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Reports

Key figures

We continuously measure our sustainability-related performance using meaningful key figures. They demonstrate progress, but also point out necessary improvements and thus form the basis for managing our sustainability activities.

Coffee & consumer goods

Coffee value chain

	Unit	2024	2023	2022	2021	2020	Info
Certified coffee i	%	18	18	19	20	22	i
Projects carried out as part of Tchibo Joint Forces!® i	Number /		22	22	20	19	i

Consumer goods value chain

	Unit	2024	2023	2022	2021	2020	Info
Producers i	Number	454	570	722	781	752	
Direct Business i	%	95	86	84	83	86	
Producing Countries i	Unit	2024	2023	2022	2021	2020	Info
China	%	53	56	53	51	54	
Bangladesh	%	15	13	13	13	11	
Turkey	%	5	7	8	9	7	
Myanmar	%	0	1	2	5	5	
India	%	4	3	4	3	3	
Vietnam	%	3	3	3	3	3	
Germany	%	4	4	6	5	6	
Other	%	16	13	11	11	12	i
WE producers since 2007 i	Number	454	439	435	432	424	i
WE producers in the main selling year i	Number	139	142	153	170	182	i
WE products i	%	66	50	49	56	58	i
WE purchasing volume i	%	68	59	64	67	66	
WE purchasing volumes in high-risk countries i	%	71	62	68	71	70	i

WE coverage by country i	Unit	2024	2023	2022	2021	2020	Info
China	%	70	45	45	48	53	
Bangladesh	%	86	84	78	80	88	
Turkey	%	95	83	78	93	92	
Myanmar	%	0	100	100	92	99	i
India	%	99	87	65	70	91	
Vietnam	%	77	66	66	67	65	
Laos	%	14	36	94	100	100	
Cambodia	%	100	100	100	100	91	
Pakistan	%	94	58	65	77	87	
Number of wet-processing facilities i	Number	178	211	250	348	334	
Level of transparency in wet-processing facilities i	%	96	98	95	95	99	
Social and environmental audits by audit type i	Unit	2024	2023	2022	2021	2020	Info
Total	Number	585	610	778	749	521	
Internal social and environmental audits i	Number	85	56	79	182	96	
External social and environmental audits i	Number	500	554	699	567	425	
Social and environmental audits by country i	Unit	2024	2023	2022	2021	2020	Info
Total	Number	585	610	778	749	521	
China	Number	500	517	638	561	412	
India	Number	13	9	22	33	11	
Bangladesh	Number	16	25	20	37	23	
Vietnam	Number	20	19	29	16	16	
Others	Number	36	40	69	102	59	i
Responsibly produced cotton i	%	100	100	99	98	96	
Sustainable man-made cellulosic fibres i	%	97	76	97	95	95	
Recycled synthetic fibres i	%	23	24	51	36	13	i
Proportion of hard goods products with plastics / synthetics made from recycled or bio-based materials	%	10	17	19	5	5	
Wood and paper from responsible sources (FSC® certified) i	%	81	50	47	45	34	
Chrome-free tanned leather i	%	100	100	100	100	100	

Environmental protection

Scope 1: Direct emissions [CO2e]

	Unit	2024	2023	2022	2021	2020	Info
Total Emissions i	Tonnes	18.002	17.296	19.023	23.141	21.145	
Stationary combustion	Tonnes	12.074	13.613	15.356	19.831	17.643	
Head office, Hamburg	Tonnes	0	0	0	0	0	
International administrative offices	Tonnes	73	36	62	67	67	
German shops	Tonnes	447	570	416	3.339	2.601	
International shops	Tonnes	131	206	486	585	542	
Roasting facilities	Tonnes	10.276	12.000	12.521	14.483	13.414	
Warehouses	Tonnes	1.146	801	1.870	1.356	1.019	
Volatile gases	Tonnes	50	12				i
Mobile combustion (vehicle fleet)	Tonnes	5.879	3.671	3.667	3.310	3.503	

Scope 2: Indirect emissions, location-based method [CO2e]

	Unit	2024	2023	2022	2021	2020	Info
Total Emissions i	Tonnes	27.622	34.148	33.887	38.181	39.964	
Electricity	Tonnes	26.436	33.128	32.904	36.816	39.199	i

