

Sustainability report 2021

Moving to the next level

Scout24

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Tobias Hartmann
CEO of Scout24 SE

Dear readers,

Moving to the next level – this is the ambitious aspiration that we set ourselves for 2021. We are constantly developing ourselves and our business model. We are playing our part in increasing the digitisation of the property market and thus making transactions for buying, renting and managing property easier, faster and better for our users and customers. But for us, reaching the next level does not just mean increasing our profitability or improving our products and services.

We also want to reach the next level of sustainability – a more environmentally conscious, socially just and economically sustainable future for everyone. The events of last year and the ongoing Covid-19 pandemic have demonstrated that we need to stick together as a society. It is down to each individual to make things better. We firmly believe this – which is why as Scout24 we do our bit whenever and wherever the opportunity presents itself.

In 2021, for instance, our top priorities were on helping to curb the spread of the virus and creating a safe working environment for our employees. We enabled colleagues to return to the office voluntarily, in strict compliance with comprehensive safety measures – an offer which was gratefully received, particularly in the summer months. As a ‘market leader for vaccination’ we also took part in a public information campaign on Covid-19 vaccination and held several very well-received vaccine days for our employees at our offices in summer and winter.

But it was not only the pandemic that required us to take action. When one of the most devastating floods struck several German regions in July 2021, we knew immediately that we had to help. Within a few days, we were offering support for people who had lost their homes due to the environmental disaster. As well as making a corporate donation to the ‘Deutschland hilft e.V.’ emergency aid coalition, we also provided the organisation with free advertising space. In addition, we offered payment holidays for affected customers, allowed local employees to take leave if necessary and opened an internal communication channel for rapid assistance.



Because at Scout24 we know how important it is to have a home. While many people take this for granted, it is often beyond the reach of some people for a long time if they do not have support. Our understanding of this necessity is also behind another initiative that it is very important to the company and very dear to my heart: HOME STREET HOME. This is a collaboration that we launched together with the homelessness project ONE WARM WINTER. It aims to help homeless people find somewhere to live and to provide information and clarity about homelessness and relevant housing concepts. We have received strong support for the initiative from a number of well-known people. It didn't take long for the collaboration to have an effect: property listers have already made hundreds of homes available through ImmoScout24 that can potentially be matched up with homeless people.

Alongside this initiative, we also continued to develop existing projects and measures in 2021 – and take them to the next level. In order to achieve our aim of being carbon neutral by 2025, we have developed a new travel policy. With it, we want to avoid internal flights within Germany where possible and prioritise rail travel. We have also switched our entire fleet of vehicles to electric vehicles. Our Code of Conduct will in future also apply for our business partners, suppliers and service providers. We became a member of the UN Global Compact in 2021 and are committed to its ten principles of ethical conduct. We also made progress on diversity and inclusion last year and have embedded this in our updated HR strategy. The newly formed Culture, Development, Diversity & Inclusion team is leading the implementation of our diversity targets. The team reports directly to Dr Claudia Viehweger as the new Chief Human Resources Officer at Scout24 SE.

Last but not least, we successfully completed our materiality analysis in 2021 and identified ten topics from five fields of action. These will form the basis for our sustainability management in the coming years. We have therefore created the ideal conditions for the future so that we can further develop not only the property market and digital property transactions but also our sustainability strategy. After all, the next level is waiting for us to reach it.

And we can only get to that next level by working together as a strong team. I would like to express my heartfelt thanks to our colleagues who challenge the status quo every day and enable us to make progress and improvements. Even during difficult times, they have given their all this year to achieve and even surpass our goals. Their energy, effort and engagement lay the groundwork for a successful future for us all.

I hope you enjoy reading our Sustainability report 2021 and find it interesting. Please get in touch with me if you would like to discuss it further.

Yours,

Tobias Hartmann
CEO of Scout24 SE

About Scout24 – our company profile in 2021

Scout24 is a leading German digital company. We have been bringing owners, estate agents, tenants and buyers together for over 20 years with the ImmoScout24 digital marketplace for residential and commercial property.

GRI 102-2

With over 20 million users per month on the website and in the app, ImmoScout24 is the market leader for finding and marketing real estate digitally. ImmoScout24 constantly develops new products and is building an ecosystem for buying, renting and managing commercial properties in Germany and Austria to enable entirely digital property transactions in future.

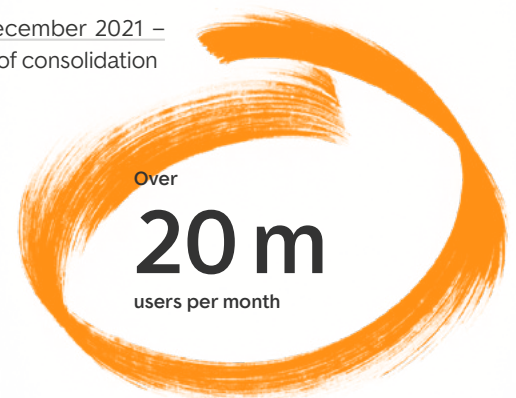
Scout24 with its registered office in Munich, Germany, is a European stock corporation and is listed on the MDAX and DAX 50 ESG. Scout24 AG was formally converted to a European stock corporation (Societas Europaea, SE) on 15 October 2021 through entry in the commercial register. For further information, visit www.scout24.com.

Scout24 SE:
scout24.com

On 1 April 2021, Immobilien Scout GmbH, Berlin, acquired 100% of the shares in equity of PWIB Wohnungs-Infobörse GmbH, based in Planegg. PWIB Wohnungs-Infobörse GmbH merged with ImmoScout24 on 21 October 2021 with retroactive effect from 1 January 2021. On 11 May 2021, Immobilien Scout GmbH, Berlin, also acquired 75% of the shares in equity of Zenhomes GmbH, based in Berlin. Among other things, Zenhomes GmbH operates the internet platform Vermietet.de, a cloud-based software solution that helps private landlords with digital rental and property management. Since 21 June 2021, wg-suche.de (eleven55 GmbH) has also been a wholly owned subsidiary of Scout24. The digital platform is aimed at private, predominantly young landlords and property-hunters, with a focus on flat-sharing. The formal and legal closing took place on 1 July 2021. eleven55 GmbH merged with ImmoScout24 on 4 November 2021 with retroactive effect from 1 January 2021. Propstack GmbH, which offers cloud-based CRM estate agent software, became an 80% subsidiary of FLOWFACT on 29 July 2021 – and is therefore also part of our group of companies.

Annual report 2021,
'Fundamentals of the Group':
scout24.com/reporting-2021

This report describes the sustainability activities of Scout24 SE up to 31 December 2021 – without Vermietet.de, wg-suche.de and Propstack. Divergences from this scope of consolidation are individually marked.





Disclosure within the framework of the EU Taxonomy

As part of the separate consolidated non-financial report in accordance with Sections 315b and 315c in conjunction with Sections 289c to 289e of the German Commercial Code (Handelsgesetzbuch, HGB), Scout24 is disclosing how and to what extent its economic activities are identified in the EU Taxonomy Regulation (Regulation (EU) 2020/852). The initial disclosure is being made for 2021 and this will continue annually thereafter.

The EU Taxonomy is a standardised and legally binding classification system that defines which economic activities are considered 'environmentally sustainable' in the EU. The EU Taxonomy is embedded in the 'EU Action Plan on Sustainable Finance', with the aim of directing capital flows into sustainable investments.

The following six environmental objectives have been defined for this purpose (Article 9 EU Taxonomy Regulation):

1. Climate change mitigation
2. Climate change adaptation
3. Sustainable use and protection of water and marine resources
4. Transition to a circular economy
5. Pollution prevention and control
6. Protection and restoration of biodiversity and ecosystems

The EU has initially published guidelines on sustainable economic activities in line with the EU Taxonomy ('EU catalogue') for the first two objectives. The description of the economic activity in the Delegated Acts determines which economic activities can fundamentally be considered.

In terms of classifying an economic activity as 'environmentally sustainable' in line with the EU Taxonomy, a distinction needs to be made between taxonomy eligibility and taxonomy alignment. The first step is to check whether an economic activity is described in the Delegated Act and is therefore taxonomy-eligible. Only taxonomy-eligible economic activities can be considered 'environmentally sustainable' when fulfilling certain criteria. The second step is then to evaluate whether the defined technical screening criteria are fulfilled in order to be classed as taxonomy-aligned.

For the 2021 reporting year, an EU-approved simplification has been used, which only requires disclosures for the proportions of taxonomy-eligible and taxonomy non-eligible economic activities for turnover, capital expenditure and operational expenditure. As of the 2022 financial year, further analyses will be required for the fulfilment of specific criteria (taxonomy alignment) with regard to the identified economic activities.

Accordingly, we have checked the economic activities listed by the EU Taxonomy Regulation for the first two environmental targets for 2021, classified our products, services and solutions – if possible – and ensured conformity with the EU Taxonomy's description of activities.



In the Delegated Acts published so far, no explicit mention is yet made of the central economic activities of Scout24 as a digital company and operator of the digital marketplace ImmoScout24. In accordance with the EU Taxonomy Regulation, we could potentially make a contribution to climate change mitigation with our fleet (> see 'Environmental and climate-friendly mobility', page 64) and our office buildings (> see 'What we have achieved so far', page 62).

In addition to direct economic activities, Annex I also defines enabling activities and transitional activities, which, according to the European Commission's FAQs published on 2 February 2022, can be reported on a voluntary basis. Scout24 is not making these voluntary disclosures.

The FAQs also clarified that only turnover that relates to enabling activities is to be reported for economic activities in Annex II. Furthermore, for direct economic activities in Annex II, expenditures for CapEx and OpEx only need to be considered if these substantially reduce the activity's main physical climate risks.

The following information on the taxonomy-eligible proportions for these identified activities in relation to the relevant total turnover, investments and operating expenses for 2021 relates to the scope of consolidation (> see 'Company profile', page 5) of the separate non-financial report. In accordance with Section 315e (1) of the HGB, Scout24 SE prepared consolidated financial statements for the 2021 financial year in accordance with International Financial Reporting Standards (IFRS). The amounts used for calculating the key indicators for turnover, CapEx and OpEx are based accordingly on the figures reported in the consolidated financial statements (> see Annual Report, Consolidated statement of profit or loss, page 109, Consolidated statement of financial position, page 112 f).

Annual report 2021:
scout24.com/reporting-2021

Key indicators

The **turnover key indicator** is calculated from the ratio of turnover from taxonomy-eligible economic activities in a business year compared to the total turnover in that business year:

$$\text{Turnover key indicator} = \frac{\text{Taxonomy-eligible net turnover}}{\text{Total net turnover}}$$

The turnover figures reported in the Group profit and loss statement (> see Annual Report, Consolidated statement of profit or loss, page 109) for Scout24 were checked in detail according to the defined consolidation scope and analysed to verify whether they were achieved with taxonomy-eligible economic activities as per Annex I (substantial contribution to climate change mitigation) and Annex II (substantial contribution to climate change adaptation) of the EU Taxonomy Regulation. The numerator consists of the total turnover from the taxonomy-eligible economic activities for the 2021 financial year.

As the EU Taxonomy Regulation currently stands, the activities of Scout24 do not yet fall under the definition of taxonomy-eligible turnover in the Delegated Acts (0% taxonomy-eligible and 100% taxonomy non-eligible turnover).



The **CapEx key indicator** indicates the proportion of capital expenditure (CapEx) associated with the identified taxonomy-eligible economic activities or the purchase of output from a taxonomy-eligible economic activity:

$$\text{CapEx key indicator} = \frac{\text{Taxonomy-eligible investments}}{\text{Total investment expenditure according to EU Taxonomy Regulation}}$$

The relevant additions to fixed assets, intangible assets and rights of use for leasing participants during the 2021 financial year were taken on the basis of information in the consolidated financial statements, compiled according to the consolidation scope, narrowed down to the relevant additions and examined for taxonomy-eligible individual investments by checking them against Annex I and II of the EU Taxonomy Regulation (> see **Annual Report, Consolidated financial statements, page 108 ff in conjunction with notes 4.5, 4.6, 4.7., page 154 ff**).

Annual report 2021:
scout24.com/reporting-2021

The investment costs of Scout24 are classified as taxonomy-eligible due to the economic activities described in the delegated act (Annex I/Annex II) 6.5 'Transport by motorbikes, passenger cars and light commercial vehicles' (Annex I) and 7.7 'Acquisition and ownership of buildings: Buying real estate and exercising ownership of that real estate' (Annex I) and correspond to a share of 7.1% of the total CapEx in accordance with the EU Taxonomy Regulation (i.e. 92.9% taxonomy non-eligible CapEx).

The **OpEx key indicator** indicates the proportion of operational expenditure (OpEx) within the meaning of the EU Taxonomy that is associated with taxonomy-eligible economic activities or the purchase of output from a taxonomy-eligible economic activity:

$$\text{OpEx key indicator} = \frac{\text{Taxonomy-eligible operational expenditure}}{\text{Direct, non-capitalised costs (R \& D, building renovation measures, lease maintenance and repair)}}$$

To calculate the denominator, the accounts that reflect the direct, non-capitalised costs – e.g. for research and development expenditure, building renovation measures, lease maintenance and repair – were considered.

The numerator is produced by analysing the assets relating to the expenditure recorded on the accounts mentioned above in terms of taxonomy eligibility based on Annex I and Annex II of the EU Taxonomy Regulation.

As the EU Taxonomy Regulation currently stands, the activities of Scout24 do not yet fall under the definition of taxonomy-eligible OpEx in the Delegated Acts (0% taxonomy-eligible and 100% taxonomy non-eligible OpEx).



Global Reporting Initiative 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.

We publish an online sustainability report in German and English annually. All previous reports can be found at bericht.scout24.com and scout24.com.

The report is consistent with the GRI Standards of the Global Reporting Initiative (GRI) and has been prepared in line with the Core option of the GRI Standards. Consequently, the separate non-financial report is also guided by the Core option of the GRI Standards in accordance with Sections 315b and 315c in conjunction with Sections 289c to 289e of the German Commercial Code of the HGB. The reporting period covers the 2021 financial year, i.e. from 1 January to 31 December 2021.

In 2021, we identified the new material sustainability topics, and thus the relevant report content, as part of a quantitative materiality analysis. All relevant stakeholder groups were involved in this (> 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 78**). 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 SE in accordance with the HGB, is integrated into this GRI report. It encompasses Scout24 SE (as of 31 December 2021) without Vermietet.de, wg-suche.de and Propstack. If disclosures relate only to individual parts of the organisation, this is indicated.

The material non-financial content in the sense of the HGB as part of the separate non-financial 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 assurance engagement.

This report has been written in a gender-inclusive 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/reporting-2021,
scout24.com

Management

Code of Conduct

for all business partners,
suppliers and service providers

10

material
topics

Extensive
**materiality
analysis**

UN Global Compact

joined

Sustainability programme

with ambitious targets

Building on our work in 2020, we continued our strategy process in 2021 to further define and expand our sustainability agenda. The starting point was a new and comprehensive materiality analysis. Based on this, we worked with the Sustainability Committee across the various areas to develop a sustainability programme. It covers the most important issues and challenges and has a clear objective: to make sustainability transparent, measurable and controllable in our company through binding and ambitious targets. We have also updated our values and have added conduct guidelines for our business partners, suppliers and service providers to our Code of Conduct in this reporting year. We became a member of the UN Global Compact in 2021, thus making an official commitment to the ten universal principles concerning human rights, labour standards, the environment and anti-corruption measures.



Our understanding of sustainability

To us, it is clear that success is not just a question of performance, but that it 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 always consider societal and social conditions as well as the environment in all our business operations. We strive to uphold the highest standards of ethics and integrity in all of our business activities (> see **'Sustainability programme and SDGs', page 20**). To ensure this, we are committed to compliance with international standards and frameworks such as the UN Global Compact.



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 40**), 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 addition to our Code of Conduct, we published a DNA Culture Code in 2020, which applies across the entire company. This contains specific recommendations for how to interact with others on a day-to-day basis. The corporate values form part of the internal communication measures, initiatives and processes (> see **'Team', page 39**). As our employee survey shows, these measures helped us to achieve a better understanding of the DNA Culture Code (2021: 86%, 2020: 84%).

DNA Culture Code since 2020:
scout24.com/en/career/life-at-scout24/culture

In October 2021, we took the next important step and extended our Code of Conduct, adding conduct guidelines for our business partners, suppliers and service providers. Behind this lies the conviction that, even as a non-manufacturing company, we too should take responsibility for our supply chain. Among other things, we expect our business partners, suppliers and



service providers to engage with society responsibly and sustainably, to take action against discrimination, harassment and abuse in their company, and to allow their employees rights such as freedom of association.

This step also helps us to comply with the ten universal principles of the UN Global Compact concerning human rights, labour standards, the environment and anti-corruption measures.

WE SUPPORT



Responsibility for sustainability

Responsibility for sustainability lies directly with the CEO of the Scout24 Group. The Corporate Communications department includes a dedicated Sustainability team that is responsible for all operational and strategic measures and initiatives. Our Sustainability team's task is to further integrate the complex topic of sustainability within our organisation. The Sustainability team reports to the CEO regularly during our fix meetings. It also coordinates with the relevant departments on strategic and operating decisions, such as HR, Procurement, Marketing, Products, IT and Legal. To further consolidate the responsibility for sustainability within the company, we have set ourselves the aim of combining the variable remuneration for managers with quantifiable environmental, social and governance (ESG) targets and disclosing this (> see 'Sustainability programme and SDGs', page 20).

