



Sustainability report 2020

Focus on what matters



Scout24

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Tobias Hartmann
CEO of Scout24 AG

Dear readers,

Our formula for the eventful year that was 2020 can be summed up as having a clear focus on the essential – on what is really important. That also goes for behaving in a sustainable manner. The crisis in 2020 and the COVID-19 pandemic have made it abundantly clear to us all yet again what responsibility every single one of us bears – for ourselves and for our society as a whole. Scout24 takes its corporate responsibility very seriously and will stand by its shareholders during this period of uncertainty. We are making our contribution to a more environmentally conscious, socially just and economically sustainable future for everyone. That is our goal and how we see ourselves.

Following the sale of AutoScout24, our business has been focused entirely on real estate since April 2020. The impact of COVID-19 caused brief tremors in the real estate market too in spring. In this uncertain time, we stood by our customers and users and wasted no time in supporting them with a comprehensive immediate action programme. Fortunately, the real estate market proved robust over the course of the year, enabling us to overcome the year of crisis relatively unscathed.

As our staff made the crucial contribution to this success, I would like to express my gratitude to them in particular for 2020. They adjusted to working from home from one day to the next – with the same productivity and outstanding dedication as before the crisis. This was an exceptional team effort which cannot be praised enough. During this time, we were able to strengthen our teams by focusing clearly on our corporate culture. We published our DNA Culture Code – a manifesto of our corporate values and how well we interact with one another. Alongside their normal work, a group of volunteer employees worked to bring the DNA Culture Code into the company. I am confident that our strong corporate culture made the difference in 2020 and kept our teams together even while they were apart.



We also anchored the topic of diversity and inclusion in our corporate values in 2020. We have made this topic a priority by creating the role of Diversity Officer and have developed our own strategy to this end. We will strive to raise even more awareness of an inclusive working environment, promote the diversity of our teams and, in particular, increase the proportion of women throughout the company, including in positions of management.

Likewise, climate protection was one of our focal points in 2020. We calculated our impact on the environment precisely and used it to develop our first climate strategy with an ambitious goal. Scout24 will be carbon-neutral by 2025. We have therefore put together a comprehensive package of measures which we will now put into practice systematically. Our approach is to “avoid, reduce, compensate”. We are proud to report that we have already been able to lower our greenhouse gas emissions by 31 per cent from 2018 to 2019. By 2025, we want to lower our emissions by a total of 60 per cent compared to 2018. We will then compensate for the other emissions that we are unable to avoid by investing in quality, recognised environmental protection projects.

In order to develop our future role as a market leader in the real estate market with regard to sustainability, we have even established a new committee dedicated to sustainability management within the company. Managers from every division of the company have been working together on our Sustainability Committee since November 2020. They set sustainability targets and monitor our progress towards them. For instance, we will make significant progress in the sustainable product development of ImmoScout24 in 2021 and, in doing so, create additional value for our customers and users.

As you can see, we have made significant progress in many areas by focusing on what is really important in 2020. Our future is sustainable. We will act in a sustainable manner. We are committed to this and hope you will support and accompany us on this path.

I hope you enjoy reading our Sustainability Report 2020.

Yours sincerely,

Tobias Hartmann

CEO of Scout24 AG



About Scout24 – our company profile in 2020

Scout24 is a leading digital company in Germany and operates ImmoScout24, an online residential and commercial property platform with the widest range of listings in Germany.

GRI 102-2

We have been bringing owners, estate agents, tenants and buyers together on ImmoScout24 for over 20 years. ImmoScout24 is building an ecosystem for buying, renting and commercial properties so users will be able to execute property transactions fully digitally in the future. We are therefore continually developing new digital products and services. With around 13.8 million visitors per month, ImmoScout24 is the market leader for finding and marketing real estate digitally in Germany.

Scout24 AG with 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 our tech blog.

Scout24 AG:
scout24.com

On 1 April 2020, Scout24 AG reported that it had sold all the shares of AutoScout24, FinanceScout24 and Finanzcheck (referred to collectively as “AutoScout24”) to subsidiaries of Hellman & Friedman. The company had already announced this in December 2019. Immoverkauf24 with headquarters in Hamburg has been a wholly owned subsidiary of Scout24 since 1 July 2020.

Annual report 2020,
“Fundamentals of the Group”:
scout24.com/en/reporting-2020

This sustainability report refers to Scout24 AG without AutoScout24 and Immoverkauf24¹ as of 31 December 2020.

¹ The acquisition of Immoverkauf24 took place in mid-2020. For this reason, the company could not be included in this year's report. Immoverkauf24 will be included in reports in 2021.



Surviving the crisis together – the COVID-19 pandemic and its impact on Scout24

The COVID-19 pandemic took the world by surprise and had unforeseen effects worldwide. We at Scout24 also felt the painful effects of the pandemic on our business and work, yet we were still able to close the year in an economically stable position. This special page presents an overview of the key steps we took to support our employees and customers during the COVID-19 pandemic.

Working for our employees

Following the outbreak of the COVID-19 pandemic, our priority was to shield our employees and our business from the effects of COVID-19. Therefore, Scout24 formed an interdisciplinary crisis team under the leadership of the Executive Leadership Team in March 2020. In line with the recommendations of the German Federal Ministry for Labour and Social Affairs, a hygiene concept was developed for all offices and has been updated regularly ever since based on observations of the number of infections.

The overwhelming majority of employees have been working from home since the start of the pandemic. Whereas offices were closed and working from home was made mandatory in March and April 2020, we have had the option to have a limited number of staff work in our offices voluntarily and adhering to strict hygiene and social distancing rules since the end of April 2020. Despite the physical distance, it was tremendously important to us to keep our staff motivated and feeling as if they were part of a team, and to support their well-being. As such, Scout24 launched a wide range of initiatives from virtual gym classes and supplying office equipment to digital childcare.

We asked our employees for feedback in summer 2020 on their satisfaction with Scout24 both as an employer and a crisis manager. The results were extremely positive: Most participants said that they had confidence in how Scout24 was handling the crisis and felt supported by the company.



Being there for our customers: no delays or bureaucracy

Uncertainty was high among our customers at the start of the COVID-19 crisis. On as early as 20 March 2020, we published a comprehensive immediate action programme for customers of ImmoScout24 and offered them assistance as a partner. For example, the programme included a payment holiday for commercial customers, free listings for private providers and additional mandates after the crisis for existing estate agent customers. Additionally, it was important that we provided information about the impact of the crisis on the property market, such as with comprehensive market data analyses and information about COVID-19 and searching for or marketing real estate.

Property platform:
immobilienscout24.de/lp/covid19

#TogetherThroughTheCrisis

From analogue to digital: As in many other sectors, the crisis showed that the real estate industry had a lot of catching up to do with regard to digitisation. In 2020, various players in the real estate sector followed Scout24's lead and joined the #TogetherThroughTheCrisis initiative. On 7 May, the members published a joint paper with ten points for the digitisation of the real estate industry – the first industry-wide call of its kind.

In spite of the challenges posted by the COVID-19 pandemic, the company proved resilient over the course of the year, with its key performance indicators remaining stable at the same levels as in the previous year.

Heading into 2021, we will continue to maintain the measures we have implemented for as long as the pandemic makes it necessary.



GRI report with integrated non-financial report

Sustainability is an important part of our corporate culture. That is why we provide our stakeholders with information about our social and environmental engagement on a regular basis in this sustainability report.

We publish an online report in German and English annually. All reports are available online at bericht.scout24.com and scout24.com.

The report is consistent with the GRI Standards of the Global Reporting Initiative and has been prepared in accordance with the GRI Standards: 'Core' option. Consequently, the separate non-financial group report is also based on the GRI Standards: 'Core' option in accordance with Sections 315b and 315c in conjunction with Section 289c to 289e of the German Commercial Code (HGB). The reporting period covers the 2020 reporting year, i.e. from 1 January to 31 December 2020.

In 2019, we identified the material sustainability topics, and thus the relevant report content, in a quantitative materiality analysis with the involvement of all stakeholder groups. Then, in 2020, we examined whether they are still valid (> see **"Materiality analysis", page 13**). The GRI content index provides an overview of the GRI topics with the respective page numbers (> see **"GRI content index", page 73**). In selected instances, the GRI disclosure numbers are integrated directly in the relevant sections.

The separate non-financial report prepared by the Scout24 Group, which is controlled by Scout24 AG in accordance with the German Commercial Code (HGB), is integrated into this GRI report. It encompasses Scout24 AG (as of 31 December 2020) without AutoScout24 and Immoverkauf24. If disclosures relate only to individual parts of the organisation, this is indicated.

The material non-financial content in the sense of the German Commercial Code (HGB) as part of the separate non-financial group report has been audited by KPMG AG Wirtschaftsprüfungsgesellschaft. It is marked with the symbol ✓ in the colour of each section and is also underlined in the running text in the colour of each section. Additional links and references within the externally audited content were not part of the limited assurance engagement.

This report has been written in a gender-neutral manner because diversity and equal opportunities are of immense importance to us. We use possessive pronouns ("their") to expressly refer to all genders.

GRI 102-48

GRI 102-50

GRI 102-54

GRI 102-56

Sustainability reports:
scout24.com/en/reporting-2020,
scout24.com



Management



A strong
corporate
culture



18

material topics

Responsibility

for sustainability as the CEO



Over

500

participants at digital
customer events



New
Sustainability
Committee

At Scout24, we are committed to sustainable corporate governance. Integrity and transparency are the foundations of our sustainability activities. We carry out materiality analyses – most recently in 2019 – so that we can focus on the right topics. The outcome: 18 topics which shape our sustainability management and remain significant in this reporting year.



Our understanding of sustainability

To us, it is clear that success is not just a question of performance, but also requires a distinct awareness of values. That is why sustainability is just as much a part of our corporate culture as innovation, responsibility and integrity. It is our aim to consider societal and social conditions as well as the environment in all our business operations.

In 2020, we developed a vision of sustainability which encompasses aspects relating to society, ecology and corporate governance and reflects our overall understanding of sustainability:

→ We are making Scout24 a sustainable digital company which has a positive effect on society and the environment. We are giving what we take back to society and the environment. However, it is not enough to just give back. We are going even further and addressing all areas of relevance to Scout24: Environment, team, business, management and society.

We are making sustainability possible.

In the context of our new vision of sustainability, we will use the term “sustainability management” in lieu of “CSR management” in future.

Our mission statement for our daily business

Our Code of Conduct, which is binding for all employees of the Scout24 Group, sets out our values and creates a framework for action. Alongside our four core values (> see “Scout24 as a fair and attractive employer”, page 35), we hold ourselves to the following standards:

GRI 102-16

- 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 of 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 professionally.

In January 2020, we took this one step further and published a company-wide DNA Culture Code that is based on the Code of Conduct and sets out in greater detail recommendations for how to interact with each other. The publication was accompanied by numerous internal communication measures and initiatives throughout the year. This included the creation of a DNA Ambassador network, a leadership online summit on culture and diversity as well as all-hands and townhall meetings (> see “Team”, page 34). Our employee survey showed that these measures have contributed to a better understanding of the DNA Culture Code (2020: 84% compared to 2019: 77%).

DNA Culture Code since 2020:
scout24.com/karriere/scout24-entdecken/kultur

Responsibility for sustainability

Responsibility for sustainability lies directly with the CEO of the Scout24 Group. The Corporate Communications & Sustainability department includes a dedicated Sustainability 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 Sustainability Management team reports to the CEO regularly on fixed days. It also coordinates with the relevant departments on strategic and operating decisions, such as HR, Procurement, Marketing, Products, IT and Legal.

GRI 102-18

Our new Sustainability Committee was given the green light in 2020. The committee is a practical working group tasked with identifying and evaluating sustainability targets in future. The committee consists of representatives from ten business units and various functions. It aims to make sustainability an integral part of our business targets, our corporate strategy and our everyday work.

With respect to HR topics, the Sustainability Management team is supported by a Cares team for Berlin and Munich. The team comprises staff from different specialist departments who help to put sustainability activities and measures into practice within our organisation (> see “Society”, page 53).





Outlook for 2021

Our priorities for 2021 are clear: We want to accelerate our climate strategy, reduce our ecological footprint even further and make diversity and sustainable product development into key topics. Consequently, the Diversity and Product Development teams are to work closely with the Sustainability Management team to draw up specific targets for Scout24.

Following the creation of the Sustainability Committee in autumn 2020, we plan to set other specific sustainability targets for the various divisions of the company and measure the progress being made towards them.

Materiality analysis

We performed a materiality analysis in 2019 in which we surveyed both internal and external stakeholders on matters relating to sustainability for the first time. Through this systematic approach, we were able to identify the **topics that are relevant for compliance with the legal requirements of the German Commercial Code (HGB) as well as the GRI Standards**. We also identified the topics we want to focus on in future – in terms of management of the topics, e.g. in developing a sustainability strategy, and in terms of reporting.

GRI 102-46

We have covered the various requirements of the German Commercial Code (HGB) and the GRI Standards by evaluating the individual topics on the basis of three dimensions: the impact of each topic on the environment, employees and society, its business relevance and its relevance to stakeholders. In the survey, the participants could rate the various topics quantitatively and answer optional open questions. The table below shows by whom each aspect was assessed:

Format of our 2019 materiality analysis ✓

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



The **impact on the environment, employees and society** is a criterion, both in accordance with the German Commercial Code (HGB) 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 unit heads). The **relevance of a matter in terms of an entity's development, position and performance**, referred to as business relevance, is the second important criterion of materiality under the German Commercial Code (HGB). Business relevance was assessed by the members of the Executive Leadership team. Additionally, the GRI Standards define the **significance of a topic for stakeholders**, i.e. relevance for stakeholders, as a key assessment dimension. We examined this perspective for the first time in 2019 on the basis of an online survey.

Material topics remain valid

We validated the results of the 2019 materiality analysis in 2020 and, in doing so, verified that the material topics are still valid for the current reporting year. In particular, we took the changes to the corporate structure of Scout24 through acquisitions and disposals into account, not to mention the exceptional developments of the year. The verification process was steered by the Sustainability Management team and the final assessment was conducted by the CEO.

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

The structure of the Scout24 Group underwent changes due to the sale of AutoScout24 in March 2020 and the acquisition of Immoverkauf24 in July 2020. Nevertheless, the business model and the central challenges have not changed significantly. Even the COVID-19 pandemic did not change the relevance of the material topics.

The topics identified as material in 2019 are also valid in the current reporting year. Therefore, the Scout24 Group has continued to identify twelve material topics in accordance with the German Commercial Code (HGB). The following table allocates these topics to non-financial matters.

Material topics pursuant to the German Commercial Code (HGB) ✓

Non-financial matters	Material topics	Including
Employee-related matters	Working conditions	Fair and attractive working conditions, employment relationships and development
	Training and education	-/-
	Diversity and equal opportunities	Anti-discrimination, inclusion
Environmental matters	Emissions	(Employee) mobility
	Energy	Energy efficiency, use of renewable and non-renewable energy
Anti-corruption and bribery	Good corporate governance	Corporate governance, risk management
	Ethics and integrity	Compliance with international standards of conduct, fair business
	Compliance	Compliance with laws and directives, fight against corruption
Consumer matters	Dialogue and transparency	Recognition of the interests of stakeholders, involvement of stakeholders
	Product responsibility	Marketing and labelling, product safety, product transparency, consumer education and awareness
	Product development	Innovation, development and accessibility of technology, sustainable product development
	Data protection and security	-/-



With regard to social matters and human rights, no topics were identified for Scout24 that are considered material under the German Commercial Code (HGB). As such, we do not address these matters in the separate non-financial report.

