

CSR Report 2016

inspiring people IMPACTING WORLDS



About the report

In our first CSR Report, we inform all our stakeholders comprehensively about Corporate Social Responsibility (CSR) at Scout24. In order to meet the specific needs of our stakeholders, the CSR Report has been structured in two sections – a magazine section and a performance section. In the magazine section, we present selected CSR projects outlining our community engagement to a broad target group and we highlight our responsibility in the core business and as an employer. In the performance section, we present all the CSR-relevant data and facts for experts. This section is based on the standards of the Global Reporting Initiative (GRI) published in 2016.

The CSR Management at Scout24 selected the topic-specific GRI standards with a focus on the relevance of the topics for our stakeholders and in relation to the social, environmental and economic impacts exerted by Scout24 (see [p. 52](#)). A comprehensive materiality analysis for selecting the content of the report is planned for the next report, which will be prepared in accordance with the GRI option "Core". The report was approved by the Executive Board of Scout24 AG. No external assurance by an auditor was carried out.

The content – unless otherwise stated – relates to the two biggest companies of the Scout24 Group: Immobilien Scout GmbH and AutoScout24 GmbH. This covers around 78 percent of the employees in the Scout24 Group. The reporting period is identical with the business year 2016, which was from 1 January to 31 December 2016. The editorial deadline was 28 February 2017. The next report is likely to be published in April 2018.

The Online Report can be found by clicking on the link csrreport.scout24.com and can also be downloaded as a PDF file. A small number of copies of a print version was also produced. The publication is available in German and English. When for reasons of simplicity and readability the male form is used to designate persons and functions in this documentation, this shall be interpreted to include equally the male and female gender.



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Dear readers,

As the Chief Financial Officer of Scout24, I am responsible for Corporate Social Responsibility (CSR) together with my team. I am therefore delighted to have the privilege of presenting our first CSR Report to you. The report provides a transparent presentation of our achievements up to now and the steps we will be taking in the future.

The digital marketplaces of the Scout24 Group inspire people as they make their decisions about properties and cars. As a technology leader, we are actively shaping the future. In this we are also taking responsibility for our corporate actions. One example of this approach is our online platform where we help people with disabilities. We have been pursuing a long-term collaboration with the Sozialhelden (Social Heroes) to further this aim.

The values guiding us are set out in a Code of Conduct that is applicable across the group. The Code defines how we are going to act as responsible employers and business partners. It also highlights the way we make a contribution to a sustainable society. We offer individual solutions for our users. Data protection has top priority.

The sustainable development of Scout24 has been driven by our employees for many years now. This kind of commitment is part of our DNA and is indispensable. In the year 2016 alone, more than 500 employees made a commitment to community projects. They have achieved a great deal at our locations in Berlin and Munich.

This dedication is not simply assisting the people on the ground. The experience gained by our employees inspires them to develop new ideas. These initiate changes inside and outside of Scout24.

One thing is clear to us: Sustainability is not a state but a process. We want to integrate social and environmental aspects even more strongly in our routine daily work. We invite you to accompany us on this journey – with your opinions and your valuable ideas.

Christian Gisy, Chief Financial Officer of Scout24

CHRISTIAN GISY



Scout24 in figures

50

projects were supported
at the Social Day 2016
social world

Our digital platforms connect people with their new home or their new car. We offer them inspiration and useful assistance tailored to their individual needs. Our online marketplaces are primarily operated through the familiar brands of ImmobilienScout24 and AutoScout24. In 2016, we were able to continue on our trajectory of achieving a sustainable increase in our corporate value. In this process, our sights are always focused on our Corporate Social Responsibility (CSR).

28.7
Mio €

million were invested by Scout24 in
research and development in 2016
digital world

400

employees made a commitment
to the Social Day in 2016
social world

working world

1,174 employees work for
the Scout24 Group
(total number of employees)

200+ participants took part in Scout24
projects or projects organised
by our partners to promote women
in technical careers

15 employees are engaged
in the "Diversity in Tech
Community"

1,500 €

is the annual career-training
budget available to each employee
working world

38 %

more hybrid and electric cars were offered
on AutoScout24 compared with 2016
digital world

45

different nations are represent-
ed among the people working
at Scout24
working world

digital world

442.1 million Euro revenue
generated by Scout24
in 2016

300 employees received data-
protection training in 2016

66 percent more leads for the attribute
"step-free access" compared with
"barrier-free"

social world

300 employees from NGOs and
social startups took part
in the 4th Berlin Social Academy

23 non-profit organisations
receive our ongoing support

20 courses were provided by Scout24
at the 4th Berlin Social Academy



working WORLD



Robert Martignoni,
Head of New Initiatives
AutoScout24

We are a digital company operating in a dynamic environment that is undergoing a continual process of change. If we are to continue on a trajectory of success, we need to transform our ideas into innovative products even more quickly. We have thought carefully about the best way of making a success of the ideas generated by our employees. The ScoutWorx initiative has created the right framework for this. When we have a good idea, we test it without embarking on an extended process of approval and we look at whether it works. If the idea is successful, we put it into practice straight away.

New way of working Innovations are the core and driver for our long-term success. We are using new technical solutions to play an active role in structuring digitalisation. The platform for this is an open workplace culture and giving our people a lot of responsibility. Our diversity and international profile help us to think outside the box and develop creative concepts. The ScoutWorx initiative ensures short decision-making paths for pilot projects – this is our way of rolling out good ideas even faster.

PROJECT INSIGHT

Our three people strong ScoutWorx Team started working with AutoScout24 at the Munich location. The aim for the team is to soon become the point of contact for all employees of Scout24 who want to implement a new idea. The team provides advice, assistance and support for colleagues. If required, financial help is also given. Instead of spending a lot of time discussing their ideas, employees can start testing them straightaway. And if something is not working properly, we look at what the problem is and develop improvements together.



IMPACT

In 2016, 20 projects were already put into practice in a collaboration between ScoutWorx and employees. The projects included a survey of customer requirements to assess the benefits of a mobile app for car dealers. And there is a lot more in the pipeline. In 2017, we will also launch the initiative with ImmobilienScout24. We intend to provide workshop training for as many employees as possible to become startup coaches. This will empower them to develop their own ideas and the ideas of their colleagues, and realise them quickly and professionally.



Dr. Michael Bütter,
Chief Executive Officer of
Immobilien Scout GmbH
(responsible for human
resources and other areas
at the Scout24 Group)

Three questions for Dr. Michael Bütter

What are the challenges Human Resources face at Scout24?

Our business is very fast moving and the half-life of knowledge is very short. We have to deal with this situation and pass on and protect know-how efficiently. This means that we have to implement new formats for career training and increasingly learn on-the-job so that we are fast and geared up for the latest scenario. Particularly in light of these framework conditions, we need to continuously modify and optimise our work processes.

What is the meaning of a learning organisation as far as you are concerned?

We are establishing a new learning culture throughout the company by promoting networked working and by avoiding a silo mentality. New approaches are being adopted in talent management to promote this transformation. One example of this is our strong emphasis on assessing the individual initiative and the interdisciplinary learning capability of our employees.

How do you invest in the know-how of your employees?

We want our employees to contribute all of their skills. That's why we are supporting their development and promoting their decision-making abilities. Managers need to engage more in coaching their teams and enabling them to learn rather than monitoring them.

Diversity is our strength

Diversity is a key competitive advantage as far as we are concerned because we are confident that multifaceted perspectives promote innovations in the workforce. We are therefore proud that people from 45 nations are working at Scout24. Our aim is to continue strengthening diversity in the company – particularly in the technical areas. At the moment, for example at ImmobilienScout24 only twelve percent of our developers are women. We have defined a target to double the proportion of female developers in 2017. We want to motivate young women to enter the tech sector by organising hackathons, taking part in initiatives like Girls' Day for shaping women's future positively and by supporting organisations like Geekettes. Moreover, our employees are the main driving force for promoting the topic of diversity inside and outside Scout24. In 2015, they set up "Diversity in Tech Community" as a dedicated vehicle to promote diversity.

24%

We want to increase the proportion of women in development to 24 % by the end of 2017





digital WORLD



Leif Haß,
Senior Product Manager
ImmobilienScout24

When we talked to the Sozialhelden (Social Heroes), we understood why so few apartments on ImmobilienScout24 had been identified with the search attribute "barrier free". The concept is simply associated with too many demands for the amenities in the apartment. People with a disability can often get around the height of the kitchen units. The ability to access the apartment without steps is often much more important. That's why we changed the search attribute to "step-free". This filter is now being used much more. We are gradually also integrating the Wheelmap data into the apartment listings. This enables people with wheelchairs, walkers or pushchairs to quickly identify how they can access an apartment, find barrier-free bus stops and go shopping without having to use steps.

