

Sustainability Report 2019

Make it
happen.

Scout24

Highlights 2019



new "WOHNEN WEITER DENKEN"
debate platform



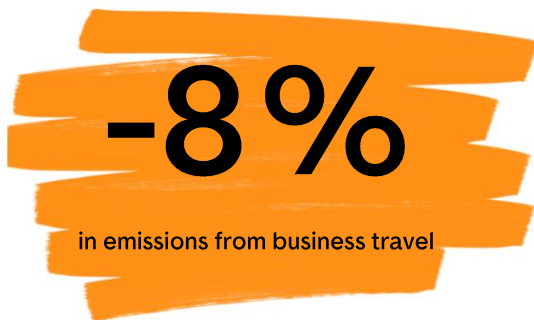
nations represented at Scout24



feedback interviews with
users in the User Lab



participants at Social Day



in emissions from business travel



of employees on
parental leave are men

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TOBIAS HARTMANN
CEO of Scout24 AG

Dear Readers,

'Make it happen' is more than just a headline: 'Make it happen' represents our attitude. We make complex decisions simple - for you, for our business partners, for our investors, for our users and for our teams. When it comes to sustainability, 'Make it happen' represents the next level of our commitment.

We are keenly aware of our corporate and social responsibility. After all, success to us is more than just raising our business results. It also entails continually improving our non-financial performance indicators. This is why we have evolved our sustainability management. We pursue an integrated sustainability approach that marries social, ecological and economic aspects.

In 2020, we are making our impact on the environment and climate a core issue. This year, we intend to systematically determine Scout24's overall ecological footprint and to implement targeted measures geared towards reducing our greenhouse gas emissions. We made solid progress in this area in 2019, for instance, by reducing our emissions due to business trips by roughly 8%. Our new Berlin office building, which ImmoScout24 will

move into in autumn 2020, meets the highest sustainability standards and will play a role in further reducing our consumption of resources. But these are just the first steps on our journey. In future, we want to better integrate sustainable offerings and solutions into our digital marketplaces.

In 2019, we also further developed our sustainability activities relating to products. With ImmoScout24, we are Germany's market leader in real estate searches, and this puts us at the very heart of the discussion concerning affordable housing. Each and every day, our team works on developing solutions that promote a functioning and fair housing market. In December 2019, we launched the freely accessible 'Rethinking how we live' debate platform: **'WOHNEN WEITER DENKEN'**. It is intended for everyone who wants to find out more and who wants to voice an opinion. We want to participate in transparent and fair discussions on the controversial issue of how to resolve the housing shortage in large cities. Among the matters we are looking at are laws and planned regulation as well as new digital solutions for the tense housing market. In the brief period since launching the platform and accompanying campaign, we have already reached more than 31 million contacts (as of January 2020). Within a few weeks, an active debate had developed on our social media channels.

In addition, we are continuing our commitment to social responsibility and to local initiatives. In 2019, more than 600 employees voluntarily supported social organisations during our Social Day. This commitment has been an important part of our corporate culture for years and is highly valued by everyone involved. The Berlin Social Academy 2019 once again gave our employees an opportunity to team up with other companies in Berlin to offer pro bono training courses for social organisations for a week. Since the Berlin Social Academy was launched in 2013, 1,900 participants have taken advantage of the courses on offer. This makes us particularly proud that Scout24 initiated the Berlin Social Academy seven years ago.

As you can see, 'Make it happen' is not just a headline. We put our plans into practice and work on comprehensive, sustainable solutions - for our company, for our stakeholders and for the community in which we live. We make it happen.

I hope you enjoy reading our 2019 sustainability report, and I look forward to a rewarding exchange of views.

Yours sincerely,



Tobias Hartmann
CEO of Scout24 AG

About Scout24 – our company profile 2019

- ✓ With its leading digital marketplaces ImmobilienScout24 in Germany and Austria and AutoScout24 across Europe, Scout24 creates connected property and mobility services. More than 1,500 employees empower users to find their new home or their new car quickly and easily.
- ✓ Both marketplaces have developed considerably over the past 21 years on the market and evolved into market networks. What they offer today by far exceeds the original classifieds portals: additional services such as the intermediation of financing, a digital application folder for flat hunting, the relocation service as well as the option to buy a car online and the car subscription are examples of how both platforms make complex decisions easier for their users and partners. This is our goal for the products offered by ImmobilienScout24 and AutoScout24.
- ✓ Scout24 AG with its registered office in Munich, Germany, is a public stock corporation listed on the MDAX stock exchange segment. For further information, please visit www.scout24.com, our Corporate Blog and Tech Blog.
- ✓ In December 2019, the listed company Scout24 AG concluded an agreement with subsidiaries of Hellman & Friedman LLC on the sale of 100% of the shares in AutoScout24, FinanceScout24 and Finanzcheck.de. The transaction is expected to be completed in the first half of 2020. This sustainability report refers to the entire Scout24 Group as of 31 December 2019.

GRI report with integrated consolidated non-financial report

GRI 102-48

- ✓ Sustainability is an important part of our corporate culture, and our sustainability report is an integral element of our communication with our stakeholders about our social, societal and environmental responsibility.
- ✓ Every two years we publish a complete online report in German and English, which is updated in alternate years. The next update will be issued in 2021. All reports and updates are available online under [BERICHT.SCOUT24.COM](https://bericht.scout24.com) and [SCOUT24.COM](https://scout24.com).
- ✓ The GRI report complies with the GRI Standards (2016) issued by the Global Reporting Initiative. This report has been prepared in accordance with the GRI Standards: Core option. Accordingly, the separate consolidated non-financial report is based on the GRI Standards: Core option. The reporting period is the 2019 financial year, i.e. from 1 January to 31 December 2019.
- ✓ The material sustainability topics, and thus the relevant report content, were identified in a quantitative materiality analysis with the involvement of all stakeholder groups > [ALSO SEE 'MATERIALITY ANALYSIS', PAGE 11](#). The GRI content index provides an overview of the GRI topics with the respective page numbers > [ALSO SEE 'GRI CONTENT INDEX', PAGE 53](#). In selected instances, the GRI disclosure numbers are integrated directly in the relevant sections.
- ✓ The separate consolidated non-financial report prepared by the Scout24 Group, which is controlled by Scout24 AG, as required by law in accordance with Articles 315b and 315c in conjunction with Articles 289b to 289e of the German Commercial Code (HGB, Handelsgesetzbuch) is integrated into this GRI report. It comprises the subsidiaries included in the consolidated financial statements by way of full consolidation > [ALSO SEE ANNUAL REPORT 2019, SECTION 'SCOPE OF CONSOLIDATION' IN THE NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS](#). If disclosures relate only to individual parts of the organisation, this is indicated. The segments AutoScout24, ImmobilienScout24 and Scout24 Consumer Services are abbreviated in such references as AS24, IS24 and CS.
- ✓ The material non-financial content within the meaning of Article 289c of the German Commercial Code (HGB) included in the separate consolidated non-financial report has been externally audited by KPMG AG Wirtschaftsprüfungsgesellschaft, is indicated by ✓ and is also highlighted in grey. Additional links and references within the externally audited content were not part of the limited assurance engagement.

Management

At Scout24, we are committed to sustainable management of the company. Integrity and transparency are the foundations of our sustainability activities. We carried out an extensive materiality analysis in 2019 so that we can focus on the right topics. The outcome: 18 topics that will shape our sustainability programme for 2020.

Our understanding of sustainability

✓ Sustainability is an important part of our corporate culture, and it involves innovation, responsibility and integrity. For us, there is no discussion that success must be measured not only by how we perform but also by how we live up to our values. It is our aim to consider societal and social conditions as well as the environment in all our business operations.

Our mission statement for our daily business

✓ The **CODE OF CONDUCT**, which is binding for all employees of the Scout24 Group, sets out our values and creates a framework for action. In addition to our four core values **> ALSO SEE 'SCOUT24 AS A FAIR AND ATTRACTIVE EMPLOYER', PAGE 28**, the following holds true for us:

- We want to reach our goals – and we want to do so by acting appropriately, responsibly, sustainably and in an exemplary manner.
- We lead by example – every single one of us must be aware our responsibility for the conduct and motivation of all colleagues.
- We respect the individual – mutual respect is the basis for our teamwork at Scout24.
- We are committed – to our employees, customers, users, business partners, society and the environment.
- We are open and honest in our communication – open communication creates a climate of mutual trust.
- We act with integrity – integrity means for us the unconditional duty to act responsibly, to recognise and comply with applicable laws and regulations as well as to avoid any conflicts of interest.
- We take a zero-tolerance stance – on any form of discrimination, fraud, bribery, corruption or any other breach of law.
- We treat data absolutely confidentially, and we communicate in a professional manner.

✓ In 2019, we took this one step further and developed a company-wide **DNA Guide for Scouts** that is based on the Code of Conduct and sets out in greater detail recommendations on how to interact with each other. We plan on issuing it in early 2020.

The CEO's responsibility for CSR

✓ In 2019, we anchored sustainability more firmly within our organisational structure by allocating responsibility directly to the CEO of the Scout24 Group. The Corporate Communications and CSR department, which reports directly to the CEO, includes a dedicated CSR Management team that is responsible for all operational and strategic measures and initiatives. Their task is to further integrate the complex topic of sustainability within our organisation. The CSR Management team reports regularly to the CEO and is also in contact with the relevant specialist departments, such as Human Resources, Marketing, Products, IT or Legal, about strategic and operational decisions.

✓ With respect to HR topics, the CSR Management team is supported by a Cares team in Berlin and in Munich. The team comprises staff from different specialist departments who help to put sustainability activities and measures into practice within our organisation. Traditionally, they help to organise, for example, annual clothing donations, Christmas wish tree charity projects for social institutions or Scout24's Social Days and make up the jury for the social impact category of our now well-established HackWeek > [ALSO SEE 'SOCIETY', PAGE 41.](#)

Outlook for 2020

✓ We have set ourselves the task of developing a sustainability programme with non-financial indicators as targets and anchoring, for the first time, specific sustainability objectives and key results (OKRs) in our corporate objectives. The focus will be placed on increasing the share of women executives from the director level upwards and reducing Scout24's ecological footprint, among other measures.

✓ Our **materiality analysis in 2019** has laid the corresponding foundation. It was very important to us to understand the expectations of our stakeholders – customers, consumers, staff, investors, social stakeholders and business partners – and to obtain their assessment of how relevant individual topics are so that we could jointly identify the content focus for Scout24 as a digital company > [ALSO SEE 'MATERIALITY ANALYSIS', PAGE 11.](#)

Materiality analysis

GRI 102-46

✓ In 2019, we performed a materiality analysis, in which we asked – for the first time – both internal and external stakeholders to share their assessments with us in an online survey. Through this systematic approach, we identified the **topics that are relevant for compliance with the legal requirements of the German CSR Directive Implementation Act (CSR-RUG, CSR-Richtlinie-Umsetzungsgesetz) as well as the Global Reporting Initiative Standards (GRI Standards)**. This also allowed us to identify the topics to focus on in future – in terms of management (e.g. in developing a sustainability strategy) and in terms of reporting. In line with our reporting cycle, we plan to revalidate these topics every two years.

Our two-step approach

✓ What we refer to as potentially material topics for Scout24 formed the basis for our survey. These had been identified in an internal process that evaluated some 135 topics of current relevance for Scout24, relevant industry standards and frameworks as well as a peer group, scaling these down to a total of **21 aspects covering the fields of management, business, team, the environment and society**. In establishing a new catalogue of topics, some material topics from 2018 were reworded and broken down with a higher level of granularity. With these changes, Scout24 wants to take account of current developments in its sustainability reporting.

✓ We have used the following **three dimensions for assessing the individual identified topics** in order to comply with the different requirements of the CSR-RUG and the GRI Standards: impact of the respective topics on the environment, employees and society; their business relevance; and their relevance for stakeholders. A purely quantitative assessment was made, supplemented in some cases by optional free text fields. The table below shows by whom each aspect was assessed:

MATERIALITY ANALYSIS FORMAT ✓

Topics and their ...	Material pursuant to:		Online-based, quantitative assessment by
	CSR-RUG	GRI	
... impact on the environment, employees and society	✓	✓	Management (executives involved in different CSR topics)
... business relevance	✓		Executive leadership team (ELT, extended management board)
... relevance for stakeholders		✓	Participants from the stakeholder groups relevant to Scout24: investors, customers, suppliers as well as business partners, employees, users, social stakeholders, network contacts

✓ The **impact on the environment, employees and society** is a criterion, both in accordance with the CSR-RUG and the GRI Standards, for identifying material topics. The impact assessment was carried out within the scope of an internal management survey (vice presidents and head ofs). The **relevance of a matter in terms of an entity’s development, position and performance**, referred to as business relevance, is the second important dimension of materiality under the CSR-RUG. This perspective was evaluated by members of the executive leadership team (ELT). By contrast, the GRI Standards have defined the **significance of a topic for stakeholders**, i.e. relevance for stakeholders, as another key assessment dimension. This perspective was examined for the first time in 2019 on the basis of an extensive online survey.

Results of our materiality analysis

GRI 102-44, 102-47, 102-49

✓ Having evaluated the three surveys, an internal workshop defined the materiality thresholds in terms of the three perspectives (impact, business relevance and stakeholder relevance). Whereas the topic of energy was not material based on the assessment, we decided after internal deliberations to include it nevertheless as a material topic within the meaning of the CSR-RUG. The rationale for the decision was that the topic of emissions is material based on the thresholds used, and more than 50% of emissions at Scout24 stem from our own energy consumption.