GRI 102-18

Our Sustainability Committee was launched in 2020. The committee is a practical working group tasked with identifying and evaluating sustainability targets. The committee consists of representatives from ten business units and various functions. Together they aim to make sustainability an integral part of our business targets, our corporate strategy and our everyday work. The Sustainability Committee meets once per quarter. In this reporting year, its focus was on the climate, diversity, equal opportunities and product responsibility. The committee has drawn up a comprehensive programme of measures to enable sustainability to be measured at Scout24 and to better manage the achievement of targets. The sustainability programme addresses all areas of relevance to Scout24: management, business, team, society and the environment.



A Cares team supports the Sustainability Management team with employee engagement. The Cares team comprises staff from different specialist departments who support and drive the implementation of sustainability activities and measures within our organisation. The Cares team focuses in particular on organising social activities in which employees can take part (> see 'Society', page 54).

Outlook for 2022

We conducted a comprehensive strategy process in 2021 – from the new materiality analysis through to adoption of the new **sustainability programme**. We have worked with the Sustainability Committee to formulate new goals – and thus set our priorities for 2022. We will strive to continue to raise 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. As a non-manufacturing company, we also want to accelerate sustainable product development at Scout24. Having expanded the Code of Conduct to include business partners, service providers and suppliers in this reporting year, we will place particular emphasis on responsibility in the supply chain in 2022.



Materiality analysis

We conducted a new materiality analysis in 2021. As part of this we asked internal and external stakeholders about sustainability issues. Through this systematic approach, we were able to identify the topics that are relevant for compliance with the legal requirements of the HGB as well as the GRI Standards. The process also helped us to identify the topics we want to focus on in future – both in terms of managing the topics, for instance, by further developing our sustainability strategy, and in terms of reporting.

GRI 102-46

We have covered the various requirements of the HGB as well as the GRI Standards with our approach. We evaluated the individual topics based on 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 who rated each aspect:

Format of our 2021 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: employees, customers, users, investors, suppliers, business partners, social environment and network contacts

The impact on the environment, employees and society is a criterion for identifying material topics, both in accordance with the HGB and the GRI Standards. The impact assessment was carried out within the scope of an internal survey of the top management (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 most important criterion of materiality under the HGB. Business relevance was assessed by the members of the Executive Leadership Team of the Scout24 Group. Additionally, the GRI Standards define the significance of a topic for stakeholders, i.e. stakeholder relevance, as a key assessment dimension. We examined this perspective again in 2021 on the basis of an online survey.

New material topics

As part of the new materiality analysis in 2021, we identified the topics that are material for us for the 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 Scout24 Management Board conducted the final check of the topics.

GRI 102-44

GRI 102-47

GRI 102-49



In the last year, there were a number of important changes in the corporate structure of the Scout Group: in May 2021, we added Zenhomes GmbH (Vermietet.de) to the Scout Group. Eleven55 GmbH (wg-suche.de) was also merged with Immobilien Scout GmbH and its services were integrated. In addition to these two companies, Propstack GmbH joined our group of companies in August 2021. These additions have not had a significant impact on the business model and the central challenges. For this reason, and given the timing of the acquisitions, we have not explicitly considered Zenhomes GmbH, Eleven55 GmbH and Propstack GmbH in the materiality analysis. The Covid-19 pandemic also did not influence the relevance of the material topics.

In 2021, the Scout24 Group identified a total of ten material topics, of which eight topics are classed as material in accordance with the HGB and two topics are classed as material in accordance with the GRI Standards. The following table shows how the topics that are relevant in accordance with the HGB have been allocated to non-financial matters.

Material topics pursuant to the HGB ✓

Non-financial matters	Material topics	Including
Employee-related matters	Working conditions	Fair employment relationships and development, employee retention, remote and flexible working, employee engagement, compatibility between family and career
	Diversity and equal opportunities	Anti-discrimination, consideration of diversity at all levels, inclusion, equal pay
Environmental matters	Climate and emissions	(Employee) transport, climate strategy (risks, opportunities), target achievement for 2°C scenario, emission reduction and innovation, improving climate resilience, partnerships for scaling positive influence
Anti-corruption and bribery	Sustainable business conduct	Corporate governance, risk management including non-financial risks (e.g. climate), sustainable finance (investment and ownership), incentive systems, linking variable remuneration to more than financial targets, certified management systems (e.g. for environment, social issues)
	Ethics and integrity	Compliance with international standards of conduct, fair business/fair partnerships, digital ethics
	Compliance	Compliance with laws and directives, fight against corruption, tax compliance/tax transparency
Consumer concerns	Product responsibility	Responsible marketing and labelling, product safety including cybersecurity, product transparency, educating and raising awareness among consumers, inclusion, barrier-free accessibility (digital participation, digital inclusion), customer satisfaction
	Data protection and security	Handling stakeholders' data confidentially/responsibly (customers, employees, partners, suppliers, etc.), preventing the loss and misuse of data

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

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

- Social responsibility
- Energy

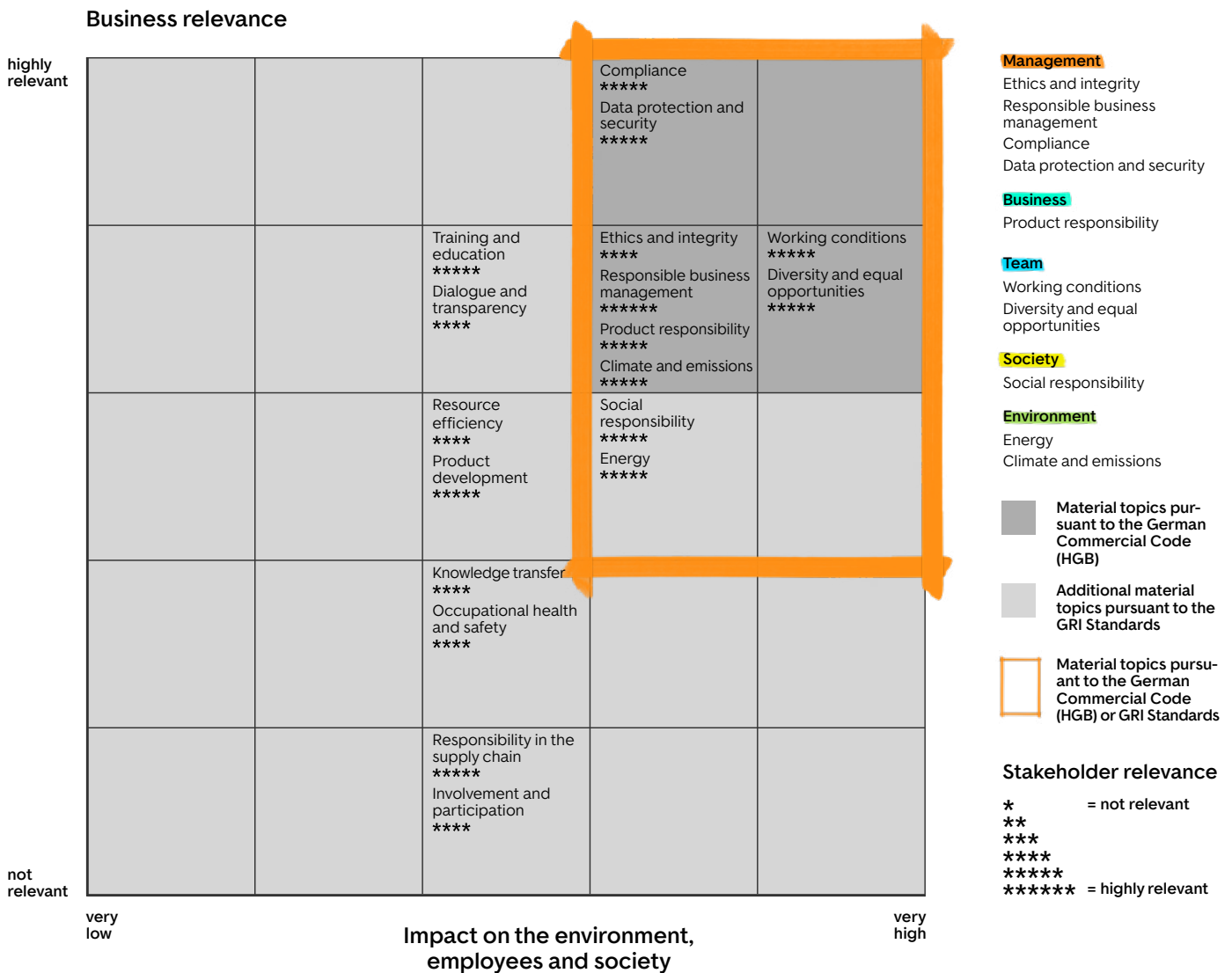


2021 materiality matrix

The following matrix contains the three different perspectives for impact (on the environment, employees and society), business relevance and stakeholder relevance. It therefore combines the different definitions of materiality in accordance with the HGB and the GRI Standards. In response to the changes in the reporting obligation and in the reporting standards, the business relevance is afforded greater importance than stakeholder relevance by both the HGB and the GRI Standards. Accordingly, the business relevance is shown on the Y-axis, where it replaces the stakeholder relevance. Stakeholder relevance is now indicated with a label in a field matrix.

GRI 102-48

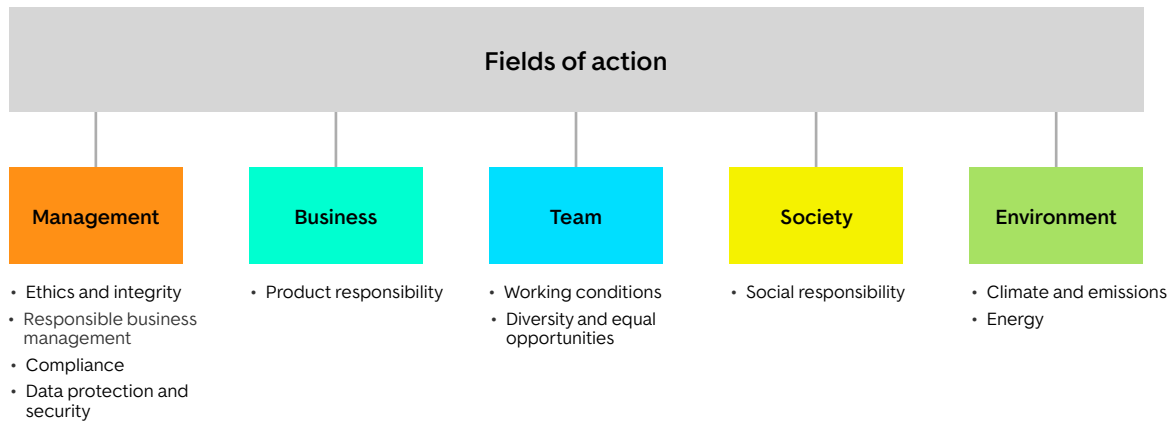
2021 materiality matrix ✓



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 ✓



On the basis of the fields of action, we have brought our sustainability strategy in line with the 17 Sustainable Development Goals (SDGs) of the United Nations. We will provide information about this at regular intervals in our reports. We are confident that every single contribution towards the SDGs is important in order to deal with the global challenges in the fields of society and environmental protection. The SDGs 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 our employees, investors, customers, users, suppliers, business partners, service providers 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.

The Corporate Communications team coordinates internal and external communications at Scout24. As part of this, it 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.



Customer events

In 2021, we organised 56 events for customers and eight events for consumers, including three 'House Building Days'. On the 'House Building Days', we moved the traditional house building fairs online while contact restrictions were in place. These live online events featured numerous talks from experts, covering house building and financing. Customers and users could ask their most pressing questions in the chat and would then get an answer during the talks. More than 5,000 participants attended the 19 expert talks.

GRI 102-42

GRI 102-43

Dialogues with the capital market

We maintain a constant, open and transparent dialogue with the capital market. This had already shifted to being largely virtual in 2020 due to the Covid-19 pandemic, and we again adapted our investor relations activities to suit the different conditions in 2021. Holding various virtual discussions with investors as individuals and groups. Some of these took place as part of roadshows organised by brokers or investor conferences. In December 2021, we also organised a virtual Capital Markets Day, during which the Executive Leadership Team talked to analysts and institutional investors about strategy, business development and future prospects of the Scout24 Group.

We also held our Annual General Meeting as an entirely virtual event on 8 July 2021. We streamed the speeches by the Management Board and the Supervisory Board live on the internet. Registered shareholders could follow the entire Annual General Meeting live using a secure online service.

ESG ratings are an important contribution to increasing transparency about our sustainability efforts. Since 2020, for instance, we have been actively participating in the Carbon Disclosure Project (CDP), S&P Global Corporate Sustainability Assessment (CSA), FTSE Russel, Institutional Shareholder Services (ISS ESG), MSCI and Sustainalytics, and we are in direct dialogue with the rating agencies and their analysts. In future, we will focus on MSCI and Sustainalytics, as an internal survey has found that these are the two most relevant ratings for our investors.

Employee events

In 2021, we gave our employees the option to either work from home or to work in the office in compliance with hygiene and safety measures. As they were working from different locations, there was an increased need for online and hybrid events. Numerous internal events at Scout24, such as the townhall meetings, took place partially in person and were also simultaneously streamed on Zoom. There were also several in-person events over the summer to maintain active interaction and collaboration in the office. These were subject to strict hygiene plans to ensure that staff were always kept safe. These events included various Sofa Nights, where employees could showcase their talents. There was also a walking challenge to boost team spirit for everyone – whether they were working at home or in the office – during the ongoing pandemic. This involved employees walking once around the world together by counting up all their steps during a predefined period (> see 'Our corporate culture, our DNA', page 40).



Stakeholder group	Communication means 2021 (selection)
Social environment	Activity and discussions in CSR networks (e.g. the Phineo network)
	(Digital) Berlin Social Academy 2021
	Social Summer
Investors and shareholders	Annual General Meeting
	Capital Markets Day
	Annual report and annual financial report, half-year report and quarterly statements (first and third quarter)
	Announcements from Investor Relations
	Various telephone conferences as required
	Digital roadshows
	Participation in virtual conferences
Customers	Regular surveys of customer satisfaction
	Regular (individual) talks with customers about product ideas and market situation
	Continuous tests with customers in the User Lab to refine the user experience
	'House Building Days' dedicated to selected current topics from the real estate industry
	Bilateral meetings as necessary
Suppliers, business partners and service providers	Workshops and training on procurement
	Participation in virtual events
	Regular discussions with our (potential) suppliers, business partners and service providers about related services, products and the market situation
Employees	Six townhall meetings (staff meetings at the invitation of the Executive Leadership Team) and various all-hands meetings (monothematic staff meetings initiated by the individual specialist departments in order to discuss a specific subject, such as Vermietet.de)
	Regular newsletters from different specialist departments
	'My Dialogue' discussions between employees and managers
	Digital Leadership Online Summit and Teamlead Summit
	2021 Engagement Survey
	Intranet
	Series of Sofa Night events, where employees can showcase their talents (e.g. singing, piano)
	Raising awareness of sustainability:
	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 2021
Users (consumers)	Continuous satisfaction surveys and tests with users in the User Lab to refine the user experience
	Regular interview-style individual discussions with users in the product and service development process

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
- DGCN – Global Compact Network Germany

strategic

transparent

innovative

Our aims for sustainability

measurable

controllable

cross-team

Moving to the next level

2. Commitment to social standards

As of this year, our Code of Conduct also applies for suppliers, service providers and business partners. We became a member of the UN Global Compact (UNGC) in 2021 and are committed to its ten principles of ethical conduct.

1. Sustainability Committee

We set up our cross-team Sustainability Committee in 2020.

3. Materiality analysis

In 2021, we worked with our stakeholders to identify ten new material topics, which will form our basis for sustainability management in the next two years.

4. New sustainability programme

Our sustainability targets for our key topics are now measurable, controllable and transparent.

See more ...



Our sustainability programme

Together with our Sustainability Committee, we conducted an extensive strategy process in 2021, following on from the milestones from 2020. The starting point for the process was the new materiality analysis for the strategic alignment of Scout24 in the next two years. The analysis looked in particular at the latest social and regulatory developments and further improved our focus. We were consequently able to identify ten material topics from our five fields of action: management, business, team, environment and climate, and society.

The next strategic step was to work with the Sustainability Committee to initially develop and lay down the sustainability programme. At least one target was defined for each material topic and key performance indicators (KPIs) were assigned, which will be regularly validated across the teams from now on. The targets were set on the basis of a gap analysis between internal standards and external requirements, for instance, from the capital market, frameworks and regulations.

During the strategy process, we further consolidated our own aims for sustainable conduct. Effective control means that we can increase our sustainability performance, make improvements in selected sustainability-related ratings and meet the expectations of our stakeholders. We will now check our sustainability programme on an ongoing basis, develop suitable measures and make adjustments where necessary. We want to report on the initial progress in 2023.