Beyond the twelve topics mentioned above, there are another four topics that are material pursuant to the definition of materiality in the GRI Standards:

- [Waste and recycling](#)
- [Resource consumption](#)
- [Occupational health and safety](#)
- [Responsibility in the supply chain](#)

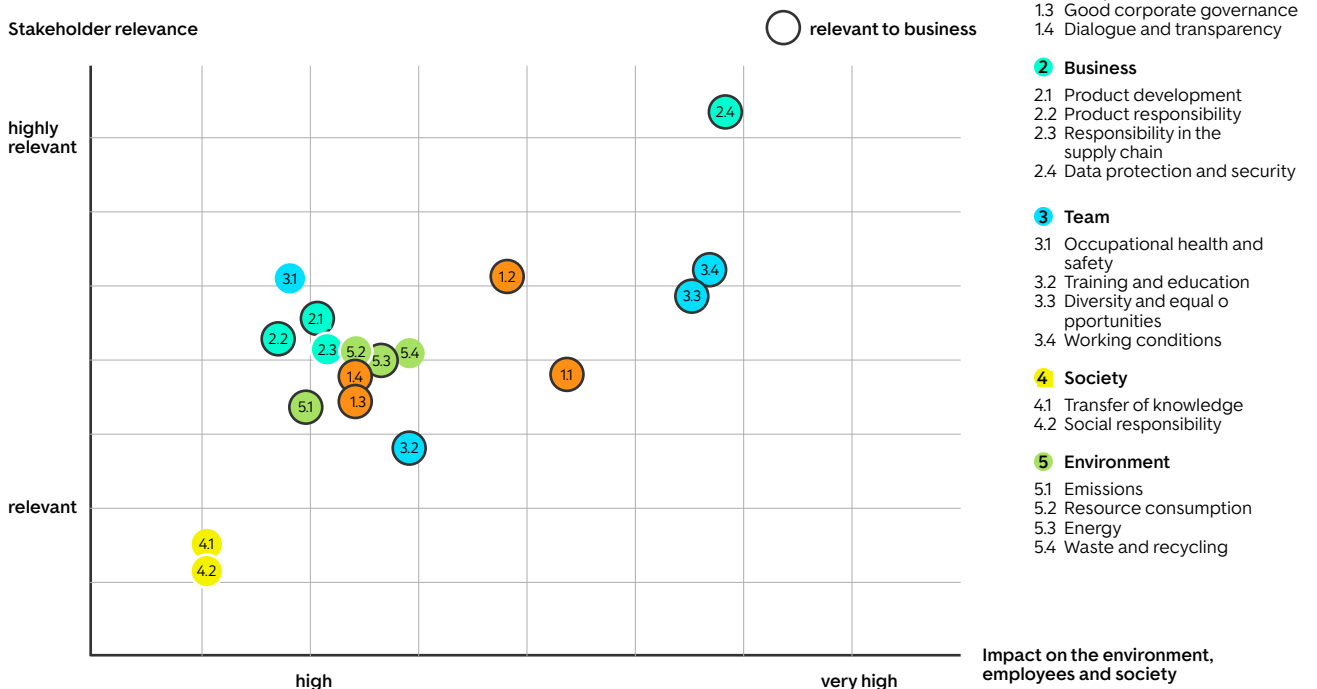
Additionally, we have incorporated two other topics into our reports on a voluntary basis. Although their impact on the environment, employees and society have been rated lower, they are still of great relevance to our stakeholders:

- [Social responsibility](#)
- [Knowledge transfer](#)

2020 materiality matrix

The matrix below covers the three different perspectives (impact on the environment, employees and society, business relevance and stakeholder relevance), thereby combining the different definitions of materiality under the German Commercial Code (HGB) and the GRI Standards. The y axis shows stakeholder relevance and the x axis displays the impact. Business relevance is indicated by a black outline.

2020 materiality matrix ✓

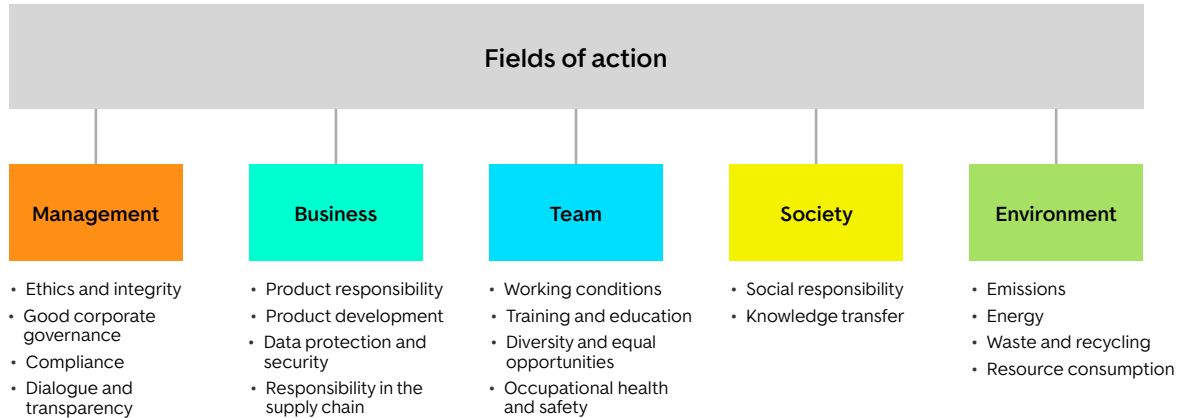




Our fields of action

At Scout24, we break down material topics into five fields of action for sustainability management and reporting.

Overview of material sustainability topics ✓



In future, on the basis of the fields of action, we will bring our sustainability strategy in line with the Sustainable Development Goals, the 17 sustainable development goals of the United Nations, and provide information at regular intervals in our reports. We are confident that every single contribution towards these targets is important in order to deal with the global challenges in the fields of society and environmental protection. The Sustainable Development Goals were selected using the identified material topics. Our contribution is focused on good health and well-being (SDG 3), quality education (SDG 4), gender equality (SDG 5), affordable and clean energy (SDG 7), decent work and economic growth (SDG 8), industry, innovation and infrastructure (SDG 9), reduced inequalities (SDG 10), sustainable cities and communities (SDG 11), climate action (SDG 13) and partnerships for the goals (SDG 17).

Dialogue and transparency

We want to be a fair, trustworthy partner to our stakeholders. As such, transparent communication and regular dialogues in which we involve our stakeholders in selected strategic and operational issues relating to our business activities are important. Be it investors, customers, users, suppliers, business partners, our employees or the social environment, we want to know what our stakeholders expect from us and what standards they hold us to and factor this into our decision-making processes.

GRI 102-42
GRI 102-43



The Corporate Communications and Sustainability team coordinates internal and external communications at Scout24. To this end, the team is in contact with the specialist departments which themselves are in closer contact with each group of relevant stakeholders by virtue of their everyday work. In addition to our annual reports and occasional press releases, we use a wide range of other channels and formats of communication if the need and occasion should arise.

A digital dialogue

Digital communication with our stakeholders took centre stage in 2020 due to the COVID-19 pandemic. As such, we migrated almost all of our dialogue formats to digital. These included, for example, digital...

... customer events

Eleven digital customer events took place in 2020, including “ImmoGipfel Spezial” three times – an event for the entire real estate industry. The most important topics included the development of the property market in the COVID-19 era as well as the division of estate agent commission, known as the contracting-party-pays principle. On average, every digital customer event in 2020 had 525 participants. The similar analogue format in 2019 attracted an average of 36 participants.

... dialogues with the capital market

Even dialogues with the market have been exclusively virtual since mid-March 2020. Nevertheless, even in this challenging environment, we were able to hold discussions with almost 500 investors from over 300 institutions at 273 meetings. In total, five national and international roadshows, a corporate governance roadshow and 11 investor conferences were organised and the Management Board participated in the majority of them. In December, Scout24 even organised a virtual “Analyst Day” where the Management Board outlined the business developments and future prospects of the Scout24 Group for analysts. Even the Annual General Meeting of Scout24 AG in June 2020 was an entirely virtual event. The live broadcast of the reports and speeches by the Supervisory Board and Management Board was available to the general public, registered shareholders could follow the entire Annual General Meeting live using a protected online service.

ESG (environmental, social and governance) ratings are an important contribution to increasing transparency about our sustainability efforts. Since 2020, for instance, we have been actively participating in CDP, CSA, FTSE, ISS ESG, MSCI and Sustainalytics and are in direct dialogue with the rating agencies and their analysts.

... employee events

Most other internal events at Scout24, such as our townhall meetings, also took place digitally in 2020. Even though the roughly 800 employees had been working from home almost without exception since the start of the COVID-19 pandemic, it was important to us to keep in contact with them and update them on important current affairs within the company. Since the outbreak of the pandemic, we have also introduced new internal virtual events in order to encourage discussion and cohesion between employees during the COVID-19 pandemic. And to keep employees fit and healthy in their home offices, Scout24 has even started offering digital workouts, ergonomics training and yoga courses (> see “Health and safety in the workplace”, page 48).



Stakeholder group	Communication means 2020 (selection)
Social environment	Activity and discussions in sustainability networks (e.g. the Phineo network)
	(Digital) Berlin Social Academy 2020 including feedback survey with NGO representatives
	“Give something back” category at Hack Week 2020
	Social Summer
Investors and shareholders	Annual General Meeting
	Analyst Day
	Quarterly statements (first and third quarter) and half-year and full-year financial reports
	Announcements from Investor Relations
	Various telephone conferences as required
	Digital roadshows
	Participation in virtual conferences
Customers	Regular customer satisfaction surveys
	Monthly (individual) talks with customers about product ideas and market situation
	Continuous tests with customers in the User Lab to refine the user experience (nearly 40 rounds of tests for ImmoScout24)
	“ImmoGipfel Spezial” dedicated to selected current affairs from the real estate industry
	Bilateral meetings as necessary
Suppliers and business partners	Semi-annual voluntary “Procurement & Legal Topics” workshop
	Participation in virtual events
	Diverse teleconferences with our (potential) suppliers and business partners
Employees	Five townhall meetings (staff meetings at the Management Board's invitation) and various all-hands meetings (mono-thematic staff meetings initiated by the individual specialist departments in order to discuss a specific subject matter, such as the DNA Culture Code or Rent Week)
	Regular newsletters from different specialist departments
	“My Dialogue” discussions between employees and managers
	Leadership Online Summit, the virtual event for managers
	2020 Engagement Survey
	Intranet
	Scouts4Scouts events where employees can show off their talents (e.g. digital photography workshop or digital DJ session)
	Raising awareness of sustainability:
	All-hands meeting to introduce Scout24's first Corporate Carbon Footprint
	Regular sustainability newsletters with updates on sustainability topics and projects
	Various corporate volunteering campaigns such as the Social Summer
	“Give something back” category at Hack Week 2020
	Users (consumers)

GRI 102-40



Moreover, Scout24 is active in topic-specific initiatives and associations, thereby promoting an exchange with other players. The main memberships include the following organisations:

GRI 102-12

GRI 102-13

- Bitkom – German Federal Association for Information Technology, Telecommunications and New Media
- Bundesverband Digitale Wirtschaft e.V. (German Association for the Digital Economy)



Corporate governance and compliance as a basis for trust

Scout24 AG's management and oversight bodies aspire to responsible, transparent and excellent corporate governance. An important objective is to preserve the company's trustworthiness at all times.

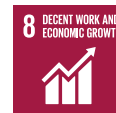
As a public stock corporation, Scout24 AG adheres to the statutory requirements which apply to corporate governance and other aspects. It has the customary dual management and control structure consisting of a separate Management Board and Supervisory Board and follows the recommendations of the German Corporate Governance Code. 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. It satisfies legal requirements and reflects the company's own ethical and social values. For the future, we aim to integrate compliance criteria even more deeply into our procurement policy. We took our first steps in this direction in 2020 by, for example, including maverick purchasing and its consequences in a new version of the procurement policy. This is also relevant to us as a non-manufacturing digital company with a supply chain of low complexity (> see "Responsibility in the supply chain", page 32).

Integrated management of corporate governance, compliance and risk management

Trust in us as a company is an important cornerstone of our business. We must therefore prevent non-compliance with relevant rules and the associated risks of financial disadvantages or reputational damage to Scout24. The objective of our compliance programme is to ensure compliance with national and international legislation, regulations and internal policies.

Overall responsibility for compliance rests with the Management Board. The Governance, Risk & Compliance department that reports directly to the Management Board is in charge of compliance and risk management as well as the internal control system for the Scout24 Group as a whole. The general counsel appointed by the Management Board acts as Chief Compliance Officer. The Supervisory Board is kept informed on a regular basis about compliance and risk management activities and receives a copy of the internal audit function's report.



Corporate governance, declaration of conformity: scout24.com/investoren/corporate-governance

Code of Conduct: scout24.com/en/investors/corporate-governance/code-of-conduct

GRI 103-1
GRI 103-2
GRI 103-3
GRI 419-1



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 the 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

In the reporting year, we adapted the signature rights policy in the new procurement policy and revised it with regard to processes of transactions with related persons and major customers.

Zero-tolerance stance on corruption and anti-competitive behaviour

The focal points of our centrally managed compliance programme include corruption prevention and the avoidance of anti-competitive behaviour. This is because the integrity of our employees is a basic prerequisite for being able to trust one another at work. 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 that are available in our learning management tool in order to provide them with the information about how to avert anti-competitive behaviour (> see “Tailored training and education”, page 38). 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. No relevant infringements by employees became known in this context in 2020.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 206-1



Informing and raising awareness among all Scouts

The General Counsel and the Compliance department are the most important 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 whistleblower and the affected party. One possible outcome are adjustments to internal processes or structures. For 2020, we are not aware of any breaches of compliance that could have resulted in substantial fines or non-monetary sanctions on grounds of non-compliance with laws and/or regulations in the social and economic spheres.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 205-2

As part of our compliance training (> see “Tailored training and education”, page 38) we regularly make our employees aware of how to comply with rules and regulations. In 2020, we trained a total of 165 participants on these issues as part of their onboarding (2019: 331). 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.

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), the German Price Indication Regulation (PAngV), data protection legislation, various labelling regulations and the Buildings Energy Act (GEG) which replaced the German Energy-Saving Ordinance (EnEV) on 1 November 2020. The input masks for preparing listings on our marketplaces contain the relevant mandatory fields and are updated whenever labelling or information requirements change.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 417-1
GRI 417-2

In addition, we have created internal structures and processes to provide listers on our marketplaces with the best possible support for them to fulfil their responsibility to label their listings as required and ensure transparency. Our Customer Marketing team therefore keeps in contact with agents and private listers on ImmoScout24 to share information about new directives or amendments of the law (> see “Dialogue and transparency”, page 15). 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, e.g. of making the relevant information visible (in accordance with the German Buildings Energy Act (GEG)).



For 2020, there were no known breaches in conjunction with product and service information and labelling at ImmoScout24. In connection with marketing or communication regulations, we had the Legal department optimise our processes for monitoring and approving advertising claims in the 2020 reporting year.

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, assess and control 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 and controls to effectively mitigate and manage business risks. This is intended to provide legal certainty and certainty for our actions, and ensure sustainable success for the company.

GRI 102-11
GRI 102-15

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. In particular, it is intended to ensure the security and efficiency of business processes as well as the reliability of financial reporting. The purpose of our risk management system is to document, assess and control risks systematically. The risk management system is based on the internationally recognised Enterprise Risk Management Framework of the Committee of Sponsoring Organizations of the Treadway Commission. The internal audit function which reports directly to the Supervisory Board regularly audits the three areas of risk management, compliance and ICS.

One important milestone was the **integration of social and environmental risks to Scout24 into its internal risk management system** in 2018, which covers issues such as climate, product safety and customer satisfaction. Each individual financial and non-financial risk anchored in the risk management system is assessed by the specialist departments in close consultation with risk management on a quarterly basis using quantitative parameters, probability of occurrence and the potential financial impact. The specialist departments then report significant risks to the Executive Leadership team. Every three months, the Supervisory Board receives a report on the current risk situation and the Scout24 Group's risk inventory. Once a year, we publish a risk and opportunity report as part of our annual report. Outside of the regular assessments, we also report on new risks or risks that can cause a high potential loss to allow us to respond in a timely and appropriate manner. This approach is consistent with the statutory requirement to identify developments that threaten our continued existence under the German Stock Corporation Act (AktG).



The core of Scout24's risk management system is to achieve the necessary transparency with regard to existing risks and consider every aspect of them. This should lead to a shared awareness of risks within the company and make their significance to and effects on the achievement of the company's goals clear. The risk management system in the Scout24 Group aims to identify, analyse, evaluate and control financial, operational, strategic, external and compliance-related risks – in accordance with existing regulatory requirements. Risk management should actively contribute to the achievement of the company's goals and to the implementation of its strategy.