✓ The Scout24 Group has thus identified a total of **twelve material topics within the meaning of the CSR-RUG**, which have been allocated to non-financial aspects in the table below:

MATERIAL TOPICS UNDER THE CSR-RUG ✓

Non-financial aspects	Material topics under the CSR-RUG
Employee-related matters	Working conditions
	Training and education
	Diversity and equal opportunities
Environmental matters	Emissions
	Energy
Anti-corruption and bribery	Good corporate governance
	Ethics and integrity
	Compliance
Consumer matters	Dialogue and transparency
	Product responsibility
	Product development
	Data protection and security

✓ The materiality analysis did not identify any topics for Scout24 relating to social matters or human rights that meet the double materiality requirement of the German CSR Directive Implementation Act (CSR-RUG). These matters are therefore not addressed in the separate consolidated non-financial report.

✓ Beyond the twelve topics mentioned above, there are another four topics that are material pursuant to the materiality definition in accordance with the GRI Standards. These are:

- Waste and recycling
- Resource consumption
- Occupational health and safety
- Responsibility in the supply chain

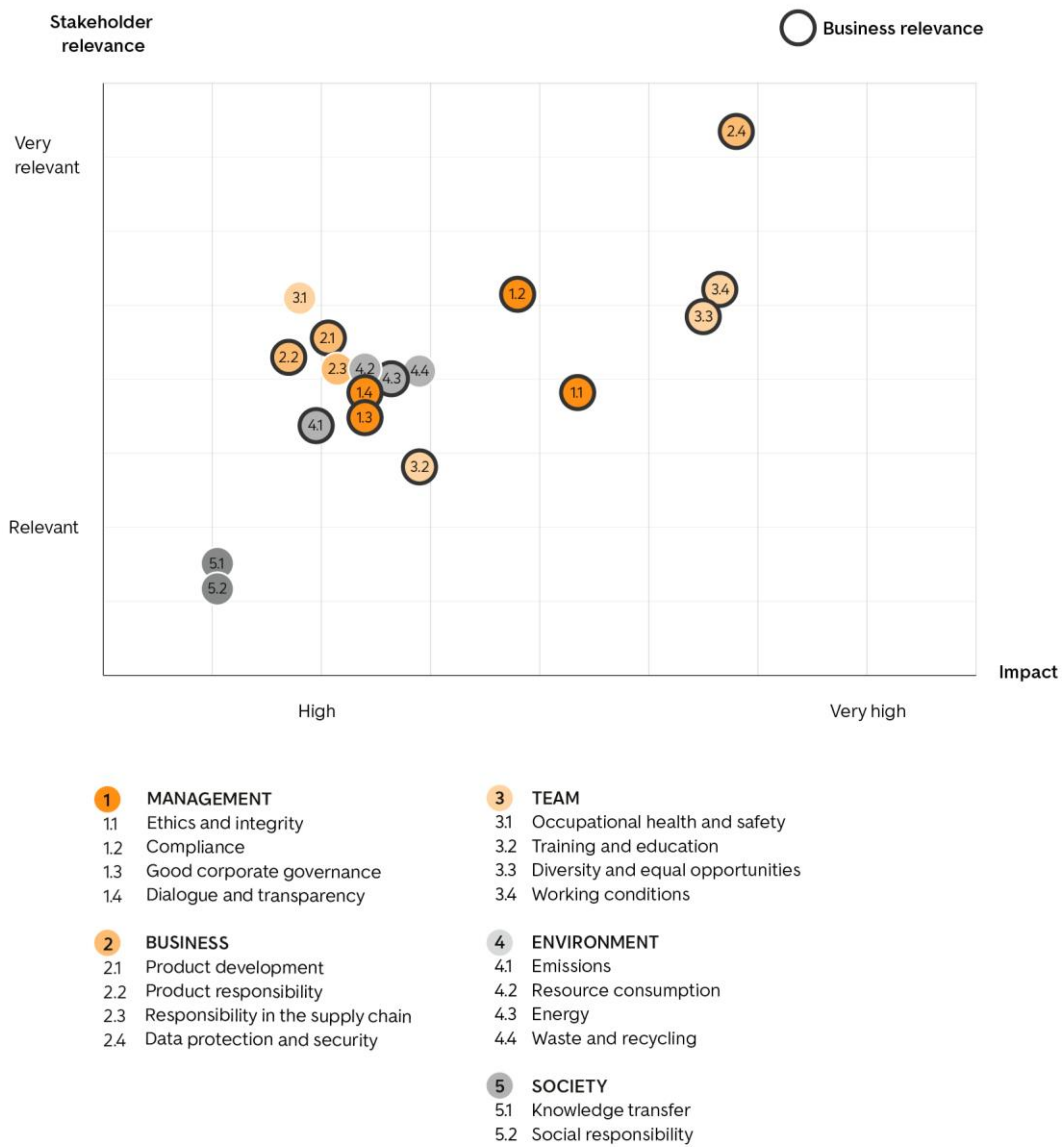
✓ In addition, there are another two topics which we have included in the reporting on a voluntary basis, as they are highly relevant to us and our stakeholders even though their impact on the environment, employees and society is assessed as low. These are:

- Social responsibility
- Knowledge transfer

2019 materiality matrix

✓ The matrix given below covers the three different perspectives (impact, business relevance and stakeholder relevance), thereby combining the different definitions of materiality under the CSR-RUG and the GRI Standards. The y-axis shows stakeholder relevance, whereas the x-axis displays the impact. Business relevance is indicated by a circular frame.

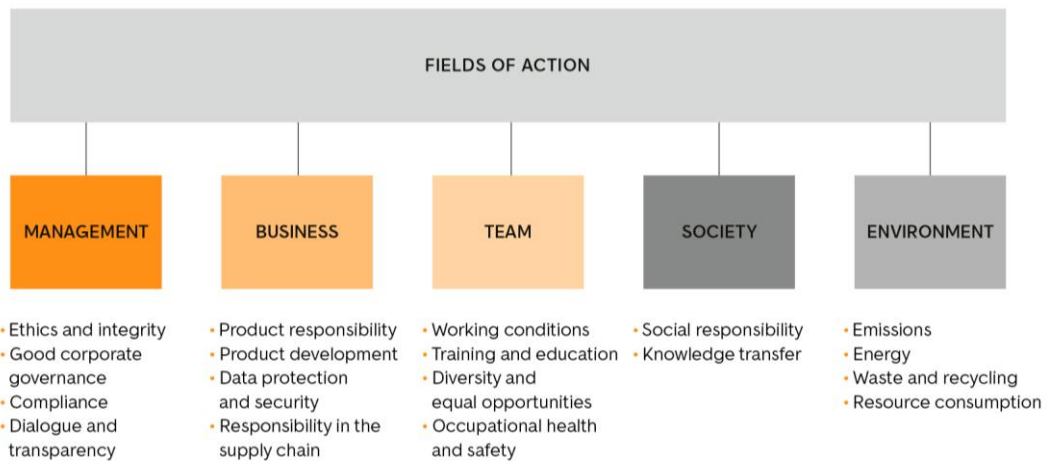
2019 MATERIALITY MATRIX ✓



Our fields of action

✓ Scout24's material topics are broken down into five fields of action for sustainability management and reporting:

OVERVIEW OF MATERIAL CSR TOPICS ✓



Dialogue and transparency

GRI 102-40, 102-42, 102-43

✓ We want to be a fair and trusted partner for our stakeholders – applying high standards to transparent information and regular dialogue and involving them purposefully in selected strategic and operational issues relating to Scout24's business operations. It is important to us to understand the changing expectations and standards of our investors, customers, suppliers and business partners, employees, users and our social environment and to take account of these in our decision-making processes. One current example is our 2019 stakeholder survey in which we asked our stakeholder groups to give us their assessment of the relevance of individual topics for Scout24.

✓ The Corporate Communications and CSR team coordinates Scout24's internal and external communication in collaboration with the specialist departments that are in contact with the respective relevant stakeholder groups in their everyday work. Besides providing general information in our annual reporting or ad hoc press releases, we attach great importance to individuality when addressing our stakeholders and also use a variety of communication channels and formats as appropriate in each case:

Stakeholder group	Communication means 2019 (selection)
Social environment	<ul style="list-style-type: none"> • Presentations and participation in panels on stakeholder engagement • Activity and exchange in CSR networks (e.g. in the Phineo network's Corporate Volunteering working group) • Berlin Social Academy 2019, incl. final event and feedback survey with NGO representatives • Social impact category in the 2019 HackWeek • Regular monthly meeting with Sozialhelden e.V.
Investors and shareholders	<ul style="list-style-type: none"> • Annual Capital Markets Day • Annual general meeting • Quarterly statements (first and third quarter) and half-year and full-year financial reports • IR releases • Various telephone conferences as required • International roadshows • Participation in conferences
Customers	<ul style="list-style-type: none"> • Regular customer satisfaction surveys • Monthly (individual) talks with customers about product ideas and the market situation • Monthly innovation tests with customers in the User Lab • Dealer Advisory Board at AS24 • Digital Nights network event • Bilateral meetings as necessary
Suppliers and business partners	<ul style="list-style-type: none"> • Visits to specialist exhibitions and trade fairs • Meetings with preferred or potential new partners
Employees	<ul style="list-style-type: none"> • Four town hall meetings (staff meetings at the Management Board's invitation) and various all-hands meetings (monothematic staff meetings initiated by the individual specialist departments for exchange on a specific subject matter, such as the contracting-party-pays principle or relocation to Berlin) • Brown bag sessions with management • Regular newsletters from different specialist departments • Quarterly dialogue between staff and managers • 2019 Engagement Survey • Intranet <p>Raising awareness for CSR:</p> <ul style="list-style-type: none"> • Campaign to launch the CSR report at the Berlin and Munich locations • Cares/CSR newsletter on social responsibility at Scout24 • Various corporate volunteering campaigns such as the annual Social Day • Social impact category in the HackWeeks
Consumers (users)	<ul style="list-style-type: none"> • Continuous tests with consumers in the User Lab to refine user experience (nearly 54 tests including 325 interviews for IS24)

Moreover, Scout24 is active in topic-specific initiatives and associations, thereby promoting an exchange with other players. The main memberships include, for instance, the German Property Federation (ZIA Zentraler Immobilien Ausschuss e.V.), the German Federal Association for Information Technology, Telecommunications and New Media (Bitkom - Bundesverband Informationswirtschaft, Telekommunikation und neue Medien e.V.), the German Federation of Compliance Managers (Berufsverband der Compliance Manager [BCM] e.V.), the code co-developed by AutoScout24 for online vehicle trading, the German Chapter of the Association of Certified Fraud Examiners (ACFE) e.V. and the German Association for the Digital Economy (Bundesverband Digitale Wirtschaft [BVDW] e.V.).

Corporate governance and compliance as a basis for trust

- ✓ Scout24 AG's management and oversight bodies strives for responsible, transparent and good corporate governance. The primordial objective is to preserve the company's trustworthiness at all times.
- ✓ As a stock corporation, Scout24 AG observes the legal requirements, including corporate governance requirements, and has the customary dual management and control structure consisting of a separate Management Board and Supervisory Board, thereby following the recommendations of the German Corporate Governance Code (DCGK, Deutscher Corporate Governance Kodex). The annual corporate governance report and the declaration of conformity with the German Corporate Governance Code can be downloaded from the website at any time.
- ✓ It is our objective that our employees comply with legal requirements, internal policies and ethical principles. These include our own Code of Conduct through which Scout24 provides its employees with a reliable framework for acting responsibly and which satisfies legal requirements and reflects the company's own ethical and social values. For the future, we aim to integrate compliance criteria into our procurement policy. That is of relevance for us even as a non-manufacturing digital company with a supply chain of low complexity > ALSO SEE 'COMPLIANCE IN THE SUPPLY CHAIN', PAGE 26.

Integrated management of corporate governance, compliance and risk management

- ✓ Key to our ability to do business is trust in us as a company. We must therefore prevent non-compliance with relevant rules and the associated risk of financial disadvantages or reputational damage to Scout24. The purpose of our compliance programme is to ensure compliance with national and international legislation, regulations and internal policies, and we take a zero-tolerance stance in this respect.
- ✓ Overall responsibility rests with the Management Board. The Governance, Risk and Compliance department that reports directly to the Management Board is also in charge of compliance and risk management as well as the internal control system (ICS) for the Scout24 Group as a whole. The general counsel appointed by the Management Board acts as the chief compliance officer. The Supervisory Board is kept informed on a regular basis about compliance activities and receives a copy of the internal audit function's report.
- ✓ In our compliance programme, we have broken down the overarching objective of compliance with laws and requirements into specific, defined compliance objectives. They are the measure of our entrepreneurial action within the entire Scout24 Group and are closely linked to the corporate objectives:
 - Avoiding liability and reputational risks
 - Creating transparency for the executive management/Management Board and hence for a simpler and better-informed platform for reaching business decisions
 - Creating transparency for stakeholders
 - Protecting the brand and business value of Scout24 by avoiding negative reports

✓ In order to achieve these objectives, Scout24 has established and implemented instruments as part of the compliance programme. These include:

- Data protection policy
- Anti-corruption policy
- Gift policy/conflicts of interest
- Internal consequence management
- Signature rights policy
- Code of Conduct
- Quarterly compliance risk assessment
- Annual tracking of measures derived from the compliance risk assessment

Zero-tolerance stance on corruption and anticompetitive behaviour

✓ The focus areas of our centrally managed compliance programme include anti-corruption and avoiding anticompetitive behaviour, as the integrity of each and every employee is the basic condition for trust-based collaboration. Our priority is to avoid conflicts between business and personal interests and prevent corrupt behaviour. We train our staff accordingly at the Welcome Days as well as with the help of training videos on the topics of anti-corruption and price fixing. These are available in our learning management tool in order to provide staff with information about how to avert anticompetitive behaviour **> ALSO SEE 'TAILORED TRAINING AND EDUCATION', PAGE 32**. The training courses and videos include the relevant policies that we have implemented throughout the company. Alongside the Code of Conduct, these include our policies on the prevention of corruption and other conflicts of interest and our policies on acceptance and granting of gifts, invitations, hospitality and other benefits. We are not aware of any litigation in 2019 due to anticompetitive behaviour in this connection.