Management				
Material topic	Target and timelines	KPIs	Status 2021	SDGs
Compliance	Further development of the existing Compliance Management System (CMS) to further prevent corruption by the end of 2022	Adaption of processes in place	Ongoing	8
Ethics and integrity	Maintaining the highest standards of ethics and integrity in all business activities	Commitment to recognised international standards and frameworks, e.g. UN Global Compact (UNGC)	Ongoing	8
Responsible business management	Combining and disclosure of variable management compensation with quantified environmental, social and governance (ESG) targets – measured by the relative part of the variable management compensation linked to ESG targets	Share of variable management compensation linked to ESG targets (%)	Ongoing	
	Improvement of social and human rights standards in Scout24's supply chain by extending the Code of Conduct (CoC) to the suppliers	80% (40%) of our suppliers for physical products (professional services) commit to the Scout24 Code of Conduct or an agreement that at least meets these requirements	CoC in place since Q4 2021	8
Data protection and security	Preventing damage from misuse or loss of personal information and safeguarding the right to self-determination of personal information in accordance with the General Data Protection Regulation (GDPR)	Share of suspicious clients for whom ID information is available Number of data protection training courses completed	Ongoing	9
	External certification/auditing of the Information Security Management System according to ISO 27001 by the end of 2025	Achieve external certification/auditing of the Information Security Management System according to ISO 27001 by the end of 2025	Ongoing	9

Business				
Material topic	Target and timelines	KPIs	Status	SDGs
Product responsibility	Maximise customer satisfaction regarding user-friendliness, accessibility and inclusion of the platforms	Best in class in all image dimensions of the brand study Customer satisfaction (CSAT)	Ongoing	10, 11
	More effective prevention of fraudulent activity on the platform by the end of 2024	Overall percentage of contact requests sent to fraudulent listings	Ongoing	9, 11

Team				
Material topic	Target and timelines	KPIs	Status	SDGs
Diversity and equal opportunities	Inclusive culture: no significant gender gaps in engagement results (< +/-5 percentage points – overall and in functions/divisions) for each employee engagement survey in May 2022 and Nov. 2022*	Less than +/-5 percentage points in individual questions about engagement	Ongoing	5, 10
	We will reach gender parity of the Scout24 Group workforce by the end of 2025.	Gender parity = 50% with a +/-5 percentage point band (i.e. 45–55%)	2021: 41% (full-time equivalent basis)	5, 10
	We want to be close to gender parity in leadership by the end of 2026. Therefore, we will increase the share of women in leadership positions by 13% by end of 2026.	Share of women in leadership positions (all leadership positions from team lead upwards; without specialist managers, incl. executive management; FTE basis)*	2021: 37% (full-time equivalent basis)	5, 10

* Scout24 SE, Immobilien Scout GmbH, Immobilien Scout Österreich GmbH, FLOWFACT GmbH, immoverkauf24 GmbH

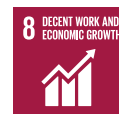
Society				
Material topic	Target and timelines	KPIs	Status	SDGs
Social responsibility	Supporting charitable organisations and initiatives through donations and the commitment of our employees	Number of working hours/year for social purposes Number of donated IT devices/year	Ongoing	11, 17
	Using our business model for good – supporting offers of apartments for homeless people via our ImmoScout24.de platform	Number of homeless people who have found a home through HOME STREET HOME	1% of all new private rent listings are tagged accordingly. 300 apartments are available for HOME STREET HOME (early December 2021). At least ten homeless people had found a new home by early November.	11, 17
	Using our strengths for good – developing innovative approaches to solving social challenges in the areas of digitisation and housing		Ongoing	11
	Publishing a website to educate about discrimination in real estate		Ongoing	10, 11

Environment and climate				
Material topic	Target and timelines	KPIs	Status	SDGs
Energy	For our locations in Germany, we only want to purchase electricity from renewable sources, where we have direct influence on the choice of the provider.	Number of locations in Germany included in the contract for electricity from renewable sources compared to the number of all locations in Germany	Ongoing	7, 13
Climate and emissions	Corporate carbon footprint: reduce absolute emissions from Scopes 1, 2 and 3 by 60 per cent by 2025 compared to the 2018 baseline	Tonnes of CO ₂ emissions	2020: 2,423 metric tonnes of CO ₂ 3.23 metric tonnes per employee	13



Our management approach for sustainability

The Management Board and the Supervisory Board of Scout24 SE see good corporate governance as responsible business conduct with the aim of a sustainable value chain. Scout24 SE therefore identifies with the principles of the German Corporate Governance Code (GCGC) – with the exceptions stated and justified in the declaration of conformity. The annual corporate governance report and the declaration of conformity with the GCGC can be downloaded from the website.



To ensure that we meet the standards of responsible business conduct, Scout24 has a central risk management and compliance function. Its responsibilities include ensuring provision of the Group-wide compliance management system and the risk management system.

As part of the Group-wide compliance management system, we have created a Code of Conduct for all our employees. It provides a reliable framework for responsible conduct and takes into account legal requirements and our own ethical and social standards. The Code of Conduct is also available on our website at www.scout24.com/en/investor-relations/corporate-governance/code-of-conduct. In this reporting year, we extended our Code of Conduct with the addition of conduct guidelines for our business partners, suppliers and service providers. Our General Terms & Conditions of Purchase were updated on 1 November 2021 to require compliance with these conduct guidelines.

Code of Conduct:
www.scout24.com/en/investor-relations/corporate-governance/code-of-conduct

Integrated management of corporate governance, compliance and risk management

The Risk Management & Compliance department covers the governance components of compliance and risk management. The department manages the two systems for risk and compliance management for the whole Group.

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

The central compliance management system (CSM), essentially comprises the following areas – based on the fundamental elements of the IDW (Institute of Public Auditors in Germany) standard (IDW PS 980): compliance culture, compliance goals and tasks, compliance organisation, compliance risks, compliance programme, compliance communication and compliance monitoring and improvement. We have set ourselves the goal of further developing the CMS with a focus on additional corruption prevention by the end of 2022 (> see ‘Sustainability programme and SDGs’, page 20).

The **compliance culture** at Scout24 consists in particular of the Management Board’s commitment to maintain compliance, as set out in the foreword of the Code of Conduct, and to establish and respect written frameworks such as the Code of Conduct, internal guidelines



and work instructions, which can be viewed at any time on the intranet, as well as a guideline for preventing retaliatory action, which protects both the whistle-blower and the accused person in the event of potential rule breaches.

The overarching aim of compliance management is to comply with the relevant legal standards, rules, codes of conduct and internal regulations to prevent damage, in particular liability and reputational risks that may impact on the monetary or non-monetary success of Scout24. Other specifically defined **compliance targets** provide a benchmark for the corporate activities within the entire Scout24 Group and are closely linked to the corporate objectives (> see 'Sustainability programme and SDGs', page 20):

- [Avoiding liability and reputational risks](#)
- [Creating transparency for the Management Board/executive management and hence for a simpler and better-informed platform for reaching business decisions](#)
- [Creating transparency for stakeholders and a positive external perception of the company](#)
- [Protecting the brand and the business value of Scout24 by avoiding negative reports](#)
- [Detection and sanctioning of compliance violations that have already occurred](#)

The **compliance organisation** at Scout24 consists of the Management Board, the General Counsel as the head of Compliance, a (Senior) Compliance Manager and all employees of the Scout24 Group. The Management Board is responsible for compliance as part of its overall responsibility and reports compliance issues to the Supervisory Board. All employees are expected to be actively involved in adhering to compliance requirements. In addition, Scout24 has set up a compliance hotline, which is also available to external third parties. Individuals can use the hotline to anonymously report potential compliance violations to the external ombudsman for Scout24.

In order to achieve the compliance objectives, a series of measures from the **compliance programme** have been implemented, which are designed to ensure that employees act in accordance with the law at all times. This includes implementation of the following guidelines:

- [Code of Conduct](#)
- [Data Protection Code of Conduct](#)
- [Signature guideline](#)
- [Anti-corruption guidelines](#)
- [Data protection guidelines](#)
- [Guidelines for capital market compliance](#)
- [Guidelines for consequence management](#)
- [Guidelines for information security](#)
- [Tax guidelines](#)
- [Procurement policy](#)

Information and training on compliance

An essential part of compliance communication is providing all employees with information and training about compliance-relevant topics. One of our key areas here is corruption prevention and the avoidance of anticompetitive behaviour. As part of our mandatory compliance training, we therefore provide our employees with annual training on the essential compliance topics in our learning management tool (> see 'Scout24's people development strategy', page 43), for example, on anti-corruption. Selected groups of employees also receive training on anticompetitive behaviour such as unfair business activities or unfair anticompetitive activities.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 205-2
GRI 206-1
GRI 419-1



If employees have any questions relating to compliance, they can contact our Compliance department or the General Counsel of Scout24 internally at any time. They also have the option to contact our external ombudsman **via a compliance hotline and email address specifically set up for this purpose or a whistle-blower platform** – and 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 whistle-blower remains anonymous. If necessary, the Compliance department conducts confidential, internal investigations, protecting the anonymity of the whistle-blower and the affected party. One possible outcome may be HR measures and adjustments to internal processes or structures. For 2021, 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.

As part of our compliance training, we also regularly inform our employees and raise awareness among them of anti-corruption measures, competition law and lawful conduct. In 2021, we trained a total of 246 participants on compliance issues as part of their onboarding (2020: 165). 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 on our intranet at any time.

Documentation and information duties on our digital marketplaces

For Scout24 as a technology company in the property sector, compliance with legal documentation and information duties relating to both us and our customers is another essential part of compliance. These include the German Telemedia Act (TMG), the German Price Indication Regulation (PAngV), data protection legislation (including the new German Telecommunications and Telemedia Data Protection Act (TTDSG) that entered into force on 1 December 2021), labelling regulations and the German Buildings Energy Act (GEG), of which the new provisions for energy performance certificates came into force on 1 May 2021. We ensure that all the necessary information and details are available on our marketplaces and the entry forms for creating property listings contain the relevant mandatory fields. We adjust these without delay if any 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 satisfy their responsibility to label their listings as required and ensure transparency. For instance, ImmoScout24 provides regular publicly accessible communication about new guidelines or legal changes (> see **'Dialogue and transparency', page 16**). 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 and enables the relevant information to be seen (e.g. in accordance with the GEG). We also help our listers to comply with the obligations in relation to energy performance certificates. Our collaboration with Energieausweis48 enables listers to easily produce a legally compliant energy performance certificate via our platform.

For 2021, there were no known breaches in conjunction with product and service information and labelling at ImmoScout24. In connection with marketing or communication regulations, the processes for monitoring and approving advertising claims that the Legal department optimised last year also continue to apply.



Risk management

There are risks inherent in our business operations that can affect us either individually or as a company. We therefore 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 to ensure sustainable success for the company.

GRI 102-11
GRI 102-15
GRI 103-1
GRI 103-2
GRI 103-3

The fundamental design of the Scout24 risk management system is guided by the internationally recognised COSO Enterprise Risk Management Framework of the Committee of Sponsoring Organisations of the Treadway Commission (COSO). This framework links the Group-wide risk management with the internal control system (ICS), which is also based on the COSO framework. This integrated approach helps the company to align the control and monitoring activities with the company strategy and its inherent risks. In particular, the ICS is intended to ensure the security and efficiency of business processes as well as the reliability of financial reporting.

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. The specialist departments work closely with the Risk Management team to assess the individual financial and non-financial risks anchored in the risk management system at least twice a year, using quantitative parameters, probability of occurrence and the potential financial impact. The Risk Management department then reports significant risks to the Executive Leadership Team on a quarterly basis. 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 risk 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 at an early stage.

Annual report 2021,
'Risk and opportunity report':
scout24.com/en/reporting-2021

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 HGB. In line with the company-wide risk management system (RMS), 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 2021 reporting year that are highly likely to occur and involve a serious negative impact on non-financial aspects.



Tax transparency – transparent and responsible conduct with taxes

In accordance with the conventions of a listed company, the Management Board of Scout24 considers compliance with tax regulations to be of high importance. In the Code of Conduct, the Management Board commits to tax compliance and undertakes to observe the applicable laws and other relevant provisions in all business activities and decisions.

GRI 103-1
GRI 103-2
GRI 103-3
GRI 207-1
GRI 207-2
GRI 207-3

Our tax compliance culture is based on our shared aim to always act with integrity in a responsible, exemplary and sustainable manner. Every individual takes care to comply with the rules and to act ethically and lawfully. This is an essential requirement for one of our key company objectives: 'Doing Good Business'. This aim also means that all employees and in particular our managers must lead by example and make decisions based on our values. All members of the management are expected to act as credible role models for other staff, setting the tone from the top and acting in accordance with our corporate values and our leadership behaviours.

Tax evasion is illegal and is at odds with our tax compliance culture – and therefore also goes against our values and beliefs. Our guidelines and work instructions prohibit any form of tax evasion, as well as aiding or inciting of tax evasion. They therefore form the basis for ensuring that Scout24 does not commit or enable any offences, whether intentionally or through negligence. Scout24 also supports the development of robust rules and internal procedures to tackle financial crime, including tax evasion.

Recently introduced: tax compliance management system

The Management Board is responsible for tax matters at Scout24. The Tax department is responsible for the operational management and correct implementation of all tax obligations. It is part of the Group Accounting, Tax & Reporting division.

In 2021, Scout24 implemented a tax compliance management system (tax CMS). The Tax Compliance Handbook and the Corporate Tax Guideline form the legal basis for the tax CMS. The Tax Compliance Manager (Tax Team Lead) is responsible for the functionality of the tax CMS. The Tax Compliance Manager suggests improvement measures and discusses issues relating to tax compliance and associated audit findings as necessary with other employees in the Tax department and in particular with the Compliance and Internal Audit department.

The tax compliance risks are classified, assessed and documented in a risk control matrix (RCM) as part of the annual tax compliance risk assessment. This matrix contains all of the tax-relevant risks identified as part of the risk assessment, listed according to type of tax and subsection. To meet the specific requirements for a tax CMS and its operational management, a detailed assessment of the tax risks is first conducted for each type of tax, for instance, for value-added tax or corporation tax. The individual risks are then collected and pooled for the half-yearly risk assessment in a subsequent step. The Tax Compliance Manager is responsible for ensuring that the individual methodology for identifying tax risks (tax compliance risk assessment) corresponds with the risk methodology as per the Governance, Risk & Compliance (GRC) Handbook and that the risks are then compiled in a way that guarantees standardised risk reporting in accordance with the Group-wide risk methodology.



Dealing with stakeholders

Scout24 aims to always communicate in a proactive, transparent and timely manner with the tax authorities and to build and maintain good working relations with them. In principle, only the Tax department and other employees who specialise in tax may communicate with the tax authorities. Scout24 has no interest in exerting political influence on tax issues by supporting a party or through lobbying.

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

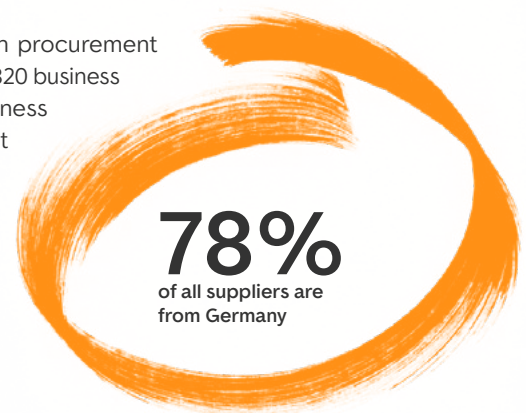
Our supplier and procurement management is based on our procurement policy, an updated version of which took effect in 2020. In 2021, we added a clause on involvement in procurement processes and maverick purchasing to the procurement policy. Besides price, quality, reliability and innovative power, 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 added conduct guidelines for business partners, service providers and suppliers to our Code of Conduct. These cover the environment, society, quality and governance. While creating the sustainability programme, we also adopted a target for this with regard to our spending, where we want to increase the share of business partners, service providers and suppliers who accept the Code of Conduct or comply with its requirements by 80% for physical products and 40% for professional services by 2022. We have added a reference to the Code of Conduct in our updated Terms & Conditions of Purchase (> see 'Sustainability programme and SDGs', page 20).

**Roll-out of the new
Code of Conduct**

Next year, we will focus on our KPIs such as furthering the acceptance of the new Code of Conduct and setting up a supplier performance measurement concept. We are already looking into the German Supply Chain Act (LkSG) and checking to what extent this may result in requirements for Scout24 SE.

The 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.

In 2021, Scout24 SE and Immobilien Scout GmbH spent EUR 110 million on procurement (2020: EUR 138 million). In total, we purchased products and services from some 820 business partners and suppliers (2020: approx. 860). Around 78 per cent of all business partners and suppliers in 2021 came from Germany (2020: 67 per cent), 16 per cent (2020: 18 per cent) of which were from the region around our sites in Berlin and Munich.





Data protection and data security

The trust that our employees, customers, investors, suppliers, business partners, service providers and the public place in us and our brands is invaluable. As a leading digital company and operator of the online platform ImmoScout24 in Germany and Austria, data privacy and security are a top priority for us and a fundamental part of how we see the Scout24 Group. 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. To ensure this, we have set ourselves the target of also achieving external certification of our information security management system by the end of 2025 (> see 'Sustainability programme and SDGs', page 20).

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 is 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 (> see 'Sustainability programme and SDGs', page 20).



Compliance with data protection requirements is one of the core tasks of the Management Board and therefore part of entrepreneurial management responsibility. Scout24 has established a data protection organisation, which delegates certain data protection duties. Responsibility for compliance with data protection requirements is shared among the specialist departments and functional units.

In 2021, an external data protection officer coordinated the data protection measures at AG respectively SE level and advised the Management Board. A Senior Legal Counsel for Data Privacy joined the data protection organisation in July 2021. 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. The coordinators are appointed locally by the team lead or the vice president and are trained by the Data Protection Officer. A key aim of the training is for the data protection coordinators to be able to implement the requirements of national and European case law in their area of responsibility. They have therefore been taught in particular about the new requirements of the European Court of Justice (ECJ) with regard to the transfer of data outside of the EU (ECJ, Schrems II judgement of 16 July 2020, Case C-3111/18). Implementation measures are being drawn up and will be implemented in good time. The data protection coordinators will meet more frequently due to the internal expansion.