Responsible in our core business Our digital marketplaces ImmobilienScout24 and AutoScout24 enable us to inspire people to realise their dreams focused on real estate and cars. We always concentrate on the needs of our consumers and offer them sustainable solutions. This might be information on electromobility, fast access to barrier-free apartments or sophisticated protection of customer data. We are passionate about driving forward CSR issues on our platforms – powered by our IT know-how.

PROJECT INSIGHT

Since 2011, Scout24 has been supporting the Sozialhelden who want to raise awareness of inclusivity. One of the steps taken by the heroes' association is to develop a Wheelmap which highlights which bus stops, shops, etc. offer barrier-free access. We support the Berlin Social Heroes financially, provide office space free of charge and collaborate with them to put ideas into practice – like the integration of the Wheelmap on ImmobilienScout24. This enables us to create value added for our consumers with a disability and improve our digital offering.



IMPACT

Cooperation with the Sozialhelden has generated a rapid response. We have now reached more people with "step-free access" as a filter criterion than with barrier-free access. The use of the filter increased by 66 percent after the changeover. Most importantly, next year the new map search will also incorporate the Wheelmap data we integrated in the apartment description in 2016. This will provide more orientation for the future residential environment. The successful cooperation with the Berlin Social Heroes was recognised with the CSR Job Award 2015.

+38 %



increase in the offering of hybrid and electric vehicles (new and used cars) from 2015 to 2016 at www.autoscout24.de

The fast route to an electric vehicle

Electromobility is no longer a distant dream in the future. By 2020, the German government is planning to get around one million electric cars onto the road. We support the aim of the German government and we have facilitated a selective search for cars with an electric drive on www.autoscout24.de. This is also the case for other low-emission power units like LPG and hydrogen. We also provide information on www.autoscout24.de/auto/elektroauto about e-technology, charging stations and the costs of an electric car. In 2016, we completely revamped the website and set up a dedicated page for hybrid vehicles. Our consumers are now able to get an overview more quickly and find a vehicle to suit their needs.



+39 %

rise in page views for these cars

Protecting consumers

Processing customer data is part of our business. We adopt a responsible approach to our customers' data and protect their data against loss and abuse. Data protection and data security are therefore a fixed component of our compliance principles. We communicate these guidelines to all new employees in their introductory training sessions. One of our top priorities is to protect our consumers against fraud. We deploy a range of technical measures to achieve this objective. Our self-learning filter system identifies potentially fraudulent listings. These are then screened by a quality assurance team and deleted where necessary. Our consumers are able to report suspicious listings and prohibited content on our online platforms at any time. We also provide consumers with explanations of the latest fraud mechanisms on our website and give them tips on appropriate action.

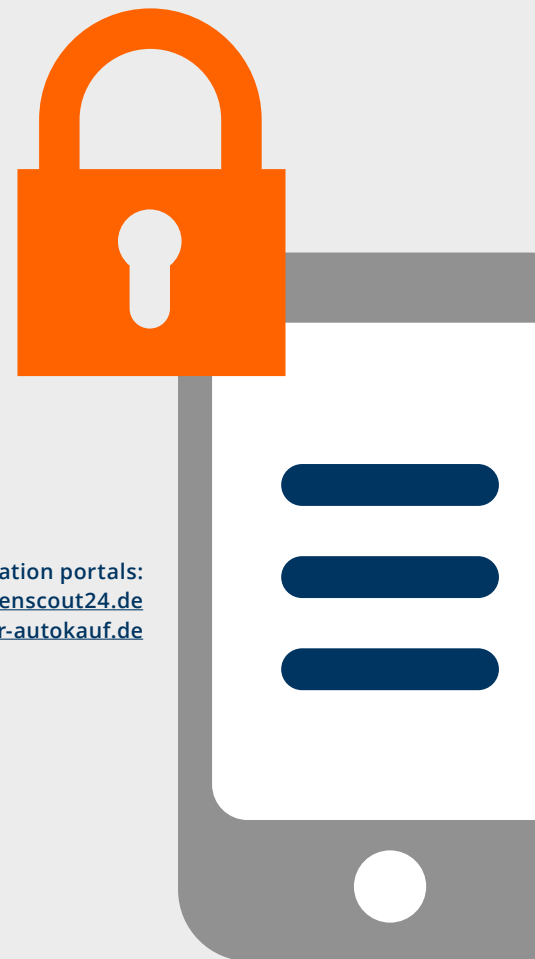
Information portals:
sicherheit.immobilienscout24.de
www.sicherer-autokauf.de



Manual quality assurance



Self-learning
filter system





social WORLD



Christiane Lehmann, Senior Manager
Social Media, Corporate Communications & PR
ImmobilienScout24

I've always wanted to become socially engaged. The only issue was to find the best way for me to play a role and apply my experience in the most effective way. Non-profit organisations need specialist knowledge but they are often unable to afford expensive training. I think it's great that I can now pass on my know-how about social media to social partners in the Berlin Social Academy. I have also come across people who were deriving real benefit from my knowledge. And as a company we also bear a certain responsibility to society because we are not operating completely independently of it. That's why I think it is important for us to make a commitment like this at Scout24.

Engaged in the midst of life Our social engagement is driven by the dedicated commitment of our employees. Most of our employees take part in our annual Social Day. They organise, carry out craft activities and do gardening work for a good cause. In 2016, our Scouts supported around 50 projects at our locations in Berlin and Munich. We join forces with our local social partners to create a direct network for the long term. We work together with them to develop joint project ideas and share our expertise in the Berlin Social Academy. Office space is also provided free of charge, for example to arrange English courses for refugees. Our partners are able to build on continuous support and this helps us to gain an increasingly in-depth understanding of the needs within our community.

PROJECT INSIGHT

In October 2016, we joined forces with our collaboration partners for the 4th Berlin Social Academy and issued an invitation to the CityCube Berlin. You can find out what happened there in this [video](#) (only available in German):



IMPACT

The number of participants has almost doubled compared to last year. We ran more than 20 courses for 300 employees from non-profit organisations and social startups. Their feedback reinforces our commitment. One participant commented as follows: "Overall, I thought this was a fantastic event. It's also great that you can book courses flexibly to suit your budget. Another big advantage is the fact that courses take place during the day and not during the evening like many other career-training courses." We want to continue the Berlin Social Academy and tailor it even more closely to the needs of the non-profit organisations. This will enable them to make a bigger contribution to solving society's problems.

The Social Day – we lend a hand

More than 400 employees took part in the sixth Social Day in 2016. They spent an entire day providing support for non-profit organisations. We give help wherever it's necessary. This might be to a social organisation or for an environmental project. We sort food, set up furniture or simply spend time with people. These activities bring us into contact with young and old people alike. We meet individuals who are ill and people with disabilities. Their everyday life raises our awareness and alerts us to their special needs. The Social Day enables us to entirely focus on them.



"Our Social Day is a fixed institution for many non-profit organisations. However, at the same time we also work together with new initiatives. This empowers us to achieve a sustainable impact and at the same time we are able to engage with the latest issues."

Mareen Walus,
Senior CSR Manager
of Scout24



Achieving more together

Collaborative ventures with partners constitute a fixed element of our social responsibility. This cooperation is primarily focused at our locations in Berlin and Munich. We support the organisations through employee engagement, in-kind or financial donations. By the same token, we both derive mutual benefit from our specific know-how. Over the years, we have developed a wide network of fixed partnerships through cooperation.

The Changer

Child Care Compass

(Kinder Pflege Kompass)

CREATIVE HOUSE (KREATIVHAUS e. V.)

Childrens' and Youth Leisure Centre

Wuhlheide (Kinder- und Jugendfreizeitzentrum Wuhlheide)

SEHstern Psychosocial Advice and Support (SEHstern e. V.)

Berlin Book Bank

(Berliner Büchertisch e. V.)

Union for Animals

(Gewerkschaft für Tiere e. V.)

Junior Lab

Help for Sight-impaired People Berlin

(Blindenhilfswerk Berlin e. V.)

Nature And Biodiversity Conservation Union (NABU)

German Red Cross Blood Donation Services (DRK-Blutspendedienste)

Reading Foundation (Stiftung Lesen)

Berlin LGBT Counselling Centre

(Schwulenberatung Berlin gGmbH)

Workers' Welfare District Association Munich City (Arbeiterwohlfahrt Kreisverband München-Stadt e. V.)

Workers' Welfare Berlin

(Arbeiterwohlfahrt Berlin)

GEBEWO Social Services – Housing, Counselling, Support (GEBEWO – Soziale Dienste)

Social Heroes (Sozialhelden e. V.)

