annual Global Sales Leadership Meeting, this workshop introduced all sales leaders to Gartner's research on workforce health, drivers of associate engagement, inspiring teams and personalizing motivation. We held 21 unique live virtual offerings in 2021 for 1,063 sales leaders.

## **Sales Manager Preparation Program**

This program provides the practical education, exposure and experience to prepare associates for a smooth transition into a future sales manager role. The four-month blended development program provides participants with on-demand development experiences and live virtual sessions, as well as ongoing assignments they complete in their day-to-day jobs. For 2021, Gartner revised the program to blend virtual and in-person elements, and updated the content to include general leadership programming along with sales-specific development. We also updated our selection process and target audience. In 2021, 245 associates completed this program and 41% of them transitioned to sales manager roles after completion, an increase from 8% in 2019 and 2020.

## **Sales Manager Onboarding**

This program supports new sales leaders during their first 12 months in the role by providing training in the knowledge and skills identified as most critical to sales manager success. In 2021, 221 associates completed this 12-hour program.

## **Sales VP Onboarding**

This program supports midlevel leaders during their first 100 days in the role. It provides guidance for new sales VPs on scaling and building programs, developing high-performing teams and driving great results. In 2021, 19 associates completed this 16-hour program.

## **Research & Advisory Learning Series**

In 2021, we launched this 13-session series focused on new content for tenured associates to further develop key skills necessary for quality client engagement. The series covered dynamic and ever-evolving subjects, such as using and publishing data, diagnosing client problems and reframing client perspectives to point them toward possible approaches and solutions.

## Research & Advisory Global Talent Labs

Gartner's Global Talent Labs offer an entry point for people with broad skills and career backgrounds to pursue an analyst or researcher career path — one formerly available primarily to seasoned experts.

Gartner Talent Labs provide opportunities for early career professionals, including short-term interns and full-time associates. In 2021, 23 interns were embedded with Gartner research teams for a fully virtual 10-week program, including a capstone project designed to contribute to a Gartner research area. Eighteen of the interns were offered full-time roles, and 11 will join Gartner as members of the August 2022 Global Talent Lab cohort.

The Global Talent Lab program for full-time associates provides growth and learning opportunities that enable cohort members to contribute research and insights faster, and develop skills that help them advance into more senior researcher or analyst roles. Leveraging our virtual-first model, we have also created opportunities for cohort members to regularly connect and build relationships with one another, including through volunteering and philanthropic engagement. In 2021, Global Talent Labs associates contributed a total of 800 hours of community service.

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**“Joining the Lab in 2019 quickly accelerated my growth and professional development. I joined the IT Infrastructure & Operations research practice with absolutely no background in IT, yet I left the Lab delivering value to IT leaders on every inquiry. The Lab taught me how to learn quickly and effectively, how to diagnose a challenge, deliver a compelling teaching point and communicate effectively. The Global Talent Labs provide an unparalleled opportunity to develop critical skills, including networking, making the most of mentorship opportunities and practicing learning agility.”**

**Abby Campbell, Manager, Team Manager Advisory Labs**

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In partnership with the Diversity, Equity and Inclusion Center of Excellence, leaders were able to participate in these DEI-focused programs in 2021:

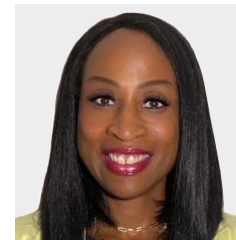
## Xcel

This six-month high-potential development experience is designed to accelerate the capabilities of leaders from underrepresented groups through experiential activities and exposure opportunities that drive learning around key leadership moments. The program aims to develop participants' personal insight, professional growth and visibility. In 2021, 29 associates participated in Xcel, which included opportunities to meet with Operating Committee leaders, have a learning session with Gartner's CEO and work on teams to develop initiatives related to Gartner's key business priorities.

## Leading an Inclusive Environment

This program enables leaders to create an environment of belonging and inclusion. In 2021, 22 associates completed this four-hour program.

**“Participating in the Xcel program was an amazing opportunity! I was inspired and motivated by the life lessons shared by senior leadership and their words of encouragement. I engaged and established new relationships with colleagues by working on addressing a business challenge in which we drew on our collective strengths to impact the business. And most important, I gained insights into my leadership strengths and areas of opportunity. The Xcel program covered all the right elements with personal and professional development. The friendships made, lessons learned and exposure received are all part of what made the program an unforgettable experience!”**



**Andrea Barge Newsome**  
Senior Director, Ethics &  
Compliance Programs

## Associate Safety and Well-Being

We want our associates to have the resources and support they need to meet all their goals — professional and personal. The COVID-19 pandemic continued to impact those goals throughout 2021 as Gartner associates around the globe worked from home and cared for themselves and their families, often without access to the systems they typically rely on, such as schools, childcare and community health facilities. Recognizing the personal challenges so many of our associates continued to confront in 2021, Gartner stepped up to add programs focused on mental health and well-being, to communicate about the resources we have and to repurpose investments to meet the needs of the moment.

In the area of mental health and well-being, Gartner piloted a platform in 2020 and made it globally available in 2021. The platform includes podcasts, tip sheets, quizzes and other types of content on a range of mental health and wellness-related topics. Associates can also participate in “Ask an Expert” live web chats to get general insights on specific questions of interest.

In the U.S., we launched a high-touch behavioral health navigational program to make it easier for associates to find the right mental health resource. We saw a concurrent increase in the use of Gartner’s Employee Assistance Program from 9% of associates in 2020 to 11% in 2021.

In addition, Gartner continued a communications initiative in 2021 aimed at ensuring our associates have the information they need to take advantage of our well-being resources. The resulting Well-Being Resource Guides highlight the programs we offer, customized for the eight primary geographic regions in which most of our associates live, with a generic guide for the rest of the world.



Finally, COVID-19 motivated us to adapt our programs. Though most countries provided vaccine access for free in 2021, a few of our associates faced challenges accessing them. Gartner organized vaccine clinics in locations such as Fort Myers, FL, and cities in India, and paid for vaccines either directly or as an insurance benefit in places where they were not available for free. Gartner also adapted offerings to address the needs of associates caring for children or other family members while working from home. In one example, we established the option for U.S. associates to use a backup child care benefit for virtual tutoring.

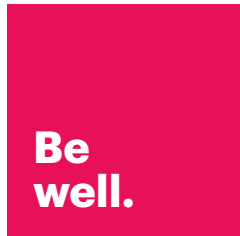
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**“I want to pass on my gratitude for the family health benefits platform available to us. My little girl was dealing with a great deal of anxiety in school when COVID-19 infections began to surge this winter, and we and her teachers were at a loss on how to help her. I spent time with a coach on the platform, and in a 30-minute conversation she not only made me feel at ease about what my child was navigating but gave me specific tools to help her. As a mom, coming to Gartner was life changing for me and one of the best decisions I’ve made — for reasons like this.”**

**Account Executive**

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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 2021, the benefits program included:



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

- Comprehensive health coverage, including dental and vision plans, fertility treatment, treatment for autism, transgender-inclusive benefits (including transgender healthcare coverage), second opinions and same-sex marriage/domestic partner coverage; we also covered testing and treatment of COVID-19, with telemedicine options
- Robust mental health resources, including virtual care and digital programs
- Digital resources and on-demand health coaching with registered nurses to support associates starting a family, having a healthy pregnancy and navigating the early years of parenthood
- Reimbursement for wellness-related purchases



**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)\*
- Company-paid basic life and short- and long-term disability insurance, business travel accident insurance 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
- Suite of voluntary 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 and holidays
- Paid military leave
- Paid parental leave following birth or adoption
- Caregiver resources, such as subsidized backup care for adults and children, resources to plan for college and a service that enables nursing mothers traveling for work to ship breast milk home
- Employee Assistance Program, which provides access to work-life resources
- Paid sick time off for interns and for part-time associates who work fewer than 20 hours per week (U.S.-based)

\*ESPP 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.



