Supplier qualification system guide

Transforming the way we work together

Aldermore MotoNovo FINANCE

Responsible business practices

We're committed to introducing responsible business practices that make it easier for our suppliers to do business with us.

To support this commitment, we use the Financial Services Supplier Qualification System (FSQS). It is designed to standardise and manage requests for compliance and assurance data along with other major financial services organisations that have also adopted FSQS.

As the regulatory environment becomes more complex, it's important that we can demonstrate to our stakeholders that we're working responsibly with our suppliers to minimise risk and protect customers. FSQS provides a standard and simple mechanism for collecting and managing supplier compliance assurance information.

FSQS is also an integral part of our sourcing process; we can use the system to find pre-qualified suppliers to be considered for new business. Qualified supplier status gives visibility across our procurement process and, therefore, creates potential new business opportunities.

Benefits for suppliers

- A single online process to submit assurance and compliance data with the objective of reducing duplicate requests from Aldermore/ MotoNovo and other financial services customers who you provide services to.
- Compliance requirements which are proportionate to the products and services being provided.
- An online supplier profile which can be updated throughout the year to demonstrate your ongoing compliance with our policies.
- Qualification means you won't have to provide assurance information each time you bid for business with us.

How to gain qualification

There are two levels of qualification. Stage 1 Qualification will be sufficient to cover some suppliers. However, some products and services are subject to additional compliance and policy requirements. For example, if a supplier deals directly with our customer data, then they will be asked to demonstrate how they comply with relevant regulatory requirements and our policy.

Stage 1 Qualification

Suppliers will receive an email invitation to complete an online questionnaire. The invitation will come from Hellios, an external partner, who has been appointed to collect and administer the data on our behalf.

The questionnaire should take around one hour to complete. This information will allow us to determine whether your organisation only requires Stage 1 Qualification, or is required to also complete Stage 2 Qualifcation.

Stage 2 Qualification

Stage 2 requires the completion of a more detailed online assessment and the provision of evidence to support your application. This stage typically covers your policies and practice in areas such as:

Anti-Bribery
Sanctions
Remuneration
Customer Treatment
Products and Sales
Anti-Money Laundering
Health and Safety
Whistleblowing
Business Continuity
Information Security
Cyber Security
Records Management
Diversity and Inclusion
Environmental
GDPR
Conduct Risk
Data Management
Operational Resiliency
Sanction
Physical Security
I.T. Asset Management

For those organisations where Stage 2 of the process is required an annual fee is payable directly to our external partner Hellios. Micro and small organisations are fully subsidised by the community with no fee payable. Medium sized organisations are partially subsidised. Please click here to find out more.

Following Stage 2 qualification, we may wish to conduct further assurance activities including an on-site audit.

Timelines for Qualification

Based on the thousands of suppliers that have already completed the FSQS process, it typically takes between four to eight weeks to attain qualification for the first time. For exact timelines, existing suppliers should refer and adhere to the deadline dates in the FSQS email communications issued by Hellios.

If you are being asked to apply as part of a tender process then please refer to the Procurement Manager, who will confirm completion deadlines.

SUPPLIER QUALIFICATION SYSTEM GUIDE

Frequently asked questions

Why have you introduced a Supplier Qualification System?

An online system simplifies the process for suppliers to submit information and prevents suppliers receiving multiple requests for qualification data. It is also important that we can collectively demonstrate to our stakeholders that we are working together responsibly to minimise risk across our supply chain to protect our customers. 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 is Hellios?

Hellios Information Management 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?

We have appointed Hellios to collect and administer supplier assurance-related data on our behalf. Hellios will collect and check the data provided by suppliers and ensure the data is maintained on FSQS. Hellios is our approved supplier and both they and the FSQS system have been subjected to our due diligence controls. Hellios does not assess a supplier's suitability for qualification or approval. That decision rests with us.

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

Yes, your organisation is required to register any legal entity that submits an invoice to Aldermore or MotoNovo.

Can any supplier apply for qualification?

No, qualification is by invitation only.

Will other suppliers have access to the information we provide?

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

Will assurance information be available to anyone else?

Yes, one of the benefits of the FSQS is that suppliers' assurance information will be available to other financial services organisations that have also adopted 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 with any other party or use your information for any other purpose.

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 commercial information of this nature.

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?

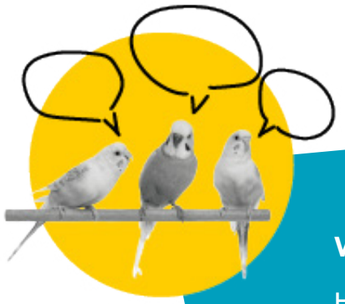
Annually. The renewal date is set at one year after Stage 1 Qualification has been granted. Or in the case of Stage 2 Qualification, one year after your Stage 2 questionnaire has been issued. Hellios will issue reminders to suppliers well in advance of their qualification expiry deadline.

How long does it take to complete qualification?

Typically, it takes less than one business day to enter the information in the system (if you're asked to complete both stages). However, the time required to collate the information varies depending on the size of an organisation. Larger organisations often have to source the data from a number of internal departments and therefore we're giving existing suppliers approximately eight weeks to complete qualification.

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 classified as non-compliant in our internal systems. This will affect future business with us since FSQS is now our standard qualification and compliance process for suppliers.



Who can I contact for further information?

Hellios Supplier Support team
fsqs@hellios.com
01865 959120
Monday to Friday 8.30am to 5.30pm, excluding Public Holidays.

Aldermore Group Supplier Contact
new.supplier@aldermore.co.uk

Aldermore MotoNovo FINANCE

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