Where required by law, the subsidiaries appoint their own data protection officers, who are in contact with the Data Protection Officer at Scout24 SE.



Our company-wide **Data Protection Code of Conduct** has established compliance with data protection requirements as a joint task for all Scout24 Group employees. The Data Protection Code of Conduct sets out specific work instructions for how to act in accordance with data protection requirements. The instructions state that personal and confidential data is used and processed exclusively within the permitted framework, in order to protect the data subject's right to informational self-determination. The company policy on data protection provides all companies in the Scout24 Group with a standardised framework for how to handle personal data appropriately and in accordance with the law and gives employees a practical guide on how to implement data protection.

We have established processes with respect to our products in order to verify that new developments comply with data protection and security requirements. For example, external service providers, business partners, suppliers or cooperation partners who have access to personal data are checked and approved by the Legal department. New Scout24 hires attend an introduction to data protection during the Welcome Days and later receive department- or topic-specific training. Employees 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 in the reporting period. We also observe our procedures continuously and examine where and how we can improve them.

Our Data Protection Code of Conduct:
scout24.com/en/investor-relations/corporate-governance/code-of-conduct

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



Business

Use of innovative

anti-crawler technologies

for greater protection of our products

Property market:

rent maps increase transparency

More than

30,000

users

took part in satisfaction surveys

<1%

fraudulent listings on our property platforms

With over 20 million users per month on the website and in the app, ImmoScout24 is the market leader for finding and marketing real estate digitally. ImmoScout24 constantly develops new products and is building an ecosystem for buying, renting and managing commercial properties to enable entirely digital property transactions in future. In the digital era, data security and fraud prevention are top priorities on our platforms. As we develop our range of products further, we are focusing on sustainable product solutions. At the same time, we are concentrating on making our websites barrier-free and highlighting environmental criteria in listings.

Responsibility for our products

Web-based products form the basis of our business model. We place great importance on online security and combatting fraud to protect our customers and users against cybercrime – 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.

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

Ensuring security

Each and every day, we work to prevent fraud and data theft on our online marketplace to the best of our ability to stop the misuse of information because the security of our platforms is one of the most strategically important and high-priority objectives of Scout24. It is fundamental to the trust and satisfaction of our customers and users – and is therefore also essential for our business success as an operator of online marketplaces.



We have seen a decline in the number of cases of fraud and attempted fraud compared to last year. Improvements in our technical measures meant that fraud cases in the second half of 2021 were reduced by 40 per cent compared to 2020 and by 60 per cent compared to the first half of 2021. 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.



Our internal Information Security team is responsible for fraud prevention at Scout24. Its task is to work with a specialist team from our Customer Care department to identify fraudulent intent at an early stage and to take systematic action against this. Any suspect listings are reviewed and, if necessary, removed by the Customer Care team.

We invariably also consider new developments in this respect and if necessary, we adapt our internal processes and guidelines in line with the changes. In 2021, we conducted technical checks to ensure that our internal security standards are being met. These are used to identify, assess and eliminate potential technical risks – and to increase the technical team’s awareness of important risks. In addition, particular attention was paid to early identification of potential risks in programming codes in 2021. For instance, an initiative was launched to establish automated updates and code scans. We have also developed our automatic attack detection for our internal IT infrastructure and the ImmoScout24 platform. We have integrated a process in the IT landscape which enables the system to automatically detect when our users’ access data is exposed. We have also introduced processes to detect anomalies into our infrastructure.

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 combatting 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 check listings for certain characteristics. In 2021, further optimisation of the self-learning system meant that we were able to double the proportion of automatically deactivated listings with fraudulent intent. We also actively encourage our users to notify us of dubious listings with the 'Report the listing' button – and thus to help improve security. The Customer Care team reviews the listings and deletes them if necessary. To provide a faster response to potentially fraudulent listings, listings are automatically deactivated by the system if they receive a high number of fraud reports.

We have also been reducing the number of contact requests sent to fraudulent listings as of 2021 by increasing the degree of automation for fraud detection and adapting fraud prevention outside of the Customer Care team's office hours (> see **'Sustainability programme and SDGs', page 20**). When evaluating listings manually, we can adapt how the information is presented. In the case of evaluation by algorithm, the detection of reused images helps to identify fraudulent listings. For 2022, we are also planning to use an ID check score to prevent fraudulent activities and fraudulent accounts, as well as to expand automatic fraud detection by introducing new listing and account features.

On top of this, to protect our users from data phishing, we offer a two-step login and recommend that users activate it. We are planning to add an ID check for the ImmoScout24 platform in 2022. This will enable data entered by users to be checked for plausibility and will allow us to optimise the quality of data and improve how we prevent fake and fraudulent accounts.

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 and prioritised this based on risks in 2021 to enable the technical teams to eliminate the most serious risks first.

We started a large-scale quality offensive on our property platform in 2020. Since then we have not only been protecting the data of our customers and users, but we have also been protecting them against phishing and spam messages with the help of machine learning algorithms and innovative anti-crawling technology. We expanded the new anti-crawling technology further in 2021. For instance, users' data is now also protected against unauthorised access in our price atlas, during new registration and login, and in our 'Branchenbuch' directory.

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.



Our plans for 2022 to further prevent misuse of our platform include migrating all of the user administration, registration and authorisation processes to a standardised solution. We started making extensive preparations for this in 2021 in order to iron out some special cases that are not compatible with the standard and are therefore a security risk. These cases included, for example, customers with multiple employees who were using just one access account. These special cases have been eliminated, and there is now one main access per customer. This makes it much simpler to use two-factor technology and increases account security on our platform.

As we make these changes, we also want to raise awareness of security issues among our customers and users. 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.

Aside from the security processes in place, we provide our users with targeted and proactive information. For instance, we completely revised the website sicherheit.immobilienscout24.de and updated large parts of it again in October 2021. On the website, we answer questions from users, provide information on scams and give details of contacts. In addition, we send out general information material by email and draw the general public's attention to these issues by sharing advisory information with the media.

As part of our anti-discrimination initiative, we also strive to ensure that everyone on the housing market has the same opportunities (> see 'Sustainability programme and SDGs', page 20). To this end, we developed a guide for property-hunters and one for listers and have published this advice in a section on the security website.

Security procedures:
sicherheit.immobilienscout24.de

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. We are in contact with our customers, users and lobby groups and the interested public to identify potential for improvement and find specific solutions.

We use our annual Hack Week – our internal think tank – to develop marketable, demand-oriented innovations. During this week, we give every employee the chance to take part in projects spanning various areas or to propose their own projects. 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 prize money which they can donate to a charitable cause of their choice.

In the summer of 2021, we organised a 'hybrid' Hack Week due to the ongoing Covid-19 pandemic. Employees were able to meet in person in the office with hygiene and safety measures in place or could take part virtually via a video meeting. As part of the week, our employees submitted 38 different project ideas in three competition categories.

The 'Hack the Strategy' category was looking for product improvements for our customers, the 'Outside the Box' category invited the Scouts to use state-of-the-art technology outside of our usual product focus, and the 'Give something back' category was aimed at diversity, social responsibility and sustainability. In the 'Give something back' category, the winning employees came up with a prototype web application that works out air pollution data for property locations and displays it clearly for users. The team used the figures from existing measurement stations and displayed it with colour coding on the relevant map section in the





property search on ImmoScout24. This would enable property-hunters to also consider the air quality of their potential new home when making their decisions. The application could help to encourage investors and property developers to think more about a good balance between air quality and transport infrastructure. However, it turned out during the course of the project that even major cities like Berlin currently have too few air quality monitoring stations for this function to be offered on a large scale.

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 aim to maximise customer satisfaction with regard to the platform's user-friendliness, accessibility and inclusion (> see 'Sustainability programme and SDGs', page 20).

We measure the satisfaction of our private and commercial users with the help of ongoing online surveys on the website and in the apps. In 2021, we analysed more than 30,000 survey responses. Among other things, we ask our users whether they like certain functions and what we can improve. For instance, we are running an ongoing survey around the search experience with ImmoScout24. As well as answering the Net Promoter Score (NPS) and rating scales developed in-house, respondents also have the option to leave comments. Users have repeatedly said in their comments that they would like to be able to exclude certain property types from the search if they do not match their search profile. We have been fulfilling this need since 2021, when we added the 'property type' filter to our results list.

We also receive feedback from our users via direct contact with our sales employees (in the case of commercial customers) and via our customer service (primarily private users).

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

It is a key objective for Scout24 to involve private users and business customers in the product development process. In 2021, our User Experience Research team therefore conducted more than 60 user tests in order to test the user-friendliness of our products and to refine them as needed. The user tests take the form of interviews, with four to eight people participating in each. In total, we were able to conduct more than 350 interviews with private and commercial users.

Based on feedback from previous interviews, we integrated a **travel time calculator** into our apps at ImmoScout24, for example. This function calculates the distance from the advertised property to personally selected locations such as a workplace, childcare facility or gym, 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 has been particularly difficult in major cities for some years, where the shortage of rental apartments and the high demand mean that there are often hundreds of interested people applying for one listing. Our Plus membership offers special support in such cases. Members can use a digital application folder to present themselves to apartment listers and are therefore more likely to receive responses. They also enjoy lots of other advantages such as SCHUFA credit checks at no extra cost, advice on tenancy law, utility cost checks and an emergency locksmith service. Users with Plus membership also have access to analysis of their chances in the listings, which shows information such as how many applicants have already responded to the listing.

In the reporting period, Scout24 created new options to make it easier to view properties and conclude rental contracts, by introducing live online viewings and the digital rental contract. Online viewings not only make the process simpler for landlords and tenants, but they are also more environmentally friendly – as shown by a calculation by ClimatePartner. If three prospective tenants each travel ten kilometres by car to an in-person viewing, that creates 9.5 kg of CO₂ equivalent. If, instead, they each spend 20 minutes visiting a property virtually, that only produces 0.01 kg CO₂ equivalent. As landlords say that it takes seven viewing appointments on average to find a new tenant, online viewings therefore mean a significant reduction in greenhouse gas emissions.



We are also helping to save resources by developing and using a digital rental contract, as these contracts do not need to be printed on paper or sent in the post. In 2021, around 1,800 digital rental contracts were concluded by landlords each month on average through ImmoScout24, thus saving a corresponding amount of paper and the CO₂ emissions produced for postal transport.

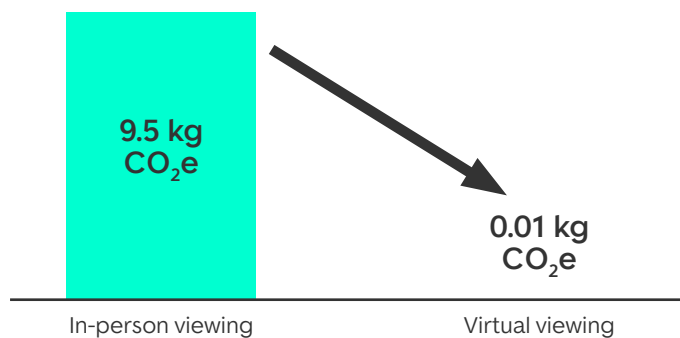
Virtual viewing vs in-person viewing

In-person viewing

Assumptions: Three people each travel 10 km to the viewing in their own cars (there and back)

Virtual viewing

Assumptions: 20-minute virtual viewing, with participants using power from the general German energy mix



Source: ClimatePartner

Our developers are working to further improve access for our users and remove any existing barriers, in particular for visually impaired persons. To this end, the 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 online marketplace ImmoScout24. We introduced a colour



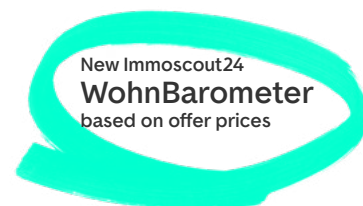
palette selection tool in 2020 for customers with vision impairments (e.g. red-green colour blindness). We also developed dark mode for the app to make it easier to read. This mode has even been proven to save battery power on current smartphones with OLED displays.

We also receive important impetus from our long-standing **cooperation with the Berlin-based association Sozialheld*innen e.V.** We provide the association with rooms, infrastructure and our technical expertise at our Berlin office. In exchange, Sozialheld*innen helps us make our products and services even more accessible to people with reduced mobility and vision impairments. Together we discuss concrete potential for improving access to our digital platforms. 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 the **'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 be activated in the map search and assist in finding accessible properties faster. The coloured icons on the Wheelmap indicate how accessible places in the direct vicinity are. This makes it easier for people with wheelchairs, wheeled walkers or prams to find a suitable area in which to live.



Greater transparency with housing barometer

We want our users and customers to be able to make their decision to rent, buy, sell, let or finance a property on the basis of transparent information about the property market. Last year we developed the new ImmoScout24 'WohnBarometer' housing barometer for this purpose and launched it in April 2021. Whereas the previous market report from ImmoScout24 (known as the IMX) presented the evolution of residential properties in index values, the ImmoScout24 WohnBarometer includes the offer prices – and is therefore easier for all users to understand. We now also show the relationship between supply and demand to make the price trends easier to understand, and we provide a price forecast for the coming twelve months. New infographics make it easier to follow the trends and correlations in the housing market than it was in the previous IMX report. The price trend is illustrated based on statistically adjusted average values for typical reference properties: a rented two-room apartment of 70 square metres, an owner-occupied three-room apartment of 80 square metres, and a single-family home of 140 square metres with 600 square metres of land – each with an average location and average features.



The demand indicator of the ImmoScout24 WohnBarometer shows the number of contact requests per listing per week for the reference properties, not just how many times the listings have been opened. This gives the readers an insight into the actual level of demand for each property category. The WohnBarometer gives them an indication of the demand situation in the relevant market segment and thus provides an explanation for the price trend. In addition to the factors mentioned, the price forecast looks at the current population balance in the particular cities, as well as the available and planned housing stock when making its calculation and uses this information to produce a price trend for the next twelve months.

Information and discussion about the housing market

As a corporate citizen, we want to use our expertise to contribute to the public discussion and the 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

Debate platform:
[wohnenweiterdenken.de](https://www.wohnenweiterdenken.de)



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. On the WOHNEN WEITER DENKEN platform, we use different formats to provide anyone who is interested with information and opinion pieces from various perspectives and points of view. Besides video debates and podcasts, we also use infographics and fact checks to provide information or conduct street surveys and flash polls.

In 2021, over 6,000 users obtained information from the WOHNEN WEITER DENKEN debate platform, with around 11,000 page views. We also reached around 400,000 contacts via our social media channels. We added two topics to the content on WOHNEN WEITER DENKEN in 2021. The 'Affordable living' topic explores, for example, the high competitive pressure on the housing market in Germany in the form of a 'demand check'. We spoke to economists Dr Bernd Leutner from F+B and Prof. Marco Wölfle from the CRES Institute at Steinbeis University Freiburg as part of a podcast. And for those wondering whether to rent or buy, our buy/rent indicator helps with decision-making. We also covered the developments surrounding the rent cap in Berlin.

[wohnenweiterdenken.de/
bezahlbar-wohnen](https://www.wohnenweiterdenken.de/bezahlbar-wohnen)

The 'Super election year' topic looked at the election manifestos of all the parties represented in the German Bundestag. We developed and published an election test in relation to their housing policy and organised and showed a debate with the housing policy representatives from the Greens and the Union parties – Canan Bayram (Alliance 90 (Bündnis 90)/The Greens (Die Grünen)) and Jan-Marco Luczak (Christian Democratic Union of Germany, CDU). During the coalition negotiations at the end of 2021, we looked ahead to the future and the government programme for the Social Democratic Party of Germany (SPD)/Free Democratic Party (FDP)/Greens coalition with regard to housing and property policy.

We also bring more transparency to the housing market with our rent maps, which show the average rent prices along the public transport networks of the biggest German cities.



We have also produced similar price maps in the new-build purchase maps for the purchase prices of new-build apartments and houses in Germany's ten largest cities. To obtain these valuations, we analysed the average offer prices for a new-build owner-occupied apartment and a new-build single-family house in Berlin, Bremen, Dresden, Düsseldorf, Frankfurt am Main, Hamburg, Cologne, Leipzig, Munich and Stuttgart.

Stricter rules for energy performance certificates came into force for residential properties on 1 May 2021. We recommend that all listers on ImmoScout24 provide information about energy performance certificates and energy efficiency classes in their listings because people looking for properties will pay more attention to this information in future in order to save energy and the associated costs. In addition to this, the energy performance certificate must be provided at the viewing stage at the latest. We help property listers to provide transparent information about the energy efficiency of their properties through our partnership with Energieausweis48.



‘As the market leader,
we want to help people put
a roof over their heads.’

Dr Thomas Schroeter, Chief Product Officer at Scout24 SE

Why did you set up the cooperation with HOME STREET HOME?

Homelessness is a particularly stressful form of poverty and social exclusion. As the market leader in real estate, we want to help people put a roof over their heads again. With HOME STREET HOME, we use our great reach to provide information about homelessness and housing concepts and to dispel misgivings. After all, many landlords have reservations about renting out their properties to homeless people.

What measures have you implemented as part of the initiative?