**Grow  
well.**

**Further your professional development with programs that make it easier to learn and grow.**

- Tuition reimbursement to all associates around the world working at least 35 hours per week, up to US\$5,250 per year
- GartnerYou learning platform



**Connect  
well.**

**Stay connected to your internal Gartner community and causes that matter to you in your external community.**

- Generous charity matching and volunteer opportunities
- Financial assistance for associates in need through the Associate Assistance Fund
- Internal communities, including [employee resource groups](#)



# Our Communities

Our associates live and work in 38 countries and territories around the world and are deeply embedded in their communities. Our strategy is to support them in making a positive impact within their local communities, where they live, work and serve our clients. We celebrate this spirit of community and caring both within and outside Gartner.

**The Gartner Gives program empowers associate giving by:**



Matching associate contributions to nonprofit organizations



Creating volunteering and giving opportunities



Administering the Associate Assistance Fund to relieve financial hardship



**Thabang Magengenene**  
GSD Lead Client Success Manager and  
Volunteer at South Africa Blanket Drive

## Associate Giving

### Gartner Gives Charity Match

Financial contributions to qualified charitable organizations, made by associates who work 20 or more hours a week, are eligible for matching by Gartner up to \$5,000 per associate per calendar year. This year, we again supported a broad range of causes, such as responding to COVID-19, meeting the critical needs of local communities, education, supporting local food banks and orphanages around the globe, combating racism and poverty, and providing aid following natural disasters. In 2021, over 19% of associates made matched donations to more than 4,100 nonprofits.

In 2021, we saw the highest level of giving and volunteering since the program launched.

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**“The village I am from was hit very hard by the COVID-19 crisis. More than 1,000 people have tested positive and a couple of my friends and relatives have passed away. One way I help is by donating to a local nonprofit and amplifying my gift through Gartner’s Charity Match. These funds help organizations ensure much needed lifesaving medical equipment, like oxygen concentrators and ventilators, is acquired and shipped to hospitals across India.”**

**Raja Natarajan, Program Director, Remote From New Jersey, U.S.**

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**\$7.3 million**

was donated by Gartner and its associates, up from \$4.6 million in 2019

**4,100**

nonprofit organizations around the world received support, up from 2,993 in 2019

## Associate Volunteering

Our associates use the Gartner Gives Volunteer Portal to gain visibility into multiple opportunities and activities, as well as create and organize volunteer opportunities of their own. In 2021, Gartner associates logged over 18,800 hours — three times more than in 2020 — supporting more than 400 nonprofit organizations around the world.

### Individual and team volunteering

We gave our associates the flexibility to spend time volunteering and facilitated both on- and off-site volunteer projects for teams. We also supported nonprofit board service, skills-based volunteerism and in-house drives.

**“Our intern programs team volunteered at a local Fort Myers foodbank and the organization’s mission touched my soul. I believe in bridging the gap between poverty and prosperity. Everyone deserves an equal opportunity, and basic needs should not affect that.”**



**Emily Farrah**  
Senior University Project Specialist

**18,800**

hours were volunteered, up from 5,576 in 2020\*

**5.3%**

of associates volunteered, up from 1.3% in 2020\*

\*Data for 2019 not available as Gartner Volunteer Portal to track volunteer hours launched in 2020





## Community Impact Speaker Series

These virtual presentations help associates introduce nonprofit organizations and their efforts to address social issues and inspire colleagues to support them through volunteerism and philanthropy. The topics of more than 30 events span across a variety of social issues, including hunger, climate change, the refugee crisis, education, disaster relief and others. With more than 1,100 participants in 2021, these events became a meaningful way for associates to get involved in the community.



## Board service

Volunteering on a nonprofit board of directors is one of the most impactful ways our associates support their communities. In 2021, our associates served on 116 nonprofit boards.

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**“It was an honor and a privilege to be selected to serve on the Florida Southern College board and connect with fellow alums by giving back our experiences and knowledge to the organization. I enjoy giving back to FSC because they helped launch my career, and it’s rewarding to help students and other leaders achieve their objectives.”**

**Mark O’Brien, Senior Account Executive, GBS, and Board Member for FSC**

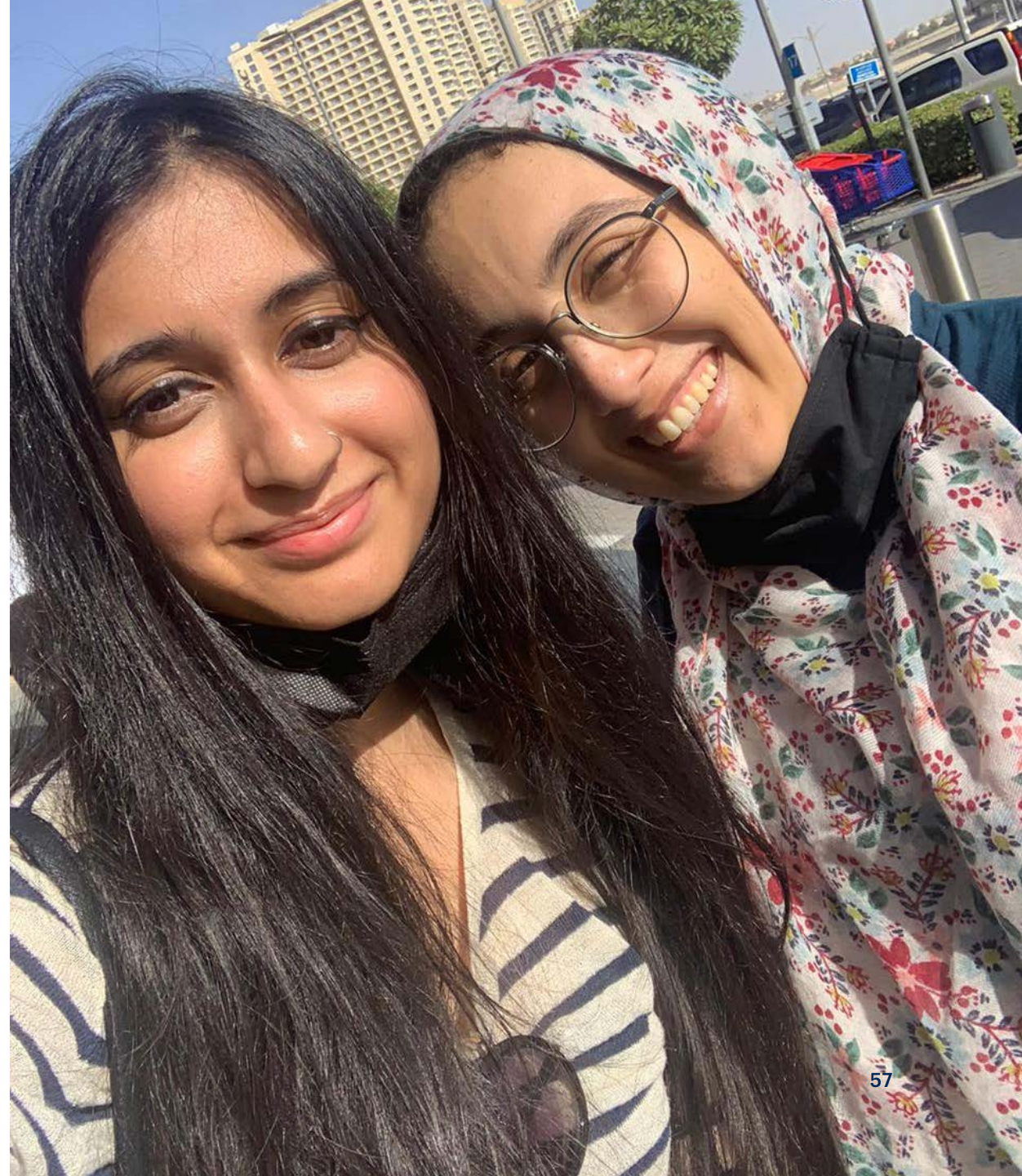
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## Investing in Education and Addressing Critical Needs of Local Communities

### Investing in education

Gartner is transforming the lives of future leaders in the communities in which we live and work — through direct mentorship, as well as encouraging entrepreneurship and innovation. In 2021, Gartner associates supported over 800 educational charities through volunteer activity and giving.

