





**Hellios develops communities of buying organisations to provide third party risk management processes by collecting, validating and monitoring supplier's information.**



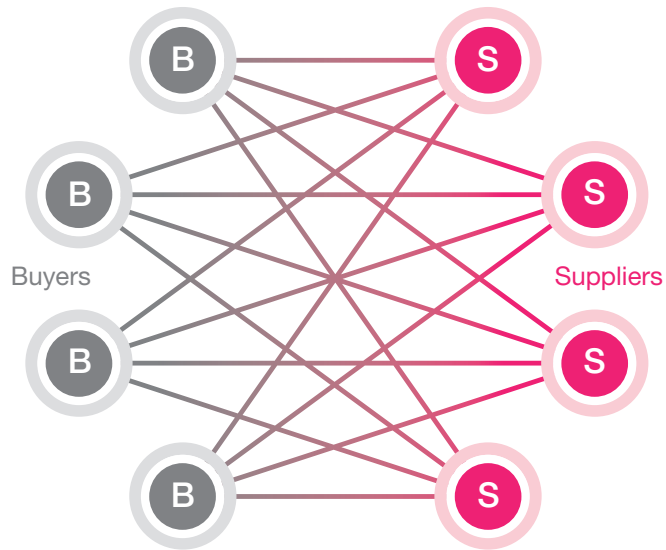
**The ethos of HELLIOS is to provide the highest quality supplier information based on long term sustainable relationships with both our buyer and supplier customers.**

**We take great pride in the quality of what we do, and in the integrity, honesty, and commitment of our staff to delivering the best possible service to customers.**



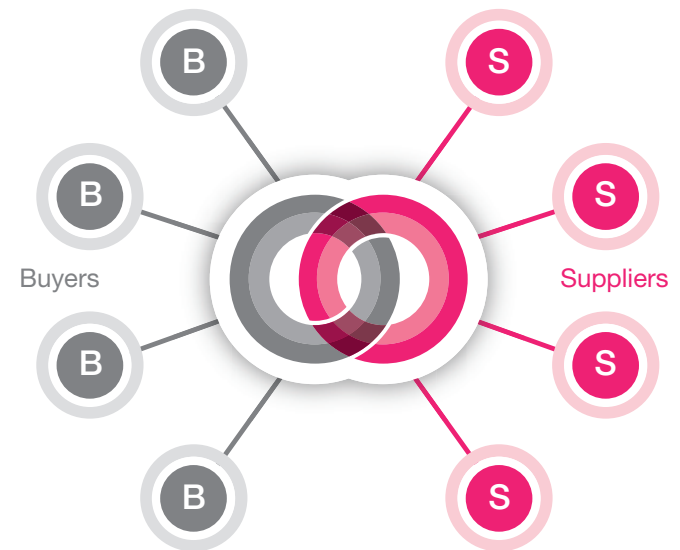
**RSQS is a qualification and compliance system for the retail sector including high street and online retailers. It collects, validates and maintains the supplier information used by buyers to help with procurement compliance.**

**It is a trusted source of information to help make business decisions easier.**



### **Non Community Approach**

Duplicated time and effort collecting supplier information.



### **Hellios Community Model**

Suppliers and third parties complete a single profile that is shared with all participating buying organisations.

# Benefits for Buyers



**EASIER REGULATORY REQUIREMENT** – Comprehensive, accurate and regularly updated insight into third party risks



**REDUCED PROCUREMENT TIMESCALES** – Instant access to third party information, reducing the time needed to qualify new suppliers or renew contracts



**HIGH QUALITY VALIDATED INFORMATION** – We check all third party information in accordance with a consistent, objective and continually updated process



**COST AND RESOURCE EFFICIENT** – Costs are shared amongst community members, significantly reducing the cost of an in-house solution



**PEER NETWORK** – Access to the combined experience and resources of other members in the community with shared goals and challenges