Head office, Hamburg	Tonnes	1.773	1.869	2.206	2.963	2.801
International administrative offices	Tonnes	577	782	592	650	646
German shops	Tonnes	4.106	5.408	6.095	6.811	8.858
International shops	Tonnes	4.895	8.367	4.392	5.091	5.040
Roasting facilities	Tonnes	11.899	13.174	14.440	18.464	18.894
Warehouses	Tonnes	3.186	3.528	5.179	2.837	2.958
Heating and air conditioning	Tonnes	1.186	1.020	984	1.365	765
Head office, Hamburg	Tonnes	1.026	958	753	1.230	670
International administrative offices	Tonnes	9	28	24	69	19
German shops	Tonnes	0	0	0	0	0
International shops	Tonnes	70	34	207	66	76
Roasting facilities	Tonnes	0	0	0	0	0
Warehouses	Tonnes	81	0	0	0	0

Scope 2: Indirect emissions, market-based method [CO2e]

	Unit	2024	2023	2022	2021	2020	Info
Total Emissions i	Tonnes	10.119	9.096	10.177	5.933	13.628	
Electricity	Tonnes	8.933	8.076	9.194	4.569	12.863	
Head office, Hamburg	Tonnes	107	59	0	0	0	
International administrative offices	Tonnes	570	791	554	572	540	
German shops	Tonnes	0	0	0	0	0	
International shops	Tonnes	4.983	7.226	3.523	3.996	3.305	
Roasting facilities	Tonnes	8	1	0	0	9.018	
Warehouses	Tonnes	3.266	0	5.117	0	0	
Heating and air conditioning	Tonnes	1.186	1.020	984	1.365	765	
Head office, Hamburg	Tonnes	1.026	958	753	1.230	670	
International administrative offices	Tonnes	9	28	24	69	19	
German shops	Tonnes	0	0	0	0	0	
International shops	Tonnes	70	34	207	66	76	
Roasting facilities	Tonnes	0	0	0	0	0	
Warehouses	Tonnes	81	0	0	0	0	

Scope 3: Indirect emissions, upstream and downstream in the value chain [CO2e]

	Unit	2024	2023	2022	2021	2020	Info
Total Emissions i	Tonnes	1.281.438	1.125.385	1.319.126	908.454	888.763	i
Scope 3.1 - Purchased goods and services	Tonnes	1.005.973	953.612	1.108.583	742.298	754.820	
Coffee	Tonnes	466.343	411.413	428.206	188.234	196.184	
Textiles	Tonnes	241.005	215.383	316.603	276.756	262.661	
Consumer goods	Tonnes	148.690	172.325	203.752	107.256	119.783	
Centralised purchasing	Tonnes	148.276	152.594	158.007	164.589	174.041	
Tchibo Mobile	Tonnes	1.659	1.896	2.016	5.463	2.151	
Scope 3.2 - Capital goods	Tonnes	7.891	27.342	32.556	21.383	29.230	
Scope 3.3 - Fuel- and energy-related emissions	Tonnes	7.109	6.216	6.216	5.509	6.814	
Scope 3.4 - Transportation and distribution (upstream)	Tonnes	48.668	52.916	67.782	120.943	77.795	
Scope 3.5 - Waste	Tonnes	1.783	1.639	1.408	228	230	
Scope 3.6 - Business travel	Tonnes	1.623	2.799	2.681	177	159	

Scope 3.7 - Employee commuting	Tonnes 15.067	5.459	6.132	6.654	5.502
Scope 3.8 - Upstream leased assets	Tonnes N/A	N/A	N/A	N/A	N/A
Scope 3.9 - Transportation and distribution (downstream)	Tonnes 3.639	4.249	4.511	N/A	N/A
Scope 3.10 - Processing of sold products	Tonnes N/A	N/A	N/A	N/A	N/A
Scope 3.11 - Use of sold products	Tonnes 84.042	46.329	53.267	10.968	13.890
Scope 3.12 - End-of-life treatment of sold products	Tonnes 105.643	24.778	35.813	N/A	N/A
Scope 3.13 - Downstream leased assets	Tonnes N/A	N/A	N/A	N/A	N/A
Scope 3.14 - Franchises	Tonnes N/A	46	177	293	324
Scope 3.15 - Investments	Tonnes N/A	N/A	N/A	N/A	N/A

Sum total for Scope 1, 2 and 3 [CO2e]