As well as providing extensive information about homelessness, we also give private and commercial landlords the option to indicate whether they are prepared to rent their property to a homeless person when they place a new listing. Any listers who are interested are then contacted by one of our partner organisations, which provide advice and explain housing concepts such as ‘Housing First’. Refugee aid organisations can also take part in HOME STREET HOME. I am especially pleased that we have already had hundreds of properties made available to potentially rent to homeless people.

What is the ‘Housing First’ concept?

With this concept, organisations and social workers start by helping homeless people to find somewhere to live. Once they have achieved this, they help them to start living independently again. The aim is to break the cycle of ‘no home = no job’ and ‘no job = no home’. We believe in this concept and want to bring it to light with HOME STREET HOME. Our aim is to help even more people find a home because finding a home is the first step to escaping homelessness.



Team

Gender-inclusive language

on all traffic-relevant pages and in all marketing emails

Award:

Top employer for diversity in 2021

43%

share of women in management positions by the end of 2026

44%

of the employees on parental leave were fathers

We prioritise diversity and inclusion at Scout24. We want to live up to this claim, which is why we have expanded the Executive Leadership Team – and thus also the highest management level – by introducing the role of Chief Human Resources Officer this year. In addition to diversity, we are also working intensively on various challenges. We continue to look at flexible working hours, hybrid solutions with a mix of working from home and the office, childcare when schools and nurseries are closed, and the desire for remote working – topics which have also increasingly become the new normal since the start of the Covid-19 pandemic. During this time, we have been guided by our core values, which form the foundations of how we work together and reflect our fundamental values. The pandemic has been a striking illustration of how important a good corporate culture is for employees. Scout24 has responded to the various needs and supports its employees with virtual socialising events, childcare, gym classes, mental health support and various other options.

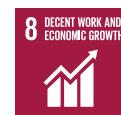
Scout24 as a fair and attractive employer

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.

The People, Organisation & Culture team is responsible for HR matters throughout the Scout24 Group. Until mid-2021, the team was under the Vice President, who reported directly to the CEO. In June 2021, the new position of Chief Human Resources Officer was introduced. This position is represented in the Executive Leadership Team and now has overall responsibility for all HR matters.

Despite the ongoing challenges relating to the Covid-19 pandemic, our focus in 2021 was on creating the best possible working conditions for our employees. As part of this, it was important to ensure that we are continuing to strengthen our corporate culture, even in these circumstances. We also expanded our approach in diversity and inclusion.

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



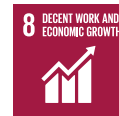
Our corporate culture, our DNA

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 (> see ‘Our understanding of sustainability’, page 11). 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 determine 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. There are also four leadership behaviours derived from the core values, which translate our value-driven corporate culture into specific conduct for managers. 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. The ‘Lunch & Learn’ format is an example of how the DNA Culture Code has become established in our employees’ everyday working lives. Since 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 format, we aim to strengthen our core value ‘Learning’ and the transfer of knowledge between employees. It was continued in 2021 and is available for all employees to access virtually. One highlight of the reporting year in #Learning was our first Learning Day on 23 November 2021, with a total of 498 colleagues taking part both online and offline. The programme included a variety of talks from internal and external speakers on a wide range of topics. We also laid out books in our Berlin and Munich offices for employees to borrow and then share the content with other Scouts. We introduced another format called ‘Learning Time’ in January 2022 to encourage personal development for each individual employee. Learning Time was announced at the end of 2021 and is planned by managers with their teams for a half day each month. Each team has the flexibility to decide when Learning Time will take place and what it will be like. This not only gives the employees extra time for development, but it also means that Learning Time can be tailored to the needs of the team and the individual employees.

We reinforced our #OneTeam value in the first half of 2021 with virtual Scouts4Scouts events, including the Campfire Stories Edition on 11 February 2021 and the barista workshop on 22 April 2021. In the second half of the year, we organised in-person Sofa Nights with stringent hygiene plans, where Scouts had the opportunity to showcase their talents, such as singing or playing the piano. As #OneTeam, we also proactively started a walking challenge, which involved employees counting their steps over a period of four weeks and collectively covering a distance of over 40,000 kilometres – which means, metaphorically speaking, that together they walked around the entire globe.

Besides the activities relating to our core values and the DNA Culture Code, the key focal points of our work in this reporting year were diversity and inclusion (> see ‘Diversity and equal opportunities’, page 48) and training and education initiatives (> see ‘Scout24’s people development strategy’, page 43).

Support for our employees working from home and work concepts for the future

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 and hybrid staff meetings
- Virtual entertainment (Scouts4Scouts) during lockdown
- Free virtual childcare during lockdown through our partner pme Familienservice
- Free virtual gym classes, yoga and ergonomics coaching during lockdown



- [Option for the parents of children up to the age of 12 to reduce their working hours by up to 50 per cent with full pay when nurseries and schools were closed \(see section on family and career\)](#)
- [Virtual meeting for parents to share experiences in February 2021](#)

[Employees had the option to work from home throughout the year. We enabled colleagues to return to the office voluntarily, in strict compliance with comprehensive safety and hygiene measures – an offer which was taken up by many, particularly in the summer months. We have developed a hybrid working concept for the future, which envisages a 50/50 split between working from home and working in the office. We want to pilot the model as soon as the situation allows.](#)

[We also ran a pilot project in the second half of 2021 to allow employees from the company's Tech department to work from abroad for a certain period. Following successful conclusion of the pilot phase at the end of 2021, we have now drawn up a company-wide solution, allowing employees to work from other EU countries for up to three months per year and from non-EU countries for up to one month per year in certain circumstances.](#)

We value our employees' feedback

[In our annual Engagement Surveys, we ask our employees to tell us what they expect from a 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 activities with a view to making further adjustments if necessary.](#)

[After having chosen to use a different process in 2020 due to the Covid-19 pandemic, we went back to our original survey schedule in 2021. The main survey with 52 questions was conducted in May 2021. The short survey to measure success then followed in November/December. As well as FLOWFACT, which had already participated in the Engagement Survey last year, immoverkauf24 also took part for the first time.](#)

[The rate of participation for the main survey in spring 2021 was 92 per cent, thus matching the previous year's level. We achieved a very high rate of participation for the survey at the end of the year, with 86 per cent. The high rates are a sign that employees have faith in our feedback culture.](#)

[The employee satisfaction measured on the overall index \(engagement score\) was at the same level as the previous year in the main survey in May 2021 and fell slightly at the end of the year. This is primarily because the measures for the identified fields of action \(see below\) had already been worked on, but the effects were not yet in full force.](#)

[With regard to the Covid-19 pandemic, the main survey showed that, as in the previous year, 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 has](#)



been developed in the company, and that employees are aware of the ways in which they themselves can help shape the culture.

In order to gain feedback from our employees specifically about diversity and inclusion, we carried out an inclusion survey for the first time this year. The survey was conducted in October and gave us insights into various aspects of diversity in the company, beyond binary gender. It also opened up further opportunities for us to measure inclusion and highlight fields of action (> see ‘Diversity and equal opportunities’, page 48).

For the first time, we followed up the main survey with additional in-depth group interviews, known as ‘Deep Dive’ sessions, about the three identified focal topics. We had 150 employees take part in the 20 sessions, providing qualitative input to enhance the quantitative feedback from the survey.

We used the analyses of the surveys and ‘Deep Dive’ sessions to identify the fields of action for the coming months. Implementation of these began in autumn 2021, and they will remain a focus in 2022. Firstly, for instance, we are encouraging cross-functional collaboration by reorganising the teams into Tech and Product. Secondly, we are expanding the learning and development options: for example, with the Learning Day and the introduction of monthly Learning Time in all teams from January 2022 (> see ‘Scout24’s people development strategy’, page 43). With these measures, we are specifically addressing the areas that the employees named as key drivers of their satisfaction.

Scout24’s people development strategy

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. Our people development strategy encompasses all projects, initiatives and objectives relating to employee development at Scout24. Our People Development team manages employee development.

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

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 2021, 82 per cent of our employees in Germany (Scout24 SE, Immobilien Scout GmbH) made use of the opportunity for a discussion. In Austria, the figure was 99 per cent (2020: 86% in Germany, 98% in Austria). Another element of MyDialogue is the development talk, which is a forum for managers and employees to discuss development opportunities and measures. We also use the resulting fields of development to determine the specific need for advanced training. FLOWFACT introduced the MyDialogue performance review with the development talk on 15 March 2021. We integrated this form of appraisal at immoverkauf24 on 1 November 2021.

GRI 404-3

We are planning to analyse the entire performance management process with regard to potential improvements in 2022 and to overhaul it if necessary.

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 because employees can create their own 'playlists' on the platform or form learning communities dedicated to specific topics. Employees of FLOWFACT have had access to our Scout24Academy learning management platform since 2020. It was introduced at immoverkauf24 on 1 October 2021.

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 55 employees in 2021.

We also increased the general range of face-to-face training and online courses in the reporting year, having identified the needs of our employees from individual surveys and feedback.

At the moment, 239 face-to-face training units with live trainers (2020: 165) and 9,979 (2020: 7,600) online training units (online courses, materials, videos, tests) can be booked on Scout24Academy. The platform 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 again in 2021. For instance, we converted our Scout-specific manager training – the LD24 Leadership Programme – to a virtual design. This meant that we could resume the programme after it was paused in 2020. We also invited our team leads to virtual training that was tailored to their specific needs and taught them the basics of management and covered relevant tools and methods. We carried out our Scout24-specific manager training entitled 'Employee Talks @ its best' four times in the reporting year. The training serves to improve the quality of dialogue with employees. We were able to reach more than 80 managers (57 per cent) with these formats. We also held two events for our managers in the form of the Leadership Summit and the Teamlead Summit, which were devoted to discussing strategic and HR topics.

In addition, we offered our managers topic-specific learning nuggets. These short, automated learning units provided daily inspiration on various management topics.

Furthermore, 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 facilitated the provision of coaches.

Further development of talent management and junior staff development

The Covid-19 pandemic unfortunately meant that we were unable to execute our junior staff development programme 'Grow – The LD24 Talent Programme' in 2021. 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. We are planning to restart the programme in 2022.



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. In 2021, we were again faced with specific challenges due to the Covid-19 pandemic. Our primary objective was to support all of our employees through this difficult time and safeguard their health by preventing the spread of the virus. Our priority in 2021 was to create a safe working environment for our employees and allow them to return to the office voluntarily, with comprehensive safety measures in place.

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. We also set up a crisis team in 2020 due to the pandemic. This team met weekly to advise on the latest situation. In October 2021, we converted the crisis team into a Covid-19 project team, which continues to meet weekly. The Covid-19 project team includes Legal, People, Organisation & Culture, Corporate Communications, Central Administration & Facility Management and the Tech division. The project team reports directly to the Executive Leadership Team (ELT). In accordance with the official regulations, the crisis team and Covid-19 project team agreed measures to prevent our employees from being infected as effectively as possible. This involved continuously updating our office rules in line with the official requirements. As well as being involved in a public information campaign on Covid-19 vaccination (market leader for vaccination), we held several very well-received vaccine days for our employees in our offices in summer and winter.

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. However, we did offer our employees several online streaming sessions a week with various sport programmes and ergonomics training. These courses were specially targeted at the needs of our employees when working from home. Our employees in Berlin were also able to collect an ergonomic office chair and a monitor to make working from home easier.



In Berlin and Munich, yoga courses and specific back training programmes with external partners are offered at a discount as part of our portfolio of measures for safeguarding health. We of course offer the legally required medical check-ups such as eye check-ups (G37) at all of our sites. During the reporting period, all employees were also able to receive a flu vaccination.

We offer our employees drinks and balanced nutrition, including vegan and vegetarian dishes in our Berlin canteen. We started offering free fresh fruit and muesli each day again in July 2021, having temporarily suspended this due to the stricter hygiene rules.

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. We have updated our content in preparation for it to go live on a new intranet platform in January 2022. This includes additional information about preventive eye examinations and subsidies for appropriate visual aids for working with computers, for example, and also provides answers to questions regarding accidents at work, severe disability, internal sport 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. There was no health day in 2021 due to the Covid-19 pandemic.

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, a representative of 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 newly formed crisis team 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. We continuously updated our rules in 2021 based on the current situation and legislation.

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. The hazard evaluations were also updated when the office was relocated to the new Berlin building at the end of 2020. 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.

A hazard evaluation is also planned for early 2022 for mental stress at the workplace. The plan is for this to also include an employee survey.

In 2021, an average of 3.3 per cent of the workforce at ImmoScout24 and Scout24 SE took sick leave. As such, the percentage is slightly higher than in the previous year: 2.7 per cent took sick leave in 2020.

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.



Various offers for our families

Our cooperation with the family service pme Familienservice is an important part of helping all our employees to balance 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 family challenges in difficult situations. Scout24 covers the costs, in particular for advice and agency fees in the event of a need for care. The family service provides all of its benefits anonymously, and the company does not receive any information about the recipients, including in the billing information. Many employees made use of the free virtual childcare from pme, especially in the challenging period of the Covid-19 pandemic, and their feedback was extremely positive. To provide a safe space to talk about the challenges of nurseries and schools being closed, we also invited employees to share their experiences in an informal session in February 2021. All parents were able to take part virtually.

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

From January 2021, Scout24 gave employees with children up to the age of 12 the option to reduce their hours by up to 50% with full pay so that they could cope better with the challenges of the nurseries and schools being closed. This offer was extended up to and including August 2021. From September 2021 onwards, this rule continued to apply in special cases if nurseries and schools had to close due to Covid-19 infections.

Scout24 uses the chat programme Slack and set up a dedicated channel for parents on it in 2019. Here, parents can talk to other parents about various questions and topics. Frequent use was made of the channel to share childcare tips, especially during the lockdowns. Around 130 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 via the Slack channel. In our first inclusion survey in autumn 2021 (> see 'Diversity and equal opportunities', page 48), employees who have children to look after gave us above-average positive feedback on aspects of our inclusive corporate culture, including respect, a sense of belonging and the value of diversity and inclusion in our company.

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.

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. To further improve our measures, we developed a survey for those returning from parental leave which we have been conducting since 2020. The first evaluation in 2021 showed that the vast majority of those returning from parental leave feel welcome when they return and that the re-onboarding process from the managers works well.

Because many employees also care a lot about their pets, Scout24 offers employees the opportunity to bring dogs to the office regularly. An Office Dog Policy is in place to this effect at the Munich and Berlin offices. Feedback from colleagues has been very positive.

Diversity and equal opportunities are important to us

Scout24 strives to do its best to support and celebrate all employees, regardless of ethnic origin, skin colour, gender, sexual identity, age, religion, world view, disability, marital status, nationality or other attributes. With our 53 nationalities (as of 31 December 2021), 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.

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 discrimination against employees, applicants and business partners.

Our diversity management gained external recognition in 2021 when the market research institute Statista and the magazine 'Stern' gave ImmoScout24 its award for 'Top employer for diversity 2021'.

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



Managing and encouraging diversity

ELT is responsible for diversity and inclusion at Scout24. The Management Board is represented on the ELT. The role of the Chief Human Resources Officer was added to the ELT in June 2021, bringing more importance to HR topics as well as diversity and inclusion. In business operations, the ELT is supported by the People, Organisation & Culture department and the Principal Diversity & Inclusion Management – a position created in February 2020. In autumn 2021, we expanded this position to become Head of Culture, Development, Diversity & Inclusion, which brings together all dimensions of our corporate values and employee development. This means that we can act more holistically and benefit from synergies.

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

In 2020, we drew up our diversity and inclusion strategy, which consists of three pillars:

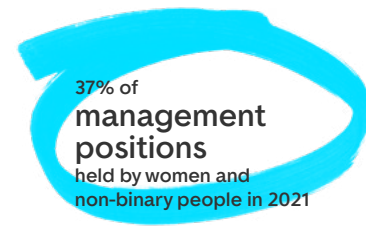
- Inclusive culture and leadership
- Equitable talent processes and development
- Value-driven business

Our measures are based around these pillars. In particular, these measures are visible in our four key activities. This includes HR processes, i.e. recruiting/talent acquisition, employee loyalty and employee development. 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.

Our focus was on gender diversity in 2020, but in 2021 we concentrated on all diversity



characteristics. This is reflected in our targets: our aim is for 50 per cent of our new hires to be female or non-binary. We also want 25 per cent of new hires to have another diversity characteristic (such as for nationality or disability). We also planned to increase the proportion of women and non-binary people in management positions from 30 per cent to 37 per cent in 2021. We achieved this goal, reaching 37 per cent by the end of the year. Going forward, we would like to increase this figure to 43 per cent by the end of 2026 (> see 'Sustainability programme and SDGs', page 20). We are also planning to change our performance management with regard to the promotion processes in 2022. By doing so, we would like to pave the way for getting more women into management positions. We also want to achieve gender parity in the Scout24 Group by the end of 2025 (> see 'Sustainability programme and SDGs', page 20).



The Engagement Surveys that we conducted in May and December 2021 showed improvements in all areas of diversity and inclusion compared to the previous year. 84 per cent of all Scouts indicated that we are making progress here. Our goal is to have no significant difference between the genders in the results of the various surveys about employee engagement (> see 'Sustainability programme and SDGs', page 20). We also went one step further this year and conducted a voluntary inclusion survey in autumn. The aim was to find out more about various attributes and about how these relate to aspects of inclusion and belonging.