[A few of those impact stories are shared here.](#)



## The Gartner Research Award

**Location: Stamford, CT**

Our associates volunteered as guest judges at the [Connecticut21 Invention Convention \(CIC\) Award Ceremony](#). After scoring finalist video submissions, our judges selected a student to win the first annual Gartner Research Award. CIC's mission is to connect students with opportunities to develop critical thinking and creative problem-solving skills through invention and innovation.

## Supporting Students in India

**Location: Delhi, India**

Gartner associates, in partnership with the nonprofit Peepul, gathered critical feedback and data to help government inspectors identify the areas where schools needed additional support to solve their daily challenges. At the end of their volunteer engagement, volunteers felt confident they had done more than just another school visit: They had been critical partners in finding solutions for their community.

**“Interacting with the school principals, teachers and staff to understand their challenges at ground level, as well as acknowledge their achievements, was the main highlight of this whole exercise.”**

Chandan Sayal, Associate Legal Counsel in India

## Supporting Local Schools in China

**Location: Shanghai, China**

Associates from China raised funds for much-needed school supplies for the Shanghai Songjiang Maogang school. After making the contribution, representatives from the team had the opportunity to visit the school in person and see just how excited the students were to get the supplies.

## Sharing IT/IS Career Paths With The Immokalee Foundation Students

**Location: Immokalee, FL**

A team of Gartner associates shared their unique IT/IS career journeys with students supported by The Immokalee Foundation. By leading candid conversations, the team helped [The Immokalee Foundation](#) students grow their confidence and open their eyes to potential career paths.

## Addressing critical needs of local communities

Gartner and its associates are agile and responsive when disaster strikes. Whether it is COVID-19, addressing the hunger crisis or helping the homeless — associates, and the communities in which they live and work, know that Gartner has their back. Nearly one-quarter of all hours volunteered go to addressing urgent community concerns.

## Celebrating our associates' impact through recognition from our community partners

In 2021, Gartner was recognized locally, nationally and internationally for its support of education and community vitality. Here are three examples of awards we received last year.

### Gartner awarded SPEF 2021 Community Giving Award

Gartner was honored by Stamford Public Education Foundation (SPEF) with its 2021 Community Giving Award. The award recognized dedication to enriching the lives of students and families in Stamford's public schools through volunteerism and financial support.



### Singapore Children’s Society and Community Chest Awards

Gartner accepted the Gopal Haridas Award from the President of Singapore Madam Halimah Yacob at the Singapore Children’s Society Awards presentation. This award recognized Gartner’s generosity during the pandemic when Singapore Children’s Society was struggling to raise funds.

Gartner was recognized by the Charity Platinum Award from the Singapore Community Chest, for its generous reinvestment of funds from the government of Singapore to support Singapore community organizations, including the Community Chest.

### American Red Cross

The Red Cross recognized Gartner as a Ready 365 Giving Circle member for its longtime support.

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**“We’re grateful to Gartner for their continued commitment to our lifesaving mission. Gartner’s partnership is key in helping the Red Cross be ready to respond to disaster and to prepare our community.”**

**Brandon Ponder, Chief Development Officer, American Red Cross, Connecticut and Rhode Island Region**

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## Gartner Team Partnered With PURE India

### Location: Delhi, India

A team of associates in India has been working toward providing a safe and sustainable water supply, basic sanitation and good hygiene by partnering with PURE India, a not-for-profit charitable organization that provides quality education and employment opportunities to underserved communities of rural and urban slums in India. Educating and empowering women from vulnerable and marginalized communities is also a particular area of focus for the organization.

Some of their initiatives include:

- Education for Everyone (Pathashala)
- Women Empowerment (My Village My Business)
- Skill development (Kaushal-Kiran)
- Career Mentoring (Marg Darshak)
- Adopt a school



## Support for Suicide Prevention in Australia

Location: Sydney, Australia

“2020 and 2021 have been two tough years for people, and a lot of people have used [Lifeline](#), Australia’s services to help them through. During these times, mental health charities have seen their revenues plummet, while demand for support services are higher than ever, so I wanted to help in whatever way I could. This was the perfect opportunity to do so, and it got me active along the way.”

**Maeve Scanlan, Conference Planner**

In our Australia offices, 140 associates split into multiple teams to compete and raise money for Lifeline. In total, the Gartner team was able to raise AU\$63,000, which included contributions from Gartner Gives, our charity match program. According to a representative from Lifeline, “It costs \$39 to answer one Lifeline call, Gartner’s contributions will help us answer 1,538 calls and potentially save many lives.”

## Honoring United States Military Heroes

Location: Irving, TX; Fort Myers, FL; Arlington, VA; New York, NY

Across the United States, 3.7 million graves in 155 national cemeteries mark the final resting place for U.S. military personnel, veterans and their spouses, civilian leaders and national figures. These expansive cemeteries require constant upkeep — without it, gravestones become worn, discolored or covered in dirt, decomposing the marker meant to honor our nation’s heroes.

Associates based out of Irving, Fort Myers, Arlington and New York City rolled up their sleeves to beautify gravestones in their local national cemetery in partnership with the nonprofit Carry The Load and the National Cemetery Administration.

## Associate Assistance Fund

A secure, tax-compliant platform for associates to help Gartner colleagues in times of need, this fund provides grants to associates who experience financial hardship caused by catastrophic events, such as flooding, hurricanes, wildfires, extreme weather and more. All associate donations to the Associate Assistance Fund are eligible for the charity match, and 100% of associate donations directly support fellow associates. Gartner covers the cost of all fund operating expenses.

In 2021, associate donations to the Associate Assistance Fund reached a new level of generosity, as Gartner associates sought to help our colleagues in India, who were especially hard hit during the pandemic. The Associate Assistance Fund helped over 900 associates in India who applied for grants.

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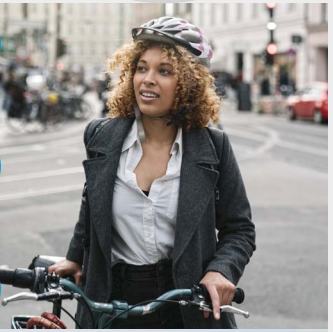
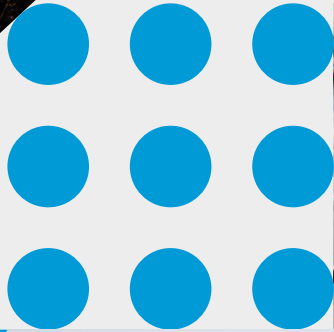
**“Two of my very close family members lost their lives due to COVID-19. My parents and sister also tested positive and quarantined. I applied for the grant to get assistance for a few essential requirements, especially medications. It was so easy, and it lifted some stress off my shoulders.”**

**Shrabani Nayek, Senior Specialist, Research**

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# Our World

## Our Commitment to Environmental Sustainability

At Gartner, we strive to minimize our environmental impact and embed sustainable best practices into our operations. We view combating climate change and reducing greenhouse gas emissions as a necessary part of that broader strategy. Our greatest impact comes through the insights we provide to our clients, but also we are taking meaningful steps to manage our own environmental footprint.