	Unit	2024	2023	2022	2021	2020	Info
Total emissions, location-based method	Tonnes	1.327.062	1.176.828	1.372.036	971.867	949.872	
Total emissions, market-based method	Tonnes	1.309.559	1.151.777	1.348.326	937.524	923.537	

Packaging and waste i

	Unit	2024	2023	2022	2021	2020	Info
Quantity of packaging materials put into circulation by Tchibo i	Tonnes	12.474	11.521	13.111	15.772	14.574	
Paper/cardboard	Tonnes	9.034	7.858	9.180	11.196	10.519	
Plastic	Tonnes	1.862	2.174	2.249	2.612	1.948	
Composite packaging	Tonnes	1.304	1.181	1.408	1.682	1.830	
Glass	Tonnes	259	289	248	256	261	
Aluminium	Tonnes	1	1	2	1	1	
Tin	Tonnes	0	2	1	2	3	
Other	Tonnes	14	17	23	23	12	
Waste at Tchibo administrative, production and storage sites	Tonnes	4.036	4.170	5.813	6.501	7.288	
Paper, card, cardboard	Tonnes	1.699	1.851	3.118	3.494	4.178	
Municipal waste	Tonnes	279	283	448	482	560	
Waste from producing/processing food	Tonnes	692	705	612	771	846	
Mixed packaging	Tonnes	313	314	350	386	331	
Plastic waste	Tonnes	40	62	140	164	269	
Bulky waste	Tonnes	16	13	22	28	3	
Wood	Tonnes	18	43	98	99	110	
Glass	Tonnes	15	15	9	8	4	
Metal	Tonnes	35	49	90	119	86	
Used appliances	Tonnes	13	22	14	45	9	
Hazardouswaste i	Tonnes	5	6	9	11	10	
Construction and demolition wast	Tonnes	3	1	1	17	6	
Other waste	Tonnes	910	807	903	874	874	
Waste at warehousing facilities operated by service provider	Tonnes	2.572	3.380	3.766	5.269	4.309	
Paper, card, cardboard	Tonnes	1.811	2.575	2.910	4.338	3.481	
Municipal waste	Tonnes	240	135	125	233	224	
Waste from producing/processing food	Tonnes	0	0	0	0	0	
Mixed packaging	Tonnes	213	255	374	441	403	
Plastic waste	Tonnes	150	278	164	190	145	
Bulky waste	Tonnes	98	30	64	5	8	
Wood	Tonnes	51	88	128	62	47	

Metal	Tonnes	0	19	0	0	0	
Ceramics	Tonnes	0	0	0	0	0	
Used appliances	Tonnes	7	0	0	0	0	
Hazardouswaste i	Tonnes	0	0	0	0	0	
Construction and demolition wast	Tonnes	0	0	0	0	0	
Other waste	Tonnes	2	0	0	0	0	
Waste by type and disposal method	Unit	2024	2023	2022	2021	2020	Info
Hazardous waste	Tonnes	5	6	9	11	10	
Composted	Tonnes	0	0	0	0	0	
Recycled	Tonnes	1	1	1	1	1	
Incinerated	Tonnes	4	6	8	10	10	
Landfilled	Tonnes	0	0	0	0	0	
Non-hazardous waste i	Tonnes	6.609	7.543	9.570	11.759	11.591	
Composted	Tonnes	692	707	675	771	846	
Recycled	Tonnes	3.557	5.253	7.619	10.253	9.916	
Incinerated	Tonnes	1.102	1.583	1.276	733	829	
Landfilled	Tonnes	0	0	0	2	0	

Employees i

	Unit	2024	2023	2022	2021	2020	Info
Employees i	Number	6.146	6.295	6.865	6.582	6.761	
Women	Number	4.753	4.896	5.245	5.038	5.247	
Men	Number	1.393	1.399	1.620	1.544	1.514	
Trainees and apprentices	Unit	2024	2023	2022	2021	2020	Info
Apprentices	Number	383	387	371	349	325	
Women	Number	259	256	262	247	238	
Men	Number	124	131	109	102	87	
Trainees	Number	7	8	14	16	15	
Women	Number	6	7	11	11	9	
Men	Number	1	1	3	5	6	
Employees by area of activity	Unit	2024	2023	2022	2021	2020	Info
In stores	Number	3.725	3.798	3.747	3.540	3.796	
Women	Number	3.445	3.555	3.554	3.413	3.670	
Men	Number	280	243	193	127	126	
In offices	Number	2.039	2.097	2.679	2.598	2.503	
Women	Number	1.231	1.261	1.607	1.530	1.480	
Men	Number	808	836	1.072	1.068	1.023	
In the field	Number	186	199	225	233	243	
Women	Number	52	58	64	74	76	
Men	Number	134	141	161	159	167	
Roasting facilities	Number	196	201	214	211	219	
Women	Number	25	22	20	21	21	
Men	Number	171	179	194	190	198	
Employees by employment relationship	Unit	2024	2023	2022	2021	2020	Info
Part time	%	63	63	58	57	60	
Women	%	93	94	94	95	95	
Men	%	7	6	6	5	5	
Full time	%	37	37	42	43	40	
Women	%	51	50	52	52	51	
Men	%	50	50	48	48	49	
Employees by work contract	Unit	2024	2023	2022	2021	2020	Info

