

Section 172(1) statement

In discharging their duty to promote the interests of the Company under section 172, Companies Act 2006, the directors of the Company have regard to several factors and stakeholder interests. These are described below.

Long term consequences of business decisions and maintaining reputation for high standards of business conduct

The continued success of Gartner's business model described in the Company's Strategic Report is dependent upon its ability to provide the highest standards of independent and unbiased research and build long term relationships with clients and other stakeholders.

Maintenance of a reputation for high standards of business conduct is critical to both of these foundational elements of the Company's success, and of the wider Gartner group, and forms an inherent part of the board's decision making. Gartner's policies and procedures to safeguard its reputation, which the Company actively engages in, are described in more detail below.

Stakeholder identification and engagement

The Company recognises the importance of maintaining strong relationships with its stakeholders to create sustainable, long-term value, and the board encourages active dialogue and transparency with all its stakeholder groups. The Company has identified two external and two internal stakeholder groups which are principally relevant to the proper discharge of the duty of the directors under section 172(1) to promote the success of the Company.

COVID-19 Pandemic

2020 was an extraordinary year. The COVID-19 pandemic, global macroeconomic uncertainty, social unrest and geopolitical changes all posed significant challenges to enterprises around the world. When the COVID-19 pandemic began, we responded swiftly, prioritizing the health and well-being of our associates, clients and business partners.

Clients

Providing valuable and timely service to clients remained a top priority for us. In 2020, enterprise leaders and their teams were dealing with unprecedented levels of uncertainty. Some clients were and continue to be in particularly hard-hit industries. We supported clients by:

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

Increasing access - Launched our complimentary COVID-19 Resource Centre, available to the general public. We launched a COVID-19 Resource Centre in March 2020 to offer free guidance for the business community on how to respond, manage and prepare for the pandemic's global impact. It featured relevant, frequently updated content for all leaders — IT, HR, supply chain, finance and more — for each stage of the pandemic, from initial response to recovery and renewal. Anyone can read an article, watch a webinar, listen to a podcast or download a piece of free research without revealing their identity. This initiative mirrors a similar move on the Company's client site to make a large set of coronavirus content available to all clients, regardless of their entitlements. Our first articles to help leaders build their vaccination strategies were released as we closed 2020.

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

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

In addition, we launched a complimentary Diversity & Inclusion Client Resource Centre to help embed greater diversity, equity and inclusion in other firms' leadership and organisations.

Employees

Gartner is fundamentally a people business, and the achievement of the Company's business objectives is in part driven by its ability to attract, retain and motivate top talent. Therefore, the Company strives to offer best-in-class financial and non-financial benefits, and to foster a culture of continuous improvement and growth, including through the provision of internal and external training and development.

As the pandemic began unfolding globally in early 2020, we took immediate action on several fronts. We ensured associate safety by closing our offices. We shifted associates to temporarily work from home and suspended all business travel. As offices reopen, associates have the flexibility to continue working remotely until the anticipated date of December 2021. We also actively seek to foster associate mental health and well-being, by making it easier for associates to find resources for improving emotional and physical health and coping with uncertainty and unrest.

The Company participated in the Coronavirus Job Retention Scheme during the financial year. The support provided through the Scheme covered employees in our Conferences Business.

The Company supports a number of voluntary, employee-driven Employee Resource Groups (ERGs) that bring employees together and foster a diverse, inclusive and supportive workplace. Gartner currently has five formal ERGs:

- Mosaic at Gartner focuses on underrepresented racial, ethnic and multicultural backgrounds
- Black Employee Network supports Black associates and allies at Gartner
- Pride at Gartner represents LGBTQ associates and allies
- Veterans at Gartner is for those who served in the military
- Women at Gartner focuses on advocating issues that affect women in the workplace.

All ERGs are open to all employees, regardless of ERG name or constituency, and play a key role in driving employee engagement at Gartner.

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

The Company is committed to being an equal opportunity employer and has adopted formal diversity and inclusion policies. To make meaningful progress, we have implemented a governing model that aligns with our purpose by mobilizing our people, our communities, and our clients. Our parent Company has set up a Diversity, Equity & Inclusion (DEI) Executive Council consisting of our CEO, CHRO, CFO and General Counsel, Head of DEI, Head of DEI Research within our HR Research practise. The DEI Executive Council is aided by the Steering Committees consisting of a representative cross-section of associates worldwide with representation from each of our ERGs.