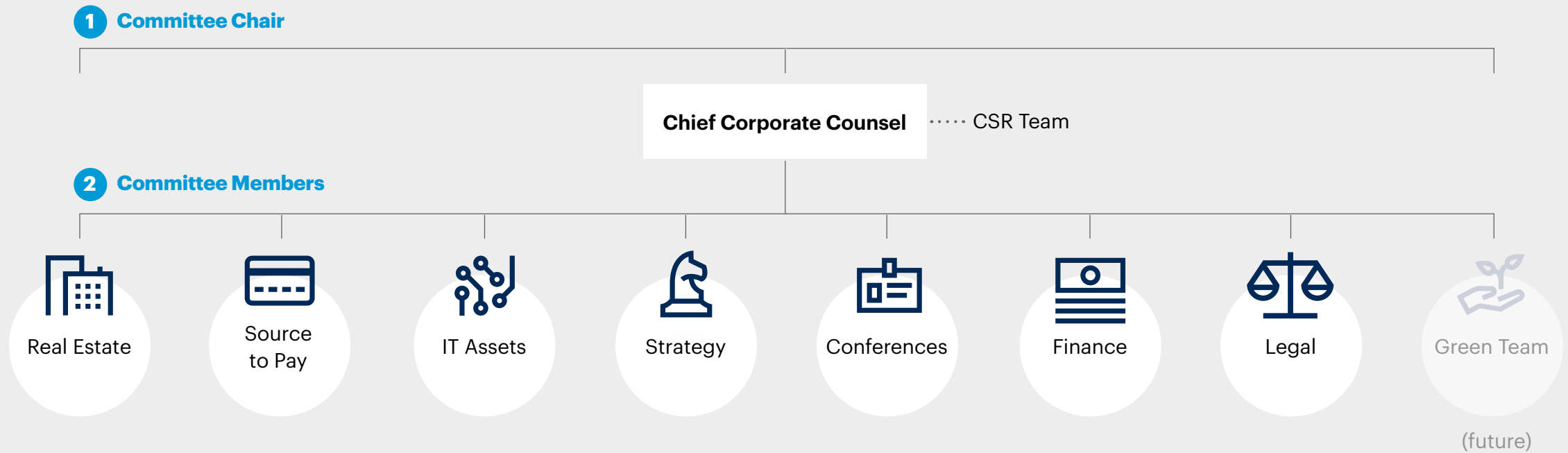
It is a foundation of our culture to do the right thing and to make fact-based decisions. As it applies to sustainability goals, we are approaching the challenge by first calculating our global carbon footprint and then using this data to set science-based targets that meet the criteria and recommendations of SBTi.

Our commitment is to achieve net-zero greenhouse gas emissions by 2035 in accordance with SBTi's Net-Zero Standard.



# Sustainability Governance

In 2021, we established the Environmental Sustainability Steering Committee, which reports to the Corporate Responsibility Executive Council and is tasked with creating, advancing and overseeing Gartner’s environmental sustainability strategy.



As we outlined in our Environmental Policy Statement, we strive to:

- ✔ Promote sound environmental management policies and practices in all 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 and seek proven recyclable materials where possible
- ✔ Promote a purchasing policy that will give preference, as far as is 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 our associates to use modes of transport that minimize environmental impact



## Measuring Our Footprint

In 2021, we implemented a global carbon accounting system in accordance with the Greenhouse Gas Protocol. We gathered data for 2019, our baseline year, and in 2020 and 2021, and will continue to collect data annually while improving its quality.

In 2021, Gartner's GHG emissions totaled 18,787 tCO<sub>2</sub>e; a reduction of 67% against a 2019 base year. Our Scope 1 (direct) and Scope 2 (indirect, market-based) GHG emissions were 9.6 KtCO<sub>2</sub>e. Gartner's Scope 1 emissions mainly derived from two primary sources: diesel generators/stationary combustion generators and fugitive emissions created by leakage from refrigeration and air-conditioning units. Scope 2 emissions came from purchased electricity. They decreased in 2021 by more than 30% compared with our 2019 baseline because of the reduction of our office footprint and occupancy as part of pandemic restrictions, our virtual-first strategy and the purchase of renewable energy.

Gartner's total Scope 3 (indirect) emissions were 9.1 KtCO<sub>2</sub>e in 2021, an almost 80% reduction since 2019. The Scope 3 emissions included those associated with business travel — which represented the largest share — as well as capital goods, fuel- and energy-related activities, and waste generated through our operations. The Scope 3 emissions did not include emissions associated with employee commuting and purchased goods and services, which we have begun calculating and expect to disclose in our 2022 report.

tCO<sub>2</sub>e = metric tons of carbon dioxide equivalent; KtCO<sub>2</sub>e = thousand metric tons of carbon dioxide equivalent

## Business travel

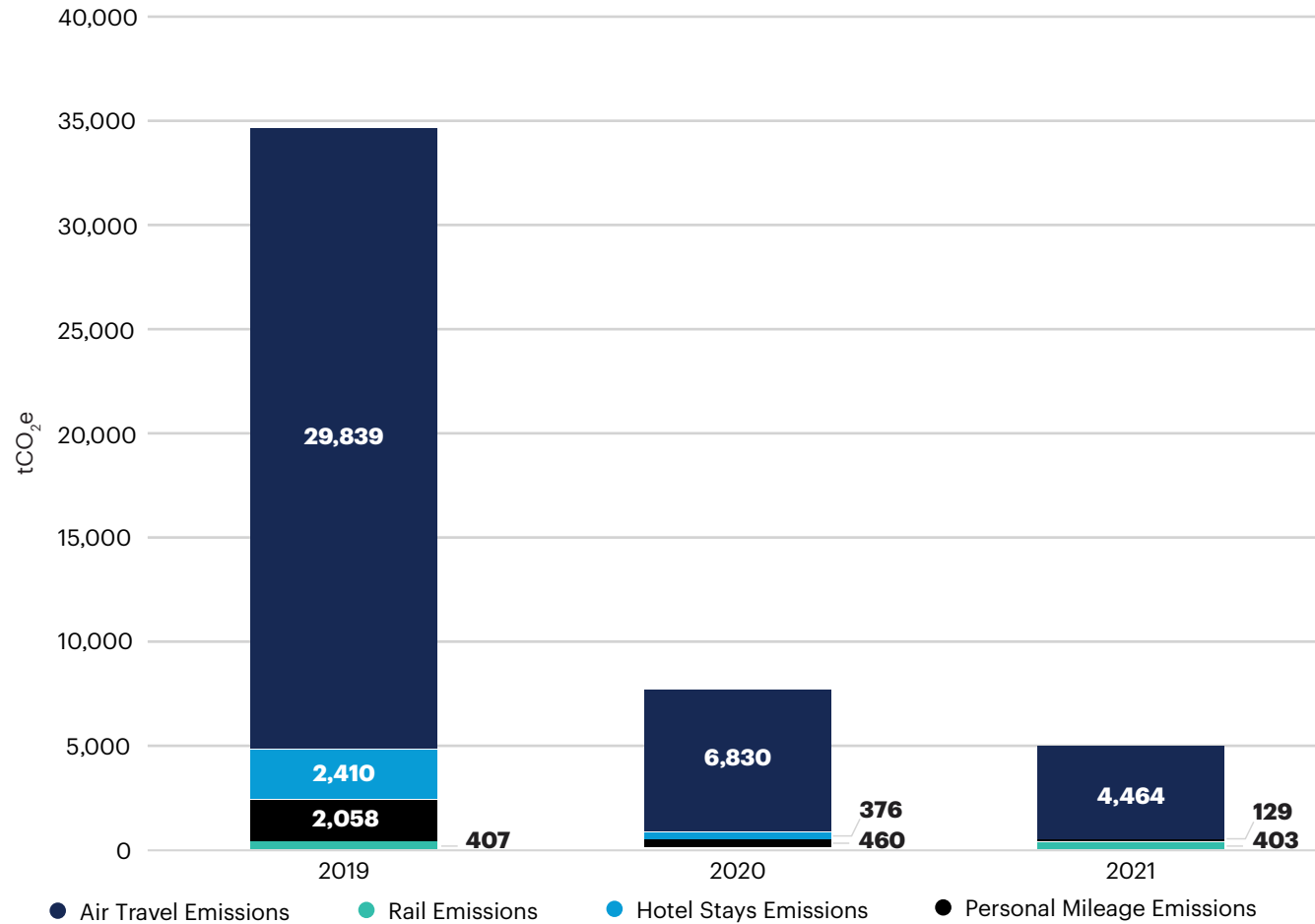
Gartner's continued concern for the health and safety of our associates and customers resulted in the extension of COVID-19 pandemic travel restrictions in 2021. These restrictions produced a significant drop in business travel emissions of approximately 85% in absolute terms compared with the 2019 baseline.