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 2021:

- Anti-discrimination training in German and English: after initial anti-discrimination training in the previous year, we have now made the key content in our compliance training mandatory for all employees of Scout24, ImmoScout in Germany and Austria, and FLOWFACT. This ensures that employees engage with the topic regularly.
- 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. They can do this directly in person or via the compliance hotline. Information can be given anonymously to 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 and leadership

We want to make it clear both internally and externally that diversity and inclusion play a significant role at Scout24. To ensure this, we have embedded the topic in our revised core values and refer it at all key points of contact with (potential) employees: on the careers website, on social media channels, in the application process, during onboarding, on the intranet and in various internal communication channels and events. We further expanded this content in 2021, for example, on our new intranet, which went live in January 2022, or in an updated onboarding presentation.



To encourage dialogue about this we have employee resource groups, where members share specific attributes or life experiences. The groups also act as a mouthpiece within the company. As well as the existing Diversity, LGBTQ+, Parents and Women in Sales groups, we have set up a new group for students. The groups' activities were limited by the pandemic, but there was still communication via video call and at two in-person events for students.

In 2021, we took various steps to raise awareness of diversity and inclusion among employees and to provide them with training on this:

- Diversity and inclusion is a regular topic in our company-wide meetings (townhall and all-hands meetings).
- In March, we provided training about disability on the employment market and in communication, and about accessible web development with the Scouts Day of Disabilities at Work in collaboration with the association Sozialheld*innen e.V.
- In May, we organised a Diversity Week with various training sessions, including on recruitment/talent acquisition for women in IT, neurodiversity, anti-racism, gender-conscious language and inclusive management. We registered around 1,000 participants in total.
- To mark Pride Week in July, we carried out LGBTQ+ awareness training in German and English with around 170 participants. As part of our 'Lunch & Learn' format (> see **'Scout24 as a fair and attractive employer', page 40**) colleagues focused on diversity and inclusion in 13 sessions.
- There was a Learning Day in November 2021, which included training on biases and career barriers, empathy and mental health among others (> see **'Scout24 as a fair and attractive employer', page 40**).

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 created various formats for this in 2021 in order to train our managers properly.

- Leadership Summit 2021 for all managers (from 'head of' and 'director' level up) and Teamlead Summit 2021 (for team leads and leads without HR responsibilities): the programme for both events included a presentation and an interactive group exercise. This explained what we expect of our managers in terms of an inclusive, empathetic management style and taught participants how to apply this in practice in challenging change processes.
- After a break due to the pandemic, we converted our management training (basic training for team leaders; advanced training LD24 from 'head-of' level up) to a digital format in 2021 and revised the section on inclusive management.



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: recruitment/talent acquisition, employee retention and staff development. We focused on recruitment/talent acquisition in 2021 so as to increase the proportion of women amongst newly recruited employees in the Tech division. Our recruitment strategy was still in a pilot phase in 2020, and we rolled it out to the entire Tech organisation in 2021. As part of this, we made more direct contact with potential candidates, developed standardised interview guides and set up a hiring committee to check the fairness and quality of the process and of appointment decisions. We offer interview and scorecard training for all colleagues who interview applicants. Among others this includes biases and objectivity in the decision-making process.](#)

[These measures meant that we were able to exceed our diversity targets in recruitment/talent acquisition for ImmoScout24 Germany and Scout24 SE – even in the tech organisation:](#)

- [55 per cent of new hires were women or non-binary people \(56 per cent in the tech organisation\). Our aim was 50 per cent.](#)
- [49 per cent of new hires fall under another diversity category \(nationality\) aside from gender identity. Our aim was 25 per cent.](#)

Value-driven business

[At Scout24, we want diversity and inclusion to also be reflected in our business and our business processes.](#)

[Inclusion and barrier-free accessibility are therefore another key focal point of our developments in product management, be it language availability or the inclusion of users with disabilities \(> see **'Sustainable product development', page 33**\). To this end, we are in close contact with our partner Sozialheld*innen e.V. in Berlin, which works to ensure barrier-free accessibility and the inclusion of people with disabilities \(> see **'Sustainable product development', page 33 and 'Society', page 54**\). We also organised a special day dedicated to the inclusion of people with disabilities in 2021.](#)

[We want to raise awareness among our users and customers of what discrimination exists on the property market and what they can do about it. We have launched and advertised a detailed guide about this.](#)

[We would like to set an example because inclusion is demonstrated strongly through language and because we are the market leader with ImmoScout24 and therefore have a large reach. We therefore started to introduce gender-inclusive language in our active internal and external communication and on our traffic-relevant pages in 2021.](#)

[We have been taking part in the 'Gender Equality Index' survey by Bloomberg since 2020 to provide transparency about diversity and inclusion at Scout24.](#)



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 2021 with a view to making our remuneration system even clearer and more comparable. For ImmoScout24 and Scout24 SE, we calculated the ratio of the average remuneration of our male and female employees according to hierarchy levels and functional areas. From the ongoing analyses and the adjustments based on these, we do not see any substantial aggregated pay gaps between male and female employees.¹

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.

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 2021 reporting year, 402 employees (2020: 429 employees) participated in the scheme and took out one or more contracts (ImmoScout24: 296 (2020: 310), Scout24 SE: 106 (2020: 119)). At FLOWFACT, this figure was 15 (2020: 12) employees.

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

¹ All job profiles of staff at Scout24 SE and Immobilien Scout GmbH were taken into account. Positions that are only held by one male or female employee are not included. The results were weighted by calculating the percentage deviation per position, multiplying this by the total number in the relevant profile and adding it up for the total number of people.



‘The best way to make progress on people issues is to do it shoulder to shoulder with everyone concerned.’

Dr Claudia Viehweger, Chief Human Resources Officer at Scout24 SE

Dr Viehweger, you have been responsible for human resources at Scout24 since June 2021 – what were the first steps you took?

The great thing about Scout24 is that we live out our value of being data driven. I have been able to analyse a whole host of data with my team. This is very helpful for quickly getting an understanding of the company and identifying areas where the data showed a need for action – such as resource allocation and personal development. We therefore carried out some qualitative surveys in the summer. 150 colleagues took part. This helped us to develop our HR strategy because I believe that the best way to make progress on people issues is to do it shoulder to shoulder with everyone concerned.

Can you tell us what the people strategy is for Scout24?

Our strategy is based on three pillars. We aim to strengthen the inspiring and inclusive leadership culture. At the same time, we focus on putting the right people in the right place at the right time. We also develop our talent in line with our strategy, taking into account our employees’ personal development needs and guaranteeing the top performance that we need. We will also further expand our employer brand. This will enable us to attract the best talent for our growth trajectory and win their loyalty.

How are you integrating diversity and inclusion into the people strategy?

We have made a conscious decision that diversity and inclusion must not be a stand-alone issue – we want to integrate it throughout the organisation with targets. This starts with staff recruitment, where we focus on all diversity characteristics: this includes our target for 25% of new hires to have another diversity characteristic aside from gender, such as for nationality, ethnic origin or disability. We want to further strengthen equal development and promotion processes within the company.

Society

1,500

registrations for the
Berlin Social Academy

The project **'HOME STREET HOME'**

helps homeless people find a home

265

wishes granted with our
Christmas wish tree project

14

projects supported during the
Social Summer 2021 with remote
and hybrid volunteering

As a corporate citizen, Scout24 supports social and environmental projects. In 2021, we started HOME STREET HOME as a new campaign with the ONE WARM WINTER homelessness initiative. We also continued the Social Summer programme, which again gave employees the opportunity to get involved in various projects over three months, either remotely or in person (following strict hygiene requirements). We were also able to share our expertise digitally to support charitable organisations again for the ninth time as part of the Berlin Social Academy.

Our social responsibility

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 and maintain long-term partnerships with various stakeholders. By tackling social challenges together, we experience and exemplify team spirit in practice, as well as a committed corporate culture that is conscious of its values. We learn from others within and outside of our company and pass on our knowledge. As a digital company, we want to use our IT expertise in particular, in order 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 supports Sustainability Management in developing Scout24's social responsibility further. Together they organise corporate volunteering projects and donations (> see 'Sustainability programme and SDGs', page 20).

After the devastating flooding in Rhineland-Palatinate, North Rhine-Westphalia and Bavaria in the summer of 2021, we donated to the 'Aktion Deutschland Hilft' emergency aid coalition. We also provided the coalition with free advertising space on our ImmoScout24 platform to increase the reach of the donation appeals. In addition, we supported our customers and users in the affected regions by suspending contract negotiations and offering payment holidays. Since March 2020, private landlords have been able to place free property adverts on ImmoScout24 with the 'Free Listing' offer. This was initially conceived as support during the Covid-19 pandemic, but landlords who want to offer a new home to people affected by the flooding can also make use of it.

We also started a new campaign in 2021: HOME STREET HOME – a cooperation between the foundation DOJO Cares with its homelessness initiative ONE WARM WINTER and ImmoScout24 (> see 'Sustainability programme and SDGs', page 20). Together, we help people who do not have a roof over their heads to find somewhere to live. At the end of the year, we made a donation to DOJO Cares, which will be distributed to the 'Housing First' organisations involved. We are also continuing our financial support for the work of Little Home e.V. This organisation builds mobile homes for homeless people, creating a safe haven for them and helping them to find their way back into society.



HOME STREET HOME:
homestreethome.
immobilienscout24.de

A tradition of initiatives and donations

Unfortunately, our annual initiatives such as the clothing donation and blood drives could not take place in 2020 or 2021 due to the Covid-19 pandemic. However, we were able to organise one initiative digitally: the Christmas wish tree campaign. As part of this campaign, we grant the wishes of children who are looked after by social services in Berlin. Thanks to the widespread participation of our staff, we were able to make 265 wishes come true in 2021. The Christmas wish tree campaign was entirely digital in 2021. Employees were able to take part by signing up on a digital list and stating which of the children's wishes they were granting.



Our corporate volunteering concept: Social Summer and Social Week 2021

Many social organisations wanted to have a more flexible and longer-term commitment from us. That is why we developed a new format for our social engagement in 2020: the Scout24 **Social Summer**. Any employee who wants to volunteer for a range of charitable causes can take part. Everyone has a time quota of one working day or a half day, depending on their work pattern, 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 2021 mainly 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. With strict hygiene and protective measures, it was also possible for some projects to take place in person. The volunteering was coordinated by our cooperation partner Vostel. As a corporate volunteering service provider, Vostel puts people who want to volunteer in contact with charitable organisations. To reinforce our ‘One Team’ core value, we also organised two team days for the first time in 2021, where employees could work for social projects together across teams and locations. Overall, we supported **14 projects by ten charitable organisations** in the reporting year.

To keep our employees informed about our social engagement as well as our various partnerships and projects, we organised a Social Week from 23 to 27 August 2021 to complement the Social Summer. We talked about our cooperation with Little Home e.V., our ten-year partnership with Sozialheld*innen e.V. and our new initiative HOME STREET HOME at three ‘Lunch & Learn’ sessions (> see ‘Our corporate culture, our DNA’, page 40).

Berlin Social Academy 2021 – knowledge transfer and dialogue

Many members of charitable organisations need specific subject-matter knowledge to do their voluntary work, but they do not have sufficient funds to pay for training. In view of the increasing demand of many social partners, the idea was born at Scout24 to create the Berlin Social Academy (BSA) to enable charitable organisations to access **expert knowledge from within the company pro bono**.

In October 2021, the BSA entered its ninth round. This was the second year in a row that the academy was entirely digital due to the Covid-19 pandemic. 42 workshops and seminars were held for people who worked for non-profit organisations on a voluntary or salaried basis, with 53 speakers sharing their knowledge. The speakers came from a wide range of companies and organisations such as Amazon, BearingPoint, B.Z., Capgemini, Check24, HOWOGE, Scholz & Friends Reputation, Scout24, Signavio, Sozialheld*innen e.V. and Zalando. Employees from Scout24 provided courses on topics such as tips and tricks for gender-appropriate language or basic knowledge for conducting interviews.

In total, the BSA received **around 1,500 course registrations from more than 300 charitable organisations**.

The BSA 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 also nominated for the German Commitment Award in 2019.





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 **'Sustainable product development'**, page 33). The **'Give something back'** category is all about ideas which solve a particular challenge in society – ideally using products or data from our core area of business 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 2021. 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 BSA, we have been working closely with the Berlin-based association **Sozialheld*innen 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 technical expertise at our Berlin office. In exchange, Sozialheld*innen frequently helps us make our products and services even more accessible to people with reduced mobility and vision impairments. Examples of this include more detailed search criteria and the integration of a wheelchair accessibility map on our platform ImmoScout24 (> see **'Sustainable product development'**, page 33).

We also have another long-standing partnership with **AfB Social and Green IT**. At this non-profit company, 45 per cent of employees have a disability. AfB Social and Green IT takes used company hardware, refurbishes it and then remarkets it. Devices that cannot be remarketed are disassembled and recycled properly. We donated 230 IT devices to AfB in 2021, saving 38,442 kg CO₂e in greenhouse gas emissions (> see **'Environmental and climate protection at our company'**, page 60).

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'** 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.

WOHNEN WEITER DENKEN:
[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 trends in supply, demand and prices in the property market, for example, in the form of our **'WohnBarometer'** housing barometer 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.



Aktion Deutschland Hilft

Bündnis deutscher Hilfsorganisationen

Scout24 supports victims of flooding

When one of the most devastating floods for 60 years struck several German regions in July 2021, Scout24 knew immediately that quick action was needed. At Scout24, we know how important it is to have a home. That's why we wanted to make a contribution and help the people who had lost their homes.

As well as making a corporate donation to the 'Deutschland hilft e.V.' emergency aid coalition, we also provided the organisation with free advertising space on our platform ImmoScout24. Our excellent reach meant that the coalition could increase the visibility of its donation appeals. The rapid financial support was particularly important for getting the necessary equipment to the crisis teams on the ground. The donations are also helping to rebuild the houses and infrastructure that had been destroyed.

We offered payment holidays to support our customers and users in the affected regions. Since March 2020, private landlords have been able to place free property adverts on ImmoScout24 with the 'Free Listing' offer. This was initially conceived as support during the Covid-19 pandemic, but landlords who want to offer a new home to people affected by the flooding can also make use of it. This sends a clear message that we are there to help our customers and users even in difficult times.

We also supported our colleagues in the affected regions, for instance, with paid holiday or a leave of absence. They were also able to use an internal communication channel to tell colleagues what they needed in terms of help or donations and to ask for support for family, friends or neighbours.



Environment



Carbon neutral

by 2025

Green lunch
three days a week

Implementation of new

travel policy

Carbon footprint reduced by

43%

Protecting the climate and the environment is very important at Scout24 and is part of how we see sustainability as a whole. In line with our general climate strategy, we measure our Group-wide carbon footprint each year and are aiming to be carbon neutral by 2025. We introduced new measures for this in 2021, in particular to prevent and reduce CO₂ emissions. We have implemented two mobility policies for travel and company vehicles respectively, continuously increased the proportion of electric cars in our fleet and in 2020 introduced a cloud-based solution instead of conventional data centres. We moved our office in Berlin to a modern office building with smart control.

Environmental and climate protection at our company

Even though we are a non-manufacturing company, environmental responsibility is nevertheless an important topic for Scout24. We want to ascertain our negative impact on the environment and reduce it in the long term. In 2021, we identified climate and emissions as a material topic during our materiality analysis. This topic is also considered material in accordance with the HGB and from the perspective of our stakeholders. We also determined that energy is a material topic in accordance with the GRI Standards. In addition to these topics, we report on resource efficiency, which also includes the circular economy/waste and recycling, water and responsible use of other resources. These topics are particularly relevant for our stakeholders and are therefore taken into consideration.

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



Responsibility for environmental management and climate protection at Scout24

The Central Administration & Facility Management department is responsible for the majority of the environmental and climate-relevant measures, initiatives and processes. It works closely with Sustainability Management, especially in connection with the climate strategy. 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. The Central Administration & Facility Management team is also planning an internal communication initiative on sustainability topics in 2022.

The Management Board is in charge of adopting the climate strategy and the related targets for Scout24 SE. It follows the recommendations of the Sustainability Management team. The climate strategy is an important part of the comprehensive sustainability programme that we developed in 2021 and includes other specific targets (> see 'Sustainability programme and SDGs', page 20).

Regularly monitoring our consumption and emissions and improving the data quality helps us to systematically prevent and reduce CO₂ emissions and to advance the strategy for our climate targets. For this purpose, we have been calculating and analysing our carbon footprint once a year since 2018 with the help of an external service provider.

Scout24's climate strategy: our goal for 2025

In 2020, we produced our first climate assessment for 2018 based on the Greenhouse Gas Protocol (GHG Protocol) in the mandatory Scopes 1 and 2 and the optional Scope 3.¹ This climate assessment encompasses the carbon footprint for our employees' travel to and from work and for employees working from home, business trips by plane, our data centres, power consumption, printed materials, internal catering and our vehicle fleet. Business travel by hired and private vehicles, train journeys, water, effluents and upstream chains resulting from the purchase of electricity, gas, district heat and fuel were also taken into account.



We developed a general climate strategy for the German companies Immobilien Scout GmbH, Scout24 SE and FLOWFACT GmbH (referred to below as Scout24) based on the calculated carbon footprint. We have established a clear goal in this strategy: we want to be carbon neutral by 2025.² To achieve this goal, our approach is to 'avoid, reduce, compensate'.

By 2025, we want to reduce our absolute Scope 1, 2 and 3 emissions by 60 per cent compared to 2018. As a non-manufacturing company, the energy we consume is an important lever for protecting the environment and climate. We want to reduce greenhouse gas emissions by saving energy and purchasing power from renewable sources. We want to offset any unavoidable emissions by investing in selected certified climate protection projects which will lower emissions in other areas.