We consider the risks that existed when the management and sustainability report was prepared limited and the overall risk situation as manageable. Compared with the previous year, no fundamental change has occurred in the overall risk position. There are currently no identifiable risks that, either individually or collectively, could pose an existential threat to the Scout24 Group's results of operations, financial position or net assets or could have a serious negative impact on the environment, society or the reputation of the Group. For more information, see the risk and opportunity report in the management report for 2020.

Annual report 2020,
"Risk and opportunity report":
scout24.com/en/reporting-2020

In addition to its regular risk assessments, **Scout24 performs annual assessments** of the non-financial risks for the non-financial aspects that have been identified as material in accordance with the German Commercial Code (HGB). In line with the company-wide risk management system, risks were assessed with the involvement of all relevant specialist departments on the basis of the criteria of impact and probability of occurrence. The outcome of the consideration in net terms: No significant risks were identified for the 2020 reporting year that are highly likely to occur and involve a serious negative impact on non-financial aspects.



“We are making Scout24 a sustainable digital company which has a positive effect on society and the environment.”

Anne Rupp, Senior Sustainability Manager

What do you think were the “sustainable” milestones in 2020?

We developed a new sustainability strategy encompassing ecology, society and governance in 2020. Our vision: We are making Scout24 a sustainable digital company which has a positive effect on society and the environment. The impact on the climate was also our top priority in 2020. We have made it our stated goal to be climate-neutral by 2025. We therefore calculated the ecological footprint of Scout24 for the first time and drew up a climate strategy. We even formed our own Sustainability Committee in October 2020. The committee is tasked with defining and monitoring specific sustainability targets and measures.

How was it pressing on with many of the sustainability aspects remotely?

It was easy to move to working from home both technologically and from a team perspective, largely thanks to the commitment and enthusiasm for sustainability that many of our colleagues show. It was great to see all that can be done from home. We even converted our corporate volunteering concept during the pandemic so the Scouts could work for various charitable causes digitally.

Outlook for 2021: What do you have planned now?

We have resolved to do a few things. For one, we will focus on sustainable product development. We will also focus on diversity in order to increase the proportion of women in the company and especially in positions in management. And of course, we will continue to work on our goal of being climate-neutral by 2025.



Business

Comprehensive immediate
action programme for our customers
during the

**COVID-19
pandemic**

A new quality offensive for
security on our platforms

Regional
procurement:

67%

all suppliers are
from Germany

25,000

Customers

surveyed about their satisfaction

< 1%

fraudulent listings on our
property platforms

We are developing a comprehensive ecosystem for real estate in Germany and Austria with ImmoScout24. We are bringing together supply and demand and are striving to make searching for, purchasing or selling properties a completely digital experience in future. Data security and fraud prevention have top priority on our platforms. 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

We want to optimise the way in which our digital marketplaces are tailored to the needs of our customers and users and make them both easy and efficient to use. 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 our annual Hack Weeks – our internal think tanks – to develop marketable, demand-oriented innovations. During Hack Week 2020, our employees submitted 36 different project ideas in three categories of competition. In the “Move the needle” category, we looked for product improvements for our customers. The “Give something back” category focused on diversity, social responsibility and sustainability. And Scouts in the “Bleeding-edge technology” category got to use the very latest technology.



Treating customers and other stakeholders as partners

We seek 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 supporting our customers and making sure they are satisfied.

We measure customer satisfaction with the help of an **ongoing online survey** on the website and in the apps. In the survey, we ask them directly whether they like certain functions and to tell us what we can improve. Their feedback also reaches us through the direct customer contact that our sales staff have. Over the course of 2020, we evaluated approx. 25,000 responses to our surveys.

We attach great importance to working together with our customers in a spirit of partnership. That is why we launched initiatives including an immediate action programme for our customers during the COVID-19 pandemic. It contained measures for users of our platform as well as for (commercial) customers. We provided users with the following:

- Properties that can be viewed remotely by video are highlighted by a label and can be searched for specifically.
- We provide a free live remote viewing streaming service. This is made possible by the ImmoScout24 app in which listers can send direct invitations to video viewings.
- It is now also possible to enter into rental contracts digitally on ImmoScout24



The immediate action programme for our customers contains the following elements:

- **Liquidity Plus:** We offer commercial customers a payment holiday. 1,200 customers had already made use of this option by April 2020.
- **Listing Plus:** Private owners of residential properties can list their property on ImmoScout24 free of charge and receive free advice from a professional estate agent. This enables estate agents to attract more new customers.
- **Leads Plus:** Commercial customers with a membership receive free owner enquiries.
- **Service Plus:** Our customers enjoy cheaper rates for the professional versions of our memberships as well as for our additional products

We set up a content hub for both groups to provide clear information about current rules during the pandemic and outline the most important impacts such as on flat viewings.

Content Hub:
immobilienscout24.de/lp/covid19

Additionally, we recognised that extraordinary times require strong alliances. We encouraged representatives of the real estate sector to join the #TogetherThroughTheCrisis initiative and published a ten-point programme for a functional property market. The goal is to accelerate the digitisation of the property market. The COVID-19 pandemic made it clear that leasing or selling a property in Germany is still too bureaucratic a process (> see “Dialogue and transparency”, page 15).

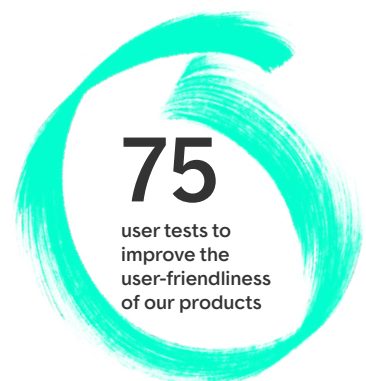
#TogetherThroughTheCrisis:
wohnenweiterdenken.de/gemeinsamdurchdiekrise-optimistisch-kontaktlos-digital/

Our goal is to adapt rules and procedures to the new situation quickly and consistently. A digitisation hub enables us to make sure that the property market remains functional. For this reason, we want to work with legislators, the federal government, states and local authorities to find solutions. Members of the alliance include: the Federal Association for the Real Estate Industry (BVF), eBay Classifieds, our subsidiary FLOWFACT, the Federal Association of German Housing and Real Estate Companies (GdW), ImmoScout24, Immowelt, the German Real Estate Association (IVD), the property valuation company Sprengnetter, the German Association of Property Managers (VDIV) and the German Property Federation (ZIA).

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 a total of 75 user tests throughout 2020. These were interviews, each with between four and eight people. 35 rounds of these user tests took place with private users and 40 with commercial customers. It is of vital importance to us to involve our stakeholders directly in the product development process in this way.

In the past, for example, we integrated a travel time calculator into our apps at ImmoScout24 on the basis of this feedback. 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. This service was also transferred to the web version of the portal in 2020. Feedback from our users is also largely to thank for the new option to view flats live online.



One particular challenge that our users face remains unchanged: to find somewhere to live that is available and affordable. The situation in metropolises has been the same for years: The lack of rental apartments 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 Plus membership offers special support in such cases. Members can make the best possible impression on listers of flats with a digital application folder and receive more frequent responses as a result. They also enjoy lots of other advantages such as SCHUFA credit checks, advice on tenancy law, utility cost checks and an emergency locksmith service. Furthermore, Plus members receive an opportunity analysis which shows information such as how many applicants have already responded to the listing.

In 2020, we introduced new, cheaper price models for less than EUR 10 per month with a minimum contractual term of 12 months. These will enable more users to access Plus services for a longer period of time. Additionally, a deposit guarantee is now available which can be used in lieu of a cash deposit – at no extra cost to Plus users.

One of the 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 platform team responsible in Consumer Experience continuously checks whether the **requirements of the international Web Content Accessibility Guidelines** can be implemented. We revamped our website in this context in 2019 and enhanced the screen reader feature. This made it even easier for visually impaired people to use our platform ImmoScout24. We introduced a colour palette selection tool in 2020 for customers with vision impairments (e.g. red-green colour blindness). We also developed dark mode for the app to make it easier to read. This mode has even been proven to save battery power on current smartphones with OLED displays.



We also receive important impetus 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 make quite a few improvements over the past few years to give people with a disability or impairment better access. Examples on the ImmoScout24 platform include the adjustment of search criteria to include barrier-free access and the integration of **“Wheelmap”, a map of wheelchair-accessible places**. This can be found in the property profile as well as in the list of results. It can now already be activated in the map search and assist in finding barrier-free properties faster. The coloured icons on the Wheelmap indicate how accessible places in the direct vicinity are. This will make it easier for people with wheelchairs, wheeled walkers or prams to find a suitable area in which to live.



Further impetus from our Hack Weeks

Hack Weeks take place annually at ImmoScout24. Our employees develop innovative technological and product solutions during these events. There has also been a social impact category (“Give something back”) since 2018 – an evolution of the Social Hack Days we organised at our Berlin office for the first time in 2017. Our employees vote to choose the winning projects in the various categories. Each winning team receives EUR 500 in prize money which they can donate to a charitable cause of their choice.



In 2020, the winning team in the “Give something back” category addressed what we as a provider can do if discrimination is discovered or reported on our marketplace. The team’s proposals include awareness training and personal commitments for customers which are displayed in their profiles. For example, bots could be used to overcome language barriers. The team donated its prize money to ReachOut, an advice service for victims of right-wing, racist or anti-Semitic violence.

Sharing our knowledge of the property market

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.

We launched the freely accessible platform for debate “WOHNEN WEITER DENKEN” (“rethinking how we live”) in 2019. 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. The platform had a coverage of around 8.5 million contacts and generated around 100,000 interactions in 2020.

Discussion platform:
wohnenweiterdenken.de

Our rent maps for six cities that show the average rent for a 70 m² apartment make for greater transparency. We have also prepared comparable information about the purchase prices for newly built flats and houses in selected cities.

Rent maps for six cities:
immobilienscout24.de/immobilienbewertung/ratgeber/mietpreise-und-kaufpreise/miet-maps-deutschland

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 cyber-crime – in the form of data phishing or fraudulent listings, for example. Fake property listings or “advance payment fraud” can cause financial losses for our users and damage Scout24’s reputation.

Ensuring security

The confidence and satisfaction of our customers and users are the foundation of our business success as an operator of online marketplaces. For this reason, the security of our platforms is one of the most strategically important and high-priority objectives of Scout24. To prevent fraud and data theft, we are working on technical measures to prevent the misuse of information on our websites as effectively as possible. We want to combat fraud attempts by identifying and removing fake listings as quickly as possible.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 416-2

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 also consider new developments in this respect and adjust our internal processes and policies as necessary. In 2020, we conducted numerous technical checks to verify that our internal security standards were being adhered to. We have also further developed automatic attack detection for our internal IT infrastructure and the ImmoScout24 platform.

Our Security & Trust department consists of four teams, each of which has its own 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 & 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 use key indicators that are commonly used in the industry to gauge how efficient and effective defined security measures are. These key indicators show the probability of occurrence and severity of a potential loss. 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 to report any scam listings as fraud by clicking on "Report the listing". 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.

The Cloud Security Baseline, our internal instructions concerning the security of cloud applications, encompasses access rules, encryption and continuous monitoring of all cloud resources. In recent years, we have been working to automate security processes so as to be able to respond to risks more quickly. We established a technical audit of security measures in 2020 for this purpose.



Additionally, we carried out a large-scale quality offensive on our property platform. With machine learning algorithms and innovative anti-crawling technology, we can not only protect the data of our customers and users, but also protect them against phishing and spam messages. Furthermore, users have been able to accept and reject specific cookies since summer 2020. We are also working continuously to identify potential weaknesses in our IT infrastructure even more quickly and test the security of our products even during the product development phase.

Aside from the security processes in place, we provide our users with targeted and proactive information. That is why we have set up the website sicherheit.immobilienscout24.de. On this website, we answer user questions, investigate attempts at fraud and provide details about people to contact. In addition, we send out general information material by email and draw the general public's attention to these issues in media interviews.

Security procedures:
sicherheit.immobilienscout24.de

As in previous years, the proportion of fraudulent listings on our Scout24 platforms in relation to our active property portfolio is below one per cent. The percentage of fraudulently created accounts among all newly created customer accounts which is calculated on a monthly basis is in the lower double digits.

In 2021, we will strive to make our customers and users more aware of security issues. In real terms, we are planning to provide additional informative material on how to use the platform securely. This includes, for example, more information about two-factor authentication. We also want to optimise spam detection on the platform in 2021 and improve how security vulnerabilities are identified in products during the development phase.

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 security are a high priority and a fundamental part of how we see ourselves. We are committed to handling the data we collect, capture, store or use in a responsible manner and adhere to all relevant data protection laws that apply to Scout24 in the process.

GRI 103-1
GRI 103-2
GRI 103-3

Data compliance based on efficient processes and structures

The purpose of data privacy is to protect individuals from infringements of their right to informational self-determination when their personal data are processed. 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 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, however, we have established a data protection organisation that delegates certain data protection duties and shares responsibility for compliance with data protection requirements among the specialist departments and functional units.

Previously, on the level of Scout24 AG, the Data Protection Officer coordinated all relevant measures and advised the Management Board. This role has been fulfilled by an external data protection officer since 1 December 2020. 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 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 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. All employees still take part in mandatory online refresher training on an annual basis.

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 most recent audits took place in 2018 and 2020. The fields of action identified in those audits have largely been addressed.

Handling complaints responsibly

In the event of a complaint, there are various ways to contact us – in person, by phone, using the email address provided in the data protection information or anonymously via our whistleblower system or the external ombudsman. Customers can also contact our Customer Care team directly. In accordance with the applicable regulations, we have been in contact with the relevant supervisory authority in connection with various matters. We also observe our procedures continuously and examine where and how we can improve them.

Our Data Protection Code of Conduct:
scout24.com/media/scout24/Investor_Relations/Corporate_Governance/Verhaltenskodex/Scout24_2018_Data_Protection_Code_of_Conduct.pdf

GRI 103-1
 GRI 103-2
 GRI 103-3
 GRI 418-1

Responsibility 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.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 102-9
GRI 204-1

Our supplier and procurement management is based on our procurement policy, an updated version of which took effect in 2020. Besides price, quality, reliability and innovative power, we are increasingly using sustainability and resource conservation as additional criteria when we select products and suppliers. By including suppliers' sustainability initiatives or programmes in future requests for proposals, we can select services and products on the basis of social and environmental aspects to a greater extent. In 2021, we intend to draw up a code of conduct for suppliers which will likely cover the environment, society, quality and governance.

Our task next year will also be to refine our key performance indicators and identify what specific requirements arising from the National Action Plan on Business and Human Rights (NAP) Scout24 has to meet.

The Global Procurement department coordinates our procurement processes centrally and manages these in the Coupa procurement system. Following the advanced strategic development of this tool in 2019, we used the reporting year to further optimise the ordering process. For example, we decided to involve Procurement and Legal in procurement processes at an earlier stage and in a more strategic manner.

In 2020, Scout24 AG and Immobilien Scout GmbH spent EUR 138 million on procurement (2019: EUR 97 million). The Group sourced products and services from a total of approximately 860 suppliers (2019: approx. 940). Around 67% of all suppliers in 2020 were from Germany (2019: 63%), 18% of which were from regions adjacent to (2019: 20%) our sites in Berlin and Munich.





“Whenever we launch or develop a product, we have sustainability in mind.”

Christoph Barniske, Director of Product Management

What role does sustainability play in your day-to-day work?

Whenever we launch or develop a product, we have sustainability in mind. The reason is simple: We have been digitising the way properties are sold for over 20 years with ImmoScout24. In addition to better efficiency and transparency for our customers, this contributes to sustainability. For example, customers can now view a property virtually without having to book a date and time. Energy efficiency is also an important concept for the entire real estate industry. That is why on ImmoScout24, we highlight exceptionally energy-efficient properties in the search.

Do you also get inspiration from your customers and users? From your colleagues?

