Hellios Financial Supplies Qualification System

User guide

DELA
voor elkaar

Responsible business

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DELA is committed to efficiently gather supplier information through the use of the Hellios Financial Supplier Qualification System (FSQS-NE), and process the information in a standardised way.

Why FSQS-NE?

We are obliged to demonstrate to our stakeholders, including relevant supervisory authorities, that we work responsibly with our suppliers, minimize risks and protect our customers' data. At the same time, legislation and regulations are becoming increasingly complex. FSQS-NE provides a standard and user friendly platform for collecting and managing risk-related supplier data. Moreover, FSQS-NE is familiar with Dutch legislation and regulations and is continuously updated. Many large financial service providers work with FSQS-NE.

Benefits for you

- A single online process to submit assurance and compliance data – reducing duplicate requests from DELA and your other financial service provider clients.
- 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 supplier criteria.
- If you complete the registration steps below, you will no longer have to provide the same information with every new quotation to us, nor to other customers who work with FSQS-NE.

Registering with FSQS-NE

There are two levels of qualification. Stage 1 Qualification collects basic information about your organisation and is used to determine whether Stage 2 Qualification is necessary, based on the nature of the goods or services being supplied. 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.

A simple two-stage process

Stage 1 Qualification

You will receive an email invitation to complete an online questionnaire. The invitation will be sent to you by Hellios, the company behind FSQS-NE. The questionnaire should take about one hour to complete. This information will allow us to determine whether your organisation only requires Stage 1 Qualification or is required to complete Stage 2 qualification.

Stage 2 Qualification

Stage 2 requires the completion of a more detailed online questionnaire and, in some areas, may require the provision of supporting evidence. To make the process as efficient as possible, most of the questions have selectable answer options rather than requiring lengthy written responses, and no proprietary, contractual or pricing information will be asked.

Stage 2 typically covers your policies and practice in areas such as:

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

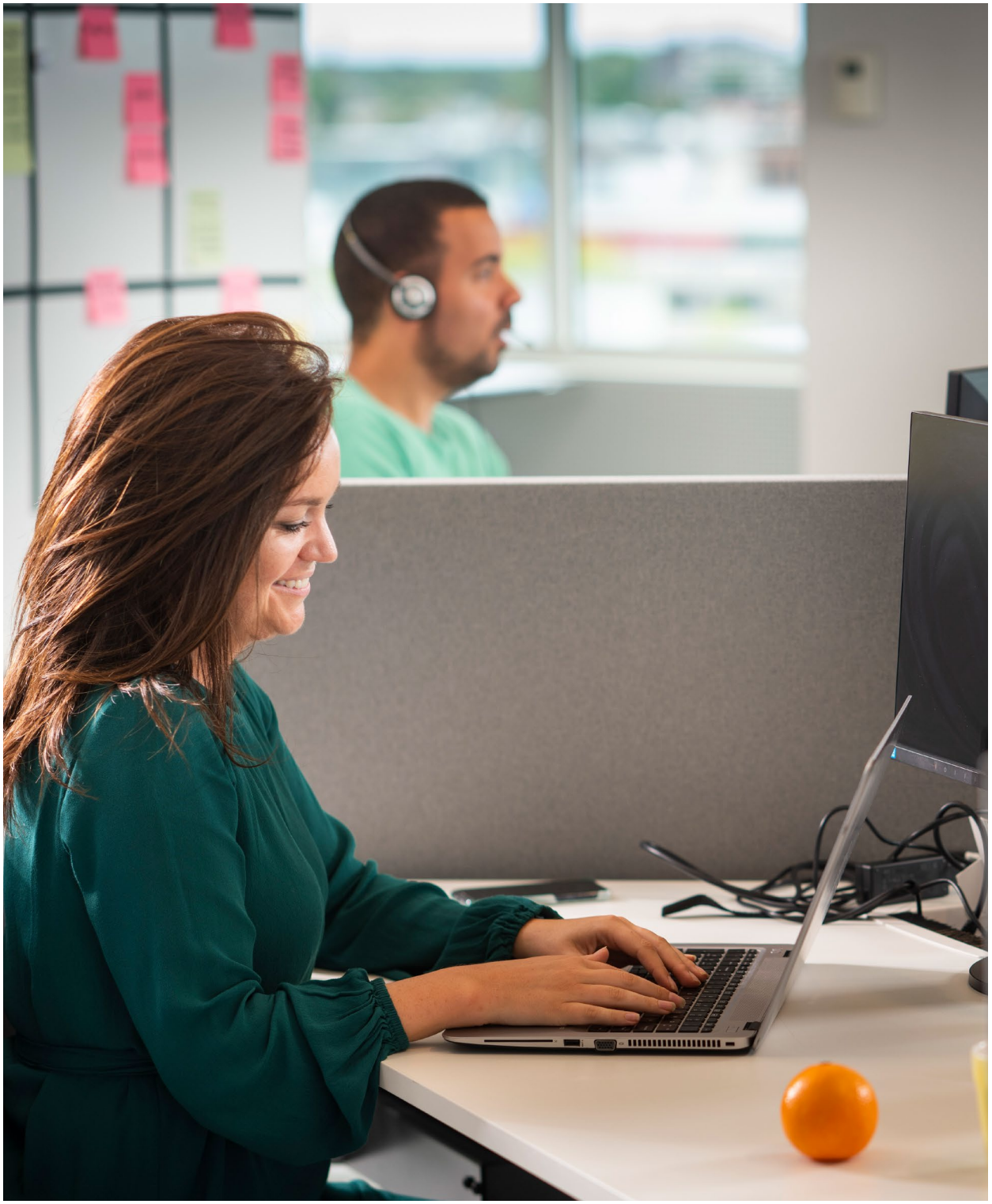
Funding of FSQS-NE is shared by DELA and the other Financial Services organisations that are using the system, and larger suppliers. If your organisation is an autonomous small, medium or micro-sized enterprise (SME)*, then registration with FSQS-NE is subsidised 100% i.e. there is no charge. For non-SME organisations, if Stage 2 of the process is required then this incurs an annual fee of €2.125.50 exc. VAT, which is payable directly to Hellios, to fund the operational costs of administering the system.