Informing and raising awareness among all Scouts

✓ The General Counsel and the Compliance departments are among our main internal contacts for all compliance-related issues. All employees additionally are entitled to consult our external ombudsman (lawyer), who can be contacted via a compliance hotline and email address specifically set up for this purpose; in doing so, they can also remain anonymous if they wish. The ombudsman provides a link between Scout24 and the person making the report, ensuring that a response is forwarded and that the whistleblower remains anonymous. If necessary, the Compliance department conducts confidential, internal investigations, protecting the anonymity of the whistle-blower and the affected party. One possible outcome are adjustments to internal processes or structures. For 2019, we are not aware of any compliance incidents giving rise to substantial fines or non-monetary sanctions on grounds of non-compliance with laws and/or regulations in the social and economic spheres.

✓ Compliance training is to be made a constituent part of our learning management tool **> ALSO SEE 'TAILORED TRAINING AND EDUCATION', PAGE 32**, in 2020 to keep our employees regularly informed and raise their awareness for lawful conduct. In 2019, a total of 331 participants received training on these issues as part of their onboarding (2018: 337). Our video training series, which won the Outstanding Security Performance Award in 2016, is available to all employees. In addition, our compliance-related guidance, manuals and further information are available for downloading from our intranet at any time. A regular, internal newsletter provides current information on compliance issues.

Documentation and information duties on our digital marketplaces

- ✓ One further example of our compliance activities is how we satisfy the documentation and information duties resulting from the legal requirements applicable to our business operations. These include the German Telemedia Act (TMG, Telemediengesetz), the German Price Indication Regulation (PAngV, Preisangabenverordnung), data protection acts, various labelling regulations and the German Energy-Saving Ordinance (EnEV, Energieeinsparverordnung). The input masks for preparing listings on both of our marketplaces contain the relevant mandatory fields and are updated whenever labelling or information requirements change.
- ✓ In addition, we have created internal structures and processes to provide listers on our marketplaces with the best possible support for them to satisfy their responsibility to label their listings as required and ensure transparency. Our Customer Marketing team therefore keeps in contact with agents or dealers and private listers on ImmobilienScout24 and AutoScout24 to share information about new directives or amendments of the law **>ALSO SEE 'DIALOGUE AND TRANSPARENCY', PAGE 14**. Our Legal department provides cross-segment support in the product development process to enable listers to enter their data correctly when preparing a listing. The Consumer Experience department is in charge of the technical implementation, i.e. of making the relevant information visible.
- ✓ Another concrete example is the code (Kodex für den Fahrzeughandel im Internet) co-developed and established by AutoScout24 for online vehicle trading. The partners in this initiative over several years are the German Automobile Association (ADAC e.V.), the German Agency to Combat Unfair Competition (Wettbewerbszentrale), the German Federation for Motor Trades and Repairs (ZDK, Zentralverband Deutsches Kraftfahrzeuggewerbe e.V.) and mobile.de. The code sets out binding rules governing how to make the contents of listings as transparent as possible or which information, for example, on CO₂ emissions or conduct is required of car dealers.
- ✓ For 2019, there were no known breaches in conjunction with product and service information and labelling at ImmobilienScout24 or Autoscout24. ImmobilienScout24 received a warning notice in 2019 for one breach of the German Act against Unfair Competition (UWG, Gesetz gegen den unlauteren Wettbewerb) in conjunction with marketing and communication regulations owing to misleading advertising. ImmobilienScout24 immediately discontinued the unlawful conduct and issued a modified covenant to cease and desist with a penalty clause. In addition, ImmobilienScout24 had to pay contractual fines of EUR 2,500, EUR 3,000 and EUR 4,000 on account of breaches of other covenants to cease and desist. These breaches were immediately remedied, the fines paid and the processes for monitoring covenants to cease and desist were optimised further. In December 2019, the Regional Court of Berlin also approved a request for an injunction in competition law proceedings against ImmobilienScout24 relating to a marketing statement. ImmobilienScout24 accepted the ruling and immediately removed the statements. AutoScout24 received 19 warning notices from Environmental Action Germany (Deutsche Umwelthilfe e.V.) relating to different Facebook postings on account of a breach of the covenant to cease and desist signed by AutoScout24 in 2018 and was requested to pay a contractual fine. AutoScout24 has rejected this request in full. Without acknowledging a legal duty to do so, AutoScout24 has nevertheless changed the related reporting. A corresponding legal action was filed against AutoScout24 in 2020.

Risk management

- ✓ There are risks inherent in our business operations that can affect us either individually or as a company. In order to ensure that we and our company are successful in the long term, we aim to identify and assess these risks at an early stage. That is the prerequisite for us to develop and implement preventive as well as ad hoc and targeted measures to effectively mitigate and manage business risks. This is intended to provide legal certainty and certainty for our actions and to ensure sustainable success for the company.

- ✓ By **linking compliance and risk management with the internal control system (ICS)**, we pool all control-related and monitoring tools centrally such that we are in a position to effectively manage them. The ICS is an integral part of the risk management system and comprises the entirety of the policies and measures, principles and procedures to achieve the corporate objectives. It is especially intended to ensure the security and efficiency of business processes as well as the reliability of the financial reporting. The risk management function has the goal of systematically recording and assessing risks, and it aims to handle such risks in a controlled manner. All management approaches and systems reflect the internationally recognised COSO Enterprise Risk Management Framework of the Committee of Sponsoring Organizations of the Treadway Commission. The three areas of risk management, compliance and ICS are regularly audited by the internal audit function, which reports directly to the Supervisory Board.
- ✓ One important milestone was the **integration of social and environmental risks to Scout24 in the internal risk assessment** in 2018, which covers issues such as climate, product safety or customer satisfaction. Each individual financial and non-financial risk anchored in the ERM is assessed by the respective specialist department in close consultation with risk management on a quarterly basis using quantitative parameters, probability of occurrence and the potential financial impact and is reported to the executive leadership team (ELT). Every six months, the Supervisory Board receives a report on the current risk situation and the Scout24 Group's risk inventory. Once a year, risks and opportunities are published as part of the annual report. Outside of the regular assessments, we also report on new risks or risks that have a high potential of having a negative financial impact so that we can respond in a timely and appropriate manner. This approach is in accordance with the early warning system for the detection of risks as required by the German Stock Corporation Act (AktG, Aktiengesetz).
- ✓ Risk management concentrates predominantly on those activities that will substantially affect future profits and are important for the company's future prospects. We classify the risks by what are referred to as risk areas: external, financial, operational, strategic and compliance risks.
- ✓ At the time of preparing the management report we assess the risks as limited, and the overall risk position is manageable. Compared with the previous year 2018, no (fundamental) change has occurred in the overall risk position. There are currently no identifiable risks that, either individually or collectively, could lead to a significant or prolonged deterioration in the Scout24 Group's results of operations, financial position and net assets or would constitute a risk to the Group's ability to continue as a going concern or could have a serious negative impact on the environment, society or the reputation of the Group. Further information is available in the 'Risk and opportunities' section of the 2019 management report **> ALSO SEE ANNUAL REPORT 2019, 'RISK AND OPPORTUNITIES REPORT'**.
- ✓ Scout24's continuous risk assessment is supplemented by an **annual assessment, in accordance with the German CSR Directive Implementation Act (CSR-RUG)**, of the non-financial risks relating to non-financial topics identified as material. In line with company-wide risk management, the risks are assessed with the involvement of all relevant specialist departments on the basis of the criteria of impact and probability of occurrence. The net analysis did not reveal any significant risks for the 2019 reporting year that are highly likely to occur and involve a serious negative impact on non-financial aspects.

Business

Digital marketplaces are our business. We bring together supply and demand. Data security and fraud prevention have top priority on our platforms. Our security measures are constantly reviewed and updated.

In developing our range of products further, we place a focus on sustainable product solutions. At the same time, we concentrate on making our websites barrier-free and highlighting environmental criteria in listings.

Focus on sustainable product development

- ✓ It is our aim to make the best possible use of our technological and specialist competences in order to design our digital marketplaces such that they are optimally aligned with the needs of our customers and users and are easy and efficient to access.
- ✓ To this end, we are in contact with our customers, lobby groups and the interested public to identify potential for improvement and find specific solutions. We use the regular HackWeeks at Scout24, our internal idea lab, to develop marketable and needs-driven innovations.

In partnership with our customers

- ✓ We take a proactive approach, seeking a **direct exchange with our customers** and, with their help, we optimise our products and services together. The Customer Care and Sales departments are responsible for customer support and satisfaction.
- ✓ We measure customer satisfaction with the help of an **ongoing online survey** on the website and in the apps. In the survey, we ask our customers directly whether they like certain functions and to tell us what we can improve. Feedback also reaches us through our sales staff having direct contact to customers.

We attach great importance to collaborating with our customers in the spirit of partnership. Take **AutoScout24's Dealer Advisory Board** as an example: created in 2017, the board allows us to get together four times a year, either personally or on the phone, with around 15 dealers to talk about the development and optimisation of our products and services. At the initiative of the advisory board, AutoScout24 developed the price assessment service, for example, to offer users greater transparency about the value for money of listed vehicles.

Strengthening the consumer experience – with new functionality and more barrier-free accessibility

- ✓ In order to test how user-friendly our products are and refine them if necessary, our User Experience Research team performed one to two user tests each month in the form of interviews throughout 2019.
- ✓ This feedback encouraged us, for example, at ImmobilienScout24 to integrate the **function for calculating travel time in our apps**. This function calculates the distance from the advertised property to personally selected locations, such as the workplace, childcare facility or fitness studio, either by car, public transport or on foot.

One particular challenge that our users face remains unchanged: to find somewhere to live that is available and affordable. The situation in the cities has been the same for years – the lack of rental flats combined with a high demand mean that often tens or hundreds of users apply for one listing and the listings themselves are online for just a few hours. Our premium memberships offer special support in such cases. For example, our **premium service for consumers looking for a place to rent** includes a digital application folder. This collects all application documents required so that the application process can be handled more efficiently. It also protects personal data, as these do not need to be disclosed if it is not necessary. In 2019, we were able to add new functionalities to this service. One example is the opportunities analysis, which shows,

among other things, how many applicants have already contacted the lister. In November 2019, we launched the **premium service for consumers seeking properties to buy**. This new service includes specific offers for buyers, such as the option to have exclusive listings displayed at an early stage.

✓ One of the main aspects we are focusing on is to further improve access for our users and remove any existing barriers, in particular for visually impaired persons. To this end, the respective platform team responsible in the Consumer Experience department continuously checks whether the **requirements of the international Web Content Accessibility Guidelines (WCAG)** can be implemented. The redesign of our websites developed in 2019 reflects our efforts in this respect. At our Social Day 2019, a three-strong internal team worked on making the design of our websites even more compatible with screen readers to further facilitate use of our ImmobilienScout24 platform for people with visual impairments.

✓ We also receive important impetus in this context from our **cooperation of many years with the Berlin-based association Sozialhelden e.V.**, our immediate neighbours in Berlin. Together we discuss concrete potential for improving access to our digital platforms, and we have been able to realise quite a few improvements over the past few years to give people with a disability or impairment better access. Examples on the ImmobilienScout24 platform include the adjustment of search criteria to include barrier-free access and the integration of what is referred to as **Wheelmap, a map of wheelchair-accessible places**. In a first step, we included it in the property listing and in 2018 also in the list of results. It can now already be activated in the map search and assist in finding barrier-free properties faster.

Further impetus from our HackWeeks

✓ Twice a year, we hold internal HackWeeks at ImmobilienScout24 and AutoScout24 at which our employees develop innovative technology and product solutions. The social impact was introduced as the fixed category in the Hackweeks in 2018 as a further development of the Social Hackdays we held for the first time in 2017 in Berlin. Our CSR Management team and members of the Cares team make up the jury for this Hackweek category.

✓ In 2019, in the **social impact category**, twelve members of staff took a closer look at the information given in listings about a property's energy performance certificate. They found that approximately 30% of listed properties have an energy performance certificate. The project group set about presenting this information more transparently. In a first step on the Internet, the energy performance certificate logos of efficiency classes B to A+ were integrated in the images in the list of results.

✓ In the Android app, we were also able to improve visibility by replacing the energy class indicated in property listings with the respective logo. In addition, energy efficiency classes B to A+ are already displayed in the property listing title in the Android app. Aside from visibility, the search function for properties with certain energy efficiency classes was optimised.

Sharing our real estate and automotive market expertise

✓ As a corporate citizen, we want to make a contribution with our know-how to the public discussion and creation of a functioning property market.

✓ In 2019, we launched the freely accessible **PLATFORM FOR DEBATE 'WOHNEN WEITER DENKEN'**. This platform offers a stage for discussing the most pressing housing policy issues of our times with different lobby groups. The latter include all interested individuals as well as initiatives, associations and experts. It is important to us to engage in transparent, fair as well as controversial discussions. The focus is placed on laws and regulation projects as well as ideas and innovative solutions for the tight housing market. Within this platform, we use different formats. Besides video debates and podcasts, we also use informational charts and fact checks to provide information or conduct street surveys and flash polls. This way, we want to provide orientation for the industry and highlight solutions that offer potential. As part of our large public

campaign 'Baut, was gesucht wird!' (Build what people seek!) in 2018, we had previously analysed which flats are most popular in Germany and had presented ten key demands for a better housing market. One core statement is the call for new construction projects to be aligned more closely with real demand.

Our rent maps for six cities that show the average rent for a 70 square metre flat provide greater transparency. We have also prepared comparable information about the rent payable for office space and new properties built in selected cities.