# Benefits for Suppliers



**EASIER CUSTOMER COMPLIANCE** – Simpler route to demonstrating compliance to multiple customers at the same time



**RESOURCE AND TIME EFFICIENT** – Single profile for multiple customers, information requested is tailored to goods and services being supplied



**SIMPLER APPROACH** – Information is collected using selectable answer options rather than free text responses, making completion quicker compared to traditional questionnaires



**CONTROL YOUR INFORMATION** – Your company's information can be amended or updated at any time through a secure online portal



**BUSINESS IMPROVEMENT** – Identify the common requirements of multiple customers and how your business might improve its compliance



**FASTER QUALIFICATION** – Completed profiles are visible to all buyer members using RSQS when sourcing and qualifying third parties for new business

# Risk Profile

## Stage 1

Profiling Questionnaire

- Company Contacts
- Primary Contact
- Financial & Legal
- Products & Services
- Security, Continuity & Privacy
- Corporate Responsibilities
- Declarations

Low Risk Profile

Low risk suppliers stop at Stage 1

Medium / High Risk Profile

Higher risk suppliers advance to Stage 2



## Stage 2

Compliance Questionnaire



- Manufacturing Sites
- Human Resources
- Financial & Legal
- Insurances
- Fraud, Anti-Bribery & Corruption
- Health & Safety
- Environment & Sustainability
- Quality
- Product Safety
- Supply Chain
- Information Security
- Cyber Security
- Physical & People Security
- Data Privacy & Protection
- Business Continuity & Disaster Recovery
- Payment Card Processing
- Labour Standards & Human Rights

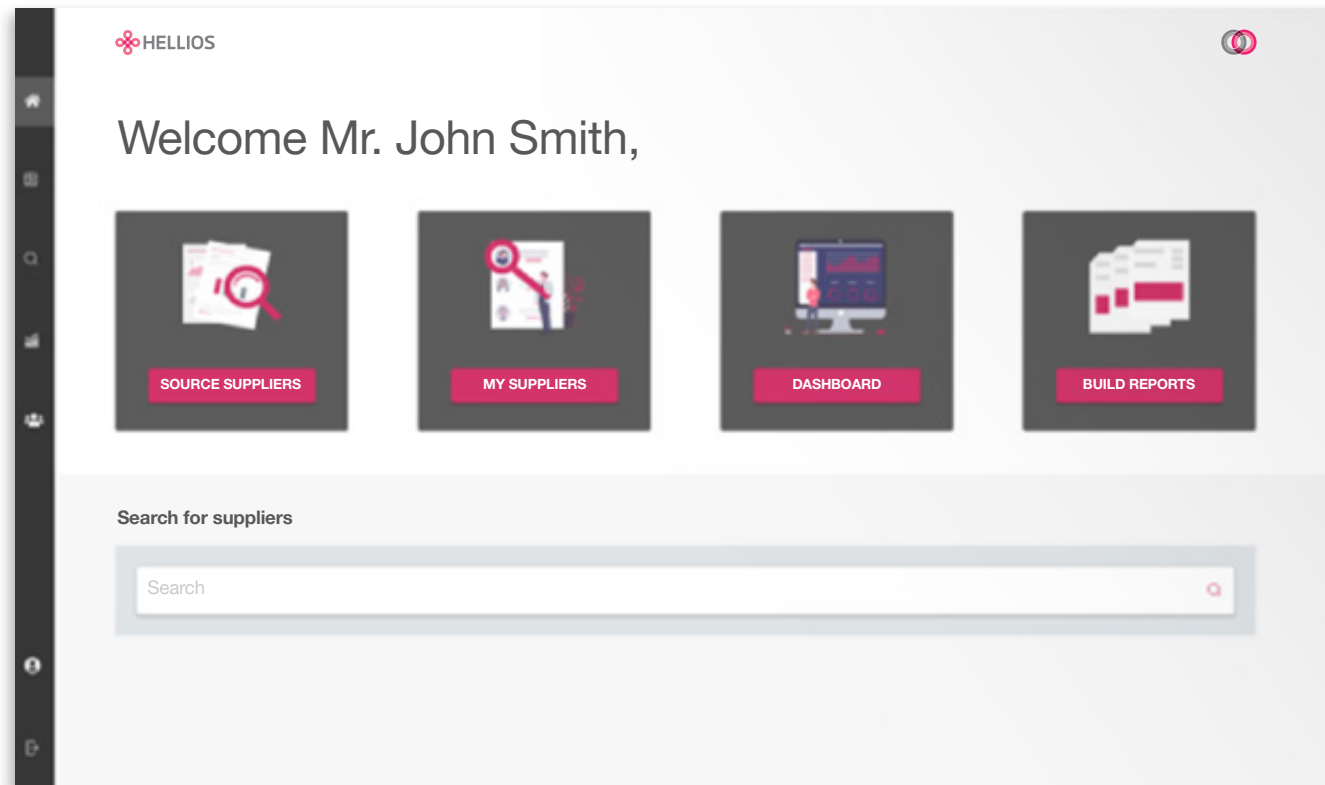
Sections in grey are conditionally triggered depending on Stage 1 answers