As we transition to a virtual-first model, a point of investment will be online collaboration tools and IT infrastructure to ensure we continue to deliver our services seamlessly in a virtual platform, as well as allowing our associates a hybrid working model.

Some in-person business travel will always be necessary. Gartner continues to explore ways to minimize our footprint by partnering with vendors, hotels and airlines that have a significant focus on sustainability and lowering emissions.

Our Travel & Expense team has implemented changes to the Global Travel & Expense Policy along with the online booking platform that reflects our virtual-first approach by requiring associates to seek approval before business travel. The approval process is one step in helping to manage travel by minimizing our environmental impact by making thoughtful, need-based travel decisions.

**Business travel emissions report**



	2019	2020	2021	Change (vs. 2019)
Absolute business travel emissions (tCO <sub>2</sub> e)	34,714	7,767	5,081	-85%
Business travel emissions intensity (kg CO <sub>2</sub> e per FTE)	2,084	499	307	-85%

FTE = full-time employee

## Operating Our Office Footprint in a Sustainable Manner

### Locations

At the local, regional and global levels, Gartner aims to conserve natural resources, minimize waste and avoid environmental pollution. Our opportunities to fulfill these goals come from strategic decisions about where we locate our offices, how we design interiors, and how we manage energy and electricity usage.

In 2021, Gartner encouraged associates to work from home and announced a virtual-first approach to how we will work moving forward. Many associates who needed or wanted to work out of an office had the option to do so. We are in the process of developing guiding principles around when and how Gartner associates will use office space, with environmental impact as one of the key considerations. We continue to review current conditions based on city, state and federal guidance in our office-reopening decisions, including the recommendations of the Centers for Disease Control and Prevention in the U.S. Our Reopening Steering Committee has defined criteria that collectively guide recommendations regarding reopening.

As a global company, we must also manage a variety of offices, each of which is designed to prioritize the health and well-being of local associates while minimizing our environmental footprint. To manage our offices in a sustainable way, we are pursuing the following initiatives:

**Green building certifications.** A number of our offices adhere to international standards set by Leadership in Energy and Environmental Design (LEED), EnergyStar, and WELL. In addition, we have buildings that have been certified by local standards bodies, such as Building Research Establishment's Environmental Assessment Method (BREEAM) in the U.K., BOMA in Canada, NABERS in Australia, GRESB in Hong Kong, RESET in China and Green Mark in Singapore.



**Proximity to public transportation.** Almost all Gartner offices are located close to public transportation. We support the use of public transportation to limit single-passenger commutes in personal vehicles. For instance, prior to the office closures in 2020, we promoted the use of mass transit through associate incentive programs, which gave associates the option to have pretax dollars for public transportation deducted from their paychecks. Gartner also initiated public transportation incentives in India. These programs are most relevant for associates at offices located within walking distance to public transportation. When practical, Gartner organizes a free shuttle service from transport stations to our larger sites.

**Prioritizing convenience of low-carbon ways of getting to work.** We continue to work with our landlords to encourage the installation of bicycle racks and electric vehicle charging stations at our office sites.

**Managing waste.** We have introduced biodegradable utensils to eliminate single-use plastic in our offices. We have also audited our large facilities to identify where composting could be added. Centralized trash and recycling bins are located in every office. We continue to effectively manage electronic waste and were able to avoid 59,863 pounds of landfill waste in 2021 by reusing and recycling.

**LED lighting.** We continue to look at LED opportunities in redesigns and new space.





## Energy and electricity

Although our Scopes 1 and 2 emissions are relatively small compared with our Scope 3 emissions, we are fully committed to minimizing them. We continue to identify opportunities to transition to renewable energy, starting with our larger offices. In 2021, our global headquarters in Stamford, CT, and our EMEA headquarters in Egham, U.K., were powered by 100% renewable energy.

GHG emissions (tCO <sub>2</sub> e)	2019	2020	2021	Change (vs. 2019)
Scope 1	1,055	718	586	-44%
Scope 2: market-based	13,040	9,726	9,031	-31%
Scope 2: location-based	14,642	11,310	11,461	-22%



## Procurement

We hold our suppliers to the same high standards to which we hold ourselves. 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

When selecting a vendor for business needs, we encourage our associates to consider small businesses. 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 Disadvantaged Business, Women-Owned Small Business, Veteran-Owned Small Business and several other socioeconomic categories of vendor spend in the U.S. 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 from October 2021 to September 2022. 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 early 2021, Gartner launched its Supplier Diversity Program, a new initiative aimed at bringing more small and diverse businesses into our global supply base. This initiative complements our existing Small Business Program to support client contracts with the U.S. government, as well as our Broad-Based Black Economic Empowerment (BBBEE) program in South Africa.

Gartner's strategy for inclusive procurement identifies potential suppliers, promotes competition and generates economic opportunities for diverse communities. Our initial focus for the first few years is on suppliers in Australia, Canada, the U.K. and the U.S.

In 2021, our procurement team worked with our business units to identify diverse suppliers that were at least 51% owned and operated by an individual or team that is part of a traditionally underrepresented or disadvantaged group. Classifications include:

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

In 2022, Gartner plans to add a Supplier Diversity Program manager and join certain certifying organizations.



# Our Clients

We guide executives and their teams across all business functions and roles on how to achieve their goals related to mission-critical priorities. In today's world, these priorities include environmental and social issues, such as competing for talent; building a diverse, equitable and inclusive organization; and managing supply chains in a sustainable way. Our clients rely on us for insights they can't get anywhere else.

We serve more than 15,000 public- and private-sector organizations across approximately 100 countries and territories, in every industry and of every size.



We serve  
**15,000+**  
public- and  
private-sector  
client  
organizations  
across  
**100**  
countries  
and territories

Our actionable, objective insights enable our clients to make smarter, faster decisions with the confidence that they will drive greater performance. We deliver those insights through tens of thousands of pages of original research annually. Our research experts had more than 495,000 direct client interactions in 2021. To ensure that we are ready when new challenges and opportunities arise, our experts evolve their research agendas to be one step ahead of societal, economic and business issues that impact our clients.

Our research process is rooted in analyst ethics and industry independence. Our analysts develop their viewpoints through a rigorous research process, and state them with clarity. Gartner does not sell technology, nor do we implement technology solutions or projects, and we have no vested interest in whether a particular technology or business practice succeeds or fails. This means our analysts and consultants are unbiased, providing insight and advice our clients can trust. [Learn more](#) about our independence and objectivity.

