

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