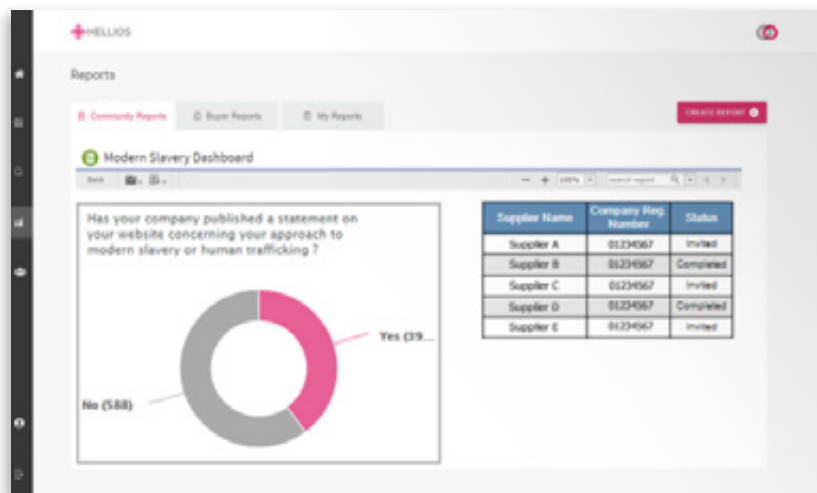
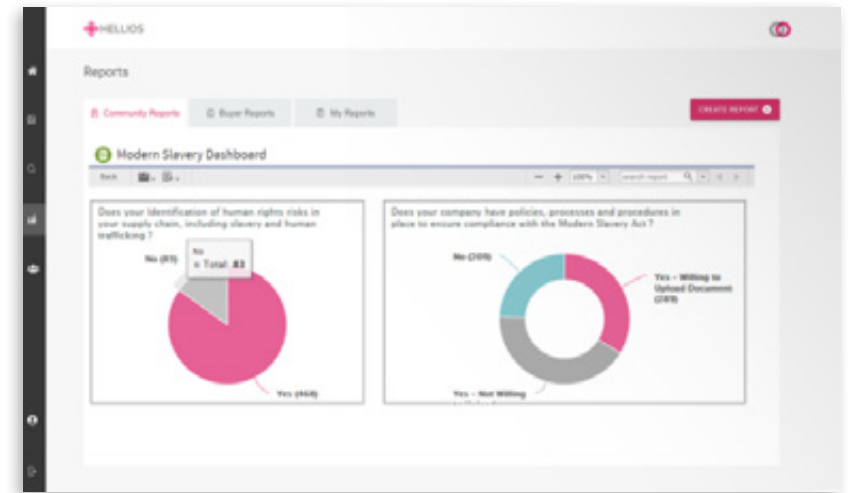
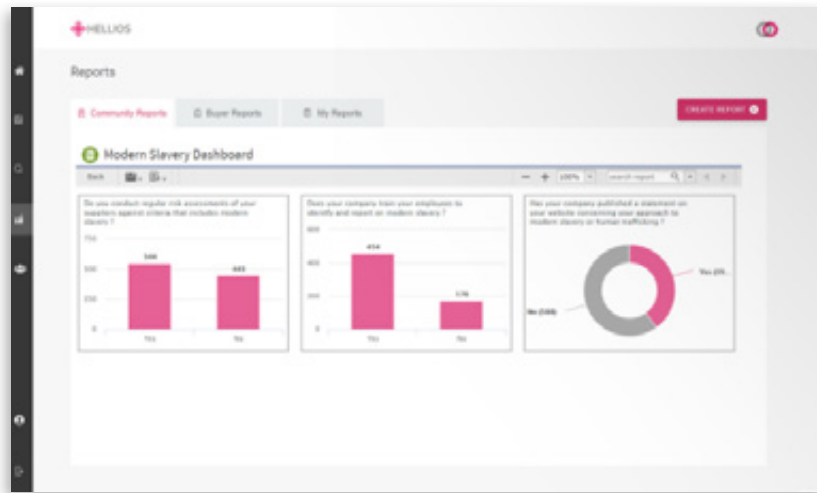


