

Nationwide Building Society

Financial Services

Supplier Qualification

System Guide



Supply Chain Assurance

With the Financial Services regulatory environment becoming more complex, Nationwide Building Society have introduced the Financial Services Supplier Qualification System (FSQS.) FSQS will improve the way we work together to minimise risk and protect our members, in a more efficient way.

The tool is simple, straightforward and designed to help your organisation submit information annually, via one online system shared by members of the FSQS community. The system is used by us and many other well-known financial services organisations.

FSQS is an integral part of our sourcing process. Our Procurement Team will use the system to find pre-qualified suppliers to be considered for new business. Qualified supplier status increases visibility across all of our procurement activities creating new potential business opportunities.

Benefits for suppliers

- ✓ An online process to submit assurance and compliance data on an annual basis - this is then available to all of your clients who are members of FSQS community, saving your company time and effort. A significant number of major financial services organisations have already adopted FSQS.
- ✓ A fair, open and transparent process that is consistently and equally applied to all Nationwide Building Society key suppliers.
- ✓ An online supplier profile which can be updated easily throughout the year to demonstrate ongoing compliance with Nationwide Building Society policies.
- ✓ Your company profile is accessible to all banks, building societies and financial services organisations using FSQS for any relevant sourcing opportunities they might have.
- ✓ Compliance requirements which are proportionate to the products and services being provided.
- ✓ Qualification means you will not have to provide assurance information each time you go through a tender with Nationwide Building Society.



Achieving FSQS Qualification

Nationwide Building Society has partnered with an external company, Hellios Information Limited, who manage FSQS on behalf of Nationwide Building Society and other organisations. Hellios is a UK-based company and is available to support you in completing the qualification process.

If your company has already started or completed/renewed the FSQS process for another bank, building society or financial services organisation, you are not eligible for the qualification. Any action other than to ensure you have completed the process, and checked your information is also relevant to Nationwide. Please contact Hellios for any assistance required.

Stage 1 Qualification

If your company doesn't already have an active profile on FSQS, Hellios will send you an email with a link to the Stage 1 online questionnaire which should take around one hour to complete. Depending on the products and services you provide to us, you will be granted Stage 1 Qualification, or you may be asked to complete Stage 2 Qualification.

Stage 2 Qualification

Stage 2 Qualification requires the completion of a more detailed compliance questionnaire aligned with our key policies and controls.

- The costs of administering FSQS are met by Nationwide, the other financial services organisations using FSQS and larger suppliers that need to complete Stage 2.
- Application fee for larger suppliers is currently £1,650+VAT and is payable directly to Hellios as the administrators of FSQS.
- Medium sized* organisations are subsidised at 50%
- Small or micro sized* enterprises are exempt from paying this fee.

Stage 2 covers (where relevant):

- | | |
|----------------------------|---------------------------|
| ✓ Anti-Bribery | ✓ Customer Treatment |
| ✓ Sanctions | ✓ Cyber Security |
| ✓ Whistleblowing | ✓ Records Management |
| ✓ Business Continuity | ✓ Products and Sales |
| ✓ Information Security | ✓ Diversity and Inclusion |
| ✓ Remuneration | ✓ Anti-Money Laundering |
| ✓ Health and Safety | ✓ Environmental |
| ✓ HR Referencing & Vetting | |

Timelines for qualification

Existing suppliers to Nationwide Building Society are given up to eight weeks to complete qualification for the first time, to allow sufficient time for familiarisation with the new questionnaires and process. However, we expect most suppliers will be capable of competing qualification in significantly less time. Suppliers bidding for new business with Nationwide Building Society may need to complete the qualification much more quickly in accordance with procurement timescales. Hellios will advise the deadline dates for Stage 1 and, if required, Stage 2 completion in the FSQS email communications issued.

* Small and medium-sized enterprises (SMEs) are based on the meaning as defined in the EU recommendation 2003/361 and take into account any consolidated figures should the enterprise belong to a group of companies.