We stay close to our customers through surveys, user tests and personal contact. Likewise, our colleagues in customer services pass valuable information on to us. This feedback helps us make our products and services even better. We receive other ideas from our colleagues at our Hack Weeks. In this format, all Scouts have the chance to develop new technology and product solutions away from their daily work routines, including ones that bring additional value to society. In 2020, a team worked on measures to combat discrimination in the property market. One proposal was a translation service on the ImmoScout24 site.

How has COVID-19 affected product development this year?

Most of our services are already digital and free to use. This was of course a great advantage when the lockdown was in place. We have updated some of our products and adapted them to this extraordinary situation. For example, our customers have been able to view properties by streaming video in the ImmoScout24 app since May 2020. We have also made it possible to enter into rental contracts digitally with ImmoScout24. This saves time and paper. And no face-to-face meetings are necessary.



Team



Top priority:
Diversity and inclusion



No pay gaps

between male and female employees



Over

90%

of staff have confidence
in the crisis management
of Scout24 during the
pandemic



15%

more men on parental leave than
in the previous year

What makes an employer attractive? The year 2020 changed the way we would answer this question. The COVID-19 pandemic turned our private lives and the world of work on their heads. Flexible working hours, home office opportunities and childcare all got a lot more important in 2020. Scout24 is no exception. Our four core values guide us in times like these. They are the foundation of the work we do. We relied on these core values more than ever in 2020 and helped our staff overcome all the challenges they faced to the best of our ability.

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, 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.

GRI 103-1
GRI 103-2
GRI 103-3

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

In 2020, our focus was on supporting our employees during the COVID-19 pandemic to the best of our ability and anchoring our DNA Culture Code in our daily business operations. We also concentrated heavily on diversity and inclusion. We raised awareness of these subjects through a range of channels: at our regular virtual meetings of all employees (townhall meetings), in special formats such as the all-hands meeting on cultural matters relating to the company in June 2020 as well as newsletters and initiatives concerning the DNA Culture Code.

Our corporate culture, our DNA

Everything we do is based on our DNA Culture Code – the jointly defined values and guiding principles of the work we do. The DNA Culture Code applies to all employees of the entire Scout24 Group with the exception of Immoverkauf24 (> see “Our understanding of sustainability”, page 10). The four core values and four leadership behaviours are an integral part of the DNA Culture Code. 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: We are a **data-driven** company and are **continuously learning**. We are **proactive**, act as **one team** and treat one another with respect. The core values apply to all employees regardless of the hierarchy level. Four leadership behaviours have also been derived from the core values, so managers too explicitly undertake to embrace a value-driven corporate culture. The core values – as well as some leadership behaviours – are anchored in central processes such as the recruitment process, the feedback interviews between employees and managers (MyDialogue) and the annual performance reviews. The DNA Culture Core is also a cornerstone when it comes to onboarding new employees.



The core values were developed by our employees from the ground up in 2019. We worked with them in workshops and interviews to identify what values are of particular significance to our work. We then presented the core values to the company in an employee meeting and with digital and printed DNA Culture Code leaflets. We even supported the introduction of the DNA Culture Code with a special information video.

The new Lunch & Learn format is an example of how the DNA Culture Code has become established in our employees' everyday working lives. Beginning in September 2020, all employees have been able to join a Zoom meeting during their lunch breaks every Thursday in which Scouts can share their knowledge about any given topic with everyone else in an interactive manner. With this new format, we aim to strengthen our core value "Learning" and the transfer of knowledge between employees. It is accessible in a virtual format for all employees.

Additionally, we launched a DNA Ambassador network in the reporting year in order to further consolidate the core values within the company. Employees from a range of different divisions have been coming together to develop campaigns and initiatives which support the values set out in the DNA Culture Code since May 2020. These include initiatives designed to improve our meeting culture – especially when we work together virtually – and proposals about feedback. Around 20 employees are already part of the DNA Ambassador network.

Besides the new developments in our core values and the DNA Culture Code, the key focal points of our work in the 2020 reporting year were diversity and inclusion initiatives (> see "**Diversity and equal opportunities**", page 41) as well as training and education initiatives (> see "**Tailored training and education**", page 38).

In 2021, we plan to further establish the core values and DNA Culture Code through initiatives from the DNA Ambassador network.

We are also striving to refine our diversity and inclusion measures, such as with regard to gender and family friendliness (> see "**Diversity and equal opportunities**", page 41).



Support for our employees in home offices

The COVID-19 pandemic made it spectacularly clear how important a strong corporate culture is in times of crisis. We took the following steps in particular to support our employees in this situation:

- Virtual employee meetings and Q&A formats
- Virtual entertainment (Scouts4Scouts), e.g. cooking or photography lessons and a digital Christmas party
- Free virtual childcare during lockdown from our partner pme Familienservice as well as free or partially financed holiday care services
- Free virtual gym classes, yoga and ergonomics coaching several times a week
- Installation of home office equipment (monitors, office chairs) where necessary
- Free lunch in the office in some cases

We value our employees' feedback

In our 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. We usually proceed in two steps:

- The comprehensive employee survey is conducted in the second quarter of each year. It contains about 50 questions on various topics, such as working environment, team spirit and cooperation, corporate culture and personal development. Scout24's social and environmental responsibility is also addressed.
- In a supplementary short survey at the end of the reporting year, we measure the success of our measures with a view to making further adjustments if necessary.

We adapted the surveys in 2020 due to the COVID-19 pandemic. A shorter survey was carried out in the second quarter as a result. In the survey, employees were asked about how happy they were with the way Scout24 was managing the crisis in addition to the core topics. The comprehensive survey with 55 questions was then conducted at the end of the year in order to address the topics that had been omitted in summer. In both surveys, we also fleshed out the topics of corporate culture and diversity and inclusion with additional questions as our work focused on them in 2020.

Both in spring and in autumn 2020, the rate of participation reached a new record high of 92 per cent (previous year: 86%). At FLOWFACT, the rate of participation was 79% and 88% (there were two surveys with differing participation rates). This underlines the confidence employees have in our feedback culture.

Employee satisfaction increased dramatically in the reporting year: the overall index (engagement score) and the values for central questions relating to motivation, pride and recommending Scout24 as an employer achieved double-digit growth. We were also able to maintain these values over 2020 as they were at the same level in the autumn survey as they were in spring 2020.





With regard to the COVID-19 pandemic, the survey showed that our employees were very satisfied with our crisis management and had a highly positive opinion of the action we had taken: over 90 per cent of respondents said that they had confidence in Scout24's response to the pandemic and felt supported by the company in this time. It also emerged from the analysis that a far-ranging understanding of the DNA Culture Code existed within the company even in the year in which it was implemented, and that employees are aware of the ways in which they themselves can help shape the culture.

The fields of action for the coming months are derived from analyses of the surveys. In 2021, we will focus on continuing to establish the code values and leadership behaviours (see above) as well as on our work in connection with diversity and inclusion (> see "Diversity and equal opportunities", page 41).

Tailored training and education

The continuous personal development of our employees is one of the core values of Scout24. We invest in the training and education of our colleagues and support their development with personalised opportunities. Scout24 is synonymous with interdisciplinary, flexible, independent, creative, innovative and international work. We were really able to demonstrate this in 2020 by adapting to the effects of the COVID-19 pandemic in no time and, for example, offering new online training formats. In the process, our actions were aligned with the needs of our employees and managers during the crisis.

GRI 103-1
GRI 103-2
GRI 103-3

Scout24's people development strategy

Our people development strategy encompasses all projects, initiatives and objectives relating to employee development at Scout24. Employee development is centrally managed by our People Development team. The most important parts of the strategy are as follows:

Continuing and refining performance reviews at Scout24

We conduct performance reviews entitled "MyDialogue" in order to promote dialogues between managers and employees and highlight individual development opportunities. These have been scheduled to take place twice a year since 2020. The managers share the results of the performance review with their colleagues in person. Additionally, employees can view their results in the personnel management tool Workday. In 2020, 86 per cent of our employees in Germany made use of the opportunity for a discussion. In Austria, the figure was 98 per cent (2019: 78% in Germany, 80% in Austria). Another element of MyDialogue is the development talk. The development talk is a forum for managers and employees to discuss development opportunities and measures. We also use the resulting fields of development to analyse the need for advanced training. We plan to introduce this form of employee interview and performance review at the subsidiaries FLOWFACT and Immoverkauf24 in 2021.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 404-3



[We have also prepared an evaluation process which is designed to identify potential in employees. A pilot project was launched in 2019. The potential evaluation process is scheduled for introduction in 2021.](#)

[In the reporting year, we broke our career path model down to the specific needs of individual divisions \(Tech, Product, Corporate Functions, Finance\) and rolled parts of it out.](#)

Scout24Academy: a virtual learning platform for all employees

[The overriding goal of Scout24Academy is to compile all training relating to Scout24 in one place, from in-house seminars and specific training from the various divisions to free online courses. 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. The platform also encourages members of staff to share ideas and learn from one another. This is because employees can create their own “playlists” on the platform or form learning communities dedicated to specific topics. We launched our learning management platform Scout24Academy at our subsidiary FLOWFACT in 2020 and plan to introduce it at immoverkauf24 GmbH too.](#)



[Language courses are an important part of Scout24Academy. By providing language courses, we are giving our employees the chance to improve and refresh their English or German skills. Employees can choose between open group courses, e-learning courses and virtual individual or group sessions with a live teacher. Scout24 provided language courses to 48 employees in 2020.](#)

[We were also able to expand peer-to-peer functionality on the platform. This enables employees to share specific training courses and material with one another. We also increased the general range of face-to-face training and online courses in the reporting year, using the needs of our employees as guidance.](#)

[Learning has been one of our new core values since the beginning of 2020. This is because we want to strengthen the way we promote continuous learning and continual personal development in our company \(> see “Scout24 as a fair and attractive employer”, page 35\). To this end, we initiated a range of new measures in 2020 such as the Learning Month and our Lunch & Learn format.](#)

[At the moment, 165 face-to-face training units with live trainers \(2019: 99\) and 7,600 \(2019: 1,207\) online training units \(online courses, materials, videos, tests\) can be booked on Scout24Academy. The platform also enables us to further expand our reporting of training indicators.](#)

[Due to the COVID-19 pandemic, some training courses which had been planned as live events took place virtually.](#)



Strengthening our leadership culture

We want to support the work our managers do to the best of our ability and further strengthen our leadership culture. We therefore offer them a variety of advanced training opportunities.

We took the extraordinary situation in which our managers and employees found themselves due to the COVID-19 pandemic into consideration in 2020. For example, we organised various webinars on our leadership culture in general (see the leadership behaviours described in the DNA Culture Code (> see “Scout24 as a fair and attractive employer”, page 35)) as well as on the challenge of leadership in a virtual environment. We trained experienced managers as well as employees who had only recently taken on a leadership role. Furthermore, we carried out our Scout24-specific manager training entitled “Employee Talks @ its best” twice in the reporting year. The training serves to improve the quality of dialogue with employees. We were able to reach more than 40 managers overall through these formats.

Additionally, our managers had access to Leadership Inspirations from September up to and including December 2020. These contained interesting information and links with more details intended to encourage the participants – with regard to our leadership behaviours – to address relevant leadership topics. One topic was leadership in times of crisis. One Leadership Inspiration focused on the COVID-19 pandemic and what it required of managers.

In addition to this, we added more face-to-face manager training as well as e-learning courses on leadership to the training catalogue in our Scout24Academy. As in previous years, we also allowed coaches to mediate.

Unfortunately, the LD24 Leadership Programme which was launched in 2019 could not continue in the reporting year due to the COVID-19 pandemic. However, we plan to restart the training in a virtual format in 2021.

Further development of talent management and junior staff development

Likewise, we were unable to execute our junior staff development programme “Grow – The LD24 Talent Program” in 2020 due to the COVID-19 pandemic. The goal of this programme is to prepare our talented employees to assume the mantle of leadership – this is something that remains extremely important to us.



Diversity and equal opportunities are important to us

Scout24 strives to do its best to support and celebrate all of its employees, regardless of ethnic origin, skin colour, gender, sexual identity, age, religion, world-view, disability, marital status, nationality or other attributes. With our 52 nationalities¹ (as of 31 December 2020), we are already embracing diversity and want to increase it further within our company. We want to do this because it is a key to our success.

GRI 103-1
GRI 103-2
GRI 103-3

Our position on diversity, tolerance and equal opportunities is set out in our company-wide Code of Conduct. We take a zero-tolerance approach to any and all types of disadvantage or discrimination against employees, applicants and business partners.

Our diversity management even gained recognition in 2020 when the Financial Times named Scout24 one of Europe's leading companies in terms of diversity in November.

[Scout24 is a Diversity Leader: ft.com/content](https://www.ft.com/content/Scout24-is-a-Diversity-Leader)

Managing and encouraging diversity

The Executive Leadership team is in charge of diversity and inclusion at Scout24, which means that it is the responsibility of the highest level of management in the company. In business operations, the Executive Leadership team is supported by the People, Organisation & Culture department and the Principal Diversity & Inclusion Management – a position created in February 2020. This newly created position enabled Scout24 to get even more hands-on with the subject in 2020. In the reporting year, we collected data in order to determine the status-quo at Scout24 with regard to diversity and inclusion and derive fields of action and priorities from it. We organised several workshops with around 40 participants in total in order to involve as many employees in this process as possible. We also carried out a benchmark analysis which factored in other companies, mostly from the digital sector. Ultimately, this enabled us to adopt a strategy with specific milestones and targets. There are three pillars to the strategy:

GRI 103-1
GRI 103-2
GRI 103-3
GRI 406-1

- [Inclusive culture and leadership](#)
- [Equitable talent processes and development](#)
- [Value-driven business](#)

We have defined measures that are already in the process of being implemented for each of these pillars. In particular, these measures are visible in our four key activities. This includes HR processes, i.e. recruiting, employee loyalty, employee development and awareness.

¹ Due to the sale of the subsidiary AutoScout24, the number of nationalities of our employees has fallen from 61 in the previous year to 52.



With regard to the key aspect of awareness, we want to make our employees aware of what diversity and inclusion mean at Scout24 and how every single one of us can contribute to increased diversity and an inclusive working environment. This is not just about interacting with one another within the company, but also embracing these values in our work. That is why we are working to make our property portal and certain business processes inclusive for everyone involved. We are paying particular attention to increasing the proportion of women and minorities in the company, especially in positions of management.



In our Engagement Survey in November 2020, one of the questions we asked was how employees would rate our work on diversity and inclusion. Around three quarters of all Scouts indicated that we are making progress there. The ratings given by Scouts on all diversity-related questions were higher than in the previous year.

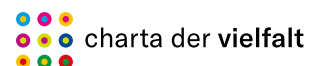
We want to avoid infringing the principles of equality from the outset and contribute to more diversity and inclusion within the company. For this reason, we rely on prevention in particular alongside our Group-wide Code of Conduct and various complaint mechanisms. We took the following action in 2020.

- Anti-discrimination training in German and English: The majority of all ImmoScout24 teams had taken part in this training by the end of 2020. The remaining teams are expected to follow in early 2021. We also plan to provide the training on a regular basis for other Scout24 companies as well as for employees who, due to holiday leave, illness or having recently joined the company, have not yet taken part in it. We are also considering a new training course which delves deeper into topics such as discrimination, unconscious biases, allyship and inclusive management and therefore builds on the anti-discrimination training.
- More extensive material for managers: Additional information material has been made available to managers so they can go into more detail on the content of the anti-discrimination training with their teams and develop their inclusive management abilities.
- Collections of training courses: We have published playlists of training relating to topics such as discrimination, unconscious biases and racism on our learning platform Scout24Academy and made an announcement to this effect within the company.

If, despite our efforts, there should be concerns or suspicions, we call on all employees to report them immediately either in person or using the compliance hotline. Anyone wishing to submit an anonymous report can contact our external ombudsman. We endeavour to resolve any problems or possible incidents that arise respectfully, confidentially, quickly and with the utmost care. We are not aware of any incidents of discrimination in the reporting period.