Pensioners' Foundation

Prenzlauer Berg

(Seniorenstiftung Prenzlauer Berg)

Munich Roundtable

(Münchner Tafel e. V.)

Homer Friends for the Homer

Elementary School

(Homer-Freunde e. V.)

McDonald's Children's Aid Foundation

(McDonald's Kinderhilfe Stiftung)

OUR ACHIEVEMENTS

You can find all the facts and figures on Corporate Social Responsibility at Scout24 in the following chapters. We want to transparently show you highlights of our achievements during the year 2016 under review. Our aim is also to set out the action we are going to take in the future. We base our reporting on the GRI Standards, an internationally accredited reporting guideline for sustainability.

Management

Scout24 has made a commitment to responsible corporate governance. This is based on predictive risk management, consistent compliance with statutory and internal company guidelines, and systematic CSR management. Our Code of Conduct, applicable across the Group, serves all Scout24 employees as a guideline for upright, sustainable behaviour.

Governance structure

GRI 102-18, -19, -20

The Scout24 Group is managed by Scout24 AG based in Munich, which is in turn a management holding company. Scout24 AG indirectly holds shareholdings in 17 operational subsidiary companies which are fully consolidated in the Group financial statements. It also holds shares in two companies consolidated at equity, and it holds a non-controlling interest in another company (see chart [p. 30](#)). As a joint-stock company incorporated in accordance with German law, Scout24 is subject to legislation including the Stock Corporation Act. Accordingly, the company also has the standard dualist governance and supervisory structure made up of Management Board and Supervisory Board.

The Management Board is responsible for the strategy and management of the Group. It is comprised of two members: Chairman of the Management Board Greg Ellis and Chief Financial Officer Christian Gisy. They are responsible for the following portfolios:

Greg Ellis: Chief Executive Officer
(Chairman of the Board of Management) – CEO

- Corporate Communication
- ImmobilienScout24 and AutoScout24 (operational functions, i.e. sales, marketing and IT)
- Company Development and Strategy
- Mergers & Acquisitions
- Human Resources

Christian Gisy: Chief Financial Officer – CFO

- Finance
- Controlling
- Investor Relations
- Treasury
- Legal & Compliance
- Risk Management and Internal Controlling System
- Purchasing
- Corporate Social Responsibility

The Management Board regularly informs the Supervisory Board comprehensively and promptly about all issues relating to strategy, planning, business development, the risk situation, risk management and compliance that are relevant for the company. The Board also prepares the annual financial statements and the consolidated financial statements.

GRI 102-22, -23, -24, -26

The Supervisory Board appoints the Members of the Management Board and determines the distribution of their responsibilities. It has eight members (at the time of the editorial deadline on 28 February 2017) and it advises the Management Board and supervises its management of the business. The Supervisory Board is integrated in making decisions of fundamental importance for the company. In particular, it audits the annual financial statements and the management reports, and reports on the annual audit at the Annual General Meeting. Representatives of the strategic investors in Scout24 and independent economic experts have mandates on the Supervisory Board. Since 2016, one woman has been a Member of the Supervisory Board. A number of international appointments to the Supervisory Board also ensure that diverse perspectives are represented on the Supervisory Board. All Members of the Supervisory Board and the Committees of the Supervisory Board are listed on page 26 f. of the [Annual Report 2016](#). More information on the Members of the Supervisory Board of Scout24 including details of age is provided under Investor Relations/Corporate Governance.

GRI 102-35, -36

The Compensation Report (see [Annual Report 2016](#), p. 196 ff.) describes the basic attributes of the compensation system for the Management Board and the Supervisory Board of Scout24 AG. It explains the structure and the level of compensation for the individual members of the Management Board and the Supervisory Board. The compensation for the Members of the Management Board is defined by the Supervisory Board. The compensation for the Supervisory Board is based on the relevant provisions in the company's Articles of Association.

Good Corporate Governance

The Board of Management and the Supervisory Board of Scout24 AG have made a commitment to responsible corporate governance with the objective of achieving sustainable value added. A particular focus is further strengthening the trust of investors, business partners and employees in the company, and the trust of the wider general public. A top priority here is open and transparent corporate communication. The corporate structure is directed towards responsible, transparent and efficient management and control of the company. We base our corporate governance on the recommendations of the German Corporate Governance Code (DCGK). The report on corporate governance including the Declaration of Conformity with the German Corporate Governance code can be viewed on our website under Investor Relations/Corporate Governance.

We pursue integrated corporate governance and seek to connect risk management, compliance and the internal controlling system closely with each other. The overall responsibility for Governance, Risk & Compliance at Scout24 is with the Management Board, which delegates responsibility for controlling Risk Management & Compliance to the General Counsel/Senior Vice President. The central portfolio Risk Management is held by the Vice President Risk Management & Compliance who reports directly to the Senior Vice President Legal, Compliance and HR. This position integrates and controls the two systems for risk and compliance management throughout the company alongside the Internal Controlling System. These three units are regularly audited by internal audit. Internal audit reports directly to the Supervisory Board.

GRI 103-1,-2,-3

Risk management

Scout24 seeks to use systematic risk management to identify risks at an early stage. This enables the company to take timely countermeasures and monitor their effect. In the period under review, risk management primarily concentrated on those activities which significantly impact on income and are important for the future perspectives of the company. Scout24 divides its risks into external, financial, operational, strategic and compliance risks. Environmental risks like climate change are not systematically recorded in the risk management system because they are not directly applicable within the framework of our business model. By comparison with a manufacturing company, climate risks barely affect Scout24. However, climate change can exert implicit effects on the business

GRI 102-11, -15; 201-2

activity of Scout24. The regulatory environment which impacts our products may change – for example the transparency requirements for real estate or automobiles could increase. Today, properties are already subject to regulations on energy savings which require sellers and landlords to draw up an energy certificate. The requirements of such energy saving directives may be made significantly more stringent in the future. Stricter regulation may exert effects on the volume of listings. However, there may also be opportunities in climate change for Scout24 – for example with a view to stronger demand for electric cars. More information is provided in the Risk and Opportunity Report in the [Annual Report 2016](#) from page 74.

Compliance

GRI 103-1,-2,-3

We understand the concept of compliance to mean conformity with ethical principles, statutory regulations and internal company guidelines. Compliance breaches can lead to substantial reputational damage and impair the business success of Scout24. Our Compliance Programme is intended to avoid these risks and ensure that regulations and internal company guidelines are consistently complied with. Constituent elements of the Compliance Programme are as follows:

- Policies & Procedures
- Data Protection Regulation
- Anti-corruption Guideline
- Gift Guideline / Conflicts of Interest
- [Code of Conduct](#)
- Annual Compliance Risk Assessment
- Quarterly action tracking of measures derived from the Compliance Risk Assessment

The guidelines, manuals and compliance-relevant documents can be accessed on the intranet. A newsletter also regularly informs employees about compliance issues. Furthermore, we provide training for our employees on compliance matters. In 2016, 254 employees attended a classroom training session. Each employee also has access to an online video training series. In 2016, this was acknowledged with the Outstanding Security Performance Award (OSPA).

The Compliance Manager of Scout24 is the central contact for all employees in relation to any compliance-relevant issues. Employees from Scout24 also have access to an external confidential lawyer on a compliance hotline. They are able to ask the lawyer about fit and proper conduct on specific issues. On request, whistle-blowers and employees consulting the confidential lawyer about issues can remain anonymous – for example, if they want to report compliance breaches. In 2016, no breaches were reported. During the year under review, Scout24 did not have to pay any financial penalties for non-compliance with laws and regulations in relation to products and services.

GRI 419-1

Anti-corruption

An important condition for ethical conduct is the avoidance of situations in which there is a conflict between business and private interests. Corrupt behaviour in any form damages relationships between Scout24 and its customers and business partners. The avoidance of corruption within the company and with our customers and business partners is therefore a top priority. Alongside the [Code of Conduct](#), our "Guideline on Avoidance of Corruption and Other Conflicts of Interest" provides a binding framework. All employees are introduced to the Code of Conduct and the guideline on the avoidance of corruption at the beginning of their employment. Each employee also has access to a training video on the issue of anti-corruption on the intranet. The issue of anti-corruption is the organisational responsibility of Risk Management and Compliance. The department manages the auditing of potential corruption risks at all locations. In 2016, no substantial risks were identified and no cases of corruption were recorded.

GRI 103-1, -2, -3;

GRI 205-1, -2, -3

CSR understanding and management

GRI 102-16, -17

Our self-perception concerning Corporate Social Responsibility at Scout24 can be summarised in the following principles, which guide our routine work every day:

- We are committed to our customers and users.
- We handle data in absolute confidence and we communicate professionally.
- We value the diversity and the commitment of our employees and we do not tolerate any discrimination.
- We always take the importance of social responsibility into account in all our business activities.