AutoScout24 provides information specifically about alternative drive systems on an electric cars microsite WWW.AUTOSCOOUT24.DE/AUTO/ELEKTROAUTO. It enables us to help inform the general public about hybrid and electric vehicles and to promote climate-friendly mobility.

Responsibility for our products

✓ Web-based products form the basis of our business model. We place great importance on online security and combating fraud to protect our customers and users against cybercrime – for example, in the form of data phishing or fraudulent listings. Fake property listings or 'advance payment fraud' can cause financial losses for our users and damage Scout24's reputation.

Ensuring security

✓ Our goal is to avoid fraud and data theft at Scout24. We take a preventive approach to our product responsibility and employ all technical means available to prevent the misuse of information on our websites as far as possible. We combat fraud attempts by identifying and removing fake listings as quickly as possible.

✓ Our internal Trust team at Scout24 is responsible for preventing fraud and specialises in identifying fraud attempts at an early stage and implementing systematic measures. Any suspect listings are reviewed and, if necessary, removed by the Customer Care team.

✓ We invariably also consider new developments in this respect and adjust our internal processes and policies as necessary. In order to ensure that security issues are addressed better and more specifically, our Security and Trust department was restructured in 2019. We have four teams, each of which have specific responsibilities:

- Security Management: issuing policies (based on industry standard ISO 27001), reporting, risk management and audits
- Security Intelligence: ensuring attacks are identified and foiled
- Security Engineering: supporting secure product development
- Trust and Identity: detecting and combating fraud, phishing and spam

✓ The current status in all four areas is reported to management each month.

✓ Information security at Scout24 is also integrated in the company-wide risk management. This allows us to continuously assess potential security risks. We evaluate the efficiency and effectiveness of defined security measures using industry-standard metrics that show the probability of occurrence and potential financial impact. They combine internal and external assessments of Scout24's vulnerability to attacks on the basis of all information available.

✓ For us, information security is also a continuous improvement process. That is why we also have independent third parties conduct regular security tests (e.g. penetration tests). Any improvements required are forwarded to the officers responsible and implemented in accordance with a defined risk management process.

Our anti-fraud measures

✓ Scout24 has a range of methods to identify fake listings depending on the case at hand. These are either based on a self-learning filter system, or they test listings for certain characteristics. In addition, we actively call upon our users to contribute to security and report any scam listings as fraud by clicking on the 'Report the listing' button. The Customer Care team reviews the listings and deletes them if necessary. On top of this, to protect our users from data phishing, we offer a two-step login and recommend that users activate it.

✓ In 2018, we adopted a cloud security baseline. It includes access rules, encryption and continuous monitoring of all cloud resources. The cloud security baseline has already been implemented. In 2019, we made great progress with automating security issues in order to be able to respond even faster.

✓ Aside from the security processes in place, we provide our users with targeted and proactive information. To this end, we have set up the websites WWW.SICHERHEIT.IMMOBILIENSCOUT24.DE and WWW.SICHERERAUTOKAUF.DE to answer frequently asked questions that arise for users, provide information on scams and give details of contacts. In addition, we send out general informative material by email and draw the general public's attention to these issues in media interviews.

✓ As in previous years, the number of fraudulent listings on our Scout24 platforms is a very low single-digit percentage in relation to our active property portfolio. The number of fraudulent accounts determined each month is also a low double-digit percentage of the number of new customer account registrations.

Data protection and data security

✓ The trust that customers, business partners, the general public, employees and investors place in us and our brands is invaluable. For the Scout24 Group as an operator of digital marketplaces in Germany and Europe, data privacy and data security are a high priority and a fundamental part of how we see ourselves. It is our ambition to handle the data we compile, collect, store or use in a responsible manner in compliance with legislation.

Data compliance based on efficient processes and structures

✓ The purpose of data privacy is to protect individuals from infringements of their privacy right when processing their personal data. Therefore, it is our goal to rule out, by means of internal processes and structures, any misuse or loss of data through unauthorised access to personal data and information, to avoid damage to persons and to safeguard the right to informational self-determination.

✓ Compliance with data protection requirements is one of the core tasks of the Management Board and therefore part of entrepreneurial management responsibility. At Scout24, we have established a data pro-

tection organisation that delegates certain data protection duties and shares responsibility for compliance with data protection requirements among the operating, specialist departments and functional units.

- ✓ At the level of Scout24 AG, the data protection officer coordinates all relevant measures and advises the Management Board. The data protection officer has the support of data coordinators, who are the first point of contact in the individual departments for any issues relating to data protection. They are appointed locally by the respective team lead or the vice president and are trained by the data protection officer. Where required by law, the subsidiaries appoint their own data protection officers, who are in close contact with the data protection officer at Scout24 AG.
- ✓ Our company-wide **DATA PROTECTION CODE OF CONDUCT** has established compliance with data protection requirements as a joint task for all Scout24 Group employees. It sets out specific work instructions for using and processing personal and confidential data exclusively within the permitted framework in accordance with data protection requirements.
- ✓ We have established processes with respect to our products in order to verify that new developments comply with data privacy and security requirements. For example, all external service providers or corporation partners who have access to personal data are checked and approved by the Legal department. All new Scout24 hires attend an introduction to data protection during the Welcome Days and later receive department- or topic-specific training. Introduced in September 2019, our online range of training on processing personal data is available for use at any time on a voluntary basis at present. From 2020, annual participation will be mandatory.
- ✓ In addition, Scout24 Group entities are subject to internal audits of data protection compliance in order to review Group-wide data protection management and identify potential for improvement. The last audit in this regard took place in 2018. Most fields of action identified in this audit have been completed.

Responsible approach to complaints

- ✓ In the event of any complaints, there are various ways to contact us – in person, by phone, electronically using the email address provided in the data protection information or anonymously via our whistle-blower system or the external ombudsman. Customers can also contact our Customer Care service directly. In the 2019 reporting year, the company received nine complaints from supervisory authorities. In total, there were four incidents of data loss determined in connection with customer data, including phishing.

Compliance in the supply chain

For Scout24 as a non-manufacturing digital company with a supply chain of low complexity, the following supplier groups are relevant: service providers for IT, online marketing, marketing, HR, consulting and facility management as well as hardware and software providers.

Our supplier and procurement management is based on our procurement policy, which was updated again in 2019 with the new version expected to take effect in 2020. Aside from price, quality, reliability and innovative power, sustainability and resource conservation are additional criteria used to select products and suppliers. This allows us to select services and products to a greater extent on the basis of social, human rights and environmental aspects, for example, by including suppliers' sustainability initiatives or programmes in future requests for proposals.

For the next two years the task will be to develop suitable KPIs and identify the specific requirements for Scout24 arising from the National Action Plan on Business and Human Rights (NAP).

The Global Procurement department coordinates all steps of the respective procurement processes centrally and manages these in the Coupa procurement system. This online tool was refined strategically in 2019 through revision of the invoice handling process, evaluation of the order process and expansion of the number of suppliers connected to the system.

In 2019, the Scout24 Group had a procurement volume of EUR 147 million (2018: EUR 160 million). The Group sourced products and services from a total of approximately 1,200 suppliers (2018: approx. 1,500). Around 64% of all suppliers in 2019 were from Germany, and 18% thereof were from the surrounding regions of our Berlin and Munich offices.

Team

We are not lone wolves; we are a team. That is why it is particularly important to us to offer our employees an appealing working environment. In addition to a positive atmosphere, this includes individual training and education opportunities, fair remuneration and work–life balance. And we also take care to protect the health of our employees and ensure their safety.

Scout24 as a fair and attractive employer

For more than 20 years, we have been an agile, dynamic and multicultural company at which our employees make a difference. We promote entrepreneurial thinking and innovation, we embrace diversity and equal opportunities, and we tackle changes in our daily work, ensure occupational health and safe workplaces, offer bespoke training and education formats and seek to find the best talents for Scout24. We do this by communicating openly and constructively with our employees and finding personalised solutions.

✓ Our **CODE OF CONDUCT** provides a binding framework to this end. It applies to all employees throughout the Scout24 Group regardless of hierarchical level > **ALSO SEE 'OUR UNDERSTANDING OF SUSTAINABILITY', PAGE 9**. Essential components of the Code of Conduct are the four **core values**. They define who we are, what we do and, above all, how we do it. They define our culture and demand our commitment to exemplary conduct:

OUR CORE VALUES AND LEADERSHIP BEHAVIOURS



✓ In order to translate our core values into concrete recommendations for action, a cross-hierarchical working group comprising staff from multiple teams redefined and sharpened the corporate culture and, in turn, the way we see ourselves in 2019. The result will be a company-wide **DNA Guide for Scouts**, which will be published in 2020.

✓ The People, Organisation and Culture team, whose vice president reports directly to the CEO, is responsible for HR work throughout the Scout24 Group.

We value our employees' feedback

- ✓ In our since established annual **Engagement Surveys**, we ask our employees to tell us what they expect from an attractive working environment and how satisfied they are with Scout24. This involves two steps:
 - The comprehensive employee survey is conducted in the second quarter of each year. It contains about 55 questions on various topics, such as working environment, team spirit and cooperation, corporate culture and personal development. Scout24's social responsibility is also addressed.
 - In a supplementary short survey at the end of the reporting year, the progress of the measures implemented are measured, with a view to making further adjustments if necessary.
- ✓ The participation rate in 2019 was 86% in each case. Based on the results, various measures are prioritised and implemented to increase **employee satisfaction**. At the request of the respondents, these measures and the respective implementation progress are on the agenda of our regular town hall meetings with staff.
- ✓ This year, the measures focused on further establishing the leadership culture, including through the leadership programme, and on promoting personal development opportunities, particularly through the Scout24Academy Learning Management Platform > **ALSO SEE 'TAILORED TRAINING AND EDUCATION', PAGE 32**.

The HR structure at a glance

- ✓ The HR indicators are given for the legal entities of the Scout24 Group. Only the consolidated number of employees can be provided for the Group as a whole. All other HR metrics are currently available only for the three largest entities in the Scout24 Group: ImmobilienScout24 in Berlin as well as AutoScout24 and Scout24 AG in Munich. Those figures are systematically and uniformly compiled by the Controlling department through the payroll programme. As a rule, we express the number of employees in terms of full-time equivalent (FTE). These are reported as of the cut-off date (31 December 2019). Active and inactive employees (those on parental leave, long-term sick leave or unpaid leave) are recorded separately, as is the number of students (including interns, apprentices and trainees).

As of 31 December 2019, the Scout24 Group had 1,538 employees in six European countries. With more than 30% of employees, ImmobilienScout24 is the largest company. Women accounted for 39% of the workforce, which was exactly the same share as in the previous year. In 2019, 97% of employees at Scout24 Germany had permanent employment contracts (2018: 92%) (AS24: 98% [2018: 94%], IS24: 96% [2018: 90%], Scout24 AG: 97% [2018: 93%]). In the reporting year, part-time employees made up 11% (2018: 9%) (AS24: 6% [2018: 9%], IS24: 15% [2018: 11%], Scout24 AG: 8% [2018: 7%]).

EMPLOYEES (FTE) BY REGION¹

	2019	2018	2017
Total employees (FTE²) of Scout24³	1,537.8	1,519.1	1,244.2
AS24 total	338.7	353.3	366.9
of which AS24 (DE)	229.7	234.1	243.9
AS24 (IT)	45.6	44.3	39.9
AS24 (NL)	27.1	23.2	31.6
AS24 (ES)	0.0	20.7	22.5
AS24 (BE)	21.0	18.0	20.0
AS24 (AT)	15.4	13.0	9.0
IS24 total (incl. FlowFact)	594.1	644.5	655.6
of which IS24 (DE)	559.1	607.8	620.7
IS24 (AT)	34.3	36.0	34.1
IS24 (CH)	0.7	0.7	0.7
Finanzcheck (DE)	337.9	284.1	0.0
Scout24 AG (DE)	267.2	237.3	221.7

¹ Numbers might not exactly add up to the totals indicated due to rounding differences.

² FTE: full-time equivalent without students; cut-off date: 31 December 2019.

³ The total number includes all employees as recorded in the annual financial statements for 2019.

EMPLOYEES (FTE) BY EMPLOYMENT RELATIONSHIP¹

	AutoScout24		ImmobilienScout24		Scout24 AG	
	2019	2018	2019	2018	2019	2018
Employees with permanent contracts	225.9	219.5	456.6	445.6	258.4	221.3
of which women	35%	37%	40%	41%	41%	37%
of which men	65%	63%	60%	59%	59%	63%
Employees with temporary contracts	3.8	14.6	17.2	49.4	8.8	16.0
of which women	47%	40%	60%	47%	43%	13%
of which men	53%	60%	40%	53%	57%	88%
Employees with full-time contracts	216.0	214.0	405.0	441.0	245.0	220.0
of which women	33%	35%	37%	38%	38%	33%
of which men	67%	65%	63%	62%	62%	67%
Employees with part-time contracts	13.7	20.1	68.8	54.0	22.2	17.3
of which women	67%	60%	64%	68%	72%	65%
of which men	33%	40%	36%	32%	28%	35%

¹ Numbers might not exactly add up to the totals indicated due to rounding differences.

At 25%, the proportion of new hires remained constant in 2019 compared with the previous year. 21% of employees at AutoScout24 were new hires (2018: 25%), while the corresponding figure was 22% at ImmobilienScout24 (2018: 23%) and 36% at Scout24 AG (2018: 29%). 61% of the new hires are male (2018: 54%).

✓ In the reporting year, the total turnover rate was 25% (AS24: 20%; IS24: 26%; Scout24 AG: 28%). In the dynamic Internet sector, it is quite common for employees to only stay with a company for a few years.