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% compared to 2018. This means that we emitted 4,211 metric tonnes of CO₂ in 2019 – 5.09 metric tonnes per employee. In 2020, our business activities caused 2,423 metric tonnes of CO₂, or 3.23 metric tonnes per employee. The emission intensity (tCO₂/million Group turnover) was 6.85.

¹ The GHG Protocol stipulates that reporting of CO₂ emissions in Scope 1 and Scope 2 is mandatory, but Scope 3 is voluntary. The Scope 3 categories evaluated in this assessment are an excerpt of all possible categories. The excerpt is based on the available data basis and on the criteria of relevance and materiality. The occasionally non-assessed categories did not meet these criteria in the base year 2018 and were therefore also not included in the assessment in the following years.

² Being carbon neutral means that we have recorded our greenhouse gas emissions, prevent them if possible, reduce them continuously and will offset the remaining unavoidable emissions in future through certified climate protection projects.

³ Reduction primarily due to improved data basis for employee travel and fewer flights.

⁴ Reduction primarily due to travel being restricted by Covid-19, the move away from data centres and an improved data basis for printed materials and from electricity meters.

⁵ We only offset unavoidable emissions using certified climate protection projects.

An overview of our key measures

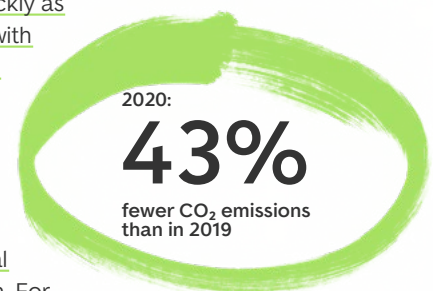
In order to reduce our emissions effectively, we must first change our behaviour to save energy. That is why we provide our employees with transparent information about what steps we are taking – and why. These specific steps are designed to help us achieve our target of becoming carbon neutral:

1. **Flights:** According to our new travel policy, business trips within Germany are only to be taken by plane if the journey cannot be completed within 4.5 hours by train.
2. **Print products:** As of 1 January 2021, our Berlin and Munich offices only procure print products that have been produced in a climate-neutral manner.
3. **Vehicle fleet:** We are converting our fleet to electric vehicles. At the end of 2021, 89% of the fleet consisted of electric cars.
4. **Catering:** Lunches at our Berlin office have been entirely vegetarian three times a week since 1 January 2021.
5. **Data centres:** We completed the migration of our data centres to a cloud-based solution in 2020.
6. **Green electricity:** We want all of the power we purchase for all Scout24 Group sites to come from renewable sources in future, based on the framework agreement with our electricity provider, which stipulates 100 per cent green electricity.

What we have achieved so far

In 2020, Scout24 produced 43 per cent fewer CO₂ emissions than in 2019. We achieved this in part by reducing our energy consumption and switching to electricity from renewable sources. We have already been purchasing 100 per cent green electricity at our Munich and Cologne offices since 2018 and in Berlin since early 2020. We are working to also integrate all newly acquired companies into our existing green electricity framework agreement as quickly as possible (> see ‘Our sustainability programme’, page 20). This result should be viewed with the caveat that the Covid-19 pandemic had an impact on energy consumption. We were also able to calculate our energy consumption more accurately due to improved data gathering at the sites, which also led to lower energy consumption figures.¹

GRI 102-49



In addition, changes to our employees’ transport habits helped to reduce our CO₂ emissions. For example, fewer business trips were made by plane. Employees also saved CO₂ on journeys to and from the workplace. We determined this from an internal survey. This trend should, however, be viewed in the context of the Covid-19 situation. For the corporate carbon footprint in 2020, we added figures for working from home alongside employee travel so that we can indicate the relevant emissions despite the reduction in people working in the office due to the pandemic.

¹ Reduction in energy consumption due to more accurate assignment of two electricity meters for AutoScout24 GmbH at the Munich site, which was sold in 2020.



Sustainable building properties are an important factor when we choose our office buildings. In Munich, we work 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 at the end of November 2020. Its smart building technology was adapted over the course of 2021, providing the basis for further optimisations from 2022 onwards. 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 November 2021, our office was also awarded the public-choice award from the German Property Federation (ZIA).

Recognition with the ZIA Office Award

Following 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).

The current data situation at Scout24

We strive to increase data transparency continuously. Our move to the new office building in Munich with better technology for 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 starting with 2018 as the base year. Scout24 also strives to continuously improve the data basis so that comparisons can be made in future between the years and the figures in the climate assessment can be broken down into different categories.

GRI 102-48

All of the following data relates to Immobilien Scout GmbH, Scout24 SE and FLOWFACT GmbH for the year 2020.¹ The bills are only available from the landlords eleven months after the accounting period, i.e. after this report goes to print. To ensure the consistency and comparability of data, we will report in a uniform manner on energy and emissions for the period 2020. The average employee headcount for 2020 was used to calculate energy and emissions intensity. The full consumption data which would enable the carbon footprint to be calculated for 2021 is currently not available, which means that valid emission data cannot be reported at the time of publication.

Our energy consumption and emissions

To continuously reduce our energy consumption and prevent emissions, we have identified key levers as part of our climate strategy in recent years and have successively implemented these. The energy consumption of Scout24 can primarily be traced back to the emission sources in Scope 3. This includes externally purchased goods and services, travel by employees and emissions produced in the upstream chain for the power and heat we use. The use of external data centres also adds to the energy consumption. We have been able to reduce this by migrating from conventional data centres to a cloud-based solution. In 2020, we succeeded in reducing our total energy consumption – with the caveat of the effects of Covid-19 – even further compared to 2019, saving a total of 1,470,073 kilowatt-hours (kWh), or 1,789 metric tonnes of CO₂ emissions. We provide a transparent breakdown of the energy consumption and emissions by Scopes in our climate assessment (> see ‘Our energy consumption and emissions’, page 74).

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

Saving of
1,470,073 kWh
compared to 2019

¹ The 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 could not be allocated to the individual companies by the time the corporate carbon footprint 2020 went to press, as separate utility bills were not generated.



Environmental and climate-friendly mobility

Our new travel policy was introduced in July 2021. These prioritise rail transport and only permit internal flights in Germany to be taken without additional approval if the journey cannot be made within 4.5 hours by train. The policy also encourages employees to hold meetings virtually more often. We provide comprehensive video and web conferencing systems for this purpose and offer video conference rooms at all sites. This has been successful and our employees are increasingly making use of these options and travelling less. The CO₂ emissions from business travel in 2020 were 80 per cent lower than in 2019 – aided of course by the Covid-19 pandemic.



We also put a firm emphasis on electric vehicles to prevent CO₂ emissions. For instance, we are planning to convert our entire fleet to electric vehicles and establish a supporting charging infrastructure at the office sites. We have already achieved this in Berlin and the necessary negotiations with landlords and suppliers are under way in Munich and Cologne. We are also planning to install a charging point for employees with company car permissions and make bicycles available for employees.

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, plus water consumption at the sites. Scout24 is paying attention to resource efficiency too and, where possible, procures products that have been manufactured using recycled materials. 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

The most frequently used resource at Scout24 is paper. Double-sided printing or personalised print requests are attempts to keep paper consumption as low as possible. We pay attention to sustainable use of resources right from the procurement stage. For instance, we use 100% wood-free paper with the EU Ecolabel in Berlin. 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 Forest Stewardship Council (FSC) seal. All of the paper used in Cologne is FSC-certified, and the same applies to paper for external use at all sites.

To reduce water consumption at Scout24 sites, we have installed water-saving systems in the sanitation facilities in Berlin and Munich. The showers have extra-economical shower heads.

Waste and recycling

We avoid producing waste to the extent possible, and we ensure waste separation and disposal in accordance with statutory regulations. For example, we cooperate with our partner AfB Social and Green IT, which professionally recycles IT equipment in Berlin and Munich and re-conditions it where possible. In some cases, we make reconditioned devices available for our employees to buy privately. In the reporting year, a total of 230 IT and mobile devices weighing 952 kg were processed as part of our partnership with AfB. AfB was able to remarket 86 per cent of the devices after carrying out a data wipe, hardware test, repairs, upgrades and cleaning.



At the Berlin and Cologne offices, the waste is non-hazardous and consists of paper and light packaging as well as compostable and residual waste.

How we ensure sustainability every day



3,500 multi-sensors ensure that there is always a good climate at Scout24



89% of the fleet is now electric vehicles



0 coffee pods – 108,000 fewer than in 2020



33% less CO₂ per lunch compared to a non-vegetarian meal



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



Appendix

Key indicators
UN Global Compact index
GRI content index
Assurance report
Publication details



Key indicators

HR structure

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 essentially available only for the two largest entities in the Scout24 Group: ImmoScout24 in Berlin as well as Scout24 SE in Munich. The Controlling department evaluates the figures uniformly using the HR information system Workday and 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 2021). 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 accordingly including immoverkauf24.

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

As of 31 December 2021, the Scout24 Group had 852 employees in three European countries. With 57% of employees, ImmoScout24 is the largest company. Women accounted for 43% of the workforce (ImmoScout24 and Scout24 SE) (previous year: 41%). In 2021, 99% of employees at Scout24 Germany had permanent employment contracts (2020: 99%); ImmoScout24: 99% (2020: 99%), Scout24 SE: 98% (2020: 99%). In the reporting year, part-time employees made up 11% of the workforce (2020: 12%); ImmoScout24: 13% (2020: 14%), Scout24 SE: 7% (2020: 7%).

GRI 405-1

In the reporting year, the total turnover rate was 19%^{1,5} (ImmoScout24: 16%, Scout24 SE: 25%). In the dynamic internet sector, it is quite common for employees to only stay with a company for a few years. The small increase compared to the previous year (2020: 18%) can be explained by targeted initiatives to strengthen the corporate culture and the company's response to the situation relating to Covid-19.

Employees (FTEs) by region ^{1,4} ✓	2021	2020	2019
Total employees (FTEs ²) of Scout24 ³	852.1	834.5	861.3
ImmoScout24 total (incl. FLOWFACT)	669.8	649.7	594.1
of which ImmoScout24, FLOWFACT and IV24 (DE)	627.9	608.9	559.1
ImmoScout24 and IV24 (AT)	39.9	39.8	34.3
FLOWFACT (CH)	2.0	1.0	0.7
Scout24 SE (DE)	182.3	184.8	267.2

GRI 102-7
GRI 102-8

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

² FTEs: full-time equivalents without students; cut-off date: 31 December 2021.

³ The total number includes all employees as recorded in the annual financial statements for 2021.

⁴ The audit scope covered 2020 and 2021.

⁵ Terminations with leaving dates between 31 December 2020 and 30 December 2021 were included.



Employees (FTEs) by employment relationship ¹	ImmoScout24		Scout24 SE	
	2021	2020	2021	2020
Employees with permanent contracts	479.6	475.0	179.5	183.8
of which women	43%	42%	43%	39%
of which men	57%	59%	57%	61%
Employees with temporary contracts	3.8	4.0	2.8	1.0
of which women	100%	50%	64%	0%
of which men	0%	50%	36%	100%
Employees with full-time contracts	422.0	411.0	170.0	172.0
of which women	39%	37%	41%	37%
of which men	61%	63%	59%	63%
Employees with part-time contracts	61.4	68.0	12.3	68.8
of which women	70%	70%	73%	64%
of which men	30%	30%	27%	36%

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 (FTEs for ImmoScout24 and Scout24 SE) ^{1,2,3} ✓	2021	2020	2019
Terminations	125.0	132.3	196.3
> of which ImmoScout24	78.0	82.0	130.6
of which women	42.9%	42.2%	42.9%
of which men	57.1%	57.8%	57.1%
> of which Scout24 SE	47.0	50.4	65.7
of which women	44.0%	35.3%	27.7%
of which men	56.0%	64.7%	72.3%
New hires	134.5	124.4	194.5
> of which ImmoScout24	86.6	81.9	108.8
of which women	55.2%	48.9%	35.5%
of which men	44.8%	51.1%	64.5%
> of which Scout24 SE	47.9	42.5	85.7
of which women	61.3%	36.5%	46.5%
of which men	38.7%	63.5%	53.5%

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 2021.

³ Terminations with leaving dates between 31 December 2020 and 30 December 2021 were included.

Age structure of new employees in 2021 by gender (FTEs for ImmoScout24 and Scout24 SE)¹

Age	Women	Men
up to 30	33.8	25.0
31 to 50	43.4	32.3
over 50	0.0	0.0
Total	77.2	57.3

GRI 401-1
GRI 405-1

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



Age structure 2021 (for ImmoScout24 and Scout24 SE)¹

GRI 405-1

Age distribution 2021	Women	Men	Total
up to 30	11%	10%	21%
31 to 50	31%	44%	74%
over 50	2%	3%	5%
Total	43%	57%	100%

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

Training hours 2021^{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	3,265	264	171	93	12.4
Employees	6,495	874	447	427	7.4
Total	9,760	1,138	618	520	8.6

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 via Scout24Academy as well as onboarding training as part of the Welcome Days. The training hours of immoverkauf24 employees in 2021 were mainly only logged after it was integrated into Scout24Academy in November 2021. The onboarding hours were only included for Scout24 SE and ImmoScout24 employees.



Training participation in 2021 ¹	Total participants in 2021	of which Scout24 SE	of which ImmoScout24	of which ImmoScout24 AT	of which FLOWFACT	of which immoverkauf24
Scout24 leadership training	89	20	49	8	6	5
Language training	59	30				0
Onboarding training	185	75	110	0	0	0
Online training (external)	3,821	780	2,286	209	459	87
Public and in-house training in person (e.g. soft skills, methods and leadership)	32	4	26	0	1	0
Specific training courses from various divisions						
#amremarkable	10	2	6	2	0	0
Builders	17	5	10	2	0	0
CMS	8	0	7	1	0	0
Diversity and Inclusion	11	6	4	0	0	1
Facility Management	885	213	559	8	102	3
Finance	848	279	484	0	81	4
FLOWFACT	4	0	0	0	3	1
Legal	1	0	0	0	0	0
PMO	3	2	1	0	0	0
People Development	353	130	142	9	47	25
Procurement	268	136	132	0	0	0
Product	22	3	18	1	0	0
Risk & Compliance	3,711	904	2,162	182	428	35
Sales ImmoScout24	1,851	7	1,844	0	0	0
SEO	15	1	7	3	0	4
Talent Acquisition	95	27	67	1	0	0
Lunch & Learn ²	94	45	45	1	1	2
Playlist Content	106	61	36	1	4	4
Total	12,488	2,730	8,024	428	1,132	171

GRI 404-2

¹ An employee may be counted more than once if they have taken part in multiple training courses. There may be differences in management training/public in-person training between the total participants in 2021 and the individual companies due to no reporting for Zenhomes.

² Only sessions offered via Scout24Academy.



All our employees are legally entitled to take parental leave. In 2021, 87 employees of Scout24 (2020: 77, 2019: 86 employees) took at least one day of parental leave. 44% of the employees on parental leave were fathers (previous year: 47%).

Employees on parental leave ^{1,2} ✓	2021	2020	2019	GRI 401-3
Total	87	77	86	
> of which ImmoScout24	54	52	61	
of which women	28	27	39	
of which men	26	25	22	
> of which Scout24 SE	20	16	25	
of which women	14	8	12	
of which men	6	8	13	
> of which FLOWFACT	8	7		
of which women	4	5		
of which men	4	2		
> of which ImmoScout24 AT	2	2		
of which women	1	1		
of which men	1	1		
> of which immoverkauf24	3			
of which women	2			
of which men	1			

¹ The audit scope only covered the year 2021.

² No valid data could be collected for FLOWFACT and ImmoScout24 AT for 2019. There was no valid data yet for immoverkauf24 for the 2020 reporting year due to its acquisition in mid-2020.



As of 31 December 2021, 62% of parents who had taken parental leave returned to the company, compared with 66% in 2020. Of those who returned to work in 2020, 78% (2019: 75%) were still employed at Scout24 twelve months after returning to work. No figure is available as yet for returnees in 2021.

Return from parental leave ^{1,2} ✓	2021	2020 ³	2019	GRI 401-3
Total	54	51	48	
> of which ImmoScout24	40	36	34	
of which women	18	13	15	
of which men	22	23	19	
> of which Scout24 SE	7	10	14	
of which women	4	3	4	
of which men	3	7	10	
> of which FLOWFACT	5	4		
of which women	1	2		
of which men	4	2		
> of which ImmoScout24 AT	1	1		
of which women	0	1		
of which men	1	0		
> of which immoverkauf24	1			
of which women	1			
of which men	0			

¹ The audit scope covered 2020 and 2021.

² No valid data could be collected for FLOWFACT and ImmoScout24 AT for 2019. There was no valid data yet for immoverkauf24 for the 2020 reporting year due to its acquisition in mid-2020.

³ The figures have been corrected here due to a transcription error in the online publication of the 2020 report.



Our energy consumption and emissions

The total energy consumption within and outside of the organisation was approximately 4,041,022 kWh in 2020. Per capita, our employees used an average of 5,381 kWh in 2020.

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

The energy consumption within the Scout24 Group came to about 3,442,283 kWh in 2020. At 1,179,803 kWh, purchased heating energy accounted for the largest share thereof. Fuel consumption from vehicles on long-term leases as well as electricity consumption were further material contributors in 2020.

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

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 598,739 kWh in 2020. This includes both the electricity consumption and cooling in the data centres.