These values are defined in our Code of Conduct. It can be accessed by anybody on our website at Investor Relations/Corporate Governance/Code of Conduct. The aspirations and principles outlined here form an integrated action framework for all the employees in the Scout24 Group. Naturally, this also includes the executive management.

Social commitment is an integral part of corporate culture at Scout24. We regard ourselves as a "Corporate Citizen" in all our business activities and we are committed to a strong local community at our locations. Our IT and product know-how constitute the most important tool for structuring our commitment with the aim of finding creative and inspiring solutions to social problems. One example of this is the targeted approach on our on-line platforms to the needs of people with disabilities. We exchange views with local associations such as Berlin-based organization Sozialhelden e. V. (Social Heroes) and enter into long-term partnerships at our locations.

Over the medium term, we want to make even greater use of our platforms in order to raise awareness of societal challenges. Our intention is to use our expertise in the digital world in order to support socially committed citizens with digitalisation. The aim over the long term is to make CSR and sustainability an integral element of product development at Scout24.

Our objective is to integrate or institutionalise the complex topic of sustainability even more firmly into our enterprise so that sustainability becomes a standard aspiration. This includes analysing the environmental impacts of our business operations more systematically in future so that we are in a position to identify potential for improvements.

CSR is dealt with operationally and strategically at Scout24 in an independent department accountable to Chief Financial Officer Christian Gisy. The CSR Management reports regularly to him at intervals of between four and six weeks. Furthermore, the CSR Department is in constant dialogue about strategic decisions with the managers of relevant specialist departments like Human Resources, Marketing, Product and IT. At operating level, the CSR Management is supported by the Cares Team. The team is made up of employees from different specialist areas who provide support for the implementation of CSR measures in the company.

GRI 102-19, -20

Stakeholder management

Scout24 regularly communicates with the local community and with key stakeholders. This enables us to identify the needs of the relevant stakeholder groups and ascertain how our environment is developing or changing. This helps us to identify appropriate opportunities and risks faster and we can then respond to them more effectively. Our stakeholders are our employees, customers, consumers, business partners, suppliers, investors and shareholders, as well as our local community environment. We use various channels for dialogue with these stakeholders as shown in the table below.

GRI 102-40, -43

Stakeholder Group	Communication tools (selection)
Social environment	<ul style="list-style-type: none"> • Presentations and participation in panels on social engagement • Activity and communication in CSR networks at local level and throughout Germany • CSR event formats at Scout24 • Feedback session with NGO representatives at the Berlin Social Academy • Social Hack Days • Regular meeting with the organization Sozialhelden e.V.
Investors & shareholders	<ul style="list-style-type: none"> • Annual General Meeting • Financial reports • Press and Investor Relations communications • Telephone conferences • International roadshows • Participation in conferences
Customers	<ul style="list-style-type: none"> • Customer satisfaction surveys • Monthly (individual) discussions with customers about product ideas and market situation • Monthly innovation tests with customers in the User Lab • Bilateral customers meetings as necessary

(Continued on [p. 28](#))

Stakeholder Group	Communication tools (selection)
Suppliers & business partners	<ul style="list-style-type: none"> • Visit to specialist exhibitions and trade fairs • Regular meetings with preferred or potential new partners
Employees	<ul style="list-style-type: none"> • Strategic Town Hall Meetings • Monthly company wide All-Hands Meetings and All-Hands Meetings in the segments • Brown Bag Sessions with members of the management • Newsletters • Quarterly Dialogues between employees and managers • Engagement Survey 2017 with follow-on workshops • Intranet
Consumers	<ul style="list-style-type: none"> • Tests with consumers in the User Lab • Company visits to consumers

GRI 102-12, -13

We are also in regular and intense communication about business, social and environmental issues with other companies, organisations, networks and associations. Significant memberships of Scout24 are presented here:

- American Institute of Certified Public Accountants
- Association of Certified Fraud Examiners
- Association of Certified Fraud Examiners Deutschland e. V.
- Federal Association of Compliance Managers in Germany (Berufsverband der Compliance Manager in Deutschland e. V.)
- Federal Association of Digital Business (Bundesverband Digitale Wirtschaft e. V.)
- Corporate Citizenship Working Group of the Phineo Network
- Society of Property Researchers (Gesellschaft für immobilienwirtschaftliche Forschung e. V.)
- Real Estate Society (Immobilienwirtschaft e. V.)
- Corporate Governance Initiative for the Real Estate Industry (Initiative Corporate Governance der Immobilienwirtschaft e. V.)
- Initiative for Purchasing a Car Safely (Initiative Sicherer Autokauf, www.sicherer-autokauf.de)
- Code for Vehicle Trading on the Internet (Kodex für den Fahrzeughandel im Internet)
- Volunteering Network (Netzwerk Ehrensache)
- Royal Institution of Chartered Surveyors
- Online Marketing Association (OVK Online-Vermarkterkreis)
- German Agency to Combat Unfair Competition (Wettbewerbszentrale)
- Central Real Estate Committee (ZIA Zentraler Immobilien Ausschuss e. V.)

Economy

We connect people with homes and cars through our digital platforms. We offer them inspiration and useful assistance which meets their individual needs. Customer and data security are a matter of course for us. They form an important platform for our success as a responsible marketplace.

Business model

Scout24 creates value added for private and business customers with its professional digital platforms. We primarily operate our marketplaces under the well-known brands of ImmobilienScout24 (IS24) and AutoScout24 (AS24). The products and services on our platforms have been specially tailored to the needs of our target groups – whether they are looking for, offering or advertising properties or automobiles on our platforms.

GRI 102-2, -6

We offer consumers and customers useful additional information, services and products which help them to find the appropriate property or the right car. This also allows them to gather comprehensive information and make the right decisions. We have a track record of almost twenty years of experience and a broadly based range of products and services. This combination makes us a reliable partner for successfully bringing together supply and demand. Our objective is to move from being a classifieds business and develop into a genuine data-based and forecast-oriented business. We believe that it is important to create maximum transparency and at the same time offer our customers and consumers maximum security.

Scout24 offers professional and private advertisers effective tools to present their real estate and automotive listings on our portals with optimum impact and to reach a large, relevant and engaged audience. We generate sales with classifieds and other services such as additional offers for professional providers in the areas of advertising, generation of leads and other products along the value chain. We offer our professional customers three different models in the area of listing products: a membership model, a package model and a usage-based model (Pay-Per-Ad model). Users can use various channels to access our offering free of charge: desktop PC, mobile applications (apps) and through our mobile websites.

