Gartner UK Limited
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 a number of 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 2018 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 that 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 in order 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.

Clients

A fundamental element of delivering the Company’s strategy is the provision of a world class client service offering, focusing on client engagement and retention. The Board receives regular reports on the Company’s performance, including client retention rates, being one of the key quantitative metrics by which client service and engagement is measured. Preparation for contract renewal begins well in advance of contract expiration. The Company reviews and evaluates its value-add and return on investment for the client to ensure that it offers a compelling reason for renewal. Feedback from clients is obtained through a number of formal and informal processes, including the Office of the Ombudsman described below. Any significant client issues are reported to the Board.

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 Group’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.

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.

The Company is committed to being an equal opportunity employer and has adopted formal diversity and inclusion policies.

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 four formal ERGs:

- Mosaic at Gartner focuses on underrepresented racial, ethnic and multicultural backgrounds
- 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.

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; Glassdoor’s annual Employee Choice Award recognised the Company as one of the Best Places to Work U.K. 2018, 2019.

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.

Communities and supply chains

The Company seeks to make a positive impact in the communities in which it operates and actively promotes minority- and-women-owned business enterprise (MWBE) business vendors whenever feasible in its supply chain.

Gartner is committed to conducting business in an ethical and honest manner and in compliance with all applicable laws and regulations, while furthering its values of diversity, inclusion, respect and integrity.

Toward 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.