Inclusive culture & leadership

We want to make it clear both internally and externally that diversity and inclusion play a significant role at Scout24 and that our employees have been made aware of these issues. That is why we signed the “Charta der Vielfalt” (the German Diversity Charter) in summer 2020. The signatories undertake to recognise diversity and create a working environment free from prejudice. We have also incorporated diversity and inclusion into many of our communication formats. One example is our company website which was revamped in 2020; the sustainability and careers section now contains extensive information and statements relating to diversity and inclusion. We paid particular attention to an inclusive visual and text language.



German Diversity Charter:
charta-der-vielfalt.de/ueber-uns/die-unterzeichner-innen/liste/zeige/scout24-ag/



We have also set up employee resource groups because it is important to have a dialogue about these matters. These are groups in which members share specific attributes or life experiences. They are intended to provide emotional support and serve as a mouthpiece for the Group within the company. They communicate through the messaging service Slack. In future, we aim for initiatives and events to also be organised within this framework – however, the possibilities here are currently limited due to the COVID-19 pandemic.

Additionally, we anchored diversity in our core value “One Team” in 2020. In doing so, we want all employees to embrace the concept of diversity in their everyday work. The core values are a central element of our employees’ performance reviews.

Our other communicative measures included the following in 2020:

- In May 2020, we started making new employees aware of diversity and inclusion as a topic as part of our monthly onboarding events (our Welcome Days).
- “Compass”, our Intranet, now has a section dedicated to this topic.
- Our Engagement Surveys take place twice a year. They also contained questions about diversity and inclusion for the first time in 2020. We are now also considering the results broken down by gender. This way, we can define and implement even more targeted measures to make our employees even happier.

Since the reporting year, diversity and inclusion have also been at the heart of various initiatives, events and training formats within the company. In doing so, we want to make our employees more aware of the topic and underline its importance. Additionally, these measures should give employees the chance to hone their awareness of these topics and learn more about them. Specifically, we organised and implemented the following initiatives and measures in 2020:

- Diversity and inclusion is now a regular topic in our company-wide meetings (townhall and all-hands meetings).
- We organised four digital live formats on Diversity Day (26 May 2020). These addressed topics such as diversity in the recruitment process, everyday discrimination and the challenges faced by families due to the COVID-19 pandemic. A total of 228 participants took part.
- We launched our Lunch & Learn format in September: Once per week, colleagues present interesting books to any employees who want to take part over lunch – including eight books about diversity and inclusion so far.
- To mark the arbitrary killing of George Floyd, our CEO Tobias Hartmann published an internal video in which he makes a statement on racism and encourages employees to stand up against racism and discrimination too.



Our managers bear a special responsibility for diversity and inclusion. It is their job to embody our values on a daily basis at work and create safe, inclusive environments within their teams or departments. We also created various formats for this in 2020 in order to train our managers properly.

- Leadership Inspirations: In September and October 2020, we dedicated four issues of our email series Leadership Inspirations to subjects such as privilege, unconscious biases and inclusive organisations. We also set up a Slack group for managers to share thoughts and ideas.
- Leadership Online Summit 2020: All managers (from “head of” and “director” level) took part in this two-day digital event. The second day of the event focused entirely on culture and diversity with presentations, various group exercises and Q&A formats.

Equitable talent processes and development

Fair HR processes are critical when it comes to promoting diversity and equal opportunities. We are active in three fields in order to approach this topic in a comprehensive manner: Recruiting/ talent acquisition, retention and people development. We focused on talent acquisition in 2020 so as to increase the proportion of women amongst newly recruited employees. We believe that the largest challenge here lies in our tech division. We have therefore developed a special recruiting strategy for this division and used it to create a pilot project in the Platform Engineering department. It includes:

- A new, greatly enhanced careers section on the company website with a diversity statement on every page and inclusive visual and text language, a new inclusive design for job adverts, new pages dedicated to our corporate culture and values, benefits, development opportunities, our everyday work and events.
- Optimising the language and design of our job adverts in order to appeal to more women. Every job advert now features our Diversity Statement.
- Expanding how we contact potential female candidates with a tech background directly (e.g. at women in tech events, our employee recommendation programme, talent market analyses for each position or cooperation with special head-hunters for diversified recruiting).
- Diverse measures designed to detect potential bias in the recruitment process (primarily when candidates are evaluated and a decision is made on whether or not to recruit them) and make the process fairer, more objective and more inclusive overall while also improving the experience for applicants.
- New interview training courses for colleagues who interview applicants in order to train them in how to make an application process fair. In December 2020, we started providing further training on score cards. During the application process, we use score cards to note how we objectively rate individual candidates with regard to the requirements of a specific role. The training courses are intended to ensure that these evaluations are consistent with our DNA Culture Code and our Career Path (Performance Model). The Career Path describes the framework in which employees move within the eight career levels at Scout24 (from Junior to CEO).



We plan to roll out these pilot measures in other departments and continue to improve the processes in 2021.

Additionally, we resolved to increase the percentage of female managers in 2020. To this end, we first analysed relevant employee data and evaluated the results of our Engagement Surveys. On this basis, we then organised workshops with managers and employees from various departments. In these workshops, we discussed bias in everyday working life and identified ways to support women more strategically. Consequently, managers should now be able to contribute to increasing the proportion of women. The talent acquisition measures described above have also supported this objective as open positions of management have been filled with external candidates. Overall, the proportion of women in positions of management increased by four percentage points in 2020 alone.¹

Value-driven business

Diversity and inclusion – not only is this what we strive for in our everyday work with colleagues at Scout24, but it should also be reflected in our business and our business processes.

With a view to increasing the transparency about diversity and inclusion at Scout24, we have been participating in Gender Equality Index surveys since 2020: the Bloomberg Gender Equality Index and Equileap's Gender Equality Global Report & Ranking.

Inclusion and barrier-free accessibility are another key focal point of our developments in product management, be it language availability or the inclusion of users with disabilities (> see **“Focus on sustainable product development”, page 25**). To this end, we are in close contact with our partner Sozialhelden e.V. in Berlin which stands for barrier-free accessibility and the inclusion of people with disabilities (> see **“Focus on sustainable product development”, page 25 and “Society”, page 53**). We are also planning a special day dedicated to the inclusion of people with disabilities in 2021.

Furthermore, we amended our GTC for commercial customers in 2020 and added a reference to our Code of Conduct. In doing so, we hope to handle any instances of discrimination that might arise more effectively, for instance on our property portal.

¹ Figure without the subsidiary FLOWFACT.



Compatibility between family and career

Family-friendliness is part of Scout24's corporate culture and this has been the case since before the outbreak of the COVID-19 pandemic. Our People, Organisation & Culture team always has an open door for our employees and helps them balance their private and professional lives effectively. This entails offering all employees flexible working time models with trust-based working hours as well as options for part-time work or to work from home. It is also possible to arrange special leave for special personal events and leave, for example, to care for sick relatives. If employees wish to take time off, they can request unpaid leave which they can arrange individually within their team and with their supervisor.

GRI 103-1
GRI 103-2
GRI 103-3

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. Many employees made use of the free virtual childcare from pme, especially in the challenging first few months of the COVID-19 pandemic, and their feedback was extremely positive.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 401-3

Since 2019, parents been able to share information about a wide variety of questions and topics in a dedicated channel of the company's chat service Slack. Frequent use was made of the channel to share childcare tips, especially during lockdown. Around 120 employees are currently active in the group. In addition to the regular People Newsletter, parents receive information on all of Scout24's support services for families. Additional information is available on a dedicated page on the Intranet (Compass) to help employees who are returning to work after parental leave and is updated on a regular basis.

Pregnant employees can clear up any work-related questions they might have about their pregnancy in an information meeting with the People Services team. All mothers and fathers at Scout24 receive a gift from the company upon the birth of their child. And breastfeeding rooms are available in all of our office buildings for breastfeeding mothers. The needs of parents are also taken into consideration in all company-wide formats. For instance, our new weekly Lunch & Learn format gave participants the opportunity to share their thoughts and ideas on media education.

We launched a parental leave newsletter in 2020 in order to keep in touch more effectively with colleagues who are off on parental leave. The newsletter is free to subscribe to and is released once a quarter in most cases. It has received excellent feedback from employees. Additionally, we plan to invite employees who are on parental leave to a parents' breakfast twice a year as soon as we are able to do so again. To further improve our measures, we developed a survey for those returning from parental leave which we have been conducting since 2020. The first informative evaluation is scheduled for early 2021.



Extraordinary circumstances require extraordinary action: With consideration for the statutory regulations on holiday leave, our employees were able to donate unused days of leave to their colleagues in 2020. This means that other employees were given the chance to balance out a larger workload during the pandemic with more days off. They were distributed by drawing lots, subject to the filing of an official request. Moreover, our Diversity Day (26 May 2020) featured a special session focusing on how to handle challenges faced by parents who are working in a home office (> see “Diversity and equal opportunities”, page 41). Mothers and fathers described how they handled the situation personally in a virtual presentation and a moderated discussion was held. It also included support services from Scout24 such as free virtual child-care (see above).

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 social media channels (#PawsofScout24).

Fair remuneration and company benefits

A fair, transparent and attractive remuneration system is an important characteristic of a good employer. Our remuneration model contains clearly defined, transparent criteria and sets out a variable salary component for all employees who do not receive commission on sales.

GRI 103-1
GRI 103-2
GRI 103-3

Remuneration ratio

We performed a variety of analyses in 2020 with a view to making our remuneration system even clearer and more transparent. For ImmoScout24 and Scout24 AG, we calculated the ratio of the average remuneration of our male and female employees according to hierarchy levels and functional areas. Due to the continuous analyses from previous years and the adjustments made on the basis of them, we see no pay gaps between male and female employees.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 405-2

More information on Scout24’s remuneration system – especially with regard to the Management Board and the Supervisory Board – is presented in the compensation report which is part of the annual report.

[Annual report 2020](#)
“Compensation report”:
scout24.com/en/reporting-2020



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 and that can be continued in the event of changing employers. This means that we support our salaried employees with a contribution that depends on the deferred compensation amount for each 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 and ImmoScout24 double this amount (up to a maximum of EUR 110 per month). At our subsidiary FLOWFACT, the contribution is EUR 20 per month.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 401-2

In the 2020 reporting year, 429 employees (2019: 432 employees) participated in the scheme and took out one or more contracts (ImmoScout24: 310 (2019: 279), Scout24 AG: 119 (2019: 153)). 12 employees participated at FLOWFACT (as of 30 November 2020).

Company benefits can also be claimed by part-time employees and employees with temporary employment contracts.

Health and 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. We faced extraordinary challenges in 2020 due to the COVID-19 pandemic. Our primary objective was to support all of our employees through this difficult time and safeguard their health.

GRI 103-1
GRI 103-2
GRI 103-3

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

The Central Administration & Facility Management department coordinates and manages all measures relating to safeguarding health. With regard to the pandemic, we also formed a crisis team in the reporting year which initially met once a day to give advice on the current situation. The crisis team includes the Executive Leadership team, Legal, People, Organisation & Culture, Corporate Communications and the tech division. In accordance with the official regulations, the crisis team passed measures designed to prevent our employees from being infected as effectively as possible (> see “Surviving the crisis together”, page 6).



When it comes to safeguarding our health, ergonomics plays an important role in our daily work. This includes an ergonomic workplace, with appropriate furniture and equipment for jobs that mainly involve sitting at computer workstations. We had planned to provide personalised ergonomic advice at the workplace in Munich in addition to measures in Berlin in 2020. Unfortunately, this could not take place due to the COVID-19 pandemic. We held several online courses instead including digital ergonomics coaching and yoga. These courses were specially targeted at the needs of our employees in their home offices. Furthermore, we offered all employees a flu vaccination.



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. We also offer preventive services such as annual eye tests. We offer our employees drinks and balanced nutrition that even features vegan and vegetarian dishes in our Berlin canteen. Our free supply of fresh fruit and cereal had to be suspended temporarily due to the stricter hygiene rules in 2020.

As we want to make it as easy as possible for employees to look up health information at Scout24, we set up an information hub on the Intranet (Compass) in 2019. It contains information about preventive eye examinations and subsidies for appropriate visual aids for working with computers, for example, but also answers to questions regarding accidents at work, severe disability, 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 might involve additional payments towards certain medical services, acquiring special ergonomic furniture or introducing flexible working time models (> see **“Compatibility between family and career”**, page 46).

Additionally, we normally organise an annual health day at our offices in Munich and Berlin, with the most recent one taking place in mid-January 2020. Everything in the various presentations and exercises revolved around topics such as stress management, good nutrition, back health and exercise. No health day is scheduled for 2021 due to the current situation. However, the event is set to continue again in both offices in 2022.



Avoiding safety risks and hazards

The Central Administration & 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.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 403-1
GRI 403-2
GRI 403-3
GRI 403-4
GRI 403-5
GRI 403-6
GRI 403-7
GRI 403-8

The committee's work focused on handling the COVID-19 pandemic in 2020. For example, it passed the COVID-19 rules and safety measures for our offices. The crisis team also consulted the company doctor in this process. The company doctor was also the one who provided the flu vaccinations. Ever since May, employees have had the option of spending up to 50% of their working hours in the office in line with hygiene rules or continuing to work from home.

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. Another hazard evaluation was conducted especially for COVID-19 in the reporting year. A current catalogue of measures with defined deadlines will be created as required. Additionally, we organise mandatory online training sessions where we brief all permanent employees and trainees on the hazards and measures associated with their work. This training has to be completed once a year.

In 2020, an average of 2.7% of the workforce at ImmoScout24 and Scout24 AG took sick leave. As such, the percentage is lower than in the previous year: 3.7% took sick leave in 2019.



“At Scout24, we want to build an inclusive environment where everyone receives the same recognition.”

Sabine Würkner, Principal Diversity & Inclusion Management

What do diversity and inclusion mean to Scout24?

There are many aspects of diversity such as gender, skin colour, age, sexual orientation and disability. At Scout24, we want to build an inclusive environment where everyone receives the same recognition. Where every employee has the same opportunities to be successful. And where everyone is equally free to voice their thoughts and ideas. That is our goal and our responsibility, and a process that requires every single one of us.

Why are diversity and inclusion so important?

The more diverse our teams, the most experience and ideas flow into our products. This way, we can tailor them to the needs of our customers even more effectively. Additionally, an inclusive working environment means that employees are safe to be themselves. This has a positive effect on loyalty and motivation. Consequently, the diversity of our Scouts is the cornerstone of our success.

What has changed in 2020 in terms of diversity and inclusion?

We have made our colleagues even more aware of what diversity and inclusion concern. This is certainly due to our wide range of courses such as our anti-discrimination training. By the end of 2020, approximately 90 per cent of our teams from ImmoScout24 and Scout24 had taken part in this training. The remaining teams followed in early 2021.



“Every single person can make a difference and create an environment in which we are all happy to work.”

Jenny Walther,
Senior Specialist Employee Experience & Engagement

A strong corporate culture is the glue that holds everything together. That is why Scout24 developed its own DNA Culture Code in 2020. We have a DNA Ambassador network with committed Scouts who are working to anchor our cultural values in our company. It was launched by Jenny Walther, Senior Specialist Employee Experience & Engagement.

What exactly is a DNA Ambassador?

Our Scout24 core values are part of our DNA Culture Code: Data-Driven, Proactive, Learning and One Team. DNA Ambassadors want to make it possible to experience these values through actions and initiatives. The more creative and interactive, the better.

What initiatives has the DNA Ambassador network introduced in 2020?

For example, we introduced an etiquette for better virtual meetings in 2020, the year of the coronavirus pandemic. As most of us are working from home during the pandemic, the virtual meetings have to be efficient and incorporate all employees equally. Ideally, they also have to be fun. Our Lunch & Learn sessions are also new. Under this initiative, colleagues can present things such as books on diversity or new, innovative work methods over lunch. In keeping with our core value of learning, the participants can learn from one another, be inspired by one another and broaden their horizons.

Why have you taken on this role?

Our extraordinary Scout24 spirit is one reason why I have been at Scout24 for over 14 years now. Every single person can make a difference and create an environment in which we are all happy to work and are successful together. In order to promote this further, the other DNA Ambassadors and I are working for a strong, positive corporate culture.