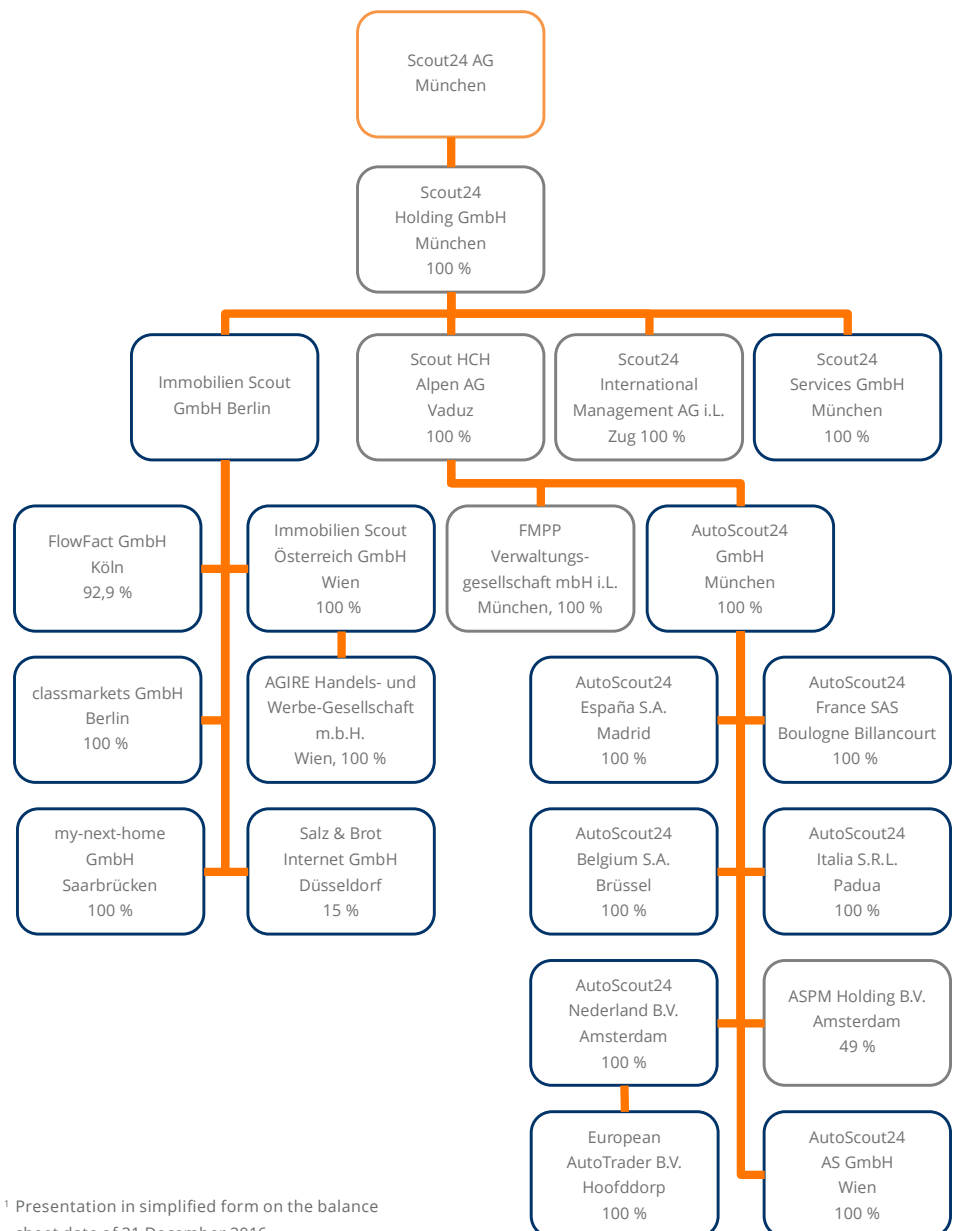
Company structure

GRI 102-3

Scout24 AG is based in Munich and bundles investments in 17 operating subsidiary companies. The following organisational chart shows our business structure.

GRI 102-2, -5, -10, -45

Overview of direct and indirect investments of Scout24 AG¹



¹ Presentation in simplified form on the balance sheet date of 31 December 2016.

In 2016, the following changes took place in the organisational Group structure:

GRI 102-10

- On 1 February 2016, AutoScout24 Nederland B.V., Amsterdam, purchased 100 percent of the shares in European Auto Trader B.V., Hoofddorp.
- On 1 June 2016, Immobilien Scout Österreich GmbH in Vienna purchased 100 percent of the shares in AGIRE Handels- und Werbe-Gesellschaft m.b.H., Vienna.
- On the same date, Immobilien Scout GmbH, Berlin, purchased 100 percent of the shares in my-next-home GmbH, Saarbrücken.
- On 6 December 2016, Immobilien Scout GmbH, Berlin, sold its entire shareholding to Stuffle GmbH, Berlin.
- On 11 August 2016, easyautosale GmbH, Munich, was merged into AutoScout24 GmbH, Munich, at book values in order to streamline the Group structure.
- Scout24 HCH Alpen AG also relocated its registered office from Zug, Switzerland, to Vaduz, Liechtenstein, in 2016.

On 10 September 2015, ASA NewCo GmbH was converted to a joint-stock company and rebranded as Scout24 AG at the same time. Since 1 October 2015, our company has been listed on the Frankfurt Stock Exchange and was included in the SDAX in the same year. The following table provides an overview of the shareholder structure.

GRI 102-5

Overview of the shareholder structure¹

Shareholders	Shares	In Prozent
Willis Lux Holdings 2 S.à r.l. in Liquidation	24,723,517	22,98 %
Deutsche Telekom AG	9,968,954	9,26 %
MEP Ord GmbH & Co. KG	2,988,938	2,78 %
German BMEP Ord GmbH & Co. KG	125,930	0,12 %
Scout Lux Management Equity Co S.à r.l.	2,982,787	2,77 %
Free float	66,809,872	62,09 %
Total	107,600,000	100 %

¹ Presentation from January 2017 for reasons of actuality.

Scout24 does not receive any financial contribution from the government.

GRI 201-4

Size of company

GRI 102-7

Our focus is on sustainable and profitable growth as well as on a sustainable increase of our company value. In 2016, we were able to successfully continue following this roadmap. Scout24 increased Group revenues by 12.3 percent compared with the previous year and also managed to generate above average growth for our EBITDA from ordinary operations to 224.5 million euros.

GRI 102-4

In the business year 2016, 1,135 employees were employed in nine European countries with Scout24. Scout24 operates in the real estate sector in Germany and Austria. The Group has operations in the automobile sector in Germany, Italy, Belgium (including Luxembourg), the Netherlands, Spain, France and Austria, i.e. within the eurozone. In the business year 2016, Germany generated 83 percent of the sales and is therefore the main market of Scout24.

GRI 102-7

Number of locations

	2016	2015
Locations AS24	8	7
of which AS24 (AT)	1	1
AS24 (BE ¹)	1	1
AS24 (DE)	1	1
AS24 (ES)	1	1
AS24 (FR)	1	1
AS24 (IT)	1	1
AS24 (NL)	2	1
Locations IS24	4	4
of which IS24 (AT)	1	1
IS24 (DE)	3	3
Location FinanceScout24 (DE)	1	1
Locations	23	22

¹ Luxembourg is included within the Belgian location. As a non-operating business, it is not therefore necessary to take account of Luxembourg separately in this listing.

Financial indicators

GRI 102-7, 201-1

In EUR Million	2016	2015
External revenues	442.1	393.6
of which AS24	152.0	120.7
IS24	284.6	266.7
EBITDA (ordinary operating) ¹	224.5	189.6
of which AS24	64.2	43.8
IS24	179.2	159.2
Capital expenditure	19.5	19.3
Income taxes	43.0	31.4
Operating payments	112.0	99.5
of which wages and salaries	93.2	83.1
social security costs	13.1	12.1
Altersversorgung	1.1	0.8
pension costs and other post-employment benefits	4.6	3.6
Equity	990.8	921.3
Total capitalisation	2,130	2,172

¹ Ordinary operating EBITDA corresponds to EBITDA adjusted for non-operating and one-off effects.

Product responsibility

GRI 103-1, -2, -3

The objective of Scout24 is to make the search for a new apartment or a new car as easy as possible for users. We also give them comprehensive information about our supplementary services that empower them to make the right decision. Innovations are the driver for continuous ongoing development in our rapidly changing market environment. Agility is the defining feature. We create this in a number of ways including consistent pursuit of the OneScout24 Approach. This enables us to further develop the operating business in our segments ImmobilienScout24 and AutoScout24, leverage synergies and promote exchange of experiences within the Group.

During the year under review, Scout24 invested 28.7 million euros in product development (2015: 24.1 million euros). This capital expenditure was geared towards being at the leading edge of continual change and progress in our sector. The necessity to continuously improve the status quo is a key element of our basic approach. We believe that our corporate responsibility involves being excellent at meeting the needs of our

customers and users. Our purpose is defined as "inspiring your best decisions" and this is directed towards supporting them as they make important decisions about real estate and cars. As we expand our services along the value chain, we consistently pursue our dedication to meeting the needs of our users.

This also means that we are passionate at taking social responsibility with our product. One example of this is to improve the user-friendliness of ImmobilienScout24 for people with disabilities. Since 2011, we have been working on this through close cooperation with the Berlin-based organization Social Heroes (Sozialhelden e.V.). We discuss potential for improvements with the Social Heroes and we then put ideas into practice – like integration of the Wheelmap in ImmobilienScout24 and modification of search criteria (for more information see [p. 12](#)).

The people at AutoScout24 support our customers and users in buying and selling hybrid or electric vehicles and we provide them with strategic information on alternative drives. Our intention here is to make a contribution to promoting climate-friendly mobility (for more information see [p. 14](#)).

Customer security

GRI 103-1, -2, -3;

GRI 416-1, -2

The security of our customers has always been a top priority for Scout24. We recognise that protection against fraud is a top priority and that an ethical image affects our reputation.

The number of fraudulent listings on our Scout24 platforms are in the very low single-digit percentage range by comparison with our active property portfolio. The number of monthly fraud cases is extremely low, although the perception of users is that the actual number is much higher because the fraudulent offers generate a great deal of demand on account of their high level of appeal. Fraudulent accounts are also in the low double-digit percentages compared with the number of new customer registrations.