# The System – Home Page

From here, you can access the key features of the system, either via the four boxes above the supplier search bar or via the left-hand navigation icons.



# Dashboards



HELIOS Reports

Community Reports | Buyer Reports | My Reports

Heatmap Report General

Product & Service	Quality Policy	Product Safety Policy	Information Security Policy	Code of Conduct	Business Continuity Policy	Health & Safety Policy
011 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
012 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
013 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
014 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
015 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
016 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
017 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
018 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
019 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
020 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
021 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
022 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
023 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
024 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
025 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
026 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
027 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
028 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
029 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes
030 Supplier 01234567 - Trading Services - Information Security	Yes	Yes	Yes	Code Document	Yes	Yes

## John Lewis Partnership Case Study

**The John Lewis Partnership is the UK's largest employee owned business and parent company of our two cherished retail brands – John Lewis & Partners and Waitrose & Partners, which are owned in Trust by our 81,500 Partners.**

We have 50 John Lewis & Partners shops and 344 Waitrose & Partners shops across the UK, along with johnlewis.com and waitrose.com. We also have two international sourcing offices, a soft furnishings factory, various distribution centres, three Waitrose & Partners cookery schools, a content production hub, heritage centre and our own Waitrose & Partners farm.

### **A new system to manage indirect suppliers**

From 2015 onwards, two regulatory changes created new challenges for indirect procurement at the John Lewis Partnership (JLP). The Modern Slavery Act (MSA), which came into force in 2015, second was General Data Protection Regulation (GDPR), which came into effect in 2018. Section 54 of the MSA requires firms with revenues above £36m to report on steps they have taken to identify and tackle slavery in their supply chains. GDPR imposes severe penalties on firms, including those in their supply chains, found to have misused personal data.

These two legal frameworks came together in such a way that JLP ultimately decided to rethink the way it managed indirect suppliers, having tried first to manage them separately.

There were challenges around the fact that JLP deals with more than 5000 indirect suppliers, the longer you leave it the more difficult to get in touch, the harder it becomes because contact details go out of date. JLP spends around £1.2bn each year on indirect spend.

“It’s the magnitude and complexity of a retail organisation that spans everything including trucks, trolleys, IT and maintenance. It means we need to do something to bring this together”.

### **Retail Supplier Qualification System (RSQS)**

Out of this, the Retail Supplier Qualification System (RSQS) was born, on which Bradley-Cole was the project lead. The supplier information company Hellios, which has experience in defence, banking and insurance, was chosen via a tender process to manage RSQS after an in-house option was ultimately rejected. And by late 2018, JLP was working with Hellios and internal stakeholders – including finance, health and safety, and legal – to design a system tailored to the retail sector.