TERMINATIONS AND NEW HIRES (FTE FOR AS24, IS24 AND SCOUT24 AG) ¹			
	2019	2018	2017
Terminations	243.7	215.4	240.3
of which AS24	47.4	68.9	72.9
of which women	37.1%	35.0%	25.6%
of which men	62.9%	65.0%	74.4%
of which IS24	130.6	92.2	140.3
of which women	42.9%	40.3%	44.8%
of which men	57.1%	59.7%	55.2%
of which Scout24 AG	65.7	54.3	27.1
of which women	27.7%	35.9%	33.6%
of which men	72.3%	64.1%	66.4%
New hires	242.5	239.1	332.5
of which AS24	48.0	60.7	73.0
of which women	31.3%	53.9%	31.5%
of which men	68.8%	46.1%	68.5%
of which IS24	108.8	113.3	190.9
of which women	35.5%	44.6%	38.9%
of which men	64.5%	55.4%	61.1%
of which Scout24 AG	85.7	65.1	68.7
of which women	46.5%	40.5%	31.9%
of which men	53.5%	59.5%	68.2%

¹ Numbers might not exactly add up to the totals indicated due to rounding differences.

AGE STRUCTURE OF NEW EMPLOYEES IN 2019 BY GENDER (FTE FOR AS24, IS24 AND SCOUT24 AG) ¹

Age	Women	Men
up to 30	47.4	64.6
31 to 50	43.1	80.4
over 50	3.0	4.0
Total	93.5	149.0

¹ Numbers might not exactly add up to the totals indicated due to rounding differences.

AGE STRUCTURE 2019 (FOR AS24, IS24 AND SCOUT24 AG) ¹

Age structure 2019	Women	Men	Total
up to 30	11%	15%	26%
31 to 50	27%	44%	71%
over 50	2%	2%	4%
Total	39%	61%	100%

¹ Numbers might not exactly add up to the totals indicated due to rounding differences.

Tailored training and education

Our working world is dynamic, and constant change is part of our daily routine. Scout24 is synonymous with interdisciplinary, flexible, independent, creative, innovative and international work. This is why our aim is to always provide our employees with new training and education formats and to transparently communicate tailored opportunities for further development.

Scout24's People Development Strategy

✓ Rolled out in 2018, the People Development Strategy encompasses all projects, initiatives and objectives relating to employee development and is centrally managed by our People Development team. Its key elements include:

1. Continuing and further developing the performance management process at Scout24

- **Annual performance assessments** were conducted for the first time in 2018 and 2019. The result is communicated in person to employees by their manager and can be accessed by the employee in the Workday personnel management tool.
- Once each quarter, every employee is offered a **Quarterly Dialogue**. The aim of this discussion is to foster intensive dialogue between employees and their managers and to strengthen mid-term and long-term development plans. Overall, 78% of our employees in Germany and 80% of our employees in Austria took advantage of this offer in 2019. Building on feedback from our employees, we will continue the format twice a year in 2020 as MyDialogue.
- The **Development Talk**, which is part of the Quarterly Dialogue, was used to conduct a needs analysis for training measures in the first half of 2019. A total of 665 new development fields were identified by this analysis and as a result of individual enquiries. Out of these, around 22% were on-the-job measures and 78% were individual off-the-job measures. The latter comprise areas including social competences (e.g.

conflict management or communication), tools and methods (e.g. Excel or project management), leadership competences (e.g. LD24 programme or Employee Talks @ its best), coaching, e-learning courses or language training. The results of the needs analysis formed the basis for the further development of a needs-oriented training programme.

- In 2019, we piloted a **process for assessing potential** in our Workday personnel management tool.
- In addition, we defined a **career path model** that provides employees with career orientation and delivers transparency regarding the opportunities of a management or expert career. We also reviewed our existing competence model, together with its respective assessment criteria, and recalibrated it based on the feedback received. We intend to roll this out in 2020.
- Furthermore, we redefined our corporate culture, and therefore our identity, and created a DNA Guide for Scouts, which we will roll out in 2020 > **ALSO SEE 'SCOUT24 AS A FAIR AND ATTRACTIVE EMPLOYER', PAGE 28**. The DNA Guide for Scouts should be understood as the culture code of the company and describes how we work with each other.

2. Creation of needs-oriented training in a range of different formats within the scope of the Scout24Academy

In 2019, we launched **Scout24Academy**, a new learning management platform for our German locations. Our goal is to pool all Scout24-relevant training – such as in-house and public courses, specific training sessions for certain functions, free online courses and more – in one place. The platform enables employees to search a steadily growing training portfolio themselves, even using an app, for courses that are relevant for them and to have these courses approved by their manager. At the same time, we have expanded our portfolio of classroom training sessions and, for the first time, e-learning courses. We are also promoting interaction and social learning by enabling employees to create their own playlists on the platform or to join communities on specific topics.

In 2020, we will continuously expand and evolve the programme and processes and will also enhance the peer-to-peer offering. In this way, we will motivate employees to share knowledge with each other. Since go-live, the programme has consisted of 99 bookable classroom training sessions and 1,207 online training sessions (online courses, materials, videos and tests). The platform also enables us to further expand our reporting of training indicators.

3. Continuation of the leadership programme to strengthen the leadership culture

In the reporting year, 55 managers took part in the new **LD24 programme**, a new leadership programme designed especially for Scout24 in 2019. It consists of multiple modules, including two off-site modules, a virtual module, 360-degree feedback and individual coaching. In total, the LD24 programme comprises at least 38 training hours. Its content is based on our four leadership competences, which were introduced in 2019: Focus on impact, Growth mindset, Empowering and People builder. The aim is to train our managers and establish a shared, positive leadership culture. This involves conveying methodological content and soft skills that prepare managers for engagement with employees.

In addition, we have introduced another Scout24-specific training course for managers, **Employee Talks @ its best**, which is designed to improve employee performance reviews. In 2019, 24 managers took part in the one-day training session.

We complemented this by expanding the online training catalogue to include 21 additional live training sessions for managers and 212 e-learning courses on the topic of leadership as well as enabling mediation of coaches.

4. Further development of talent management and junior staff development

Our junior staff development programme **Grow – The LD24 Talent Programme** has been in place since 2019, and we will deploy this format again for our top talents nominated internally in 2020. Our aim is to prepare our talents for leadership in good time. In the reporting year, ten talents participated in the programme, and 50% of them were women. The programme consists of multiple modules – including two off-site modules, two virtual training sessions and a personal learning playlist. In total, the talent programme comprises at least 45 training hours.

Facts and figures 2019

TRAINING HOURS 2019* ✓

Employee category	Total number of hours	Number of learners	Average number of hours
Managers	4,488.52	239	18.78
Employees	13,554.12	936	14.48
Total	18,042.64	1175	15.36

*Without ImmobilienScout24 sales enablement

TRAINING COURSES OFFERED IN 2019

Training courses offered for Berlin and Munich	Participants
	2019
Leadership programme	55
Talent programme	10
Centrally organised training (e.g. soft skills and methodology)	332
Language training (online and live)	134
Coupa training (IT-based procurement system)	26
Onboarding Berlin and Munich (incl. training for risk and compliance)	331
Content management system (CMS) training	38
Search engine optimisation (SEO) training	12
Compliance and legal training (department level)	4
Builders organisation training	474
Project management (PMO) training	14
Objectives and key results (OKR) basic training	8
Online training sessions	3,950
Total	5,388

*An employee may be counted more than once if he or she has taken part in several training courses.

Our employees have access to a large number of language courses to improve and refresh their English and German language skills. They can individually choose between open group courses in language schools, e-learning courses, virtual individual or group training with a live trainer or in-house German beginner courses. In 2019, Scout24 arranged e-learning language courses for a total of 68 employees and live language training courses for 66 employees.

Within the specialist departments, the Group-wide training and continuing education courses mentioned above can be supplemented by other, team-specific measures that are managed directly by the departments and are therefore not comprehensively reported. At the beginning of the year, the specialist departments are provided with a training budget that is based on the number of employees with a permanent contract. In the area of people, these include training sessions on the HR tools Workday, Cornerstone and Onboarder as well as seminars on combating stress or train-the-trainer courses.

In addition, 457 sales training courses were held at ImmobilienScout24. At present, we do not record training hours comprehensively and are therefore unable to make any consolidated disclosures.

We stand for diversity and equal opportunities

- ✓ Scout24's goal is to support, promote and develop its employees – entirely irrespective of ethnic origin, skin colour, gender, age, religion, disability, marital status, sexual orientation, nationality or other characteristics. With our 61 nationalities (as of 31 December 2019), we are already embracing diversity. Yet we want to further strengthen **diversity in our company** as we see it as an important determinant of our success.
- ✓ Our stance on diversity, tolerance and equal opportunities is anchored in our Code of Conduct, which is applicable company-wide with binding effect. For us, the zero-tolerance principle applies in the event of disadvantages and discrimination against employees, applicants and business partners.

Managing and encouraging diversity

- ✓ At Scout24, responsibility for diversity is assigned directly to the executive leadership team (ELT) and thus to the highest management level. The ELT is supported operationally by the People, Organisation and Culture department and prospectively by a new position, Principal Diversity and Inclusion Management, yet to be created. Scout24 has implemented concrete measures to prevent personal harm to employees and applicants through violations of the principles of equality and to contribute towards greater diversity and inclusion in society. These include the Group-wide Code of Conduct and complaint mechanisms.

All employees are requested to report any concerns or suspicions at any time, either directly in person or using the compliance hotline. Anonymous reports can be submitted to our external lawyer of confidence using the dedicated email address COMPLIANCESCOUT24@FS-PP.DE. We endeavour to resolve any problems or possible incidents that arise respectfully, confidentially, with the utmost care and quickly for everybody concerned. We are not aware of any incidents of discrimination in the reporting year.

Accessibility is also an essential focus of our new product developments – whether in terms of language availability or inclusion of users with special needs > [ALSO SEE 'PRODUCT DEVELOPMENT', PAGE 21](#). To this end, we are in close contact with our cooperation partner the Berlin-based association Sozialhelden e.V., which is committed to helping people with disabilities as a target group for a wide variety of products and services > [ALSO SEE 'FOCUS ON SUSTAINABLE PRODUCT DEVELOPMENT', PAGE 21, AND 'SOCIETY', PAGE 41](#).

A more strategic alignment is planned for 2020 by naming milestones, defining transparency measures, pooling the measures taken so far and defining KPIs. This includes increasing the representation of women and minorities, especially in leadership positions.

Scout24 community initiatives

✓ In addition to our Diversity in Tech working group, in which employees have been involved since 2015 in promoting diversity throughout the company, we launched the following initiatives in 2019, among others:

- In order to help women in the male-dominated automotive industry to increase their visibility, to network more closely with each other, female employees have founded the **WOMEN IN MOBILITY NETWORK** for the Munich region. In February, over 60 women from various companies met at AutoScout24 for the first major networking Move Up event, at which topics such as female leadership were discussed.
- On the occasion of International Women's Day, which was introduced as a public holiday in Berlin on 8 March 2019, five of our female Scout24 engineers spoke about their motivation and their projects at Scout24 and shared their advice for women interested in getting involved in the tech industry. Their aim was to awaken the interest of more women in a career in software engineering > **'WOMEN IN TECH VIDEO'**.
- For the fourth consecutive time, AutoScout24 and ImmobilienScout24 took part in the nationwide **GIRLS' DAY** campaign to give over 30 girls aged between 13 and 16 the opportunity to spend a day getting to know a tech company and have questions answered such as 'What exactly does an engineering manager actually do all day?' or 'How are products developed?'. They were also given quick-start help in creating their own website.
- Representatives of Scout24 took part in the **WOMEN IN TECHNOLOGY WORLD SERIES CONFERENCE** in Amsterdam: with a keynote speech by Gioia Manetti, Vice President International at Scout24, on the subject of careers for women in the tech industry and an information booth to talk with tech talents and give them some insight into the Scout24 family.
- At the beginning of December 2019, we hosted a meet-up of the initiative Pakistani Women in Computing (PWIC) in Berlin for more than 60 IT professionals and gave a keynote address on the importance of diversity for tech organisations.

Compatibility between family and career

Scout24's corporate culture requires a family-friendly policy. Our People, Organisation and Culture team is always available for an open discussion to find individual solutions, to strike a good balance between private and professional life and to meet all needs. This entails offering all employees flexible working time models with trust-based working hours or options for part-time work or to work from home. At our offices in Germany, it is also possible to individually arrange special leave for special personal events and paid leave, for example, to care for sick relatives. Those who would like some time out can opt to take a sabbatical, which they can arrange individually within their team and with their supervisor.

Various offers for our families ✓

✓ Scout24 is cooperating with the family service **pme Familienservice** to provide support for all employees in balancing their private and professional responsibilities. The pme service portal offers information, individual advice and support in different phases of life – whether it is about caring for children, caring for relatives or challenges in difficult situations. Scout24 bears the costs, including the agency fees, in the event

of a need for care. The family service provides all of its benefits anonymously, i.e. without informing the company.

✓ Since 2019, parents have had the option of exchanging information on a wide variety of questions and topics in a **parent Slack channel**, a dedicated intra-company chat programme. About 120 employees are currently active in the group chat. In addition to the regular People Newsletter, they also receive information on all Scout24 offers. In order to provide support for employees returning from parental leave, a dedicated **information page** was set up in 2019 **on the intranet – Compass**.

A newly developed information meeting with the People Services team is offered to pregnant employees and, starting this year, all Scout24 mothers and fathers receive birth gifts directly from the company.

Further measures are planned from 2020: we would like to stay in even better contact with colleagues on parental leave and will in future offer a parental leave newsletter. In addition, there are plans to invite employees on parental leave to a parents' breakfast twice a year starting in 2020. To further improve our measures, our German offices have developed a survey for those returning from parental leave, which is to be used continuously from 2020.