Permanent	%	95	95	95	94	89	
Women	%	77	78	76	76	77	
Men	%	23	22	24	24	23	
Temporary	%	5	5	5	6	11	
Women	%	85	82	81	84	82	
Men	%	15	19	19	16	18	
Distribution of pay grades i	Unit	2024	2023	2022	2021	2020	Info
Grade 7-5	%	43	44	47	51	50	
Women	%	55	55	57	55	56	
Men	%	45	45	43	45	44	
Grade 4	%	47	47	45	41	42	
Women	%	59	59	57	54	56	
Men	%	41	41	43	46	44	
Grade 3-2	%	9	8	8	7	8	
Women	%	38	39	42	39	42	
Men	%	62	61	58	61	58	
Higher pay grades	%	1	1	1	1	1	
Women	%	33	33	24	31	22	
Men	%	67	67	77	69	78	
Age structure i	Unit	2024	2023	2022	2021	2020	Info
Under 30 years	%	24	22	20	17	16	
Women	%	73	74	73	72	71	
Men	%	27	26	27	28	29	
30-50 years	%	38	39	41	44	45	
Women	%	75	76	73	74	82	
Men	%	25	24	27	26	18	
Over 50 years	%	38	39	40	39	39	
Women	%	82	82	81	82	76	
Men	%	18	18	19	18	24	
Nationalities i	Unit	2024	2023	2022	2021	2020	Info
German citizens	%	88	89	89	90	91	
EU citizens	%	6	6	6	6	5	
Non-EU citizens	%	6	5	5	4	4	
Employees with severe disabilities	Unit	2024	2023	2022	2021	2020	Info
Tchibo GmbH	%	5	5	6	6	6	
Tchibo Manufacturing	%	8	8	8	8	6	
Average proportion	%	5	5	6	6	6	

New appointments and departures

	Unit	2024	2023	2022	2021	2020	Info
New appointments i	Number	1.402	1.326	1.296	752	774	
Women	Number	1.124	1.105	1.052	563	559	
Men	Number	278	221	244	189	215	
Under 30 years	Number	787	763	674	327	341	
Women	Number	617	617	534	247	244	
Men	Number	170	146	140	80	97	
30-50 years	Number	442	404	507	353	354	
Women	Number	350	339	407	251	253	
Men	Number	92	65	100	102	101	
Over 50 years	Number	173	159	140	72	79	
Women	Number	157	149	130	65	62	
Men	Number	16	10	10	7	17	