Following Stage 2 qualification, DELA may wish to conduct further assurance activities including an on-site audit. This will be conducted by us and will incur no further fees.

Timelines for registration

Existing suppliers to DELA are given up to eight weeks to complete registration for the first time, to allow sufficient time for familiarisation with the process and the new questionnaires. However, we expect most suppliers will complete the registration in significantly less time. Suppliers bidding for new business with us may need to complete the in order to meet procurement deadlines. Hellios will advise the deadline dates for completion in their FSQS-NE email communications.

* An SME is a company with less than 250 employees and/or a turnover of less than €50 million (including any consolidated figures should the company belong to a group of companies).



Frequently asked questions

Why has DELA introduced a Financial Supplier Qualification System?

Suppliers told us that our process for collecting compliance and assurance information was complex and time consuming.
The introduction of an online system simplifies the process and prevents receiving duplicate requests for the necessary data to qualify to do business with us. It is also important that we (your organisation and DELA) can 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 change.

About Hellios

Hellios Information B.V is based in the Netherlands. The team has extensive experience in collecting and maintaining supplier information on behalf of a number of UK, Dutch and other international companies.

What is Hellios' role?

We have appointed Hellios to collect and administer supplier assurance related data on behalf of us. Hellios will collect and check the data provided by suppliers and ensure the data is maintained on the Financial Services Supplier Qualification System (FSQS-NE). Hellios is an approved supplier for DELA. Hellios does not assess a supplier's suitability for qualification. That decision rests with us.

How does Hellios protect the data we provide?

The FSQS-NE application, infrastructure and data storage are hosted in the EU in SSAE18 SOC2 and ISO27001 certified data centers. Encryption to the latest industry standards is employed. Hellios ensures that the limited amount of personal data that is collected, is fully compliant with the GDPR and Data Protection Act 2018. Hellios is ISO27001 and Cyber Essentials Plus certified. Cyber Essentials Plus is the National Cyber Security Centre standard, approved by the UK Government.

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

Yes, your organisation is required to register any legal entity that submits invoices to us.

Do other suppliers have access to the information we provide?

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

Is our assurance information available across DELA?

Yes, one of the benefits of the new system is that suppliers' assurance information is available to other DELA business units. This will reduce requests for duplicate information from us.

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 about the available payment options. However, we recommend paying online, so that you can submit the questionnaire as soon as possible.

How long is the registration valid for?

Your registration must be renewed annually, or it will expire. All answers will already be filled in to speed up the process. Hellios will issue reminders several weeks in advance.

How long does it take to complete the registration process?

Typically, we find it takes less than one business (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 existing suppliers are given approximately eight weeks to complete qualification.

As an existing supplier, what happens if I fail to apply for qualification within the assigned timelines?

Suppliers will be fully supported by Hellios throughout the qualification process. However, failure to complete qualification will result in your orgnisation being classified as non-compliant in our internal systems. As soon as you have completed the registration, this will be changed to compliant again.

Who can I contact for more information?

Please contact Hellios via FSQS-NE@hellios.com or +44 (0) 1865 959120, 8.30 - 17.30 GMT, Monday to Friday.

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