In 2021, we continued to expand our research coverage related to core social responsibility topics and made a range of resources available to clients on sustainable business, DEI, vaccine management and the future of work. Our insights on the social and environmental issues that matter to our clients and their businesses help them amplify their economic, social, environmental and governance impact and put effective programs and initiatives into place faster, with processes that avoid common pitfalls. We also realize that many social and environmental issues require collective action beyond what any one organization can do. For that reason, in 2021 we continued to update our public [DEI Resource Center](#), and established a [Sustainable Business Resource Center](#) to help a broader community of enterprises make progress on collective goals.

## Diversity, Equity and Inclusion Insights

Gartner's dedicated DEI research continues to deliver the insights and guidance our clients rely on to take decisive action and accelerate DEI within their organizations. In 2021, we saw a 24% increase in both the number of fulfilled client inquiries related to DEI topics and in the number of published research assets. Within Gartner, we also leveraged our expert insights to inform in-house DEI initiatives.

Gartner also continues to maintain the DEI Resource Center launched in 2020 for the business community at large (no Gartner membership required), with research notes and other insights. To date, these resources have been viewed more than 40,000 times.

Gartner conferences provide another opportunity for us to innovate ways to bring together our client and research communities. We aim to make those experiences welcoming and accessible for everyone. In response to the COVID-19 pandemic, we pivoted to producing virtual conferences, and during 2021, we successfully held 39 virtual conferences, including eight Symposium/Xpo conferences with more than 57,000 attendees. In addition, we hosted 450+ virtual peer networking meetings and 550+ exclusive C-level virtual meetings.

We continue to engage with a broad range of stakeholders, and based on ideas and suggestions we gathered during attendee listening sessions, advisory board meetings and from surveys, we expanded our DEI and corporate responsibility conference coverage. Conferences in 2021 included more sessions on topics relevant to traditionally underrepresented groups, as well as on equity and inclusion. We also launched the Gartner Conferences Accessibility Ambassador Program to ensure that an Accessibility Ambassador is available at every conference to provide customized accessibility support to anyone who requests accommodations.

As we plan for a return to in-person conferences in 2022, when it is safe to do so, we are planning to make DEI resources available, such as gender pronoun pins, prayer/meditation rooms and parent/mother rooms, to ensure all of our clients feel able to bring their whole selves.

Continue [here](#) to learn more about Gartner conferences.

## Sustainable Business Insights

Businesses around the globe have been under increased pressure from their customers, employees and shareholders to set more ambitious environmental, social and governance sustainability targets. Gartner is here to help with research and insights on the most challenging issues companies face as they take steps to reduce their environmental impact. In 2021, the number of fulfilled client inquiries on sustainable business more than doubled from 2020, and our experts published more than two and a half times as many research resources. Our coverage helps business leaders across functions build consensus around sustainability goals and pursue initiatives that have high impact.

Environmental impact doesn't have one cause, and its solution will not come from the actions of one company. It's a collective problem, which motivated our research teams to engage clients on collective approaches. One example is the inaugural Gartner Earth Day event focused on the role of the supply chain in global sustainability initiatives. The event included three live sessions to highlight key supply chain sustainability themes and approaches, help executives set climate targets, and discuss the role of transportation and packaging.

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**“I loved the sessions. I included our lead in global sustainability and he found them equally as insightful. The content was very well-delivered and has given me a great starting platform to build my strategy from.”**

**Senior Director Logistics, Food and Beverage Company**

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Another sustainable business research initiative was a four-part webinar series entitled “Sustainable Strategy in Action” that we launched in December after the Glasgow Climate Change Conference (COP26). The series focused on helping clients develop cross-functional, integrated approaches to sustainability challenges across the areas of supply chain, IT, finance, risk, HR, strategy and more. Webinar panelists shared analyses of COP26 discussions, research-based guidance, expert advice and practical frameworks to design a leading-edge sustainability plan for 2022 and beyond.

In 2021, Gartner also launched a resource center for the business community at large (no Gartner membership required) that includes a collection of sustainability-focused research notes. Since September 2021, the resources have been viewed nearly 10,000 times.





# 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 2020 materiality assessment. We aligned our environmental, social and governance (ESG) data to the Sustainability Accounting Standards Board (SASB) and Global Reporting Initiative (GRI). We intend to report via CDP's disclosure platform in line with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). Unless otherwise noted, this report encompasses Gartner's global operations, activities and practices during fiscal year 2021 (January 1 – December 31, 2021). 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 2021 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 (the "SEC"), which can be found on the Gartner website at [investor.gartner.com](https://investor.gartner.com).

The information included in, and any issues identified as material for purposes of, this document may not be considered material for SEC reporting purposes. In the context of this report, the term "material" is distinct from, and should not be confused with, such term as defined for SEC reporting purposes.

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](mailto:csr@gartner.com) or Investor Relations at [investor.relations@gartner.com](mailto:investor.relations@gartner.com).

## Stakeholder Engagement and Materiality Assessment

Stakeholder engagement is an important part of our operations. We gain valuable insights from engaging with a broad range of our stakeholders, including our associates, investors, clients, vendors and suppliers, nonprofit organizations, peer companies and others. These ongoing interactions help us provide insights on critical issues, emerging opportunities and risks. In 2020, we conducted a formal materiality assessment that built on our ongoing stakeholder engagement and on surveys of our associates. We have referenced SASB standard for the professional services sector and GRI. We reviewed a list of material topics for relevancy in 2021.

The following topics were identified as material:

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

# Corporate Responsibility: Performance Indicators (all figures in USD)

**SASB<sup>1</sup>**

Company Overview		
Organization name	Gartner, Inc.	
Total revenue	\$4.7 billion (rounded) – View <a href="#">Gartner Form 10-K</a> .	
<b>Geographic Revenue Split</b>		
U.S. & Canada	\$3.0 billion (rounded) – View <a href="#">Gartner Form 10-K</a> .	
Europe, Middle East & Africa (EMEA)	\$1.1 billion (rounded) – View <a href="#">Gartner Form 10-K</a> .	
Other International	\$0.5 billion (rounded) – View <a href="#">Gartner Form 10-K</a> .	
Primary brands, products, services	View <a href="#">“About Gartner”</a> section.	
Location of headquarters	Stamford, CT, USA	
Countries of operations (number of global offices)	Approximately 20 domestic and 65 international office properties	
Markets served	View <a href="#">Gartner Form 10-K</a> .	
Key stakeholders	Clients, associates, community members, shareholders and suppliers	
Reporting period	January 1 through December 31, 2021	
Report cycle	Annual	
Report contact	<a href="mailto:csr@gartner.com">csr@gartner.com</a> <a href="mailto:investor.relations@gartner.com">investor.relations@gartner.com</a>	

# Corporate Responsibility: Performance Indicators (all figures in USD)

**SASB<sup>1</sup>**

Leadership and Governance		
<b>Governance Structure</b>		
Audit Committee practices	View <a href="#">Gartner Governance Documents</a> .	
Board compensation practices	View <a href="#">Gartner Governance Documents</a> .	
Board nomination practices	View <a href="#">Gartner Governance Documents</a> .	
Total executive and nonexecutive Board members	View <a href="#">Board Members</a> .	
Board average tenure (years)	14.91	
Independent Board members (%)	91%	
Board gender diversity (%)	36%	
Board remuneration disclosure	View <a href="#">"2022 Proxy Statement"</a> .	
Code of Conduct	View <a href="#">Code of Conduct</a> .	SV-PS-510a.1
% of associates who read and acknowledged the Code of Conduct	99.8%	
Business ethics and integrity	View <a href="#">"Ethics and Compliance"</a> section. View <a href="#">CEO and CFO Code of Ethics</a> . View <a href="#">Code of Conduct and Other Policies</a> . View <a href="#">Ombuds</a> .	SV-PS-510a.1
Systemic risk management	View <a href="#">"Data Security and Protection"</a> section.	

