

## Frequently Asked Questions

### 1) When does the reporting period start and end?

Links to the reporting portal will be shared shortly after the introductory webinar, which will be held on Thursday 6<sup>th</sup> March 2025. The deadline for all submissions is Friday 28<sup>th</sup> March 2025.

### 2) Will there be any guidance on how to complete the declaration?

A webinar was given on the 6<sup>th</sup> March 2025 explaining the process and how to complete the declaration, a recording of this will be available on the reporting portal.

Guidance is also provided on the form for each data point that is requested, as well as on how to use the portal.

### 3) How do I set up an account for the online submission?

If your company already has a profile on our system and you have logged in before using your email address, then please re-enter these details to log in.

If this is your first time accessing the portal, please use the “forgot password?” function. This will allow you to create a unique password for your email address which will already be associated with your account (if we have linked you as being the correct reporting contact). Please note, only a single email account can be associated with, and access, your company’s profile.

If you have any issues accessing the portal, or you need to provide details of the most appropriate contact for reporting, please contact the 3Keel team ([data.services@3keel.com](mailto:data.services@3keel.com)).

Please note that the portal being used for the M&S Timber reporting 2024 is different to the one used for the commodities mapping process earlier this year (Soy, Palm, Cocoa), and you cannot use the same login details.

### 4) What information will I need to supply?

It is requested that you supply information on the total volume of timber-based materials contained within the goods you supplied to M&S in 2024, as well as the certification status of these supplied goods. It is necessary that this information is provided for all primary packaging and consumer products you supplied to M&S in 2024.

### 5) What type of products do I need to report on to M&S?

Any M&S branded primary packaging and/or consumer products supplied to M&S in 2024 that contain timber-based materials.

### 6) I’m an M&S Approved Printer, what do I need to report?

As an M&S Approved Printer you should report all volumes of primary packaging supplied to M&S in 2024, whether it was supplied directly or indirectly (e.g. via a food manufacturer / co-packer).

If you have any queries regarding whether you need to report, please contact us.

### 7) I’m an M&S direct supplier, what do I need to report?

As an M&S direct supplier (M&S direct manufacturer who uses a Supplier Managed Printer (SMP), or a M&S supplier of timber-based products) please report volumes of primary packaging and/or products supplied to M&S in 2024. You only need to report volumes of

packaging supplied to M&S that you obtain from your own Supplier Managed Printers, packaging you received from M&S Approved Printers should be reported by them.

**8) What level of detail do I need to supply?**

In addition to the volume of timber-based materials supplied in 2024 we are also asking, where possible, to provide information on the country of origins of virgin timber material and the tree/plant species of these materials.

**9) Do I need to report on recycled / certified products?**

Yes, you will need to report on all timber-based materials present regardless of certification or recycled status. On the submission form you will be able to state if the material is certified and/or recycled.

**10) Do I report separately for each site of our business that supplies M&S?**

We ask that you report all of the products that are manufactured at different sites in separate declaration forms. In the declaration form please indicate which manufacturing site you are reporting for. Within the submission you will need to add a “new item” for each item you supplied.

For example, if you supply a product from multiple sites, you would need to fill out a separate declaration for each site declaring the weight of timber material supplied from each site, the product codes they are associated with, and the certification status.

**11) Is the information based on sales or what we purchase to produce the products we sell?**

Sales data. We recognise that there is almost always some wastage, so the amount of timber based material you buy will always be a bit more than what you supply in a final product.

**12) Do I provide details for my whole business?**

Only provide data for the products that are supplied to M&S in the declaration.

No information should be supplied for manufacturing sites or products that are not supplied to M&S.

**13) Are there any reporting thresholds?**

There is no threshold value for reporting. If you supplied any primary packaging or consumer products to M&S that contained any amount of timber material, then you will be required to report.

**14) Who do I contact if I have questions regarding what information is required?**

3Keel is responsible for managing the collection, analysis, and reporting of this information to our business. Please liaise with them for all questions regarding the type of data required. You can contact them using the following details:

E-mail: [Data.Services@3Keel.com](mailto:Data.Services@3Keel.com)

**15) Who should I contact if I have comments or concerns regarding this programme?**

Marks and Spencer UK: Rachael Dawes ([rachael.dawes@marks-and-spencer.com](mailto:rachael.dawes@marks-and-spencer.com)), or Anne Harding ([anne.harding@marks-and-spencer.com](mailto:anne.harding@marks-and-spencer.com)).