We are proactive in taking action against fraud and data theft. A dedicated team at ImmobilienScout24 tackles this issue by continuously developing new measures against fraudulent activities. This team of developers specialises in early identification and systematic measures against fraud. This is because we are committed to eliminating all cases of fraud: every case of fraud is one too many. We make strenuous efforts to avoid

any form of fraud and provide our users with strategic information. ImmobilienScout24 and AutoScout24 have set up dedicated websites (sicherheit.immobilienscout24.de; sicherer-autokauf.de). These answer users' frequently asked questions, provide information on fraudulent scams and give details of contacts. We seek dialogue with our users through dedicated conversations between customers and our Call Centre attendants. We also send informative material by mail, and our PR staff give interviews in the public domain to update people with the latest information.

We deploy a range of different preventive security measures. A self-learning filter system flags up potentially fraudulent listings. Classifieds are also scanned by the quality assurance team and any scam offers are deleted. Our users are also encouraged to be proactive and support us by providing notification about suspicious listings.

Data protection

Handling customer data responsibly is an essential element in the business of Scout24. Users of our platforms entrust us with the data necessary for their registration and with information about their personal living arrangements. We need to confirm the trust that our customers have placed in the security of our platforms. Protection of their data is a top priority. Compliance in data protection and data security are therefore anchored in the self-image of the Scout24 Group. We regulate the handling of personal data and confidential information in our [Code of Conduct](#) and in standard operating procedures relating to handling personal and customer data. The Group Data Protection Officer advises the Board of Management on implementing the measures on data protection.

GRI 103-1, -2, -3

Our products are developed and established with reference to the requirements for data protection and IT security in regard to data. New employees are given an introduction to data protection, and training sessions are held in our departments giving instruction about handling personal data. This ensures that data protection remains firmly anchored in the consciousness of employees. New products and procedures are reviewed in defined processes to ensure that they comply with data protection and data security.

During the year under review, there was one complaint from the German Agency to Combat Unfair Competition (Wettbewerbszentrale) about a

GRI 418-1

data query in forms on the website. We immediately carried out a review and made changes to the forms in order to minimise data. The Berlin Data Protection and Freedom of Information Officer also issued a notification relating to the design of the declaration of consent at ImmobilienScout24. This was then amended appropriately. Other enquiries from the Berlin Data Protection Officer were answered according to the requirements.

Supplier management

GRI 102-9

As a non-producing digital company, our suppliers are restricted to the following main groups:

- Service providers (consulting, strategy, recruiting, personnel leasing)
- Offline marketing provider
- Hardware and software provider (reseller, system houses)

In 2016, the Scout24 Group had a procurement volume of some 120 million euros. Our Procurement Policy serves as a central guideline for responsible supplier management throughout the Group. Overall, we source products and services from approximately 1,800 suppliers.

People

We offer much more than simply our listing portals. We are decision-making facilitators, pioneers and a development opportunity. And that is not simply the case for our users. It also holds for our employees. They are the platform for the success of Scout24. We focus on our employees because Scout24 derives its energy from their innovative force, motivation and commitment. They demonstrate this in their work every day and in their steadfast dedication to the community.

Employees as a success factor

Our company story now stretches back 19 years. Our employees are known as Scouts and they have always been the rock underpinning our success. We want to safeguard this asset and develop it. Demographic change and the shortage of employees present challenges for Scout24 and we will continue to address these in our people management and recruiting work. Particularly in view of the fact that digital business is so fast-moving, we need well-trained employees who embrace innovation. We want to recruit the most talented people for Scout24 and offer them an optimum, agile working environment that promotes an entrepreneurial mindset while inspiring creativity and generating ideas. Our Core Values apply across the company and provide all our employees with a binding role model for their conduct:

GRI 103-1, -2

- One Team
- Agile
- Winning
- Data Driven

Management of employees and recruiting work at Scout24 is coordinated in the team "People, Organisation & Culture" – the name of the department highlights the key areas. The focus of the team is on creating the best possible framework conditions for our employees. Our self-image is that "people" is not simply a topic in the "HR Department" but forms a living part of the entire company that is promoted throughout.

Concrete topics for our work are derived from regular feedback provided by employees, for example in the annual feedback sessions to which all employees are invited. In 2017, we will also be canvassing the opinions of our employees in a cross-company Engagement Survey. Thematic workshops will then be carried out downstream from the survey.

Employee structure

GRI 102-8

Up to 31 December 2016, the entire Scout24 Group employed 1,135 employees (calculated as Full Time Equivalents) in seven European countries. Out of these people, the biggest proportion is employed at Immobilien Scout GmbH (IS24: 653 employees) and AutoScout24 GmbH (AS24: 378 employees). The proportion of women in the workforce was 37 percent in 2016. 90 percent of the employees working at Scout24 Germany were employed on permanent contracts (AS24: 93 %; IS24 88 %) in 2016. During the year under review, the proportion of part-time jobs amounted to 9 percent (AS24: 7 %; IS24: 10 %).

GRI 102-7, -8

Employees at Scout24 by AutoScout24 and ImmobilienScout24 and region

	2016	2015
Total employees (FTE¹) with Scout24²	1,135	1,120
AS24 total	378	379
of which AS24 (DE)	266	278
AS24 (IT)	37	39
AS24 (NL)	29	16
AS24 (ES)	24	22
AS24 (BE)	18	21
AS24 (AT)	5	4
IS24 total	653	680
of which IS24(DE)	625	655
IS24 (AT)	28	25
FinanceScout total	9	12
AG/Holding	95	48

¹ FTE: Full Time Equivalent not including students; reference date for analysis 31.12.2016, due to rounding there may be slight variations in totals.

² The total number includes all employees who are recorded in the annual financial statements for 2016.

Employees (FTE) of AutoScout24 by employment relationship

GRI 102-8

	2016	2015
Employees with permanent contracts	248	225
of which women	74	69
men	174	156
Employees with temporary contracts	18	21
of which women	4	8
men	14	13
Employees with full-time contracts	247	232
of which women	63	66
men	184	166
Employees with part-time contracts	19	14
of which women	15	10
men	4	4

Employees (FTE) of ImmobilienScout24 by employment relationship

GRI 102-8

	2016	2015
Employees with permanent contracts	441	485
of which women	179	191
men	262	294
Employees with temporary contracts	59	41
of which women	28	14
men	31	27
Employees with full-time contracts	448	466
of which women	170	159
men	278	307
Employees with part-time contracts	52	60
of which women	37	46
men	15	14

GRI 401-1

The proportion of new appointments at 32 percent rose in 2016 compared with the year-earlier value (2015: 24 %). 24 percent of the employees at AutoScout24 were new appointments, while the figure at Immobilien-Scout24 was 35 percent. 60 percent of the newly appointed employees are male. At the same time, the turnover rate went up from 26 percent to 33 percent in 2016 (AS24: 26 %; IS24: 36 %). The high turnover is primarily due to the fast-moving nature of business in the Internet sector. Scout24 is also undergoing a phase of internal restructuring.

GRI 401-1

Terminations & new hires of employees (HC)

	2016	2015
Terminations	262	215
of which AS24	66	95
of which women	24	36
men	42	59
of which IS24	196	120
of which women	66	46
men	130	74
New hires	254	197
of which AS24	61	74
of which women	22	29
men	39	45
of which IS24	193	123
of which women	79	49
men	114	74

GRI 401-1

Age structure of new employees in 2016 by gender (HC for IS24 and AS24)

Age	Women	Men
<= 30	46	56
31 – 50	54	96
> 50	1	1
Total	101	153

Benefits for our employees

Scout24 provides employees with a company pension plan which is an important supplement for the statutory pension. We offer a defined premium benefit commitment which can be implemented through direct insurance policies. If necessary, this pension plan can be continued at a subsequent employer. We support our employees with a contribution which depends directly on the deferred compensation amount for the individual employee. This is not a standard percentage. Rather, each employee defines an individual amount within the framework permitted by statutory legislation. Scout24 doubles this amount by an equal contribution with a ceiling of maximally 110 euros a month. On 31 December 2016, 481 employees were taking part in the scheme and took out one or more contracts (AS24:183; IS24: 298).

GRI 201-3

There are no collective agreements based on uniform tariff agreements at Scout24. Entitlement to company benefits is not restricted in any way for employees on part-time or temporary employment contracts.

GRI 102-41, 401-2

Career development and promotion

Scout24 is a learning organisation (see [p. 8](#)). Particularly in our fast-moving business, continuous learning is a major priority. This is the only way in which we can promote innovation and guarantee continuous development. We succeed in achieving this through open communication, new career training formats and passing on know-how within Scout24. Our objective is to identify individual strengths together with our employees, promote them and deploy the capabilities identified. Scout24 carries out Quarterly Dialogues with each employee in order to implement this strategy in a validated approach. All our employees have a personal discussion with their supervisor every quarter. In the discussion their achievements are reviewed and their strengths and development areas in relation to the core values are being analysed. The discussions serve to provide a concrete development plan for employees. The plan defines medium and long-term goals together with appropriate measures.