Society

3,134

registrations for the
Berlin Social Academy

2,679
IT devices

donated to be re-used
and recycled

22

charitable organisations
supported during our
Social Summer

Join the discussion on our platform
“Wohnen Weiter Denken” –
Rethinking how we live

As a corporate citizen, Scout24 supports social and environmental projects. We launched the Social Summer in 2020 – an opportunity for our employees to take part in various projects over the course of three months. And our annual Berlin Social Academy is an opportunity for us to strengthen non-profit organisations with our expertise. Both initiatives also took place in 2020, albeit in different formats.

Our social commitment

We want to make an active contribution to society and we 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 charitable 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 expertise is exceptionally valuable. We want to continue to use it to raise awareness of social issues and help to develop solutions. At the same time, we are committed to advancing social organisations with digitisation.

A **Cares team** of exceptionally committed staff in Berlin and Munich supports Sustainability Management in developing Scout24's social responsibility further. Together, they organise corporate volunteering projects and donations.



A tradition of initiatives and donations

Unfortunately, our annual initiatives such as the clothing donation and blood drives could not take place in 2020 due to the COVID-19 pandemic. However, we were able to organise one initiative digitally: the **Christmas wish tree charity**. At Christmas, it is very important to us to make the wishes of children who live in or receive care from social institutions in Berlin come true. Thanks to the widespread participation of our staff, we were able to make **220 wishes** come true in 2020. Employees could also log into a digital wish list and send the gifts straight to the organisations. In previous years, the children's wishes hung on a Christmas tree in our offices, gifts were collected at a central point and collected by the organisations.

Our new corporate volunteering concept: Social Summer 2020

A more flexible, more long-term engagement is what many charitable organisations wanted from us. That is why we have developed a new format for our social engagement: the Scout24 **Social Summer**. Any employee who wants to volunteer for a wide range of charitable causes can take part. Everyone has a time quota of one working day and can make flexible use of it over the course of the initiative which runs for several months – all at once or spread over various dates or projects.



In light of the extraordinary situation, the Social Summer 2020 took the form of remote volunteering. As such, employees had the chance to volunteer for a good cause digitally in spite of the social distancing rules brought about by COVID-19. They were given access to our new engagement platform which is being coordinated by our partner Vostel. As a corporate volunteering service provider, Vostel puts people who want to volunteer in contact with charitable organisations. Overall, we supported **24 projects** by **22 charitable organisations** in the reporting year.

Berlin Social Academy 2020 – knowledge transfer and dialogue



In October 2020, the Berlin Social Academy (BSA) founded by Scout24 entered its eighth round. The idea behind it? Many members of charitable organisations need specific subject-matter knowledge to do their voluntary work, but 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 make available to charitable organisations **expert knowledge from within the company pro bono**.

In 2020, 42 workshops and seminars were held for people who worked for non-profit organisations on a voluntary and full-time basis. In the workshops, around 60 speakers from companies such as BearingPoint, B.Z., Capgemini, Microsoft, Scholz & Friends Reputation, Scout24, Volkswagen, Howoge and Zalando passed on their knowledge. They were assisted by speakers from other companies. The employees from Scout24 gave lessons on topics such as an introduction to search engine optimisation, identifying and avoiding everyday discrimination, social media marketing and interviewing techniques.

Two new developments made the eighth edition of the BSA special: The Academy was fully digital for the first time and recorded a total of **3,134 course registrations from charitable organisations**. Additionally, the concept was available in Munich for the first time in close cooperation with a local charitable partner.

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 with additional value for society and the environment

Once a year, we and our employees go on the hunt for new product development ideas for ImmoScout24 in **Hack Week** (> see **"Focus on sustainable product development"**, page 25). The **"Give something back"** category is all about ideas which solve a particular challenge in society – ideally using products or data from our core vertical in the property sector. This gives us the opportunity to create even closer links between our corporate responsibility and our products and make effective use of our expertise as a digital company. Diversity, social responsibility and sustainability took centre stage in 2020. The winning teams in the three categories at Hack Week each got to select a charitable organisation to receive a donation from Scout24.



We maintain long-term partnerships

Besides our long-term commitment to the Berlin Social Academy, we have been working closely with the Berlin-based association **Sozialhelden e.V.** for a number of years. This charitable organisation calls on people, institutions and businesses to include people with disabilities as a target group for a wide range of products and services – and enable them to take part as equals in the process.



Under our partnership, we provide the association with rooms, infrastructure and our technical expertise at our Berlin office. In exchange, Sozialhelden frequently helps us make our products and services even more accessible to people with impaired mobility and visibility. Examples of this include more detailed search criteria and the integration of a wheelchair accessibility map on our platform ImmoScout24 (> see **“Focus on sustainable product development”, page 25**).

We have another long-term partnership with **AfB Social and Green IT** – a charitable company which recycles and remarkets used company hardware. Devices that cannot be remarketed are disassembled and recycled properly. The majority of AfB’s employees are people with disabilities. We donated 2,679 IT devices to AfB in 2020, saving 337,693 kg CO₂e in greenhouse gas emissions (> see **“Environmental and climate protection at our company”, page 59**).

Participating in public debates

Be it affordable living space, housing shortages in metropolises, the political landscape or climate protection, housing is one of the most important social issues of our time. We launched the initiative **“Wohnen Weiter Denken”** (“Rethinking how we live”) in 2019 to make an active contribution to this discussion. The discussion platform on ImmoScout24 is for anyone who wants to learn more about housing and form their own opinion on it. Our discussions on the platform are fair and open, yet also thoroughly controversial, ranging from laws and proposed regulations to innovative solutions for the beleaguered property market.

Rethinking how we live:
[wohnenweiterdenken.de](https://www.wohnenweiterdenken.de)

We also want to contribute to a public discussion by creating more transparency. For that reason we generate data-based analyses of the development of supply, demand and prices in the property market, for example, in the form of residential property indices or focusing specifically on the effects of the rent cap in Berlin. Our rent maps which show the average rents in selected cities are another example.



“We want to make a contribution to the well-being of the society in which we live and work.”

Elisabeth Nietz, Team Lead Project Consultants

Why are you part of the Cares team at Scout24?

Social engagement is an important part of our culture at Scout24. It is even a passion for us in the Cares team and for many other Scouts. We want to make a contribution to the well-being of the society in which we live and work.

What was your most important project in 2020?

Our most important project was our traditional Christmas wish tree charity. This year we fulfilled the wishes of 220 sick or socially disadvantaged children. The best thing about this project is the children's laughter as gifts are handed over shortly before Christmas. Unfortunately, due to the coronavirus, we were only able to deliver the gifts in person to an organisation this time. But we found the photos very moving.

What effects did the coronavirus crisis have on your initiatives?

2020 was an unusual and challenging year. That made it all the more important to stick together. That is why we adapted our social engagement to this extraordinary period. Normally, the wishes in our Christmas tree wish project hang from our office Christmas tree and every Scout can take one of the cards. We completely digitised the project in 2020, so every Scout had the opportunity to take part from home. It worked out great!




Environment




Climate-neutral
by 2025



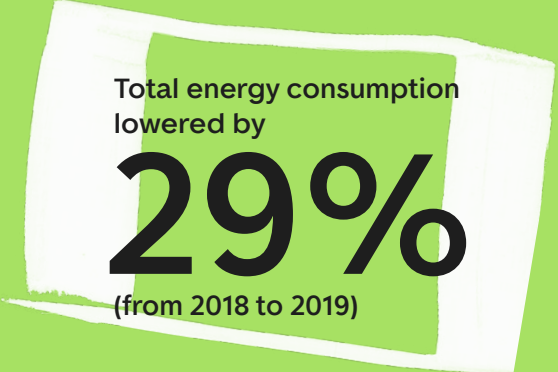
Over 30%
reduction in CO₂ emissions
(from 2018 to 2019)



100%
green electricity to our sites in Berlin,
Munich and Cologne



CO₂ reduction
from flights by
18.9%



Total energy consumption
lowered by
29%
(from 2018 to 2019)

Protecting the climate and environment is important to us at Scout24. We developed a general climate strategy in 2020 and, as a result, calculated the total carbon footprint of Scout24 for the first time. In doing so, Scout24 aims to become carbon-neutral by 2025. One step in this direction: We moved in Berlin in December 2020 – into a smart and sustainable office building.



Environmental and climate protection at our company

Even though we are non-manufacturing company, environmental responsibility is nevertheless a material topic for Scout24 (> see **“Materiality analysis”, page 12**). We want to identify our negative impact on the environment and reduce it in the long term. As part of our materiality analysis in 2019, we identified the environmental aspects where we have the largest impact and which are particularly relevant from the perspective of our stakeholders. As such, we identified emissions and energy as topics. Additionally, we report on resource consumption, waste and recycling and sustainable procurement (> see **“Responsibility in the supply chain”, page 32**). They are of particular relevance to our stakeholders and are considered material for Scout24 within the meaning of the GRI Standards. We performed an internal validation of the materiality of these topics in 2020. This means that they are also valid for the current reporting year.

GRI 103-1
GRI 103-2
GRI 103-3

Environmental management at Scout24

The Central Administration & Facility Management department has overall responsibility for all environmental and climate-relevant measures, initiatives and processes. It works closely with Sustainability Management, especially in connection with the new climate strategy. However, it also consults other departments such as Procurement depending on the issue at hand. Sustainability Management submits regular direct reports to the Management Board and notifies it of key environmental matters and decisions.

As a non-manufacturing company, our main lever with respect to environmental and climate protection is our 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. To do so, we aim to reduce emissions and increase the amount of green electricity we use.

What we have achieved so far

We dedicated our efforts to climate protection in the reporting year. We developed a general climate strategy and calculated the total carbon footprint of Scout24 for the first time. The strategy applies to ImmoScout24 in Germany, Scout24 and FLOWFACT GmbH. Part of our new strategy is our goal to do business in a climate-neutral manner by 2025. We want to reduce our avoidable CO₂ emissions by around 60 per cent compared to the base year 2018 by then. In 2019, Scout24 lowered its CO₂ emissions by 31.2 per cent compared to 2018. This was due primarily to a reduction in energy consumption and our switch to green energy, as well as a reduction in emissions from flights taken by employees. We also calculated the mobility of our employees (trips to and from work) more accurately by means of a survey which revealed a lower amount of CO₂ emissions. We plan to compensate for unavoidable CO₂ emissions by supporting climate protection projects from 2025 onwards. The approach behind our climate strategy is avoid, reduce, compensate.

GRI 102-49



In order to remain climate-neutral, Scout24 has prepared an action plan with numerous **measures designed to reduce CO₂ emissions**. For one, we plan to adjust our travel guidelines so as to avoid business trips by plane and hold meetings digitally more often. We also aim to use climate-neutral print products and use resources sparingly in our offices. We have already been purchasing 100% green electricity at our Munich and Cologne offices 2018 and in Berlin since early 2020.

Sustainable building properties are an important factor when we choose our office buildings. In Munich, we have since 2018 been working in a building whose features earned it the gold certificate from Leadership in Energy and Environmental Design (LEED) – a rating system for energy-efficient construction – in 2019. The new office building for up to 800 employees in Berlin is also expected **to contribute to a further reduction** in energy consumption; Scout24 moved into the building in December 2020. With its ecologically **sustainable design and high energy efficiency**, the building meets high sustainability standards and is expected to be certified according to the platinum standard from the German Sustainable Building Council (DGNB). It is also the first building in Germany set to receive the WELL Gold Core & Shell pre-certificate from the International WELL Building Institute.

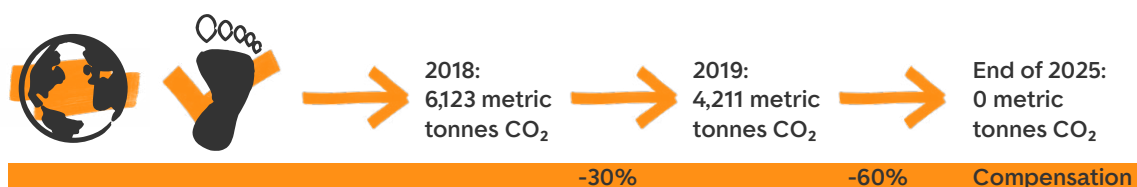
In 2020, we also optimised how our environmental and climate data are recorded as part of our calculation of our carbon footprint. Following successful audits in 2019, our sites in Berlin, Munich, Hamburg and Cologne are to be audited again under DIN 16247-1 in 2022 in accordance with the German Energy Services Act (EDL-G).

Scout24’s climate strategy: our goal for 2025

Scout24 wants to be climate-neutral by 2025. This is our ambitious target. To achieve this goal, we first conducted a climate assessment for 2018 as a reference year based on the Greenhouse Gas Protocol in the mandatory Scope 1 and 2 as well as the optional Scope 3 classifications. This climate assessment encompasses our employees’ travel to and from work, business trips by plane, our data centres, power consumption, print products, our internal catering and our vehicle fleet. Hired and private vehicles, train journeys, water, effluents and upstream chains resulting from the purchase of electricity, gas, district heat and fuel are also taken into account. We emitted a total of 6,123 metric tonnes of CO₂ or 7.25 metric tonnes per employee in 2018 (with 845 employees) – AutoScout24 is not included in this calculation. In 2019, we were able to reduce our CO₂ emissions by 31.2% compared to 2018. This means that we emitted 4,211 metric tonnes of CO₂ in 2019 – 5.09 metric tonnes per employee.



By 2025, we aim to reduce our absolute Scope 1, 2 and 3 emissions by 60% compared to 2018. We want to compensate for unavoidable emissions by investing in selected climate protection projects which will lower emissions in other areas.





Our road to climate neutrality

In order to reduce our emissions effectively, we must first change how we behave with regard to energy. That is why we are being transparent for our employees about what steps we are taking – and why. These specific steps are designed to help us achieve our target of climate neutrality:

- 1. Flights:** According to our new travel guidelines which are set to be released in 2021, business trips are only to be taken by plane if the journey cannot be completed within four hours by train.
- 2. Print products:** From 1 January 2021 onwards, our Berlin and Munich offices will only procure print products that have been produced in a climate-neutral manner.
- 3. Vehicle fleet:** We want to reduce our annual CO₂ emissions by training our employees how to save fuel.
- 4. Catering:** From 1 January 2021 onwards, only vegetarian lunches will be available at our Berlin office three times a week.
- 5. Data centres:** The migration of our data centres to a cloud-based solution is already largely complete.
- 6. Green electricity:** We want to purchase only electricity from renewable sources in the future.

Responsibility for climate protection at Scout24

The Management Board is in charge of adopting the climate strategy and the related targets for Scout24 AG. In doing so, it follows the recommendations of the Sustainability Management team. The climate strategy is the first part of a comprehensive sustainability programme which is set to be developed in a subsequent stage and will set out other specific objectives.

Regularly monitoring emissions is a key element of our climate strategy. For this purpose, we have been calculating and analysing our carbon footprint once a year since 2018. ClimatePartner is carrying this task out for us for 2018 to 2021.

The current data situation at Scout24

We strive to increase data transparency continuously. Our moves into new office buildings in Berlin and Munich with better technical means of recording our consumption data made a significant contribution to this, as did the energy audits at all German sites in 2019 as well as the calculation of our carbon footprint in mid-2020.

GRI 102-48

All of the following data relate to 2019. The energy consumption statistics can currently be provided for Scout24's sites in Berlin, Munich and Cologne for 2019. The following disclosures relate to Immobilien Scout GmbH, Scout24 AG and FLOWFACT GmbH.¹ The bills are only available from the landlords eleven months after the accounting period, i.e. after this report goes to print. A projection with estimates for 2020 is not possible due to our move into the new office building in Berlin and the change in data quality.

¹ The electricity, heat and water consumption statistics for the Munich office are the sole exception here as the rented rooms are used by both ImmoScout24 and AutoScout24. To clarify: The consumption values cannot be allocated to the individual companies as separate utility bills are not generated. However, this did not have a significant impact on the overall result as these emissions, including AutoScout24, account for just 1.5% (62.1 metric tonnes).



Energy consumption outside of the organisation and indirect emissions are also available for 2019. To ensure the consistency and comparability of data, we will report in a uniform manner on energy and emissions for the 2019 period. The average employee headcount for 2019 was used to calculate energy and emissions intensity.

