

People

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CSR reporting based on the standards (2016) of the Global Reporting Initiative (GRI)

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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

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 102-8

Employees at Scout24 by AutoScout24 and ImmobilienScout24 and region

GRI 102-7, -8

	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

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)

GRI 401-1

	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

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

GRI 401-1

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

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.

GRI 404-1

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

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."

GRI 103-1, -2, -3

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.

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 201-1

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.

GRI 203-1

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.