# Corporate Responsibility: Performance Indicators (all figures in USD)

**SASB<sup>1</sup>**

Leadership and Governance (continued)		
Product governance: External certification of quality management systems	Information Security Management System ISO 27001, Business Continuity ISO 23001, EU-U.S. & Swiss-U.S. Privacy Shield Certification	
Product governance: Evidence that the company offers sustainability-related products or services	View <a href="#">“Our Clients”</a> section.	
<b>Data Privacy &amp; Security</b>		
Description of approach to identifying and addressing data security risks	View <a href="#">“Data security”</a> section.	SV-PS-230a.1
Description of policies and practices relating to collection, usage and retention of customer information	View <a href="#">Privacy Policy</a> .	SV-PS-230a.2
Scope of publicly available data protection policy	View <a href="#">Privacy Policy</a> .	
Rights provided to individuals regarding control of their data	View <a href="#">Privacy Policy</a> .	
Executive body responsible for privacy and data security	Global Data Protection Office	
Comprehensive training on data security and privacy risks to all associates	View <a href="#">“Data protection training”</a> section.	
Commitment to notify data subjects in a timely manner in case of policy changes	View <a href="#">Privacy Policy</a> .	
Clear terms involving the use of personally identifiable information (PII)	View <a href="#">Privacy Policy</a> .	
Commitment to implement leading data security safeguards	View <a href="#">“Data security”</a> section.	SV-PS-230a.1
Managerial responsibility for privacy and data security	View <a href="#">“Data protection program”</a> section.	
Regular associate training on data privacy and security issues	View <a href="#">“Data protection program”</a> section.	
Measures to prevent data security breach	View <a href="#">“Data security”</a> section.	SV-PS-230a.1

# Corporate Responsibility: Performance Indicators (all figures in USD)

**SASB<sup>1</sup>**

<b>Leadership and Governance (continued)</b>		
Data subjects can access their accounts to erase, rectify, complete or amend personal info	View <a href="#">Privacy Policy</a> .	
Clear and accessible mechanism for data subjects to raise concerns about data privacy	View <a href="#">Privacy Policy</a> .	
Regular privacy risk assessments or audit	View <a href="#">“Data security”</a> section.	
Regular security audits on the company’s technologies and practices affecting user data	View <a href="#">“Data security”</a> section.	SV-PS-230a.1
<b>Human Capital</b>		
<b>Diversity Indicators</b>		
Global associates (number)	16,576*	
Commitment to equality	View <a href="#">“Letter From Our CEO”</a> section. View <a href="#">“Promoting DEI Throughout Our Company”</a> section.	
<b>Associates by Gender (Globally)</b>		SV-PS-330a.1
Female	45.7%	
Male	54%	
Not Disclosed/Not Available	0.3%	

\*Total associates of 16,576 doesn’t include interns, full-time contractors, casual workers, etc.

## Corporate Responsibility: Performance Indicators (all figures in USD)

**SASB<sup>1</sup>**

<b>Human Capital (continued)</b>		
<b>Associates by Gender (VP+) (Globally)</b>		SV-PS-330a.1
Female	27.3%	
Male	72.5%	
Not Disclosed/Not Available	0.2%	
<b>Associates by Race/Ethnicity (U.S. Only)</b>		
White (Not Hispanic or Latino)	74.5%	
Asian (Not Hispanic or Latino)	8.3%	
Hispanic or Latino	7.2%	
Black or African American (Not Hispanic or Latino)	4.3%	
Two or More Races (Not Hispanic or Latino)	2.2%	
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)	0.2%	



# Corporate Responsibility: Performance Indicators (all figures in USD)

**SASB<sup>1</sup>**

<b>Human Capital (continued)</b>		
<b>Associates by Race/Ethnicity (U.S. Only) (VP+)</b>		
White (Not Hispanic or Latino)	80.3%	
Asian (Not Hispanic or Latino)	9.3%	
Hispanic or Latino	3.1%	
Black or African American (Not Hispanic or Latino)	1.7%	
Two or More Races (Not Hispanic or Latino)	1.8%	
Not Disclosed/Not Available	3.6%	
American Indian or Alaska Native (Not Hispanic or Latino)	0.2%	
Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)	0.1%	
<b>Recruiting</b>		
Initiatives for talent recruitment	View <a href="#">“Recruiting”</a> section.	
<b>Development &amp; Career Progression</b>		
Programs for upgrading associate skills	View <a href="#">“Development and Career Progression”</a> section.	
Sector-leading, job-specific development training programs	View <a href="#">“Training and leadership programs”</a> section.	
Comprehensive leadership development training	View <a href="#">“Training and leadership programs”</a> section.	
Initiatives for talent development	View <a href="#">“Development and Career Progression”</a> section.	
Number of training days associates receive	View <a href="#">“Training and leadership programs”</a> section.	

# Corporate Responsibility: Performance Indicators (all figures in USD)

**SASB<sup>1</sup>**

Human Capital (continued)		
Human capital development metrics	View “Development and Career Progression” section.	
Diversity mentorship programs	View “Our Associates” section.	
Formal mechanisms to promote an open feedback culture	View “Development and Career Progression” section.	
Regular formal performance reviews for all associates aligned with career development	View “Development and Career Progression” section.	
Engagement		
Associate engagement assessment	View “Engagement” section.	
Employee resource groups	View “Employee resource groups” section.	
Initiatives for talent retention	View “Engagement” section.	
Associate voluntary turnover data disclosure (%)	Total 21.8% (Voluntary 19.6%; Involuntary 2.2%)*	SV-PS-330a.2
Comprehensive benefits covering all employees	View “Associate Safety and Well-Being” section.	
Comprehensive employee stock ownership plan	View “Associate Safety and Well-Being” section.	
Corporate matches of associate giving	\$7.7 million (View “Gartner Gives Charity Match” section.)	
Associates participating in corporate match program	19% (View “Gartner Gives Charity Match” section.)	
Volunteer participation	5.3% of all associates volunteered. 18,000 hours were volunteered.	

\*Turnover is calculated based on the average monthly associate 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)

SASB<sup>1</sup>

Human Rights		
Human rights commitment	View <a href="#">Human Rights Policy</a> .	
	View <a href="#">Modern Slavery Act Statement</a> .	
Commitment to responsible sourcing	View "Procurement" section.	
Supplier Code of Conduct	View <a href="#">Gartner's Supplier Code of Conduct</a> .	
Environment		
Environmental policy	View "Our Commitment to Environmental Sustainability" section.	
Greenhouse Gas Emissions (tCO <sub>2</sub> e)		
Scope 1	586	
Scope 2 (location-based)	11,461	
Scope 2 (market-based)	9,031	
Scope 3*	9,170	
Scope 3 (business travel)	5,081	
GHG intensity (kg CO <sub>2</sub> e/SqFt)	18.3	
Energy		
Total electricity consumption (MWh)	25,398	

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

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

\* The Scope 3 emissions included those associated with business travel — which represented the largest share — as well as capital goods, fuel- and energy-related activities, and waste generated through our operations. The Scope 3 emissions did not include emissions associated with employee commuting and purchased goods and services, which we have begun calculating and expect to disclose in 2022 report.