GRI 102-1, -2, -3, 404-3

In 2016, Scout24 actively made use of a new organisational model in order to expand and integrate knowledge and promote ideas. We are focusing in particular on career training and specialist competences. In addition, our employees have an opportunity to take part in Insights Workshops. This is an innovative analysis and training programme with a modular structure.

GRI 404-2

It is based on the typology theory defining psychological types developed by Carl Gustav Jung and the programme demonstrates where and how individual personalities and entire teams can apply their preferences for effective cooperation. This then enables them to contribute effectively to the success of the company. Our objective is to have provided training for all our employees in an Insights Workshop by the end of 2017.

We also promote the development of competence in our employees through individual coaching sessions. Employees are supported with active listening and targeted questioning methods so that they are then empowered to formulate their ideal development goal and to achieve this by implementing an appropriate action plan. Additional mentoring elements can be added if requested. The following topics can form an element of the sessions:

- Team leadership
- Employee interviews
- Leadership role
- Goals
- Presentation
- Negotiating skills
- Conflict management

Our employees from more than 45 nations have the opportunity to take part in business language courses so that they can improve their language skills in English and German. A large range of packages is on offer in order to cover the needs of all our employees:

- In-house attendance courses
- Open group courses in language schools
- Virtual courses with live training
- Online courses with grammar and vocabulary training

GRI 404-1

Alongside interdisciplinary career training programmes across our companies, each employee and every manager has access to additional measures geared to specific individual topics. These are generally managed in the specialist departments and a complete record has not yet been made of all the opportunities on offer. Apart from internal career training measures, our employees can also take part in training packages provided by external providers which are specially tailored to individual requirements. Each employee has an annual budget of 1,500 euros at their disposal for training.

Training for our managers focuses in particular on leadership courses. In 2016, each manager of the company had access to 48 hours of leadership training. These training packages and coaching sessions provide specialist content and soft skills to help them to manage employees effectively. At the level of Vice President (VP), we offer training targeted to this specific group to develop the VPs as Business Coaches. This certification is extremely important within our business model in order to enhance employee management by coaching rather than by means of authority.

As a modern digital company, we also see it as part of our mission to give the next generation of employees an insight into the business practice of the company. In 2016, a total of 200 working student placements, internships, apprenticeships, and trainee placements were available at our locations in Berlin and Munich. We believe that it is important to integrate trainees fully into the appropriate teams and provide them with as many varied insights as possible into the regular routine of our work. We also offer interns and working students trainee programmes designed to promote talented young people. In 2016, three trainees were employed at AutoScout24 and ImmobilienScout24.

Family-friendly employer

Reconciling work and family life is an important issue in our company. Scout24 offers employees discussions with specialist sections of the Human Resources Department and information material which is tailored to the specific location and individual employment arrangement. Flexible working time models give our employees more scope within which to meet their private and professional requirements. Our employees are therefore able to make use of trust-based working hours, part-time models or home office packages. We also support our employees when it comes to childcare through our cooperation with pme Familienservice.

GRI 103-1, -2

Naturally enough, all our employees are entitled to take parental leave. In 2016, 90 employees entered a period of leave. As a progressive company, we are supportive of the fact that fathers are increasingly taking advantage of their entitlement to parental leave. By comparison with the previous year, a total of eleven percent more fathers took parental leave in 2016.

GRI 401-3

Employees on parental leave (AS24 and IS24)

	2016	2015
Total	90	81
of which AS24	28	21
of which women	15	20
men	13	1
of which IS24	62	60
of which women	38	37
men	24	23

Our aim is to make returning to work as easy as possible. Scout24 continues to keep in contact with parents while they are having time off work. For example, we invite employees on parental leave to the Christmas and summer parties. Up to 31 December 2015, 83 percent of parents who took parental leave had returned to the company. In 2016, the proportion climbed to 91 percent. Out of the people returning in 2015, 91 percent were still employed at Scout24 at least twelve months after returning from parental leave. An assessment cannot yet be provided for employees returning to work in 2016.

Diversity and equal opportunity

GRI 103-1, -2, -3

We are confident that teams based on diversity are a critical factor for the success of Scout24 (see [p. 11](#)). Our employees come from more than 45 nations and their individual experiences make Scout24 what it is today. We have formulated our clearly defined position on diversity and equal opportunity in our [Code of Conduct](#) and all our employees have to comply with the code: "We comply with all the legislation on equal opportunities and equal promotion of opportunities for the career development of all our employees, without any differentiation or discrimination on grounds of ethnic origin, skin colour, gender, age, religion, disability, family status, sexual orientation, nationality or other characteristics."

Scout24 requires all employees to report any breaches of these principles even if they are only suspicions. Our Compliance Hotline is available for this purpose, as is the email address compliance-scout24@fs-pp.de. We cooperate on this matter with an external confidential lawyer who is bound by the professional ethical code to keep all matters confidential.

Each report is taken very seriously, is treated in absolute confidence and is always followed up. On request, reports can also be filed anonymously at any time.

Diversity and equal opportunity also need to be reflected at management levels. In 2016, one woman was represented at Senior Vice President Level among eight managers but five women were represented at Vice President and Country Manager level (29 %). The Executive Board currently has two male members with Greg Ellis and Christian Gisy. One woman is a member of the Supervisory Board in the form of Dr Liliana Solomon.

GRI 405-1

Diversity is actively driven forward by our employees. For example, in 2015, the "Diversity in Tech Community" group was founded at Immobilien-Scout24 with the aim of promoting more diversity among developers. At the moment, twelve percent of developers are women at Immobilien-Scout24. By the end of 2017, we want to increase this proportion to 24 percent. There are some 15 active members of the working group and they have a regular weekly meeting to discuss current issues and ideas. The group also organises participation in the nationwide Girl's Day which is directed towards getting girls interested in technical occupations. As well as supporting the Girl's Day, we also support lots of other initiatives to encourage more women to enter the tech sector. In 2016, this enabled us to reach more than 200 women at our locations in Berlin and Munich.

Fair and equal treatment is also a top priority for us in the area of remuneration. The key factor for determining compensation for individual employees is the function carried out. This is combined with the associated duties and tasks along with the devolved responsibility. In future, we want to systematically analyse the respective compensation for our male and female employees so that we are then in a position to uncover possible pay gaps and take action to eliminate them as necessary. A validated system for data recording throughout the Group is being established at the moment.

Corporate citizenship

Since the company was launched, Scout24 has always looked beyond its immediate horizons and encouraged social engagement (see [p. 16](#)). Firstly, we see it as our corporate responsibility to play a role in contributing to the well-being of the community in which we live and work. Secondly, making a social commitment gives us a better understanding of the

GRI 103-1,-2,-3

needs of our community environment. The business of Scout24 also benefits from these experiences. For example, they provide us with indications of social trends and developments.

GRI 201-1

Our engagement focuses in particular on providing sustainable assistance and long-term relationships with our social partners. Our employees are responsible for the social engagement of Scout24 and they play a key role in structuring the commitment. Seven employees in Berlin and Munich now make up the Cares Team. They support the CSR Management at Scout24 and give assistance in organising, implementing and tracking our volunteering work (see [p. 21](#)). In 2016, we donated a total of 39,408 euros.

GRI 203-1

Apart from cash donations, our employees also make an active contribution during their working hours. The Social Day has been a fixed part of our culture since 2010. Once a year, our employees have the opportunity to spend an entire day doing volunteering work. In 2016, more than 400 employees took up the volunteering offer in Berlin and Munich. We now support a total of 50 different projects on our Social Day.

Another annual event is provided by the Berlin Social Academy which Scout24 launched in 2012. This involves experts from a corporate environment communicating urgently needed specialist knowledge to non-governmental organisations voluntarily. In 2016, 300 participants took part in the 20 workshops on offer. By comparison with the previous year, the number of participants almost doubled. This increase demonstrates to us the extremely useful nature of this knowledge transfer.

Since 2011, we have enjoyed a very special connection with the Social Heroes (Sozialhelden e. V.). They are not only our immediate neighbours at our head office but we have also established a mutual support system in our everyday work. Apart from the premises we provide for the Social Heroes, we also support the team with Scout24's entire infrastructure in Berlin along with our know-how. In return the Social Heroes have advised us about improvements we can make to our offering in order to help people with disabilities (e.g. when looking for an apartment). Regular exchange with the Social Heroes has become part of our work and our Cares Team also benefits from this input. Existing and new projects are discussed and moved forward at a regular meeting.

Environment

As a digital company, we mainly exert impacts on the environment through energy consumption in the operation of our offices, in the computer centres and on business trips. In order to reduce these effects, we have started to systematically record our energy consumption and the CO₂ emissions that are caused as a result. This empowers us to determine and implement appropriate potential savings.