GRI 305-2
GRI 305-3
GRI 305-4
GRI 305-5

The greenhouse gas (GHG) emissions of the Scout24 Group are derived from the energy consumption statistics above: they have been calculated for 2020 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 2,423 metric tonnes in 2020 (total of Scopes 1, 2 and a proportion of 3). At an annual average of 751 employees (2020), the volume of CO₂ emissions was 3.23 metric tonnes per capita in 2020 (2019: 5.09 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 (0.5%) and a larger share of 10% is attributable to emissions from fuel consumption. The latter mostly relates to the consumption of vehicles under long-term leases, which employees are also allowed to use for private purposes.

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

Other indirect emissions outside of the organisation (Scope 3)¹ 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 2020, around 230 metric tonnes of carbon dioxide were emitted due to business trips. At 161 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 28 metric tonnes of CO₂ emissions, as well as journeys by train which emitted just 41 metric tonnes of CO₂.

If we consider the total emissions of Scout24 SE, the emissions from external data centres were in second place in 2020. They caused 309 metric tonnes of CO₂ (14%). In total, emissions outside of the organisation came to 1,335 metric tonnes.

¹ The Scope 3 categories evaluated in this assessment are an excerpt of all possible categories. The excerpt is based on the available data basis and on the criteria of relevance and materiality. Data on external service providers and purchased IT products is not included, for example.

**Energy consumption (in kilowatt-hours)^{1,4,6}**

	2018	2019	2020	Change in per cent 2020/2019
Total	7,765,500	5,511,095	4,041,022	-27%
per capita ³	9,190	6,672	5,381	-19%
Total consumption within the organisation	5,965,800	4,231,799	3,442,283	-19%
of which fuel	1,801,900	1,006,315	802,275	-20%
of which gas	82,850	81,377	57,355	-30%
of which electricity ²	1,607,500	1,502,350	862,349	-43%
of which district heat	2,475,000	1,209,266	1,179,803	-2%
of which district cooling	398,410	432,491	540,500	+25% ⁵
Total consumption outside of the organisation	1,799,700	1,279,296	598,739	-53%
of which data centres	1,799,700	1,279,296	598,739	

GRI 302-1
GRI 302-2
GRI 302-3
GRI 302-4

¹ The data relate to the following entities of the Scout24 Group in Germany: Immobilien Scout GmbH, Scout24 SE 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 2019/2020. The data have been rounded.

² In this report, this includes Scout24's own electricity consumption only.

³ The energy intensity was calculated based on the average headcount in 2020 (751 employees) and 2019 (826 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.

⁴ The 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.

⁵ Increase due to higher consumption in the Berlin office and because this was the first time that cooling data could be recorded for the office in Munich.

⁶ Changes are also due to a change in the data basis.

Greenhouse gas emissions (in metric tonnes CO₂)^{1,4,5,16} ✓

Emission sources	Total 2018	Total 2019	Total 2020	Change 2020/2019	
	Emissions (t CO ₂)	Emissions (t CO ₂)	Emissions (t CO ₂)	Absolute (t CO ₂)	Relative (%)
Scope 1	209	286	232	-54	-19%
Direct emissions from company facilities	17	16	12	-5	-29%
Heat (generated)	17	16	12	-5	-29%
Direct emissions from company fleet	192	269	220	-49	-18%
Fleet	192	269	220	-49	-18%
Scope 2⁷	720	487	636	149	31%
Electricity purchased for own use⁸	536	255	410	155	61%
Electricity (stationary)	536	255	410	155	61%
Purchased heat, steam and cooling for own use	184	232	226	-6	-2%
Heat (purchased)	184	232	226	-6	-2%

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



Emission sources	Total 2018	Total 2019	Total 2020	Change 2020/2019	
	Emissions (t CO ₂)	Emissions (t CO ₂)	Emissions (t CO ₂)	Absolute (t CO ₂)	Relative (%)
Scope 3⁵	4,638	3,056	1,335	-1,721	-56%
Purchased goods and services (Cat. 1)	1,547	1,354	401	-953	-70%
External data centre	809	862	309	-553	-64%
Catering ⁹	256	33	22	-10	-32%
Office paper ¹⁰	2		0	0	
Printed materials ¹¹	476	455	67	-388	-85%
Water	5	5	3	-2	-49%
Fuel and energy-related emissions (Cat. 3)	238	259	321	62	24%
Upstream electricity	118	104	87	-17	-16%
Upstream heat	92	115	110	-4	-4%
Upstream fleet	29	41	124	83	203%
Business trips (Cat. 6)	1,429	1,177	230	-947	-80%
Flights	1,356	1,100	161	-939	-85%
Rail	4	7	41	34	467%
Hired and private vehicles	69	70	28	-41	-59%
Employee commuting (Cat. 7)	1,424	266	383	117	44%
Employee commuting ¹²	1,424	266	171	-95	-36%
Working from home ¹³	-	-	212	212	-
Total²	5,567	3,829	2,202	-1,626	-43%
Including 10% safety margin added	6,123	4,212¹⁴	2,423¹⁵	-1,789	-43%
Consumption per employee³	7.25	5.09	3.23	-	-

If categories were not assessed in 2019, a relative comparison between 2020 and 2019 is not possible. There is therefore no percentage listed for these cases; only the absolute change is shown.

¹ The data relate to the following entities of the Scout24 Group in Germany: Immobilien Scout GmbH, Scout24 SE and FLOWFACT GmbH. The heat and water consumption for the Munich site in 2020 includes AutoScout GmbH, as it was not possible to allocate the user numbers by the time the Corporate Carbon Footprint report went to print for 2020. In the interest of consistency, all data reported relate to 2019/2020.

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 in 2020 (751 employees), in 2019 (826 employees), in 2018 (2018 not audited by KPMG; 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 2020.

⁵ All figures are rounded. Numbers might not exactly add up due to rounding.

⁶ The GHG Protocol stipulates that reporting of CO₂ emissions in Scope 1 and Scope 2 is mandatory, but Scope 3 is voluntary. The Scope 3 categories evaluated in this assessment are an excerpt of all possible categories. The excerpt is based on the available data basis and on the criteria of relevance and materiality. The occasionally non-assessed categories did not meet these criteria in the base year 2018 and were therefore also not included in the assessment in the following years.

⁷ Differing accounting period for the gas supplier in Cologne (Oct. 2019–Sept. 2020).

⁸ The emissions for electricity were calculated with the market-based method. If the location-based method is used, which calculates with national average factors, the total emissions are 573.85 t CO₂.

⁹ Spend-based. This includes coffee, milk and mineral water purchases; in Berlin, it also includes muesli consumption. Grocery quantities were multiplied with the respective cradle-to-gate emission factors. Munich was not included due to a lack of data.

¹⁰ Includes purchased paper that is used for printing in the offices. A weighted total of several emission factors for various types of paper from the ecoinvent database was used. The system boundaries for the compiled emission factors are cradle to gate.

¹¹ This includes classic printed materials (e.g. brochures, posters, letter paper) and advertising items (e.g. printed T-shirts, sweaters, iPhone cases) produced by external suppliers. No information was available on classic printed materials for the Cologne site. The calculation was based on spend.

¹² Calculations are based on an employee survey, which determines the total emissions from the number of working days, travel distances, means of transport and number of employees. The emission factors for the means of transport include combustion of fuel, as well as an addition for the production of the vehicles and the provision and use of the infrastructure and the upstream emissions of the fuels.



¹³ Estimate based on an employee survey and statistical data. This includes electricity and heat consumed by employees based on European averages (ecoinvent).

¹⁴ Reduction primarily due to improved data basis for employee travel and fewer flights.

¹⁵ Reduction primarily due to travel being restricted by Covid-19, the move away from data centres and an improved data basis for printed materials.

¹⁶ Changes are also due to a change in the data basis. There was no restatement of the data.



UN Global Compact index

The Ten Principles of the UNGC	Location in sustainability report
1. Businesses should support and respect the protection of internationally proclaimed human rights.	<ul style="list-style-type: none"> • Our understanding of sustainability, p. 11 • Our sustainability programme, p. 20–21 • Our management approach for sustainability – Responsibility in the supply chain, p. 27 • Responsibility for our products – Sustainable product development, p. 33 • Our social responsibility, p. 55–57
2. Businesses should make sure that they are not complicit in human rights abuses.	
3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<ul style="list-style-type: none"> • Our understanding of sustainability, p. 11–16 • Our sustainability programme, p. 20–21 • Responsibility for our products, p. 31 • Scout24 as a fair and attractive employer, p. 40 • Diversity and equal opportunities are important to us, p. 48–52
4. Businesses should uphold the elimination of all forms of forced and compulsory labour.	
5. Businesses should uphold the effective abolition of child labour.	
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.	
7. Businesses should support a precautionary approach to environmental challenges.	<ul style="list-style-type: none"> • Our understanding of sustainability, p. 11–16 • Our management approach for sustainability, p. 22–27 • Responsibility for our products – Focus on sustainable product development, p. 33 • Environmental and climate protection at our company, p. 60–64
8. Businesses should undertake initiatives to promote greater environmental responsibility.	
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.	
10. Businesses should work against corruption in all its forms, including extortion and bribery.	<ul style="list-style-type: none"> • Our understanding of sustainability, p. 11–13 • Our sustainability programme, p. 20–21 • Our management approach for sustainability, p. 22–27

WE SUPPORT





GRI content index

This report has been prepared based on the Core option of the GRI Standards.

GRI 102-55

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 SE
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; page 68	
GRI 102-9	Supply chain	Page 27	
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 25	
GRI 102-12	External initiatives	Page 18	
GRI 102-13	Membership of associations and interest groups	Page 18	

Strategy

GRI 102-14	Statement from senior decision-maker	Page 3	
GRI 102-15	Key impacts, risks and opportunities	Page 25	

Ethics and integrity

GRI 102-16	Values, principles, standards and norms of behaviour	Page 11	
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Management

GRI 102-18	Governance structure	Page 12	
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Details	Reference	Page	Reason for omission/comment
Stakeholder involvement			
GRI 102-40	List of stakeholder groups	Page 18	
GRI 102-41	Collective bargaining agreements		No collective bargaining agreements at Scout24
GRI 102-42	Identifying and selecting stakeholders	Page 17	
GRI 102-43	Approach to stakeholder engagement	Page 17	
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 13	
GRI 102-47	List of material topics	Page 13	
GRI 102-48	Restatements of information	Page 9; page 15; page 63	
GRI 102-49	Changes in reporting	Page 13; page 62	
GRI 102-50	Reporting period	Page 9	
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 86	
GRI 102-54	Claims of reporting in accordance with the GRI Standards	Page 9;	
GRI 102-55	GRI content index	Page 78–82	
GRI 102-56	External assurance	Page 9 Page 83–85	



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 27	
GRI 204-1	Proportion of spending on local suppliers	Page 27	
GRI 205	Anti-corruption (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 23	
GRI 205-2	Communication and training about anti-corruption policies and procedures	Page 23	
GRI 206	Anticompetitive Behaviour (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 23	
GRI 206-1	Legal actions for anticompetitive behaviour, antitrust and monopoly practices	Page 23	
GRI 207	Taxes 2019		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 26	
GRI 207-1	Approach to tax	Page 26	
GRI 207-2	Tax governance, control, and risk management	Page 26	
GRI 207-3	Stakeholder engagement and management of concerns related to tax	Page 26	
GRI 301	Materials (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 64	
GRI 301-1	Materials used by weight or volume	Page 64	
GRI 301-2	Recycled input materials used	Page 64	
GRI 302	Energy (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 73	
GRI 302-1	Energy consumption within the organisation	Page 73; page 74	
GRI 302-2	Energy consumption outside of the organisation	Page 73; page 74	
GRI 302-3	Energy intensity	Page 73; page 74	
GRI 302-4	Reduction of energy consumption	Page 73; page 74	



Details	Reference	Page	Reason for omission/comment
GRI 305	Emissions (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 73;	
GRI 305-1	Direct (Scope 1) GHG emissions	Page 73; page 74	
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Page 73; page 74	
GRI 305-3	Other indirect (Scope 3) GHG emissions	Page 73; page 74	
GRI 305-4	GHG emissions intensity	Page 73; page 74	
GRI 305-5	Reduction of GHG emissions	Page 73; page 74	
GRI 306	Waste 2020		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)		
GRI 306-2	Management of significant waste-related impacts		No significant waste-related effects from the business activities of Scout24
GRI 401	Employment (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 47; page 52; page 68	
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 52	
GRI 401-3	Parental leave	Page 47; page 72	
GRI 403	Occupational Health and Safety (2018)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 45; page 46	
GRI 403-1	Occupational health and safety management system	Page 46	
GRI 403-2	Hazard identification, risk assessment and incident investigation	Page 46	
GRI 403-3	Occupational health services	Page 46	
GRI 403-4	Worker participation, consultation and communication on occupational health and safety	Page 46	
GRI 403-5	Worker training on occupational health and safety	Page 46	
GRI 403-6	Promotion of worker health	Page 46	
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Page 46	
GRI 403-8	Workers covered by an occupational health and safety management system	Page 46	

Details	Reference	Page	Reason for omission/comment
GRI 404	Training and Education (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 43	
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 70	
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Page 43	
GRI 405	Diversity and Equal Opportunity (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 48; Page 52; 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 52	See also annual report: 'Report of the Supervisory Board'
GRI 406	Non-discrimination (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 48	
GRI 406-1	Incidents of discrimination and corrective actions taken	Page 48	
GRI 416	Customer Health and Safety (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 31	
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Page 31	
GRI 417	Marketing and Labelling (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 24	
GRI 417-1	Requirements for product and service information and labelling	Page 24	
GRI 417-2	Incidents of non-compliance concerning product and service information and labelling	Page 24	
GRI 418	Customer Privacy (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 29	
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 29	
GRI 419	Socio-economic Compliance (2016)		
GRI 103	Management Approach (2016) (including GRI 103-1, 103-2, 103-3)	Page 23	
GRI 419-1	Non-compliance with laws and regulations in the social and economic area	Page 23	



Limited Assurance Report of the Independent Auditor regarding the separate non-financial group report¹

To the Supervisory Board of Scout24 SE, Munich

We have performed an independent limited assurance engagement on the separate non-financial group report (further 'Report') of Scout24 SE (hereinafter 'Scout24' or 'Company') for the period from January 1 to December 31, 2021.

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 and with Article 8 of Regulation (EU) 2020/852 of the European Parliament and of the Council of 18 June 2020 on the establishment of a framework to facilitate sustainable investment, and amending Regulation (EU) 2019/2088 (further 'EU Taxonomy Regulation') and the supplementing Delegated Acts as well as the interpretation of the wordings and terms contained in the EU Taxonomy Regulation and in the supplementing Delegated Acts by the Company as disclosed in Section 'Disclosure within the framework of the EU taxonomy' of the Report.

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.

The EU Taxonomy Regulation and the supplementing Delegated Acts contain wordings and terms that are still subject to substantial uncertainties regarding their interpretation and for which not all clarifications have been published yet. Therefore, the legal representatives have included a description of their interpretation in Section 'Disclosure within the framework of the EU taxonomy' of the Report. They are responsible for its tenability. Due to the innate risk of diverging interpretations of vague legal concepts, the legal conformity of these interpretations is subject to uncertainty.

Practitioner's Responsibility

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

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, 2021 has not been prepared, in all material respects, in accordance with §§ 315b and 315c in conjunction with 289c to 289e HGB and with the EU Taxonomy Regulation and the supplementing Delegated Acts as well as the interpretation of the wordings and terms contained in

¹ Our engagement applied to the German version of the separate non-financial group report 2021. This text is a translation of the Independent Assurance Report issued in German, whereas the German text is authoritative.



the EU Taxonomy Regulation and in the supplementing Delegated Acts by the legal representatives as disclosed in Section 'Disclosure within the framework of the EU taxonomy' of the Report. 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 SE
- Risk analysis, including media research, to identify relevant information on Scout24 SE'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
- Evaluation of the process for the identification of taxonomy-eligible economic activities and the corresponding disclosures in the Report

The legal representatives have to interpret vague legal concepts in order to be able to compile the relevant disclosures according to Article 8 of the EU Taxonomy Regulation. Due to the innate risk of diverging interpretations of vague legal concepts, the legal conformity of these interpretations and, correspondingly, our assurance thereof are subject to uncertainty.

In our opinion, we obtained sufficient and appropriate evidence for reaching a conclusion for the assurance engagement.

Independence and Quality Assurance on the Part of the Auditing Firm

In performing this engagement, we applied the legal provisions and professional pronouncements regarding independence and quality assurance, in particular the Professional Code for German Public Auditors and Chartered Accountants (in Germany) and the quality assurance standard of the German Institute of Public Auditors (Institut der Wirtschaftsprüfer, IDW) regarding quality assurance requirements in audit practice (IDW QS 1).



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 SE for the period from January 1 to December 31, 2021 has not been prepared, in all material respects, in accordance with §§ 315b and 315c in conjunction with 289c to 289e HGB and with the EU Taxonomy Regulation and the supplementing Delegated Acts as well as the interpretation disclosed in Section 'Disclosure within the framework of the EU taxonomy' of the Report.

Restriction of Use/General Engagement Terms

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

Berlin, March 14, 2022

KPMG AG
Wirtschaftsprüfungsgesellschaft

Krause

ppa. Zimen

Appendices

Separate non-financial group report of Scout24 SE
for the period from January 1 to December 31, 2021

Attachment 1

General Engagement Terms

Attachment 2



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