## 2021 GRI Content Index

GRI	Disclosure Title	Source
<b>GRI 102: General Disclosures 2016</b>		
102-1	Name of the organization	Gartner, Inc.
102-2	Activities, brands, products and services	View <a href="#">“About Gartner”</a> section.
102-3	Location of headquarters	Stamford, CT, USA
102-4	Location of operations	Approximately 20 domestic and 65 international office properties View <a href="#">Gartner Form 10-K</a> .
102-5	Ownership and legal form	View <a href="#">2022 Proxy Statement</a> .
102-6	Markets served	View <a href="#">Gartner Form 10-K</a> .
102-7	Scale of the organization	Gartner 2021 headcount: 16,576* Gartner revenue: \$4.7 billion View <a href="#">Gartner Form 10-K</a> .
102-8	Information on employees and other workers	View <a href="#">“Our Associates”</a> section.
102-9	Supply chain	View <a href="#">“Procurement”</a> section.
102-10	Significant changes to the organization and its supply chain	There were no significant changes to Gartner size, structure, supply chain or ownership in 2021.
102-14	Statement from senior decision maker	View <a href="#">“Letter From Our CEO”</a> section.
102-15	Key impacts, risks and opportunities	View <a href="#">Gartner Form 10-K</a> .
102-16	Values, principles, standards and norms of behavior	View <a href="#">“Corporate Governance”</a> section.

\* Total associates of 16,576 doesn't include interns, full-time contractors, casual workers, etc.

# 2021 GRI Content Index

GRI	Disclosure Title	Source
<b>GRI 102: General Disclosures 2016 (continued)</b>		
102-17	Mechanisms for advice and concerns about ethics	View <a href="#">“Ethics and Compliance”</a> section.
102-18	Governance structure	View <a href="#">“Corporate Governance”</a> section and <a href="#">2022 Proxy Statement</a> .
102-20	Executive-level responsibility for economic, environmental and social topics	View <a href="#">“ESG governance”</a> section.
102-22	Composition of the highest governance body and its committees	View <a href="#">“Corporate Governance”</a> section and <a href="#">2022 Proxy Statement</a> .
102-23	Chair of the highest governance body	View <a href="#">2022 Proxy Statement</a> .
102-24	Nominating and selecting the highest governance body	View <a href="#">2022 Proxy Statement</a> .
102-25	Conflicts of interest	View <a href="#">2022 Proxy Statement</a> .
102-30	Effectiveness of risk management process	View <a href="#">“Risk Oversight”</a> section and <a href="#">2022 Proxy Statement</a> .
102-31	Review of economic, environmental and social topics	View <a href="#">“Our Approach to Corporate Responsibility”</a> section.
102-33	Communicating critical concerns	View <a href="#">“Corporate Governance”</a> section and <a href="#">2022 Proxy Statement</a> .
102-40	List of stakeholder groups	View <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section.
102-42	Identifying and selecting stakeholders	View <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section.
102-43	Approach to stakeholder engagement	View <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section.
102-44	Key topics and concerns raised	View <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section.
102-45	Entities included in the consolidated financial statements	We report Gartner material nonfinancial impacts for Gartner, Inc., as a single entity. View <a href="#">Gartner Form 10-K</a> .
102-46	Defining report content and topic boundaries	View <a href="#">“Reporting Approach”</a> and <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> sections.

# 2021 GRI Content Index

GRI	Disclosure Title	Source
<b>GRI 102: General Disclosures 2016 (continued)</b>		
102-47	List of material topics	View <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section.
102-50	Reporting period	January 1 through December 31, 2021
102-51	Date of most recent report	2020 Gartner Corporate Responsibility Report was published in April 2021.
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	<a href="mailto:csr@gartner.com">csr@gartner.com</a>
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	This GRI content index table specifies each of the GRI Standards included in the report. View <a href="#">“2021 GRI Content Index”</a> section.
GRI 200: Economic	Disclosure Title	Source
<b>GRI 201: Economic Performance</b>		
103-1	Explanation of the material topic and its boundary	View <a href="#">“Our Company”</a> section. For more information on how we determine our material topics, refer to the <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section of report.
103-2	The management approach and its components	View <a href="#">“Our Company”</a> section.
103-3	Evaluation of the management approach	View <a href="#">“Our Company”</a> section.
201-1	Direct economic value generated and distributed	View <a href="#">“Corporate Responsibility: Performance Indicators”</a> section and <a href="#">Gartner Form 10-K</a> .

## 2021 GRI Content Index

GRI: Environmental	Disclosure Title	Source
<b>GRI 305: Emissions</b>		
103-1	Explanation of the material topic and its boundary	View <a href="#">“Our World”</a> section. For more information on how we determine our material topics, refer to the <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section of report.
103-2	The management approach and its components	View <a href="#">“Our World”</a> section.
103-3	Evaluation of the management approach	View <a href="#">“Our World”</a> section.
305-1	Direct (Scope 1) GHG emissions	View <a href="#">“Measuring Our Footprint”</a> section.
305-2	Energy indirect (Scope 2) GHG emissions	View <a href="#">“Measuring Our Footprint”</a> section.
305-3	Other indirect (Scope 3) GHG emissions: Business Travel	View <a href="#">“Measuring Our Footprint”</a> section.
GRI 400: Social	Disclosure Title	Source
<b>GRI 401: Employment</b>		
103-1	Explanation of the material topic and its boundary	View <a href="#">“Our Associates”</a> section. For more information on how we determine our material topics, refer to the <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section of report.
103-2	The management approach and its components	View <a href="#">“Our Associates”</a> section.
103-3	Evaluation of the management approach	View <a href="#">“Our Associates”</a> section.
401-1	New employee hires and employee turnover	View <a href="#">“Corporate Responsibility: Performance Indicators”</a> 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 <a href="#">“Associate Safety and Well-Being”</a> section.

## 2021 GRI Content Index

GRI 400: Social (continued)	Disclosure Title	Source
<b>GRI 404: Training and Education</b>		
103-1	Explanation of the material topic and its boundary	View <a href="#">“Training and Leadership Programs”</a> section. For more information on how we determine our material topics, refer to the <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section of report.
103-2	The management approach and its components	View <a href="#">“Training and Leadership Programs”</a> section.
103-3	Evaluation of the management approach	View <a href="#">“Training and Leadership Programs”</a> section.
404-1	Average hours of training per year per employee	View <a href="#">“Training and Leadership Programs”</a> section.
404-2	Programs for upgrading employee skills and transition assistance programs	View <a href="#">“Training and Leadership Programs”</a> section.
404-3	Percentage of employees receiving regular performance and career development reviews	All Gartner associates across all categories receive regular performance and career development reviews. For more details, view <a href="#">“Developing talent at all levels”</a> section.
<b>GRI 405: Diversity and Equal Opportunity</b>		
103-1	Explanation of the material topic and its boundary	View <a href="#">“Our Associates”</a> section. For more information on how we determine our material topics, refer to the <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section of report.
103-2	The management approach and its components	View <a href="#">“Integrating DEI into all we do”</a> section.
103-3	Evaluation of the management approach	View <a href="#">“Our Associates”</a> section.
405-1	Diversity of governance bodies and employees	View <a href="#">“Our Associates”</a> section.



## 2021 GRI Content Index

GRI 400: Social (continued)	Disclosure Title	Source
<b>GRI 413: Local Communities</b>		
103-1	Explanation of the material topic and its boundary	View <a href="#">“Our Communities”</a> section. For more information on how we determine our material topics, refer to the <a href="#">“Stakeholder Engagement and Materiality Assessment”</a> section of report.
103-2	The management approach and its components	View <a href="#">“Our Communities”</a> section.
103-3	Evaluation of the management approach	View <a href="#">“Our Communities”</a> section.
413-1	Operations with local community engagement, impact assessments and development programs	View <a href="#">“Our Communities”</a> section.