

The Forrester logo is displayed in white, serif, all-caps font within a solid black rectangular box. The background of the entire page is a vertical gradient from yellow at the top to dark blue at the bottom, with several large, thin, yellow-outlined circles scattered across it.

FORRESTER®

2021: ESG Year In Review

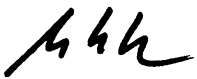
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Foreword

Since Forrester's inception, our mission has been to give leaders a clear line of sight into what's happening now and what's ahead. Strengthening our environmental, social, and governance (ESG) efforts is central to this mission.

In 2021, we made important strides in advancing our ESG commitments. We evaluated what we're doing now and where we need to improve — and built a roadmap to help us progress. We firmly believe that advancing ESG at Forrester will make us a better partner to our clients and a more responsible corporate citizen. We also believe it strengthens our culture and instills a sense of pride and purpose for our employees to belong and thrive.

Our work is far from finished. But I am proud of the progress that we've made and of the strong foundation we have laid for the future. In 2022, we will continue to take meaningful steps along this journey.



George F. Colony
Chairman and Chief Executive Officer
Forrester



Our 2021 Journey

In 2021, we prioritized two key areas of significance to our stakeholder community: advancing diversity and inclusion (D&I) and environmental sustainability. We began by evaluating our current policies and practices to identify the initiatives that would be most impactful both near- and longer-term. We conducted in-depth assessments of both areas, which enabled us to establish a baseline for tracking our year-over-year progress. This work has helped us build a roadmap for the future while revealing meaningful steps to take today.

From a governance standpoint, we provided additional transparency into our integrity and objectivity policies. We also formed an ESG steering committee to accelerate this important work.

Environmental Sustainability:

Charting A Path To A Greener Future

Forrester has long championed environmental sustainability best practices, both within our corporate practices and through supporting employee-led initiatives. We have incorporated green building standards into our office design, aligned with LEED standards when building out office spaces, invested in green technology, and promoted recycling and reuse at our office locations. Our employee-led Green Teams promote environmental volunteerism along with everyday actions that Forresterites can take to benefit the environment, both at and away from work. We recognize the criticality of sound environmental stewardship and are always seeking ways to do more.

We added a vital dimension to these efforts in 2021. We engaged our sustainability research team — which actively advises our clients on building more sustainable business strategies — to assess our carbon emissions and develop a plan to continue to lessen our environmental impact. We focused on two key areas: energy usage and transport (business travel and commuting).¹

While we found that our emissions are in line with industry standards, we know we can — and must — do better. We are taking steps that will help us reduce our carbon footprint by at least 50% by 2025. These include:

- **Shifting to anywhere-work.** In December, we announced our anywhere-work policy, allowing employees to choose when they will come into the office, depending on their work. In addition to giving employees a flexible work environment, this shift will help cut down on employee commuting significantly and allow us to reduce our carbon footprint. It will also lower our energy consumption and optimize our office spaces more efficiently.
- **Assessing travel policies.** We are also revisiting our companywide travel policies to optimize internal and external travel.
- **Cloud migration.** We are on track to eliminate emissions from our data center by 2023 by continuing to accelerate the migration of more of our platforms and services to the cloud.

¹ Emissions estimates were based on pre-pandemic (2019) data.

Social: Embracing Long-Term Commitment To Diversity And Inclusion With Near-Term Impact

In 2021, we sought to deepen and broaden the foundation we had laid a year earlier with the launching of our D&I Council and global Diversity and Inclusion Networks (DINs). We partnered with Dr. Alvin Tillery, Jr., a leading expert on diversity, inclusion, and race relations, to field the most comprehensive D&I assessment in Forrester's history.

Insights from both the survey and in-depth focus groups conducted with specific segments of our workforce have helped us build a foundation for a long-term D&I strategy.

To advance our goal of improving our collective D&I fluency, we launched a D&I resource hub for our employees and continued hosting global and regional events to educate and celebrate Forresterites' diverse heritage and range of experiences. These events brought our community together in new ways and allowed us to connect on more personal and deeper levels. On the recruiting front, our talent acquisition team drove a concerted effort to ensure that we have inclusive hiring practices and forged multiple partnerships to diversify our candidate pool.