Initially, there was resistance to RSQS from some stakeholders who thought it would be expensive and labour intensive. Bradley-Cole argued that without it he could not give auditable assurances that suppliers were complying with the law and JLP standards. RSQS would include questions not only about human rights, but also environmental standards, financial stability, anti-bribery, GDPR, data security and privacy. “We would have true visibility of the GNFR supplier base.”

**JOHN LEWIS  
& PARTNERS**

The system followed by RSQS is based on a questionnaire, which starts with 20 questions. There are then a further 120 questions, but these are dependent on any risks triggered in the first section. Stage one takes about half an hour for a supplier to fill in and stage two can be completed in a couple of hours. The benefit is this only needs to be done once, with updates each year. In effect, this replaces the majority of pre-qualification questions, says Bradley-Cole. “It helps the procurement team in terms of saving time and effort because they don’t have to do it again. The only questions they have to ask are to do with a specific project, which wouldn’t be a standard question,” he explains.

JLP pays Hellios for the service, but some costs are recouped from suppliers through a “small annual fee”, scaled according to their size. So far, around 2500 suppliers have been registered and around 5% have been identified as having risk. Bradley-Cole expects it will take around 12 months to register 80% of suppliers. “It’s going way beyond the law. We have one or two suppliers who are really excited about this.” The benefits of the process include suppliers who respond by offering more innovative thinking – such as compostable bags and trucks powered by biomethane – and also supplier consolidation.

## John Lewis Partnership Case Study Continued

“There will be a number of suppliers where there is duplication and maybe we should look at how we consolidate certain areas because we have too many suppliers,” he says. “This is a tool to identify who we want to have a better relationship with.

### **Taking action**

The system will help stamp out supplier failures. Bradley-Cole referred to the case of bed maker which supplied JLP, and whose owner was convicted in 2016 of slavery offences – and another recycling company. “We are now focusing our time and resource on suppliers where we can clearly define a risk, such as handling personal data, payment date or significant numbers of temporary works. With our internal Risk Owners, we are now having meaningful conversations with both suppliers and Partners to define a plan of action that is meaningful”.

## Testimonials from other communities run by Hellios

*'By reducing duplication and having one source of validated data available to all buyers, JOSCAR reduces the compliance workload for both Suppliers and Buyers. Suppliers are required to update and submit their information once a year.'*

**Amanda Wood**

Head of Procurement Governance,  
BAE Systems

**BAE SYSTEMS**

*'By standardising third-party suppliers' due diligence, each supplier has the chance to unlock access to the whole banking sector through one streamlined process.'*

**George Booth**

Group Sourcing & Supply  
Chain Management Director,  
Lloyds Banking Group

LLOYDS  
BANKING  
GROUP 

*'Over time, LV= has benefitted considerably from the amount of time we saved searching for supplier policy compliance information and knowing it to be validated and up to date. We also continually benefit from the connections that FSQS has provided through its Governance Groups and forum discussions and this has enabled us as a business to maintain best practices which can be validated by other leading industry professionals.'*

**Oliver Gillett**

Third Party Risk and Compliance  
Manager, Liverpool Victoria

**LV=**

## Statistics based on other Hellios schemes

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**30%**

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On average 30% of suppliers from a new buying organisation are already registered with one of our communities

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**86%**

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On average 86% of registered suppliers have renewed on one of our communities



RSQS development and Hellios performance  
are governed by members of the community.  
Each new member having access to the Governance Group.  
Questions and system content are reviewed annually  
or when regulations/legislation changes.

JOHN LEWIS  
PARTNERSHIP

JOHN LEWIS  
& PARTNERS

WAITROSE  
& PARTNERS

If you are interested in finding out more about RSQS, please contact:

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