Our energy consumption and emissions

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. We have been able to reduce this by migrating conventional data centres to a cloud-based solution. The **total energy consumption** within and outside of the organisation was approx. 5,511,095 kilowatt-hours (kWh) in 2019. Per capita, our employees used an average of 6,672 kilowatt-hours in 2019.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 302-1
GRI 302-2
GRI 302-3
GRI 302-4
GRI 305-1
GRI 305-2
GRI 305-3
GRI 305-4
GRI 305-5

The **energy consumption within the Scout24 Group** came to about 4,231,799 kWh in 2019. At 1,502,350 kWh, purchased electricity accounted for the largest share. Fuel consumption from vehicles on long-term leases as well as heating energy were other material contributors in 2019.

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 amounted to about 1,279,296 kWh in 2019. This includes both the electricity consumption and cooling in the data centres.

The **greenhouse gas emissions** of the Scout24 Group are derived from the energy consumption statistics above: They have been calculated for 2019 on the basis of direct and indirect energy consumption as well as data relating to business trips. Where possible, the conversion factors applied to the volumes of electricity and heat sourced were made available by each provider. In cases in which such specific conversion factors were not available, the CO₂ factors published by VDA thinkstep AG and ecoinvent were used.

In total, the emissions of the Scout24 Group came to around 4,211 metric tonnes in 2019 (total of Scopes 1, 2 and 3). At an annual average of 826 employees (2019), the volume of CO₂ emissions was 5.1 metric tonnes per capita in 2019 (2018: 7.2 metric tonnes CO₂).

The direct emissions (Scope 1) consist of various components: A small portion of emissions is attributable to emissions from heat generated using gas in Cologne (0.43%) and a larger share of 7.04% 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.

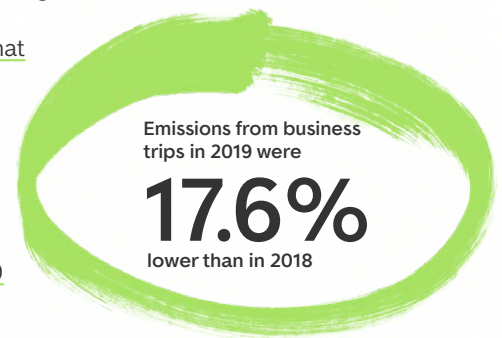
Indirect emissions from electricity and district heat (Scope 2) account for the third-largest share of our emissions. One important and efficient measure for reducing CO₂ emissions in the Scout24 Group is to purchase green electricity.

Other indirect emissions outside of the organisation (Scope 3) are attributable to business trips and the energy consumption of external data centres, among other things. They are responsible for the greatest share of our total emissions. In 2019, around 1,177 metric tonnes of greenhouse gases were emitted due to business trips. At 1,100 metric tonnes, the majority of the emissions were due to flights. A smaller percentage is attributable to business trips with hired cars and private vehicles which produced a total of 69.5 metric tonnes of greenhouse gas emissions, as well as journeys by train which emitted just 7.2 metric tonnes of CO₂.

If we consider the total emissions of Scout24 AG, the emissions from external data centres were in second place in 2019. They caused 861.5 metric tonnes of CO₂ (22.5%). In total, emissions outside of the organisation came to 3,056 metric tonnes.

Environmental and climate-friendly mobility

The Scout24 Group has drawn up internal travel guidelines which state that business trips should be avoided wherever possible. We provide video and web conference systems as an alternative. Additionally, all of our offices have dedicated videoconference rooms. We have noticed that our employees are making more and more frequent use of these options and are travelling less often. As such, the emissions from business trips in 2019 were around 17.6% lower than in 2018. Although the data are not yet final for 2020, we expect this trend to continue in 2020, not least due to the COVID-19 pandemic.



However, we want to continue reducing our emissions from mobility even in spite of the pandemic. That is why our new climate strategy involves adapting the travel guidelines even more significantly to bring them in line with our reduction targets. In real terms, this means more train travel instead of flights and videoconferences as an alternative to travelling in general. We also want to promote e-mobility by installing charging points for electric vehicles and bicycles at our sites in Munich and Berlin.

Conserving natural resources

The consumption of resources within the organisation relates mainly to the use of paper and IT equipment, including consumption associated with their production. Scout24 is paying attention to resource efficiency too and, where possible, procures products that have been manufactured using recycled materials. Our office in Cologne has guidelines with resource consumption targets. This mainly relates to office materials such as paper. At our other sites, we are also taking individual steps to conserve natural resources. For example, office supplies are allocated to the cost centre of each department which encourages cost-effective purchasing and leads to fewer orders. We are currently carrying out analyses in order to develop a general strategy to record and reduce our consumption of resources.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 301-1
GRI 301-2

Paper is the resource that is used most at Scout24. Double-sided printing or personalised print requests are attempts to keep paper consumption as low as possible. We use resources in a sustainable manner even as part of our procurement. 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 Schemes (PEFC). Our Munich office almost exclusively uses recycled paper with the Blue Angel seal of approval for everyday use. The rest of the paper bears the FSC (Forest Stewardship Council) or PEFC seal. For external purposes, the Munich office primarily uses PEFC and FSC-certified paper. The Cologne office also uses sustainable paper as all paper used there is FSC-certified.



With regard to IT equipment, our focus is on the use of energy-efficient hardware. We have replaced desktop computers with notebooks and docking stations at every workstation – this has had a positive effect on our energy balance. According to the German Federal Environment Agency (Umweltbundesamt), this can lower our energy consumption from around 110 kWh per year to around 64 kWh per year.¹

Waste and recycling

We avoid producing waste to the extent possible and we 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. In some cases, we make reconditioned devices available for our employees to buy privately. In the reporting year, a total of 2,679 IT and mobile devices weighing 13.6 tonnes were processed as part of our partnership with AfB. AfB was able to remarket 71% of the devices after carrying out a data wipe, hardware test, repairs, upgrades and cleaning.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 306-2

At the offices in Berlin and Cologne, the volume of non-hazardous waste totalled 122,542 kg in 2018, comprising paper and light packaging as well as compostable and residual waste. As waste has less of an impact on our ecological footprint overall and only small quantities are produced, Scout24 does not have any Group-wide targets relating to the reduction or sorting of non-hazardous waste.

¹ https://www.umweltbundesamt.de/sites/default/files/medien/377/publikationen/endbericht_oko-apc_2016_09_27.pdf



“We have prepared an action plan for our goal to be climate-neutral by 2025.”

Edith Albert-Denifl,
Head of Central Administration & Facility Management

What are the main drivers of your carbon footprint?

When we calculated our carbon footprint, we discovered that more than half of our greenhouse gas emissions came from employee mobility. Namely flights and travel to and from work by employees. Electricity, print products and catering are also responsible for a large percentage of our greenhouse gas emissions.

What are your plans for reducing greenhouse gas emissions?

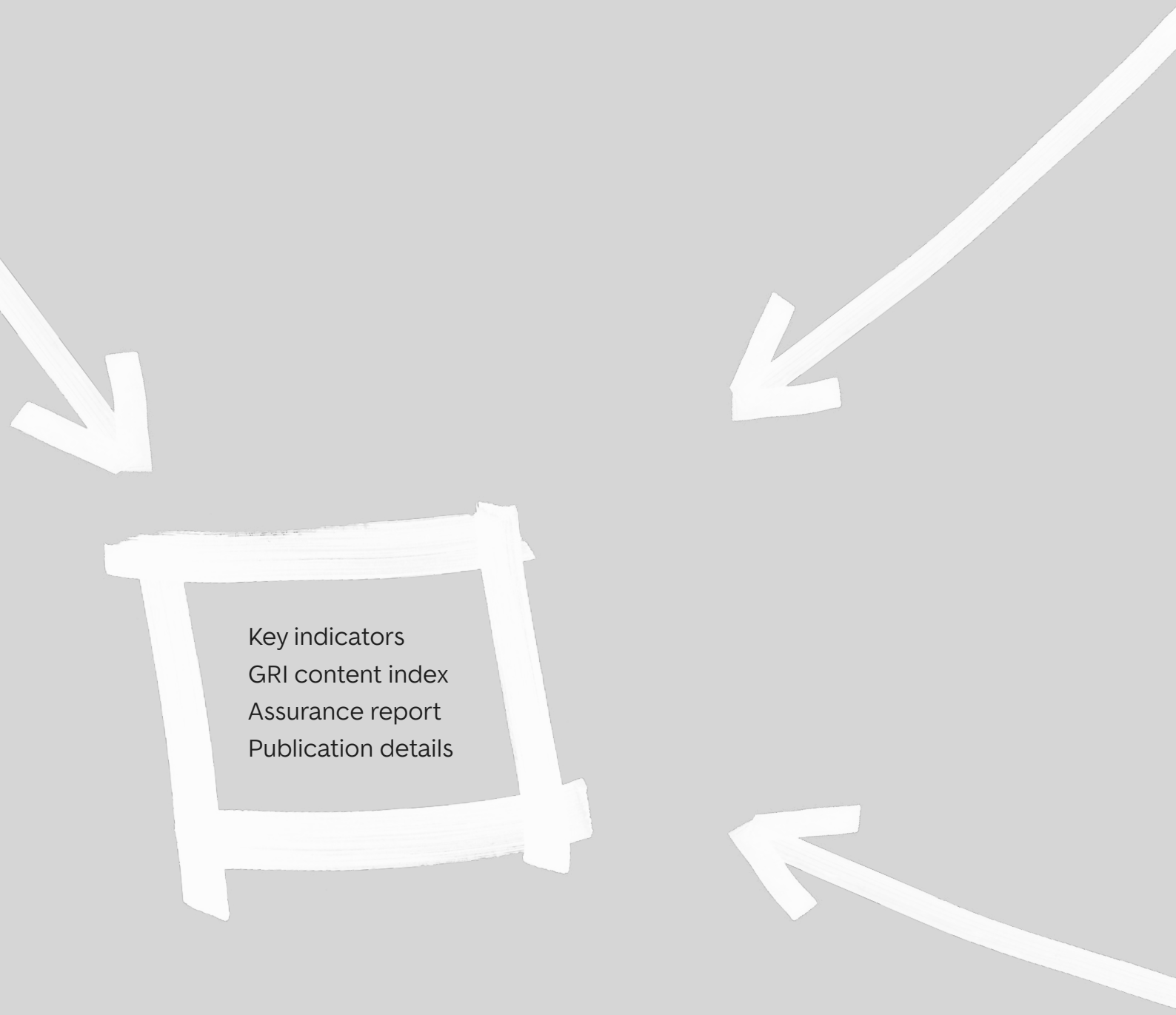
We have prepared an action plan which contains numerous measures for our goal to be climate-neutral by 2025. These range from avoiding flights for business trips to climate-neutral printing to vegetarian lunches in our canteen three times a week. We have already lowered our greenhouse gas emissions by 30% in 2019 compared to 2018, mainly by reducing our energy consumption and switching to green electricity.

What role does the new office building in Berlin play with regard to the sustainability targets?

As we have reduced our energy consumption, the carbon footprint of the building is extremely small compared to other modern office buildings. The office gives us countless ways to conserve resources, be it automatic lights with motion sensors or doing away with plastic bottles as we now use water dispensers exclusively. Another sustainable benefit is that Scouts can take public transport to work with no problems as we are situated right next to the main station.



Appendix





Key indicators

Team

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 two largest entities in the Scout24 Group: ImmoScout24 in Berlin as well as Scout24 AG in Munich. The Controlling department systematically and uniformly compiles the figures through the payroll programme. As a rule, we express the number of employees in terms of full-time equivalents (FTEs). These are reported as of the cut-off date (31 December 2020). 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). The figures from the previous year have been recalculated without AutoScout24.

GRI 103-1
GRI 103-2
GRI 103-3

As of 31 December 2020, the Scout24 Group had 788 employees in three European countries. With more than 61% of employees, ImmoScout24 is the largest company. Women accounted for 41% of the workforce which was exactly the same share as in the previous year. In 2020, 99% of employees at Scout24 Germany had permanent employment contracts (2019: 97%); ImmoScout24: 99% (2019: 96%), Scout24 AG: 99% (2019: 97%). In the reporting year, part-time employees made up 12% (2019: 12%); ImmoScout24: 14% (2019: 15%), Scout24 AG: 7% (2019: 8%).

GRI 405-1

In the reporting year, the total turnover rate was 18% (ImmoScout24: 17%, Scout24 AG: 19%). In the dynamic Internet sector, it is quite common for employees to only stay with a company for a few years. The decrease compared to the previous year (2019: 27%) was the result of strategic investments to strengthen our corporate culture, the COVID-19 pandemic and the company's response to the new circumstances.

Employees (FTE) by region ^{1,4} ✓	2020	2019	2018
Total employees (FTE ²) of Scout24 ³	788.3	861.3	881.7
ImmoScout24 total (incl. FLOWFACT)	603.5	594.1	644.5
of which ImmoScout24 and FLOWFACT (DE)	565.7	559.1	607.8
ImmoScout24 (AT)	36.8	34.3	36.0
FLOWFACT (CH)	1.0	0.7	0.7
Scout24 AG (DE)	184.8	267.2	237.3

GRI 102-7
GRI 102-8

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

² FTE: full time equivalents without students; cut-off date: 31 December 2020.

³ The total number includes all employees as recorded in the annual financial statements for 2020.

⁴ The audit scope only covered the year 2020.



Employees (FTE) by employment relationship ¹	ImmoScout24		Scout24 AG	
	2020	2019	2020	2019
Employees with permanent contracts	475.0	456.6	183.8	258.4
of which women	41 %	40%	39%	41%
of which men	59 %	60%	61%	59%
Employees with temporary contracts	4.0	17.2	1.0	8.8
of which women	50 %	60%	0%	43%
of which men	50 %	40%	100%	57%
Employees with full-time contracts	411.0	405.0	172.0	245.0
of which women	37 %	37%	37%	38%
of which men	63 %	63%	63%	62%
Employees with part-time contracts	68.0	68.8	12.8	22.2
of which women	70 %	64%	62%	72%
of which men	30 %	36%	38%	28%

GRI 102-8
GRI 405-1

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

Terminations and new hires (FTE for ImmoScout24 and Scout24 AG) ^{1,2} ✓	2020	2019	2018
Terminations	132.3	196.3	146.5
> of which ImmoScout24	82.0	130.6	92.2
of which women	42.2%	42.9%	40.3%
of which men	57.8%	57.1%	59.7%
> of which Scout24 AG	50.4	65.7	54.3
of which women	35.3%	27.7%	35.9%
of which men	64.7%	72.3%	64.1%
New hires	124.4	194.5	178.4
> of which ImmoScout24	81.9	108.8	113.3
of which women	48.9%	35.5%	44.6%
of which men	51.1%	64.5%	55.4%
> of which Scout24 AG	42.5	85.7	65.1
of which women	36.5%	46.5%	40.5%
of which men	63.5%	53.5%	59.5%

GRI 401-1

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

² The audit scope only covered the year 2020.

Age structure of new employees in 2020 by gender (FTE for ImmoScout24 and Scout24 AG) ¹		
Age	Women	Men
up to 30	28.6	28.0
31 to 50	26.0	40.8
over 50	1	0.0
Total	55.6	68.8

GRI 401-1
GRI 405-1

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



Age structure 2020 (for ImmoScout24 and Scout24 AG)¹

GRI 405-1

Age distribution 2020	Women	Men	Total
up to 30	11%	14%	25%
31 to 50	28%	43%	71%
over 50	2%	2%	4%
Total	41%	59%	100%

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

Training hours 2020^{1,2,3} ✓

GRI 404-1

Employee category	Total number of hours	Number of learners	Number of male learners	Number of female learners	Average number of hours
Managers	1.257	178	122	56	7.1
Employees	5.838	734	357	377	7.9
Total	7.095	912	479	433	7.8

¹ Training hours do not contain language training.

² The audit scope only covered the columns "Total number of hours" and "Number of learners".