Our efforts to advance D&I have permeated other areas of the organization, as well. In response to market needs, we leveraged our research, consulting, and events platforms to analyze D&I topics that are top of mind for our clients. We offered more D&I-themed sessions at high-profile Forrester events, including B2B Summit North America, CX North America, and CX APAC. Driven by client requests, we published several high-impact reports on specific aspects of diversity, equity, and inclusion and worked to incorporate D&I into our interactions with clients and in what we offer.

Governance

Integrity is a core value at Forrester. Our success — and our client's success — depends on the independence and objectivity of our research. We remain committed to providing honest, fair, data-informed, and quality research, and we have publicly available policies reinforcing this.

Forrester's integrity policy, research methodologies, and corporate culture guide our employees in the course

“I’ve never worked with an organization with such high participation for a voluntary study. There is so much enthusiasm for the work; this is a strong testament to the culture you already have.”

Alvin B. Tillery, Jr.
Principal and Founder, Analytic Insights
Founding Director, Center for Diversity & Democracy,
Northwestern University

of developing and disseminating our research products and services.

We take accountability for publishing fair and accurate research. In 2021, we published detailed guidance on our objectivity and integrity policies on our website to share our research methodologies publicly.

To ensure good corporate governance, our board of directors follow corporate governance guidelines, an amended and restated charter for the Audit Committee of the Board of Directors, and a charter for the Compensation and Nominating Committee of the Board. We also have a written code of business conduct and ethics that applies to all of our officers, directors and employees.

Our Compensation and Nominating Committee evaluates the composition of the board annually to ensure that the backgrounds and qualifications of the directors, considered as a group, provide a composite mix of experience, knowledge, abilities and backgrounds.

In 2021, to accelerate our ESG initiatives, we formed an ESG Steering Committee comprised of several members of our executive team.

ESG At Forrester: 2021 Highlights

In 2021, we took steps to advance diversity and inclusion and become a more sustainable organization. Our work has laid a strong foundation for our future progress.

Our Priorities

We focused our 2021 efforts on four specific areas:



**Increase our collective
D&I fluency.**



**Communicate our progress
on ESG initiatives consistently
and transparently to our key
stakeholders.**



**Create more inclusive
recruitment practices.**



**Improve our D&I and
sustainability data.**

Key Initiatives

Our multipronged approach focused on the following key areas:

Education And Celebration

- Organized global events and celebrations for Black History Month, International Women’s Day, Pride Month, and Global Ability Month
- Expanded our D&I sessions and experiences at Forrester events: 40% of speakers at 2021 events were of diverse backgrounds
- Tackled inclusive leadership, fairness in AI, and other pressing D&I topics in our research
- Conducted a “Move-A-Thon” to benefit causes meaningful to the Forrester community

Leadership Development And Training

- Offered training to leaders geared toward building a more inclusive workplace

Environment

- Conducted a sustainability assessment to better understand our carbon footprint
- Announced anywhere-work to provide flexibility to our employees — this change will also significantly accelerate our sustainability efforts

Recruitment

- Built partnerships to attract and access more talent from underrepresented groups, specifically Black, Latinx, and Native American students and professionals, veterans, and individuals with disabilities
- Expanded college recruitment efforts to focus on schools with high populations of underrepresented groups
- Elevated talent acquisition hiring processes to attract and source more diverse candidates

2022 Outlook: A Year For Bold Action

We are proud of the steps we have taken and inspired by the conversations that have resulted from this work. In 2022, we will build on the strong foundation that we have laid and amplify our impact.

To advance our sustainability efforts, we will continue to align with LEED standards in our office build-outs and institute processes to improve the precision of our carbon measurement, monitoring, and reporting. We expect the rollout of our anywhere-work policy to significantly reduce commuting-related emissions. To lower our carbon footprint further, we also will implement policies that raise the threshold for business-travel necessity.

Our diversity and inclusion work will broaden and deepen in 2022. Guided by the success of our 2021 initiatives and insights gained through our companywide assessment, we will:

- Expand global and regional D&I events, with a focus on building awareness, promoting inclusion, and celebrating diverse cultures.
- Launch companywide inclusion training, with a focused leadership track.
- Heighten our focus on hiring diverse candidates and measure our progress.
- In response to client requests, continue to expand our focus in research, consulting, and events.

Our aspiration is to become a better employer, a better partner, and a better corporate citizen. In the coming year, we will continue to take meaningful steps toward becoming more diverse, inclusive, and environmentally sustainable.