Because many employees also care a lot about their pets, Scout24 has been offering employees the opportunity to bring dogs to the office regularly since 2019. An Office Dog Policy is in place to this effect at the Munich and Berlin offices. Feedback from colleagues has been very positive. Our four-legged team members are also very popular on Scout24's internal social media channels (#PawsofScout24).

Data and facts on parental leave at Scout24

✓ All our employees are legally entitled to take parental leave. In 2019, 112 employees of Scout24 (2018: 91 employees) took at least one day of parental leave. 46% of the employees on parental leave were fathers (previous year: 43%).

EMPLOYEES ON PARENTAL LEAVE* ✓			
	2019	2018	2017
Total	112	91	96
of which AS24	26	25	33
of which women	10	11	14
of which men	16	14	19
of which IS24	61	50	48
of which women	39	34	34
of which men	22	16	14
of which Scout24 AG	25	16	15
of which women	12	7	5
of which men	13	9	10

* The audit scope only covered the year 2019.

✓ As of 31 December 2019, 57% of parents who had taken parental leave returned to the company, compared with 47% in 2018.

✓ Of those who returned to work in 2018, 88% (2017: 85%) were still employed at Scout24 twelve months after returning to work. No figure is available as yet for returnees in 2019.

RETURN FROM PARENTAL LEAVE* ✓

	2019	2018	2017
Total	64	43	55
of which AS24	16	19	19
of which women	2	5	2
of which men	14	14	17
of which IS24	34	18	26
of which women	15	6	13
of which men	19	12	13
of which Scout24 AG	14	6	10
of which women	4	0	2
of which men	10	6	8

* The audit scope only covered the year 2019.

Fair remuneration and company benefits

As a good employer, having a fair, transparent and attractive remuneration system is an important prerequisite. In 2018, we implemented a new remuneration model that contains clearly defined and transparent criteria and provides for a variable component for all employees who do not receive sales commissions.

Remuneration ratio

✓ For ImmobilienScout24, AutoScout24 and Scout24 AG, we analysed the ratio of the average remuneration of our male and female employees in 2019 according to hierarchy levels and functional areas. In the 2019 reporting year, the average remuneration ratio of all peer groups was 98%.

✓ The main reasons for differences in salary are the small and therefore unrepresentative number of comparable employee and job profiles. In addition, a further analysis identified individual cases in which individual salaries fell considerably short of the average of the opposite gender in order to examine these in more detail in the context of future salary adjustment processes. More information on Scout24's remuneration system – especially with regard to the Management Board and the Supervisory Board – is presented in the compensation report [SEE 2019 ANNUAL REPORT, SECTION 'COMPENSATION REPORT' IN THE NOTES TO THE CONSOLIDATED FINANCIAL STATEMENTS.](#)

Company benefits

In addition to the statutory pension, Scout24 offers all employees a company pension plan. It is a defined contribution plan on the basis of direct insurance that can be continued in the event of changing employers. We support our salaried employees with a contribution that depends directly on the deferred compensation amount for each respective employee. This amount is not a fixed percentage but rather an individual amount that everyone can determine within the scope of the legal provisions. Scout24 doubles this amount (up to a maximum of EUR 110 per month).

In the 2019 reporting year, 584 employees (2018: 614 employees) participated in the scheme and took out one or more contracts (AS24: 152 [2018: 171], IS24: 279 [2018: 313], Scout24 AG: 153 [2018: 130]).

Entitlement to company benefits is not restricted in any way for salaried employees on part-time or temporary employment contracts.

Safeguarding health and maintaining safety in the workplace

Our employees' health is very important to us. We safeguard it by always keeping a close eye on the constantly changing challenges and stress in their everyday work and in their private lives. This also includes designing a workplace that is safe and promotes health.

How we safeguard health: prevention, information and awareness-raising

The Central Administration and Facility Management department coordinates and manages all measures relating to safeguarding health. This includes an **ergonomic workplace**, with appropriate furniture and equipment for jobs that mainly involve sitting at computer workstations. At the Berlin office, and from 2020 in Munich, personal advice on ergonomics will be offered in the workplace. This will be provided regularly by an external safety specialist engaged by Scout24.

In Berlin and Munich, yoga courses and specific back training programmes are offered at a discount as part of our **portfolio of measures for safeguarding health**. In addition, preventive measures, such as annual eye examinations, are offered. Alongside balanced meals, including vegan and vegetarian dishes, in our canteen in Berlin and cafeteria in Munich, beverages, fresh fruit and muesli are also available free of charge.

To make it easier for employees to find information on safeguarding health at Scout24, the People Services team set up the Compass **information hub on the intranet** in 2019. This includes comprehensive information on topics such as preventive eye examinations, subsidies for appropriate visual aids for working with computers, questions regarding accidents at work, severe disability, on all internal sports courses and massages and **occupational integration management**. Occupational integration management is offered for all employees to make it easier to return to work following a long absence owing to illness and to prevent the employee falling ill again, if possible. This may involve additional payments towards certain medical services, acquiring special ergonomic furniture or introducing flexible working time models, for example [➤ ALSO SEE 'COMPATIBILITY BETWEEN FAMILY AND CAREER', PAGE 36](#).

The **health day** at the Munich location was held in December 2019. Key topics included stress management, healthy eating, a healthy back and exercise. Long-standing Scout24 partners such as a health insurance provider, a local fitness studio and a consultancy for family and work matters were represented at information booths and with various offers. In addition, new partners and internal supporters were involved. For example, a trained yoga teacher offered yoga courses. Points on the agenda ranged from massages to tasting freshly pressed juices right through to presentations and workshops. Employees had the opportunity to get information on and actively engage with topics such as stress management, refreshing sleep, and focus and mindfulness in everyday work. A health day for the Berlin office was held in mid-January 2020.

Avoiding safety risks and hazards

The Central Administration and Facility Management department coordinates preventive measures relevant to safety at Scout24 in cooperation with other, internally appointed safety officers. The Occupational Safety Committee is the central internal body, which meets four times a year to identify potential and existing hazards and define appropriate measures. Members of the committee are the safety officers, representatives of the works council, the external safety specialist, the company doctor, the representatives of employees with severe disabilities, the company management and other internal or external experts, as required.

There are fire prevention officers and first responders at every location, who take part in regular training and education. The legally required external expert for occupational health and safety responsible for Scout24 draws up hazard evaluations, which are regularly reviewed and checked to ensure they are up to date. A current catalogue of measures with defined deadlines is created, as required. Additionally, our online training sessions, which provide instruction on the hazards associated with work and related measures, are mandatory for all employees with a permanent contract and for trainees and must be completed annually.

In 2019, around 3.9% of the workforce at AutoScout24, ImmobilienScout24 and Scout24 AG took sick leave. The proportion is therefore at the level of the previous year: in 2018, 4.0% took sick leave.

Society

As a corporate citizen, Scout24 supports social and environmental projects. On Social Days, our employees can dedicate their time to a non-profit project for one day. Our annual Berlin Social Academy is an opportunity for us to strengthen non-profit organisations with our expertise.

Our social commitment

We want to make an active contribution to society and understand corporate citizenship as part of our corporate social responsibility. Our staff are a driving force of these efforts: during their working hours, they actively support social, cultural or environmental projects, pass on their expertise to social organisations and maintain long-term partnerships with various stakeholders. This way, we create an awareness for social challenges, experience team spirit and learn from each other within and outside of our organisation. As a digital company, our IT knowledge is valuable, and we want to continue to use it to raise awareness of social issues and help develop solutions. At the same time, we are committed to helping social organisations with digitalisation.

Cares teams of particularly committed staff have formed in Berlin and Munich to support the CSR Management team in developing Scout24's social responsibility further. They organise corporate volunteering projects and initiate donations.

A tradition of activities

At the start of the winter season, Scout24 employees go through their wardrobes and sort out clothes to give to social organisations for people in need. A total of 45 boxes were collected for the annual **clothing donation** in 2019. At Christmas, we are concerned to make the wishes of children come true who live in or receive care from social institutions in Berlin and Munich. Thanks to the wide participation of our staff, we were able to fulfil 350 wishes in our **Christmas wish tree project** in 2019.

Once a year, we organise a day at our Berlin office together with the German Red Cross (DRK, Deutsches Rotes Kreuz) on which staff can **donate blood** on a voluntary basis. In addition, Scouts at our Munich office were called upon to register as potential stem cell donors for leukaemia patients in a **typification campaign** organised together with the Association for Bone Marrow and Stem Cell Donations (VKS, Verein für Knochenmark- und Stammzellspende e.V.) under the motto 'Lass Dich typisieren – rette Leben' (Have your stem cell type determined – save lives).

Since 2019, we have been supporting the '**Housing First für Frauen**' (Housing first for women) project launched by the Social Service of Catholic Women Berlin (SKV, Sozialdienst katholischer Frauen e.V.). The project aims to encourage lessors to offer available flats for rent to homeless women first. Placement of the project banner on our ImmobilienScout24 pages is free of charge for lessors to enhance visibility and attract attention to the social initiative.

Social Day and Social Week in 2019

Every year, our commitment as part of the Scout24 **Social Days** grows. These special days are our central corporate volunteering project to give our staff the opportunity (on a voluntary basis) to dedicate one working day to a wide range of charitable purposes. The positive turnout in 2019 shows the level of importance of social responsibility at our company. Social Days were held at a total of five offices. More than 600 employees applied themselves to 58 projects run by 47 organisations. Participation numbers are higher than in the previous year and in addition to Berlin, Munich, Cologne and Vienna, Italy was added as a new location for the Social Days.

In the run-up to the Social Day, our traditional donation campaign, the **Social Week**, is held. Here, our Scout's private commitment is at the centre of attention: each employee who is personally active in a club or association organises an activity to raise money. In 2019, this ranged from table football and table tennis

tournaments to food offers or massages. Scout24 supports each club or association taking part with an additional donation.

Berlin Social Academy 2019 – knowledge transfer, exchange and dialogue

In October 2019, the Berlin Social Academy founded by Scout24 entered its seventh round. The idea behind it: Many members of charitable organisations need specific subject-matter knowledge to do their voluntary work, but they do not have sufficient funds to pay for training. In view of the increasing demand of its social partners, the idea was born at Scout24 to create a social academy to provide charitable organisations with **expert knowledge from within the company pro bono**.

Since it was launched in 2013, the **BERLIN SOCIAL ACADEMY** has counted over 1,900 participants – with participant numbers growing each year and more helpers. In 2019, the event was organised by BearingPoint, B.Z., Capgemini, Scholz & Friends Reputation, Scout24, Volkswagen and Zalando. In addition, further experts from other companies came to contribute their expertise. The content focus was placed on social media, marketing, communication, fund-raising and project management.

The Berlin Social Academy is the **first Berlin-wide cooperation project** of businesses dedicated to supporting local civil society. The initiative received the special prize of the Berlin Business Award and the German Volunteer Programme Award in 2018 and was nominated for the German Commitment Award in 2019. Sawsan Chebli, State Secretary for Civic Engagement and International Affairs of the State of Berlin, is the Berlin Social Academy's sponsor.

Innovations that make a social and environmental contribution

Twice a year, our three-day **OneScout HackWeek** takes place in parallel in Barcelona, Berlin and Munich, providing a setting for our employees to develop creative ideas and give new impetus for product development at ImmobilienScout24 and AutoScout24. Since 2018, we have had a **social impact category** in place specifically for ideas that have a positive impact on society by focusing on a particular social challenge and offering a solution. Ideally, these are challenges that we can influence with products or data from our core verticals in the property and mobility sectors so as to create even closer links between our corporate responsibility and our product topics and to effectively utilise our expertise as a digital company.

The CSR Management team together with the Cares team is the jury in this social impact category, which chooses one winner for AutoScout24 and one winner for ImmobilienScout24. The '#AutoScout24: Green Mobility' project team identified which information about the vehicle itself or the infrastructure, for instance, is actually decisive for the decision to buy an environmentally friendly car and how to usefully make this available on the AutoScout24 platform. This year's winner for ImmobilienScout24 was a project group's idea to make energy efficiency information more transparent, for example, by showing the efficiency classes' energy performance certificate logo in actual property listings as well as in the search criteria.

We maintain long-term partnerships

Alongside a more long-term commitment with the Berlin Social Academy, we have for many years been cooperating closely with the Berlin-based association Sozialhelden e.V. At the Berlin office, we provide the association with rooms, infrastructure and our technical know-how, and Sozialhelden e.V. helps us through regular jours fixes and other meetings to make our products and services even more accessible to people with impaired mobility or vision, for example, via more detailed search criteria or the integration of the Wheelmap on our ImmobilienScout24 platform > **ALSO SEE 'FOCUS ON SUSTAINABLE PRODUCT DEVELOPMENT', PAGE 21**. Sozialhelden's Elevate lifts project earned it the German Sustainability Award in 2019. The project collects real-time data nationwide on whether lifts are in working order and makes it publicly available to facilitate people's everyday mobility.

Environment

Environmental protection is important to us at Scout24. In 2019, we expanded our data recording system and performed extensive energy audits. We are using more green electricity and have established new alternatives to business travel. In late 2020, we will be moving in Berlin – into a smart and sustainable office building.

Environmental and climate protection at our company

Even though we are a non-manufacturing company, environmental responsibility is nevertheless a material topic for Scout24. We want to identify our negative impact on the environment and reduce it in the long term. As part of the materiality analysis, we asked survey respondents to assess selected environmental topics in terms of Scout24's impact as well as relevance for stakeholders and business relevance. The topics of emissions and energy are material in accordance with the German CSR Directive Implementation Act (CSR-RUG). In addition, we report on the topics of resource consumption, waste and recycling, and sustainable procurement > **ALSO SEE 'COMPLIANCE IN THE SUPPLY CHAIN', PAGE 26**, which are considered material for Scout24 due to their high level of relevance to stakeholders in accordance with the GRI Standards.