³ Training hours were logged for training formats recorded by the Scout24Academy as well as onboarding processes as part of the Welcome Days. The training hours of FLOWFACT employees in 2020 were only logged after it was integrated into the Scout24Academy in July 2020. The onboarding hours of FLOWFACT employees have not been included.

In some cases, the internal training providers use different training formats. Not all training courses are available to all of the companies in the Scout24 Group. In addition to all the aforementioned Group-wide training and education, other team-specific measures which are controlled by the departments directly can be implemented within the specialist departments, and are therefore not logged on a Group-wide basis. At the start of each year, the specialist departments receive a training budget based on the number of permanent employees.

Training participation in 2020 ¹	Total participants in 2020	of which Scout24 AG	of which ImmoScout24	of which FLOWFACT
Scout24 leadership webinars	40	15	24	1
Scout24 leadership training	14	6	8	–
Language training	48	12	34	2
Onboarding training	173	65	108	–
Online training (external)	689	292	389	8
Public and in-house training in person (e.g. soft skills, methods and leadership)	64	8	54	2
Specific training courses from various divisions				
#Iamremarkable	13	2	11	–
Builders	90	15	75	–
CMS	59	4	55	–
Communications & Marketing	12	7	5	–
Facility Management	1,255	296	878	81
People Development	940	279	613	48
Procurement	188	124	64	–
Product	47	7	40	–
Risk & Compliance	744	210	467	67
Sales ImmoScout24	2,486	1	2,466	19
SEO	71	6	63	2
Talent Acquisition	130	60	70	–
Lunch & Learn	434	145	285	4
Playlist content	57	22	30	5
Total	7,554	1,576	5,739	239

GRI 404-2

¹ An employee can be counted more than once if they have taken part in multiple training courses.



All our employees are legally entitled to take parental leave. In 2020, 77 employees of Scout24 (2019: 86 employees) took at least one day of parental leave. 47% of the employees on parental leave were fathers (previous year: 41%).

Employees on parental leave ¹ ✓	2020	2019	2018	GRI 401-3
Total	77	86	66	
> of which ImmoScout24	52	61	50	
of which women	27	39	34	
of which men	25	22	16	
> of which Scout24 AG	16	25	16	
of which women	8	12	7	
of which men	8	13	9	
> of which FLOWFACT	7			
of which women	5			
of which men	2			
> of which ImmoScout24 AT	2			
of which women	1			
of which men	1			

¹ The audit scope only covered the year 2020.

As of 31 December 2020, 66% of parents who had taken parental leave returned to the company, compared with 56% in 2019. Of those who returned to work in 2019, 75% (2018: 79%) were still employed at Scout24 twelve months after returning to work. No figure is available as yet for returnees in 2020.

Return from parental leave ¹ ✓	2020	2019	2018	GRI 401-3
Total	16	14	6	
> of which ImmoScout24	10	14	6	
of which women	3	4	0	
of which men	7	10	6	
> of which Scout24 AG	4			
of which women	2			
of which men	2			
> of which FLOWFACT	1			
of which women	1			
of which men	0			
> of which ImmoScout24 AT	1			
of which women	1			
of which men	0			

¹ The audit scope only covered the year 2020.



Environment

Energy consumption (in kilowatt-hours) ^{1,4,5} ✓	2019	2018	Change in per cent from 2018 to 2019	
Total	5,511,095	7,765,500	-29.0	GRI 302-1
per capita ²	6,672	9,190	-27.4	GRI 302-2
Total consumption within the organisation	4,231,799	5,965,800	-29.1	GRI 302-3
of which fuel	1,006,315	1,801,900	-44.2	GRI 302-4
of which gas	81,377	82,850	-1.8	
of which electricity ³	1,502,350	1,607,500	-6.5	
of which heat	1,209,266	2,475,000	-51.1	
of which cooling	432,491	398,410	+8.6	
Total consumption outside of the organisation	1,279,296	1,799,700		
of which data centres	1,279,296	1,799,700	-30.0	

¹ The data relate to the following entities of the Scout24 Group in Germany: Immobilien Scout GmbH, Scout24 AG 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 2018/2019. The data have been rounded.

² The energy intensity was calculated based on the average headcount in 2019 (826 employees) and 2018 (845 employees) at the German entities of the Scout24 Group given above; the amount has been rounded. The emissions per capita relate to the total volume of electricity purchased by Scout24.

³ In this report includes Scout24's own electricity consumption only.

⁴ The audit scope only covered the year 2019.

⁵ The electricity, heat and water consumption statistics for the Munich office are the sole exception here as the rented rooms are used by both ImmoScout24 and AutoScout24. To clarify: The consumption values cannot be allocated to the individual companies as separate utility bills are not generated.

Greenhouse gas emissions (in tonnes CO ₂) ^{3,4,5} ✓	2019	2018	Change in per cent from 2018 to 2019	
Total²	4,211.6	6,123.3	-31.2	GRI 305-1
per employee ³	5.1	7.2	-29.7	GRI 305-2
Emissions within the organisation (Scopes 1 and 2)	772.7	928.4	-16.8	GRI 305-3
of which fuel	269.4	192.2	+40.2	GRI 305-4
of which gas	16.4	16.7	-1.8	GRI 305-5
of which electricity	255.3	535.9	-52.4	
of which heat	231.6	183.6	+26.1	
Emissions outside of the organisation (Scope 3)	3,055.8	4,638.2	-34.1	
of which business trips	1,176.8	1,428.6	-17.6	
of which data centres	861.5	809	+6.5	

¹ The data relate to the following entities of the Scout24 Group in Germany: Immobilien Scout GmbH, Scout24 AG and FLOWFACT GmbH. In the interest of consistency, all data reported relate to 2018/2019.

² Where possible, the conversion factors applied to the volumes of electricity and heat sourced were made available by the respective providers. In cases in which such specific conversion factors were not available, the CO₂ factors published by VDA thinkstep AG and ecoinvent were used.

³ Emission intensity was calculated based on the average headcount for 2019 (826 employees) and 2018 (845 employees) at the German entities of the Scout24 Group given above relative to the total greenhouse gas emissions.

⁴ The audit scope only covered the year 2019.

⁵ The electricity, heat and water consumption statistics for the Munich office are the sole exception here as the rented rooms are used by both ImmoScout24 and AutoScout24 and it has so far been impossible to split them.



Business trips (Scope 3) ¹ (in metric tonnes CO ₂) ⁴ ✓	2019	2018	Change in per cent from 2018 to 2019
Total	1,176.8	1,428.6	-17.6
Hire cars ² + private vehicles	69.5	69.1	0.6
Train journeys ³	7.2	3.8	+89.5
Flights	1,100.1	1,355.7	-18.9

GRI 305-3
GRI 305-5

¹ The data relate to the following entities of the Scout24 Group in Germany: Immobilien Scout GmbH, Scout24 AG and FLOWFACT GmbH. 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 The emission data have been calculated as follows: Refuelling costs divided by the average cost of fuel in 2019. The emissions from the quantity of fuel were calculated on the basis of database values.

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 The audit scope only covered the year 2019.



GRI content index



This report has been prepared in accordance with the GRI Standards: 'Core' option. The Sustainability Report 2020 has been submitted to the GRI materiality disclosures service and the GRI confirmed the accuracy of the position of the materiality disclosures (GRI 102-40 to GRI 102-49). **GRI 102-54**

GRI 101: Foundation 2016

General disclosures

Details	Reference	Page	Reason for omission/comment
GRI 102	General Disclosures (2016)		

Organisational profile

GRI 102-1	Name of the organisation		Scout24 AG
GRI 102-2	Activities, brands, products and services	Page 5	
GRI 102-3	Location of headquarters		Munich
GRI 102-4	Location of operations		See annual report: "Fundamentals of the Group"
GRI 102-5	Ownership and legal form		See annual report: "Fundamentals of the Group"
GRI 102-6	Markets served		See annual report: "Fundamentals of the Group"
GRI 102-7	Scale of the organisation	Page 67	See also annual report: "Fundamentals of the Group" and "Report on economic position"
GRI 102-8	Information on employees and other workers	Page 67	
GRI 102-9	Supply chain	Page 32	
GRI 102-10	Significant changes to the organisation and its supply chain		See annual report: "Fundamentals of the Group"
GRI 102-11	Precautionary principle or approach	Page 21	
GRI 102-12	External initiatives	Page 17	
GRI 102-13	Membership of associations and interest groups	Page 17	

Strategy

GRI 102-14	Statement from senior decision-maker	Page 3	
GRI 102-15	Key impacts, risks and opportunities	Page 21	

Ethics and integrity

GRI 102-16	Values, principles, standards and norms of behaviour	Page 10	
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Management

GRI 102-18	Governance structure	Page 11	
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Details	Reference	Page	Reason for omission/comment
Stakeholders' involvement			
GRI 102-40	List of stakeholder groups	Page 17	
GRI 102-41	Collective bargaining agreements		There are no collective bargaining agreements at Scout24
GRI 102-42	Identifying and selecting stakeholders	Page 15	
GRI 102-43	Approach to stakeholder engagement	Page 15	
GRI 102-44	Key topics and concerns raised	Page 13	
Reporting procedure			
GRI 102-45	Entities included in the consolidated financial statements		See annual report: "Fundamentals of the Group"
GRI 102-46	Defining report content and topic boundaries	Page 12	
GRI 102-47	List of material topics	Page 13	
GRI 102-48	Restatements of information	Page 8; Page 61	
GRI 102-49	Changes in reporting	Page 13; Page 59	
GRI 102-50	Reporting period	Page 8	
GRI 102-51	Date of most recent report		2 April 2020
GRI 102-52	Reporting cycle		Annually
GRI 102-53	Contact point for questions regarding the report	Page 81	
GRI 102-54	Claims of reporting in accordance with the GRI Standards	Page 8; Page 73	
GRI 102-55	GRI content index	Pages 73–77	
GRI 102-56	External assurance	Page 8	



Material topics

Details	Reference	Page	Reason for omission/comment
GRI 204	Procurement Practices (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 32	
GRI 204-1	Proportion of spending on local suppliers	Page 32	
GRI 205	Anti-corruption (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 20	
GRI 205-2	Communication and training about anti-corruption policies and procedures	Page 20	
GRI 206	Anti-competitive Behaviour (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 19	
GRI 206-1	Legal actions for anti-competitive behaviour, anti-trust and monopoly practices	Page 19	
GRI 301	Materials (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 63	
GRI 301-1	Materials used by weight or volume	Page 63	
GRI 301-2	Recycled input materials used	Page 63	
GRI 302	Energy (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 62	
GRI 302-1	Energy consumption within the organisation	Page 62; Page 71	
GRI 302-2	Energy consumption outside of the organisation	Page 62; Page 71	
GRI 302-3	Energy intensity	Page 62; Page 71	
GRI 302-4	Reduction of energy consumption	Page 62; Page 71	
GRI 305	Emissions (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 62	
GRI 305-1	Direct (Scope 1) GHG emissions	Page 62; Page 71	
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Page 62; Page 71	
GRI 305-3	Other indirect (Scope 3) GHG emissions	Page 62; Page 71; Page 72	
GRI 305-4	GHG emissions intensity	Page 62; Page 71	
GRI 305-5	Reduction of GHG emissions	Page 62; Page 71; Page 72	
GRI 306	Effluents and waste (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 64	
GRI 306-2	Waste by type and disposal method	Page 64	



Details	Reference	Page	Reason for omission/comment
GRI 401	Employment (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 46; Page 48	
GRI 401-1	New employee hires and employee turnover	Page 68	
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Page 48	
GRI 401-3	Parental leave	Page 46; Page 70	
GRI 403	Occupational Health and Safety (2018)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 50	
GRI 403-1	Occupational health and safety management system	Page 50	
GRI 403-2	Hazard identification, risk assessment and incident investigation	Page 50	
GRI 403-3	Occupational health services	Page 50	
GRI 403-4	Worker participation, consultation and communication on occupational health and safety	Page 50	
GRI 403-5	Worker training on occupational health and safety	Page 50	
GRI 403-6	Promotion of worker health	Page 50	
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Page 50	
GRI 403-8	Workers covered by an occupational health and safety management system	Page 50	
GRI 404	Training and Education (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 38	
GRI 404-1	Average hours of training per year per employee	Page 69	
GRI 404-2	Programmes for upgrading employee skills and transition assistance programmes	Page 69	
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Page 38	
GRI 405	Diversity and Equal Opportunity (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 47; Page 67	
GRI 405-1	Diversity of governance bodies and employees	Page 67; Page 68; Page 69	
GRI 405-2	Ratio of basic salary and remuneration of women to men	Page 47	See also annual report: "Report of the Supervisory Board"



Details	Reference	Page	Reason for omission/comment
GRI 406	Non-discrimination (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 41	
GRI 406-1	Incidents of discrimination and corrective actions taken	Page 41	
GRI 416	Customer Health and Safety (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 28	
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Page 28	
GRI 417	Marketing and Labelling (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 20	
GRI 417-1	Requirements for product and service information and labelling	Page 20	
GRI 417-2	Incidents of non-compliance concerning product and service information and labelling	Page 20	
GRI 418	Customer Privacy (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 30	
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 31	
GRI 419	Socioeconomic Compliance (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 18	
GRI 419-1	Non-compliance with laws and regulations in the social and economic area	Page 18	



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 an independent limited assurance engagement on the separate non-financial group report (further "Report") of Scout24 AG (hereinafter "Scout24" or "Company") according to § 315b and 315c in conjunction with 289c to 289e of the German Commercial Code (HGB), for the period from January 1 to December 31, 2020.

Management's Responsibility

The legal representatives of the Company are responsible for the preparation of the report in accordance with §§ 315b, 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, the legal representatives are responsible for the internal controls they deem necessary for the preparation of the report that is free of – intended or unintended – material misstatements.

Practitioner's Responsibility

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

¹ Our engagement applied to the German version of the separate non-financial group report 2020. This text is a translation of the Independent Assurance Report issued in German, whereas the German text is authoritative.



We conducted our work in the form of a limited assurance engagement 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. Accordingly, we have to plan and perform the assurance engagement in such a way that we obtain limited assurance as to whether any matters have come to our attention that cause us to believe that the report of the Company for the period from January 1 to December 31, 2020 has not been prepared, in all material respects, in accordance with §§ 315b and 315c in conjunction with 289c to 289e HGB. We do not, however, issue a separate conclusion for each disclosure. As the assurance procedures performed in a limited assurance engagement are less comprehensive than in a reasonable assurance engagement, the level of assurance obtained is substantially lower. The choice of assurance procedures is subject to the auditor’s own judgement.

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

- Inquiries of group-level personnel who are responsible for the materiality analysis in order to understand the processes for determining material topics and respective reporting boundaries for Scout24 AG
- A risk analysis, including media research, to identify relevant information on Scout24 AG’s sustainability performance in the reporting period
- Assessment of the suitability of internally developed definitions
- Evaluation of the design and the implementation of systems and processes for the collection, processing and monitoring of disclosures, including data consolidation, on environmental, employee and consumer matters and anti-corruption and bribery matters
- Inquiries of group-level personnel who are responsible for determining disclosures on concepts, due diligence processes, results and risks, performing internal control functions and consolidating disclosures
- Inspection of selected internal and external documents
- Analytical procedures for the evaluation of data and of the trends of quantitative disclosures as reported at group level by all sites
- 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 separate non-financial group report of Scout24 AG for the period from January 1 to December 31, 2020 has not been prepared, in all material respects, in accordance with §§ 315b and 315c in conjunction with 289c to 289e HGB.

Restriction of Use/General Engagement Terms

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

Our assignment for the Supervisory Board of Scout24 AG, Munich, and professional liability as described above was governed by the General Engagement Terms for Wirtschaftsprüfer and Wirtschaftsprüfungsgesellschaften (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 notice of the provisions contained therein including the limitation of our liability as stipulated in No. 9 and accepts the validity of the General Engagement Terms with respect to us.

Munich, March 17, 2021

KPMG AG
Wirtschaftsprüfungsgesellschaft
[Original German version signed by:]

Hell

ppa. Auer

Attachments

Separate non-financial group report of Scout24 AG for the period from January 1 to December 31, 2020 Attachment 1

General Engagement Terms Attachment 2



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