In stores	Number	1.143	1.165	1.011	400	433	
Women	Number	988	1.028	905	370	388	
Men	Number	155	137	106	30	45	
In offices	Number	229	146	270	330	310	
Women	Number	125	73	158	186	167	
Men	Number	104	73	112	144	143	
In the field	Number	12	4	18	7	9	
Women	Number	6	2	6	4	4	
Men	Number	6	2	12	3	5	
Roasting facilities	Number	18	11	22	15	22	
Women	Number	5	2	2	3	0	
Men	Number	13	9	20	12	22	
New apprentices and trainees	Unit	2024	2023	2022	2021	2020	Info
Apprentices	Number	124	160	137	131	146	
Women	Number	83	105	94	83	113	
Men	Number	41	55	43	48	33	
Trainees	Number	2	1	9	8	11	
Women	Number	2	1	7	6	6	
Men	Number	0	0	2	2	5	
Staff turnover i	Unit	2024	2023	2022	2021	2020	Info
Total	%	21	25	14	10	10	
Women	%	21	25	15	9	10	
Men	%	18	32	13	10	11	
Under 30 years	%	46	48	33	22	25	
30-50 years	%	17	26	15	10	10	
Over 50 years	%	9	15	6	4	4	
In stores	%	27	25	20	12	12	
Women	%	25	23	19	11	11	
Men	%	50	57	44	27	32	
In offices	%	11	32	8	7	8	
Women	%	10	30	6	6	7	
Men	%	12	35	10	9	9	
In the field	%	9	5	5	7	5	
Women	%	14	8	6	10	4	
Men	%	6	4	4	6	6	
Roasting facilities	%	8	10	10	7	9	
Women	%	4	4	13	4	4	
Men	%	9	11	10	7	10	
Reasons for leaving	Unit	2024	2023	2022	2021	2020	Info
Employee dismissals	%	70	54	72	71	67	
Women	%	83	82	83	82	81	
Men	%	17	19	18	18	19	
Mutually agreed terminations	%	27	44	24	19	24	
Women	%	78	67	74	69	76	
Men	%	22	34	26	31	24	
Incapacity to work / disability	%	2	1	1	3	2	
Women	%	100	100	93	94	100	
Men	%	0	0	7	6	0	
Death	%	1	0	1	2	1	
Women	%	60	40	86	91	63	
Men	%	40	60	14	9	37	

No reason given	%	2	1	2	5	6
Women	%	59	50	67	54	45
Men	%	41	50	33	46	55

Talent management

	Unit	2024	2023	2022	2021	2020	Info
Hours spend on training and professional development i	Number	32.695	28.317	30.841	20.915	13.314	i
Staff training and development i	Number	3.459	3.309	8.014	5.612	5.813	
Finished educations i	Unit	2024	2023	2022	2021	2020	Info
Total	Number	86	111	99	76	70	
In stores	Number	64	83	72	50	56	
In offices	Number	18	22	25	20	10	
In the field	Number	0	0	0	0	0	
Roasting facilities	Number	4	6	2	6	4	
Gender distribution	Number	86	111	99	76	70	
Women	Number	61	84	72	53	56	
Men	Number	25	27	27	23	14	

Balance

	Unit	2024	2023	2022	2021	2020	Info
Employees on parental leave i	Number	349	363	395	372	349	
In stores	Number	159	144	154	164	162	
In offices	Number	180	204	222	196	172	
In the field	Number	8	9	8	7	9	
Roasting facilities	Number	2	7	11	5	6	
ntegration of parental leave after three months i	%	92	93	95	96	90	
In stores	%	89	89	92	93	86	
In offices	%	94	96	98	98	93	
In the field	%	89	100	100	100	100	
Roasting facilities	%	100	100	100	100	100	

Occupational health management

	Unit	2024	2023	2022	2021	2020	Info
Workplace accidents per 1,000 employees i	Number	19	18	13	10	12	
Sick days i	Unit	2024	2023	2022	2021	2020	Info
Total	Number	12	13	15	11	12	
Women	Number	13	13	16	11	12	
Men	Number	10	10	12	9	9	
In stores	Number	15	15	18	12	13	
Women	Number	15	16	18	12	13	
Men	Number	15	13	15	11	12	
In offices	Number	7	8	12	9	9	
Women	Number	7	8	11	9	9	
Men	Number	7	7	12	8	9	
In the field	Number	7	7	10	6	7	
Women	Number	10	8	12	9	10	
Men	Number	6	7	8	5	6	
Roasting facilities	Number	16	17	17	13	13	

Women	Number	12	12	10	7	15	
Men	Number	16	17	18	14	16	
Absence rate i	Unit	2024	2023	2022	2021	2020	Info
Total	%	5	5	6	4	5	
Women	%	5	5	6	5	5	
Men	%	4	4	5	4	4	
In stores	%	6	6	7	5	5	
Women	%	6	6	7	5	5	
Men	%	6	6	6	4	5	
In offices	%	3	3	5	4	4	
Women	%	3	4	5	4	4	
Men	%	3	3	5	3	4	
In the field	%	3	3	4	3	3	
Women	%	5	4	6	4	4	
Men	%	3	3	4	2	2	
Roasting facilities	%	7	7	7	6	6	
Women	%	6	6	5	3	4	
Men	%	7	7	7	6	6	
Work-related fatalities i	Number	1	0	0	0	0	i

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Calculate route

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