Frequently Asked Questions

Why has Nationwide Building Society introduced a Supplier Qualification System?

Feedback received has shown that previous processes for collecting compliance and assurance information is time-consuming and complex. The introduction of a central online system simplifies the process for suppliers to manage and submit information, also preventing suppliers receiving multiple requests from Nationwide Building Society for qualification data.

It is also important that Nationwide Building Society and your organisation can demonstrate to our members and Regulators that we are working together responsibly to minimise risk across our supply chain. As the regulatory environment we operate in becomes more complex, it is vital that we have a robust system in place to support the collection and maintenance of supplier assurance data and respond to regulatory changes.

Who are Hellios?

Hellios Information Ltd is a UK-based company. The team has extensive experience in collecting and maintaining supplier data on behalf of a number of global and UK companies.

What is the role of Hellios?

In joining the FSQS, Nationwide Building Society has appointed Hellios to collect and administer supplier assurance related data. Hellios will collect and check the data provided by suppliers and ensure the data is maintained on FSQS. Hellios is an approved supplier of Nationwide Building Society and both they and the FSQS system have been subjected to our due diligence controls. The information obtained and qualified by Hellios is used by Nationwide Building Society as part of our due diligence obligations in relation to suppliers.

Do we have to register each of our legal entities separately?

Yes, your organisation is required to register any legal entity that submits, or will submit an invoice to Nationwide Building Society.

Will other suppliers have access to the information we provide?

No, other suppliers will not have access to the information you provide.

Can any supplier apply for qualification?

No, qualification is by invitation only.

Will assurance information be available to anyone else?

Yes, one of the benefits of FSQS is that suppliers' assurance information will be available to other financial services organisations that are members of FSQS. This will reduce requests for duplicate information from the different customers you may provide services to. Hellios will not share any information you provide them with any other party out side of the FSQS Community or use your information for any other purpose.

How does Hellios protect the data we provide?

The FSQS application, infrastructure and data storage is hosted exclusively in the UK in data centres that are SSAE18 SOC2 and ISO27001 certified. Encryption to the latest industry standards is employed, along with cyber security measures such as weekly scans and penetration testing. Hellios ensures the limited amount of personal data collected is fully compliant with the GDPR and Data Protection Act 2018. Hellios is certified to ISO27001 and Cyber Essentials Plus, the National Cyber Security Centre standard backed by the UK Government.

Frequently Asked Questions (Continued)

Will I be asked to provide pricing information on my company's products and services?

No, your organisation will not be asked to provide any pricing information.

If I'm required to apply for Stage 2 Qualification, how do I pay the fee to Hellios?

Hellios will provide full details of the payment options available; however, we recommend suppliers make an online payment to Hellios for the fastest access to the Stage 2 Qualification process.

How long is qualification valid for?

One year and then renewed annually. The renewal date is set at one year after Stage 1 Qualification has been granted. Or in the case of Stage 2 Qualification, one year after your Stage 2 questionnaire has been issued. Hellios will issue reminders to suppliers well in advance of their qualification expiry deadline.

How long does it take to complete qualification?

Once you have compiled the data required for the submission, completion of the questionnaires will take less than a business day. For exact timelines, existing suppliers should refer and adhere to the deadline dates in the FSQS communications issued by Hellios.

As an existing supplier, what happens if I fail to complete FSQS within the assigned timelines?

Suppliers will be fully supported by Hellios throughout the qualification process. However, failure to complete FSQS will result in a supplier being classed as non-compliant against our internal Risk profile. This may affect future business with Nationwide Building Society since FSQS is now our standard qualification and compliance process for suppliers.

If you have any questions, please contact the Hellios Supplier Support team (email fsqs@hellios.com, telephone 01865 959120, 8.30am - 5.30pm Monday to Friday excluding Public Holidays).