Environmental management and environmental data

As a non-manufacturing company, Scout24 is mainly able to make a contribution to environmental and climate protection by reducing energy consumption and the CO₂ emissions that are generated as a result. In the everyday routine of company life, we primarily consume electricity for the operation of our office buildings and computer centres. Outside Scout24, we mainly emit CO₂ when undertaking business trips.

GRI 103-1, -2, -3

The topic of energy at Scout24 is the responsibility of the Central Administration & Facility Management Department. Since 2016, this department has managed the energy audit carried out in accordance with DIN EN 16247 based on the provisions of the EDL-G (Act on Energy Services and other Energy Efficiency Measures). All the energy consumption data for the German Scout24 locations in 2015 were recorded within this framework. This audit provided us with the first survey of the total energy consumption for the company. At the same time, analyses were carried out for specific locations, and individual potentials for making energy savings were identified. We commissioned audits for the following companies including four computer centres operated by Scout24:

- Scout24 AG, Munich
- Scout24Holding GmbH, Munich
- ImmobilienScout GmbH, Berlin
- Flowfact GmbH, Cologne
- Stuffle GmbH, Hamburg
- Autoscout24 GmbH, Munich
- Scout24 Services GmbH, Munich
- easyautosale24 GmbH, Munich

The energy audit was an important first step towards more internal and group-wide data transparency. We need to improve this aspect of our work in future. All the following data for energy consumption within the company and for CO₂ emissions derived from this are based on the energy audit. There are no corresponding consumption data available for the year 2016. Systematic data recording on an annual basis is currently being established.

Energy consumption and CO₂ emissions

GRI 302-1, 302-3

Overall, Scout24 in Germany consumes energy amounting to a total of 8,147,000 kilowatt hours. This is equivalent to 29,329,200 megajoules. In 2015, one Scout24 employee therefore consumed an average of 7,987 kilowatt hours. The lion's share of this – 52 percent – is down to the use of electricity. This is mainly required for the operation of our office workstations and computer centres. Four computer centres in Berlin, Munich and Nuremberg account for more than half of our electricity consumption. Apart from electricity, the purchase of heat and cooling capacity is a relevant factor at our Berlin and Munich locations. The energy consumption resulting from gas or fuel consumption by our pool vehicles is comparatively low.

86 percent of the energy consumption can be attributed to Immobilien-Scout24 and Autoscout24. However, it is important to note that consumption by the computer centres is also integrated here.

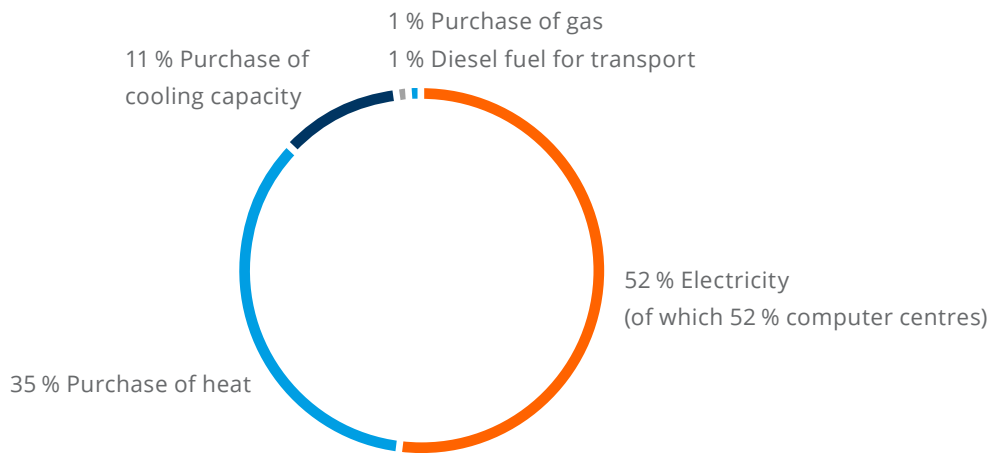
Energy consumption in kilowatt hours¹

Total	8,147,000
of which electricity	4,225,000
of which computer centres	2,191,000
of which purchase of heat	2,819,000
of which purchase of cooling capacity	926,000
of which purchase of gas	98,000
of which diesel fuel for transport	79,000
per employee ²	7,987

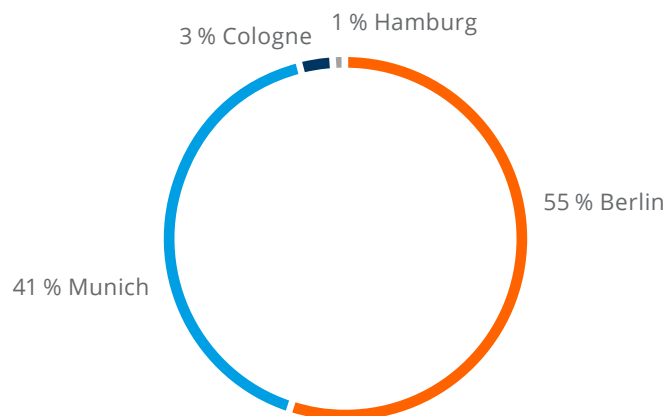
¹ The energy data relate to the year 2015. The consumption data could not be systematically recorded for the reporting year 2016. Details are not available on the proportion of energy coming from renewable sources.

² The energy intensity was calculated on the basis of the number of employees in 2015 from the companies integrated in the energy audit (1,020 employees).

Energy consumption by type of energy



Allocation of total energy consumption by location



We calculated CO₂ emissions for Scout24 for the first time on the basis of data for energy consumption recorded in the energy audit. Most of the conversion factors we used for the calculations originate from Green Responsibility – Network for sustainable communication ([see table](#)). Where possible, we now specify CO₂ emissions in CO₂ equivalents. Overall, we have caused around 3,024 metric tons of CO₂ – this amounts to an average of 2.96 metric tons for each employee. Most of the emissions are attributable to electricity consumption.

GRI 305-1, 305-2, 305-4

CO₂ emissions (in kilograms)¹

Total	3,024,515
of which electricity ²	2,492,750
of which purchase of heat ³	310,090
of which purchase of cooling capacity ⁴	175,940
of which gas	24,598
of which diesel fuel for transport	21,137
for each employee ⁵	2,965

¹ The CO₂ emissions relate to the year 2015.² Source for conversion factors: www.green-responsibility.de/wp-content/uploads/CO2-Umrechnungsfaktoren.pdf³ Conversion factor 0.19 kg/kWh, source: Ökotech Energiemanagement GmbH⁴ Source for conversion factor: www.gov.uk/government/collections/government-conversion-factors-for-company-reporting⁵ The intensity of the CO₂ emissions was calculated on the basis of the number of employees which were integrated in the companies in 2015 (1,020 employees).Energy and CO₂ reduction

GRI 302-5, 305-5

The analysis of the data for our energy consumption has given us various levers for instituting more environmentally and climate friendly operation of our offices and computing centres. There are potential reductions in the area of lighting for our offices and with our cooling technology. In 2016, we increased the usage of free cooling and the cold water temperature of the cooling technology. We carried out a positive change for the time switch governing temperature control.

The increase in energy efficiency in the IT area is a particularly important topic. In 2015, we started to set up cold-aisle containments at the computer centre in Berlin. Strict separation of hot-air zones from the areas with cold air enables us to optimise the cooling in our computer centre.

We can reduce our CO₂ emissions through our electricity purchase. At the moment, we are therefore exploring conversion to green electricity generated from renewable energies at all locations when the next possible date comes for changing supplier.

Employee mobility

Outside our office areas and computer centres, business trips are the main causes of CO₂ emissions at Scout24. In 2016, our employees travelled around three million kilometres on business trips by car, by rail or by air. This travel emitted a total of 1,811 metric tons of the greenhouse gas – the majority of this is due to air travel.

We have set up an infrastructure for video and web conferences at our locations in order to counteract a high volume of business travel. Our Travel Guideline asks our employees to always consider whether the objective of a planned business trip can be achieved in a different way – for example by a video conference.

We want to support our employees by helping them to transfer to a bicycle for travelling short distances when they are out and about in the city – this protects the climate and keeps them fit at the same time. Loan bicycles are available to our employees at the Munich location. They can be rented on an hourly basis.

CO₂ emissions from business trips in 2016 (in metric tons)

GRI 305-3

Total	1,811.03
Hire cars and leased vehicles	241.65
Rail travel	77.51
Flights	1,491.87

GRI Content Index

On the publication date of the report, the designations for the GRI disclosures were only available in English.

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