Our environmental management at Scout24

GRI 102-49

- ✓ The Central Administration and Facility Management department has overall responsibility for all environmental and climate-relevant measures, initiatives and processes, collaborates closely with the CSR Management team and consults further departments such as Human Resources or Finance depending on the issue at hand. The Management Board is kept informed about significant environmental topics and decisions by means of regular, direct reporting.
- ✓ For Scout24 as a non-manufacturing company, its main lever with respect to environmental and climate protection is the company's own energy consumption and the directly associated greenhouse gas emissions. Therefore, the amount of energy procured and the switch to electricity from more sustainable or renewable sources of energy is decisive.
- ✓ As part of our business operations, we want to make a contribution towards environmental and climate protection by reducing greenhouse gases and increasing the volume of renewable energies sourced. We have been exclusively sourcing green electricity in Munich since 2018, and in Hamburg and Berlin since 2020. In addition, we are working relentlessly to improve energy efficiency at our offices by suitable means.
- ✓ Responsible and sustainable construction is a criterion we apply in selecting our office buildings. Since 2018 in Munich, we have been working in a building whose features earned it Gold Certification from Leadership in Energy and Environmental Design (LEED) in 2019. The new office building in Berlin, which Scout24 plans to move into in the third quarter of 2020, is expected to be certified according to the Platinum standard from the German Sustainable Building Council (DGNB, Deutsche Gesellschaft für Nachhaltiges Bauen e.V.). It is also the first building in Germany to receive the WELL Gold Core & Shell pre-certificate from the International WELL Building Institute. The building boasts a sustainable design, a high level of energy efficiency and user centricity, for example, with individual app control modules.
- ✓ In 2020, we want to further optimise and expand the way we record our environmental and climate-relevant data. One milestone was the development of an instrument for standardised and uniform surveying of key environmental data that we have deployed at our locations in Germany.
- ✓ Since the relocation of our Munich office in 2018, we have been able to record relevant consumption data. At the end of 2019, we carried out a systematic data analysis regarding the above-mentioned material topics at our Berlin, Munich, Hamburg and Cologne locations and performed energy audits pursuant to the standard DIN EN 16247-1 for the year 2018.

✓ Going forward, we plan to develop and implement an environmental management concept for all locations and determine our ecological footprint.

Data situation

GRI 102-48

For the Scout24 offices in Berlin, Munich, Cologne and Hamburg, we are able to indicate the **energy consumption only for the year 2018**, since the accounts of the lessor are only available eleven months after the accounting period. It is not practicable to extrapolate estimates for 2019 due to the relocations made and change in data quality.

The energy audits performed at the German offices in 2019 present an important step towards greater data transparency. The relocation to the new office building in Munich has additionally improved the data quality. Energy consumption outside of the organisation and indirect emissions are available for 2018 in some cases and in others for 2019. To ensure the consistency and comparability of data, we will report in a uniform manner on energy and emissions for the period 2018.¹ As we have been able to establish the **data for 2019 regarding emissions from business trips**, we report on these separately. The average headcount for 2018 was used to calculate energy and emissions intensity.

Due to changes in the methodology used to calculate environmental data and a new form of presentation, a year-on-year comparison is of no informative value.

Energy consumption

Scout24's energy consumption is primarily attributable to the electricity and heating consumption of our employees at their workplaces. However, the use of external data centres also adds to the energy consumption. The **total energy consumption** for 2018 came to about 7,765,500 kilowatt-hours (kWh). That is an average of 5,100 kWh of energy per Scout24 employee for 2018.

The **energy consumption within the Scout24 Group** came to about 5,965,800 kWh. At 2,475,000 kWh, purchased heating energy accounted for the largest share thereof. Fuel consumption from vehicles on long-term leases as well as electricity consumption are further material contributors.

There are also relevant areas of consumption that are not caused directly by Scout24. The **energy consumption outside of the organisation** relates to the use of external data centres and amounts to about 1,799,700 kWh. This includes both the electricity consumption and cooling in the data centres.

¹ As we do not have data for our Munich office before March 2018, we used estimates to extrapolate the data for the period from January to March 2018.

Energy consumption (2018) ¹	Kilowatt-hours
Total	7,765,500
Total consumption within the organisation	5,965,800
of which fuel	1,801,900
of which gas	81,400
of which electricity ²	1,607,500
of which heat	2,475,000
Total consumption outside of the organisation	1,799,700
of which data centres	1,799,700
per employee ³	5,100

1 The data relate to the following entities of the Scout24 Group in Germany: ImmobilienScout24 GmbH, Classmarkets, Scout24 AG, AutoScout24 GmbH, FFG Finanzcheck GmbH and FlowFact GmbH. No information is available on the share of energy from renewable sources. In the interest of consistency, all data reported relate to 2018. The data have been rounded.

2 This report includes Scout24's own electricity consumption only. Contrary to the previous year, the consumption of external data centres was not included.

3 The energy intensity was calculated based on the average headcount for 2018 (1,519.1 employees) at the German entities of the Scout24 Group given above, and the amount indicated has been rounded.

Scout24 has implemented specific measures for certain locations and measures throughout the Group in an effort to continuously reduce energy consumption. As one example, motion sensors were installed in the kitchens of the Cologne office in the previous year. We are also progressively introducing LED lighting at all offices. The new office we moved into in Munich received Gold Certification from Leadership in Energy and Environmental Design (LEED) in recognition of the fact that a range of environmental energy standards were complied with during the construction of the office building and in the building design. This relates to features such as each regeneration systems, CO₂ alarms, a green roof, an LED lighting system and movement sensors installed in various office areas.

Greenhouse gas emissions

The Scout24 Group's greenhouse gas emissions (GHG emissions) have been computed for 2018 based on direct and indirect energy consumption as well as business trip data. Where possible, the conversion factors applied to the volumes of electricity and heat sourced were made available by the respective providers. In cases where such specific conversion factors were not available, the CO₂ factors published by the German Federal Environment Agency (UBA, Umweltbundesamt) and other renowned sources were used. The same applies as for energy consumption – a comparison with the emissions of the previous year is not practicable due to the expansion of data recording and change in methodology.

In total, the emissions of the Scout24 Group come to around 2,858 metric tonnes (total of scopes 1, 2 and 3)². With reference to the annual average headcount for 2018 of 1,519.1 persons, CO₂ emissions per employee are 1.9 metric tonnes. Emissions within the organisation (total of scopes 1 and 2) amount to about 1,406 metric tonnes of CO₂. This breaks down into direct emissions (scope 1) of around 494 metric tonnes of CO₂ and indirect emissions from the electricity and district heating sourced (scope 2) of around 912 metric tonnes.

² Scope 1 emissions are all emissions of greenhouse gases that result directly and primarily from the organisation's use of fossil fuels (e.g. combustion of gas to generate heating within the organisation or for the use of company vehicles). Scope 2 emissions are all emissions of greenhouse gases from the generation of purchased energy (primarily electricity and district heat). Scope 3 emissions refer to all indirect emissions of greenhouse gases as a consequence of producing products, services and the related purchased materials used by the organisation as well as business trips by air or rail travel or rental car. They may also include emissions in the downstream value chain (e.g. from the use of services by end customers).

A small portion of direct emissions (scope 1) is attributable to emissions from heat generated using gas at the Cologne location, and a very large share of 97% is attributable to emissions from fuel consumption. The latter mostly relates to the consumption of vehicles under long-term leases, which employees are also allowed to use for private purposes.

Indirect emissions from electricity and district heat (scope 2) account for the second largest share of our emissions. One important and efficient measure for reducing CO₂ emissions in the Scout24 Group is to purchase electricity from sustainable sources.

Other indirect emissions outside of the organisation (scope 3) are attributable to business trips and the energy consumption of external data centres. They are responsible for the greatest share of our total emissions. In 2018, Scout24 Group employees travelled a total of around 5.1 million kilometres by rental car, by rail and in air travel for business trips. Some 844 metric tonnes of greenhouse gases were emitted in 2018 as a result. The majority of these emissions (97%) was due to air travel, with business trips by rental car, which caused 19 metric tonnes of greenhouse gas emissions in total, and rail travel, accounting for merely 4 metric tonnes of CO₂, contributing a much lower proportion.

Emissions from external data centres reached 608 metric tonnes of CO₂. In total, emissions outside of the organisation came to 1,452 metric tonnes.

Greenhouse gas emissions (2018) ¹	Metric tonnes of CO ₂ ³
Total²	2,858
Emissions within the organisation (scopes 1 and 2)	1,406
of which fuel	478
of which gas	16
of which electricity	538
of which heat	374
Emissions outside of the organisation (scope 3)	1,452
of which business trips ⁴	844
of which data centres	608
per employee ⁵	1.9

¹ The data relate to the following entities of the Scout24 Group in Germany: ImmobilienScout GmbH, Classmarkets, Scout24 AG, AutoScout24 GmbH, FFG Finanzcheck GmbH and FlowFact GmbH. No information is available on the share of energy from renewable sources. In the interest of consistency, all data reported relate to 2018.

² GHG emissions from using gas were calculated based on the related factors published by the German Federal Environment Agency (Umweltbundesamt), while the factors for diesel stem from GEMIS (Global Emissions Model for Integrated Systems) and for petrol from the German Federal Environment Agency as well. GHG emissions from own electricity consumption were calculated on the basis of the electricity mix supplied by the relevant electricity utilities to the sites Berlin, Munich, Cologne and Hamburg. The emissions of the external data centres were likewise calculated based on the regional electricity mix. Emissions from heat were computed using the specific factors made available by the district heat providers. The basis for calculating emissions from business trips is presented in the table on business trips below.

³ The data have been rounded. Rounding differences may mean that the numbers do not add up precisely to the totals indicated.

⁴ The data indicated here differ from that in the previous-year report because the 2018 figure was recalculated following a change in calculation methodology for emissions from air travel.

⁵ Emission intensity was calculated based on the average headcount for 2018 (1,519.1 employees) at the German entities of the Scout24 Group given above, and the amount indicated has been rounded.

Environment-friendly mobility

✓ The Scout24 Group has a clear corporate policy that is laid out in internal travel guidelines: to avoid business trips wherever possible. Alternative options to avoid travel, such as video and web conference systems, have been made available. All offices are equipped with video conference rooms. The goal formulated in the travel guidelines to ascertain whether a business trip is necessary and, where possible, to use video conferences instead can thus be implemented. We have found that use of video conferencing systems at Scout24 continues to increase and the volume of our CO₂ emissions from business travel is decreasing.

These measures are also reflected in the emissions data from business trips in 2019, which are presented below alongside the data on business trips for 2018. Compared with the previous year, emissions from rail travel increased, whereas emissions from air travel decreased. Overall, emissions declined by about 8%. Measured by kilometres travelled, Scout24 staff made increasing use of rail travel or video conferences as an alternative.

Business trips (scope 3) ¹	Metric tonnes of CO ₂ (2019)	Metric tonnes of CO ₂ (2018)
Total	775	844
Rental cars ²	11	19
Rail travel ³	14	4
Flights ⁴	750	821

¹ The data relate to the following entities of the Scout24 Group in Germany: ImmobilienScout GmbH, Scout24 AG, AutoScout24 GmbH and FlowFact GmbH. No information is available on the share of energy from renewable sources. For 2018, they also refer to Classmarkets. We were able to compute data on business trips by rental car and rail and air travel for the year 2019. The data have been rounded. Rounding differences may mean that the numbers do not add up precisely to the totals indicated.

² Emissions data were computed as follows: kilometres travelled multiplied by the CO₂ emissions of the booked vehicle or vehicle category in accordance with the overview given by the car rental companies Sixt and Europcar.

³ The emissions data stem from Deutsche Bahn's Environmental Mobility Check. Long-distance travel is climate-neutral on account of the use of 100% green electricity, i.e. only regional travel is included here.

⁴ We calculate emissions from air travel internally based on DEFRA factors. The data indicated here differ from that in the previous-year report because the 2018 figure was recalculated following a change in calculation methodology for emissions from air travel.

As in the previous year, Scout24 continues to encourage its employees to use sustainable means of transport. For short distances across town, greater use of bikes should be made. Staff are also encouraged to use electromobility. At the Munich office, for example, charging stations for electric cars and e-bikes are provided on the premises. In addition, six company bikes are available for use at all Munich offices.

Resource consumption

The consumption of resources within the organisation relates mainly to the use of paper and IT equipment, including consumption associated with their use and production. Scout24 also considers resource efficiency and, where possible, chooses to buy products that are based on recycled materials. The Cologne office has a specific policy that contains resource consumption targets. This relates above all to office materials such as paper. At all other offices, individual measures have been implemented to reinforce the sustainable use of resources. For example, special office supplies are allocated to the respective cost centre of the departments, which in turn encourages cost-effective purchasing and a reduction of the volume purchased. For the Scout24 Group, paper as an office resource used every day and the use of IT equipment play key roles. In terms of volume, paper is the resource that is used most. Double-sided printing or personalised print requests at the printer are attempts to keep paper consumption as low as possible. As regards the

procurement of products, we also pay attention to the sustainable use of resources: in Berlin, we exclusively source fresh fibre paper from sustainable forestry management that has been certified by the Programme for the Endorsement of Forest Certification (PEFC). Our Munich office almost exclusively uses recycled paper with the Blue Angel seal of approval for everyday internal use. The remainder bears the Forest Stewardship Council (FSC) or PEFC seal. For external purposes, the Munich office primarily uses PEFC- and FSC-certified paper. The Cologne office also uses sustainable paper: all paper used there is FSC-certified. The same applies for our international offices: in the Netherlands, the goal is to source FSC-certified paper and, in our Italian office, FSC-certified and recycled paper.