The Company is fully committed to closing the gender pay gap over time and we published our 2020/2021 gender pay gap report in April 2021. As a result of our actions, we saw a reduction in our mean gender pay gap and mean bonus gender pay gap in the last reporting year. We also saw the representation of female employees in the upper pay quartile increase.

The board recognises that the Company's business model may expose individual employees to unwanted influence from, for example, vendors seeking favourable coverage. Employees are encouraged to report instances of this type and are able at any time to refer the matter to the Office of the Ombudsman. The procedures are designed to ensure that employees are provided with a protective mechanism should unwanted influence be exerted. In addition, all Gartner employees have access to a free-of-charge hotline to report any concerns on an anonymous basis.

The Company's investment in its human capital and strong employee engagement has led to external recognition.

- UK's Leading Management Consultants
Gartner was recognised, most recently in 2021, on Financial Times (FT) UK's Leading Management Consultants list.
- World's Most Admired Companies
Gartner was recognised, most recently in 2021, on Fortune's annual list of the World's Most Admired Companies.
- Best Places to Work for LGBTQ Equality
For the sixth consecutive year, Gartner was recognised as a Best Place to Work for LGBTQ Equality with a top score of 100 percent for 2021. The Corporate Equality Index (CEI) is the nation's premier benchmarking tool on corporate policies and practices related to lesbian, gay, bisexual, transgender and queer (LGBTQ) equality, administered by the Human Rights Campaign Foundation.

Vendors

As part of its core research business, Gartner research analysts cover vendors that, based on the analysts' judgment, are significant participants in the markets Gartner covers, including both Gartner clients and non-clients.

Ensuring that vendors perceive Gartner as a source of trusted, unbiased research is critical to the success of the research business. In order to safeguard this reputation, the wider Gartner group maintains an independent Office of the Ombudsman to which both client and non-client vendors may submit a complaint about research, an analyst, the methodology used to create the research, or anything related to a draft or published document.

Guidance for vendors on how complaints are dealt with internally, together with Gartner's policies designed to ensure the independence and objectivity of its research, are published on the Gartner's website, available at <https://www.gartner.com/en/research/methodologies/independence-and-objectivity>.

The escalation of vendor complaints is dealt with, as a matter of policy, by the Office of the Ombudsman. The Office of the Ombudsman also actively solicits commentary about Gartner objectivity directly from clients, non-clients and employees and recommends process and policy improvements where applicable.

To the extent that material issues relating to the business of the Company arise, these will be reported to the board, which is responsible for ensuring that corrective action is taken where appropriate.

Owners

As a wholly owned subsidiary of the wider Gartner group, the board engages in regular dialogue with representatives from the Company's parent entity. The board of the Company includes directors appointed by Gartner, Inc., which enables the views of the wider Gartner group to be considered and discussed at board meetings. In addition, the board receives regular reports and updates on matters of strategic importance from members of the central finance and management teams within the wider Gartner group.

Impact on the environment and the community

Environment

As a research and advisory business, the Company is not a significant consumer of natural resources, it does not create large volumes of emissions or waste, and its physical footprint is small. However, in compliance with wider Gartner group policies, the Company strives to minimise its environmental impact wherever possible and actively manages its energy consumption and waste creation.

In 2020, we began transitioning to renewable energy as a step toward the larger goal of reducing our total carbon footprint. We moved to purchasing 100% renewable power for the Company's headquarters in the UK.

Communities and supply chains

The Company seeks to make a positive impact in the communities in which it operates. Throughout 2020, Gartner associates gave back to and volunteered in their local communities.

St. Mary's University Be SMART Project

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

'World of Work' Days

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

Gartner actively promotes minority-and-women-owned business enterprise (MWBE) business vendors whenever feasible in its supply chain. Towards that goal, Gartner endeavours to choose reputable suppliers which conduct their business in a manner that shows such a commitment. The Company has adopted Gartner's Supplier Code of Conduct which sets out the Gartner group's expectations on:

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

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