Regarding the use of IT equipment, we focus primarily on appropriate waste disposal and using energy-efficient equipment. The measure taken in the previous year to equip all workstations with notebooks with docking stations instead of desktop computers has had a positive impact on our energy efficiency performance (according to the Ökoinstitut, in general the difference is between at least 50 watts compared with around 8 watts).

Waste and recycling

We avoid producing waste to the extent possible and ensure waste separation and disposal in accordance with statutory regulations. For the latter purpose, for example, we cooperate with our partner AFB Social and Green IT, which professionally recycles IT equipment in Berlin and Munich and reconditions it where possible. Some of the reconditioned devices are then offered to Scout24 employees to buy for private use.

The data resulting from the inventory-take at our Berlin and Munich offices, performed in 2018 for the first time, were verified again in the reporting year. As much of the data is based on estimates, and there were no apparent changes compared with 2018. The waste disposal volumes are also applicable for this reporting year. At the offices in Berlin and Cologne, the volume of non-hazardous waste totalled 122,542 kilograms in 2018, comprising paper and light packaging as well as compostable and residual waste. Data recording is to be expanded to include our Cologne office in the coming reporting years. Scout24 has not yet set out any Group-wide targets on waste reduction or separation of non-hazardous waste; only the Cologne office has set itself such targets to date.

Appendix

GRI content index

Assurance report

Publication details

GRI content index



This report has been prepared in accordance with the GRI Standards: Core option. The “Sustainability report 2019” was submitted for the GRI Materiality Disclosures Service and the GRI confirmed the correctness of the location of the materiality-related disclosures (GRI 102-40 to GRI 102-49). The GRI-Materiality Disclosures Service was performed on the German version of the report.

GRI 101: FOUNDATION

GENERAL DISCLOSURES

Disclosures		Page	Comment
GRI 102	General Disclosures 2016		
Organizational profile			
GRI 102-1	Name of the organization		Scout24 AG
GRI 102-2	Activities, brands, products, and services	<u>p. 6</u>	
GRI 102-3	Location of headquarters		Munich
GRI 102-4	Location of operations		See AR: ‘Fundamentals of the Group’
GRI 102-5	Ownership and legal form		See AR: ‘Fundamentals of the Group’
GRI 102-6	Markets served		See AR: ‘Fundamentals of the Group’
GRI 102-7	Scale of the organization	<u>p. 29</u>	See AR: ‘Fundamentals of the Group’ and ‘Report on economic position’
GRI 102-8	Information on employees and other workers	<u>p. 29</u>	
GRI 102-9	Supply chain	<u>p. 26</u>	
GRI 102-10	Significant changes to the organization and its supply chain		See AR: ‘Fundamentals of the Group’
GRI 102-11	Precautionary principle or approach	<u>p. 18</u>	
GRI 102-12	External initiatives	<u>p. 15</u>	
GRI 102-13	Membership of associations	<u>p. 15</u>	
Strategy			
GRI 102-14	Statement from senior decision-maker	<u>p. 4</u>	
Ethics and integrity			
GRI 102-16	Values, principles, standards, and norms of behavior	<u>p. 9; p. 28</u>	
Governance			
GRI 102-18	Governance structure	<u>p. 16</u>	

Stakeholder engagement			
GRI 102-40	List of stakeholder groups	p. 14	
GRI 102-41	Collective bargaining agreements		There are no collective bargaining agreements at Scout24.
GRI 102-42	Identifying and selecting stakeholders	p. 14	
GRI 102-43	Approach to stakeholder engagement	p. 14	
GRI 102-44	Key topics and concerns raised	p. 12	
Reporting practice			
GRI 102-45	Entities included in the consolidated financial statements		See AR: 'Fundamentals of the Group'
GRI 102-46	Defining report content and topic boundaries	p. 11	
GRI 102-47	List of material topics	p. 12	
GRI 102-48	Restatements of information	p. 7; p. 47	
GRI 102-49	Changes in reporting	p. 12; p. 46	
GRI 102-50	Reporting period	p. 7	
GRI 102-51	Date of most recent report		1 April 2019
GRI 102-52	Reporting cycle		Annual
GRI 102-53	Contact point for questions regarding the report	p. 60	
GRI 102-54	Claims of reporting in accordance with the GRI Standards	p. 7	
GRI 102-55	GRI content index	p. 53–56	
GRI 102-56	External assurance	p. 7; p. 57–59	

MATERIAL TOPICS

Disclosures		Page	Comment
GRI 204	Procurement Practices 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	p. 26	
GRI 204-1	Proportion of spending on local suppliers	p. 26	
GRI 205	Anti-corruption 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	p. 16	
GRI 205-2	Communication and training about anti-corruption policies and procedures	p. 17	
GRI 206	Anti-competitive Behavior 2016		
	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	p. 16	
GRI 206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	p. 17	

GRI 301	Materials 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 50</u>	
GRI 301-1	Materials used by weight or volume	<u>p. 50</u>	
GRI 301-2	Recycled input materials used	<u>p. 50</u>	
GRI 302	Energy 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 46</u>	
GRI 302-1	Energy consumption within the organization	<u>p. 48</u>	
GRI 302-2	Energy consumption outside of the organization	<u>p. 48</u>	
GRI 302-3	Energy intensity	<u>p. 48</u>	
GRI 302-4	Reduction of energy consumption	<u>p. 50</u>	
GRI 305	Emissions 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 46</u>	
GRI 305-1	Direct (Scope 1) GHG emissions	<u>p. 49</u>	
GRI 305-2	Energy indirect (Scope 2) GHG emissions	<u>p. 49</u>	
GRI 305-3	Other indirect (Scope 3) GHG emissions	<u>p. 49</u>	
GRI 305-4	GHG emissions intensity	<u>p. 49</u>	
GRI 306	Effluents and Waste 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 51</u>	
GRI 306-2	Waste by type and disposal method	<u>p. 51</u>	
GRI 401	Employment 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 28</u> <u>p. 36</u> <u>p. 39</u>	
GRI 401-1	New employee hires and employee turnover	<u>p. 31</u>	
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	<u>p. 39</u>	
GRI 401-3	Parental leave	<u>p. 37</u>	
GRI 403	Occupational Health and Safety 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 39</u>	
GRI 403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	<u>p. 40</u>	
GRI 404	Training and Education 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 32</u>	
GRI 404-1	Average hours of training per year per employee	<u>p. 34</u>	
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	<u>p. 34</u>	
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	<u>p. 32</u>	
GRI 405	Diversity and Equal Opportunity 2016		
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 35</u> <u>p. 38</u>	
GRI 405-1	Diversity of governance bodies and employees	<u>p. 38</u>	See AR: 'Report of the Supervisory Board'
GRI 405-2	Ratio of basic salary and remuneration of women to men	<u>p. 38</u>	

GRI 406	Non-discrimination 2016	
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 35</u>
GRI 406-1	Incidents of discrimination and corrective actions taken	<u>p. 35</u>
GRI 416	Customer Health and Safety 2016	
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 23</u>
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<u>p. 24</u>
GRI 417	Marketing and Labeling 2016	
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 18</u>
GRI 417-1	Requirements for product and service information and labeling	<u>p. 18</u>
GRI 417-2	Incidents of non-compliance concerning product and service information and labeling	<u>p. 18</u>
GRI 417-3	Incidents of non-compliance concerning marketing communications	<u>p. 18</u>
GRI 418	Customer Privacy 2016	
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 24</u>
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<u>p. 25</u>
GRI 419	Socioeconomic Compliance 2016	
GRI 103	Management approach 2016 (including GRI-103-1, 103-2, 103-3)	<u>p. 16</u>
GRI 419-1	Non-compliance with laws and regulations in the social and economic area	<u>p. 17</u>

Limited Assurance Report of the Independent Auditor regarding the Separate Non-Financial Group Report¹

To the Supervisory Board of Scout24 AG, Munich

We have performed a limited assurance engagement on the Separate Non-Financial Group Report (hereinafter "Report") of Scout24 AG (hereinafter "Scout24") according to Section 315b and 315c in conjunction with 289c to 289e HGB (German Commercial Code) for the business year from January 1 to December 31, 2019.

Management's Responsibility

The legal representatives of the entity are responsible for the preparation of the Report in accordance with Sections 315b and 315c in conjunction with 289c to 289e HGB.

This responsibility of the legal representatives includes the selection and application of appropriate methods to prepare the Report and the use of assumptions and estimates for individual disclosures which are reasonable under the given circumstances. Furthermore, this responsibility includes designing, implementing and maintaining systems and processes relevant for the preparation of the Report in a way that is free of – intended or unintended – material misstatements.

Independence and Quality Assurance on the Part of the Auditing Firm

We are independent from the entity in accordance with the requirements of independence and quality assurance set out in legal provisions and professional pronouncements and have fulfilled our additional professional obligations in accordance with these requirements.

Our audit firm applies the national statutory provisions and professional pronouncements for quality assurance, in particular the Professional Code for German Public Auditors and Chartered Accountants (in Germany) and the quality assurance standard of the German Institute of Public Auditors (Institut der Wirtschaftsprüfer, IDW) regarding quality assurance requirements in audit practice (IDW QS 1).

¹ Our engagement applied to the German version of the Report 2019. This text is a translation of the Independent Assurance Report issued in the German, whereas the German text is authoritative.

Practitioner's Responsibility

Our responsibility is to express a conclusion on the Report based on our work performed within our limited assurance engagement.

We conducted our work in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised): "Assurance Engagements Other than Audits or Reviews of Historical Financial Information" published by IAASB. This Standard requires that we plan and perform the assurance engagement to obtain limited assurance of whether any matters have come to our attention that cause us to believe that the Report of the entity has not been prepared, in all material respects, in accordance with Sections 315b and 315c in conjunction with 289c to 289e HGB. We do not, however, provide a separate conclusion for each disclosure. In a limited assurance engagement the evidence gathering procedures are more limited than in a reasonable assurance engagement and therefore significantly less assurance is obtained than in a reasonable assurance engagement. The choice of audit procedures is subject to the auditor's own judgement.

Within the scope of our engagement, we performed amongst others the following procedures:

- Inquiries of personnel on the group level, who are responsible for the materiality analysis, in order to gain an understanding of the processes for determining material sustainability topics and respective reporting boundaries of Scout24
- A risk analysis, including a media search, to identify relevant information on Scout24's sustainability performance in the reporting period
- Assessment of the suitability of internally developed definitions
- Evaluation of the design and implementation of the systems and processes for determining, processing and monitoring of disclosures relating to environmental, employee and consumer matters, combating corruption and bribery, including the consolidation of the data
- Inquiries of personnel on the group level who are responsible for determining disclosures on concepts, due diligence processes, results and risks, for conducting internal controls and consolidation of the disclosures
- Evaluation of selected internal and external documentation
- Analytical evaluation of data and trends of quantitative disclosures
- Evaluation of local data collection, validation and reporting processes as well as the reliability of reported data based on interviews and evaluation of documentation
- Assessment of the overall presentation of the disclosures.

Conclusion

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the Report of Scout24 for the business year from

January 1 to December 31, 2019 is not prepared, in all material respects, in accordance with Sections 315b and 315c in conjunction with 289c to 289e HGB.

Restriction of Use/Clause on General Engagement Terms

This assurance report is issued for the purposes of the Supervisory Board of Scout24, Munich, only. We assume no responsibility with regard to any third parties.

Our assignment for the Supervisory Board of Scout24, Munich, and professional liability is governed by the General Engagement Terms for Wirtschaftsprüfer (German Public Auditors) and Wirtschaftsprüfungsgesellschaften (German Public Audit Firms) (Allgemeine Auftragsbedingungen für Wirtschaftsprüfer und Wirtschaftsprüfungsgesellschaften) in the version dated January 1, 2017 (https://www.kpmg.de/bescheinigungen/lib/aab_english.pdf). By reading and using the information contained in this assurance report, each recipient confirms having taken note of provisions of the General Engagement Terms (including the limitation of our liability for negligence to EUR 4 million as stipulated in No. 9) and accepts the validity of the General Engagement Terms with respect to us.

Berlin, March 18, 2020

KPMG AG
Wirtschaftsprüfungsgesellschaft
[Original German version signed by:]

Hell

ppa. Zimen

Appendices

Separate Non-Financial Group Report Scout24 AG 2019	App. 1
General Engagement Terms	App. 2

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Notice

This document may contain forward-looking statements regarding the business, results of operations, financial condition and earnings outlook of the Scout24 Group. These statements may be identified by words such as 'may', 'will', 'expect', 'anticipate', 'contemplate', 'intend', 'plan', 'believe', 'continue' and 'estimate' and variations of such words or similar expressions. These forward-looking statements are based on the current views and assumptions of Scout24 management and are subject to risks and uncertainties. Such statements are subject to a number of known and unknown risks and uncertainties, and there is no guarantee that the anticipated results and developments will actually materialise. They offer no guarantee that the expected results and developments will actually occur. In fact, actual results and developments may differ materially from those reflected in our forward-looking statements. Differences may be due to changes in the general macroeconomic and competitive environment, capital market risks, exchange rate fluctuations, changes in international and national laws and regulations, especially regarding tax laws and regulations, relevant for Scout24, and many other factors. Scout24 undertakes no obligation to revise or update any forward-looking statements as a result of new information, future events or otherwise, unless expressly required to do so by law.

Due to rounding, numbers presented throughout this statement may not add up precisely to the totals indicated, and percentages may not precisely reflect the absolute figures for the same reason. Information on quarterly financials have not been subject to the audit and thus are labelled 'unaudited'.

The management report should be read in conjunction with the consolidated financial statements and the additional disclosures.

This report is a non-binding English translation of the original German annual report. Both reports are available for download on our website at: <https://www.scout24.com/en/Investor-Relations/Financial-Publications/csr-reports/csr-reports.aspx>

In case of any divergence between the two reports, the German version shall have precedence over the English translation.