



# Hellios FSQS-NE

Platform for collecting  
supplier information

SpareBank 1 is committed to responsible and efficient business practices that make it easier for our suppliers to do business with us. To support this commitment, we use the Hellios Financial Supplier Qualification System (FSQS-NE).

It is designed to standardise and manage our requests for compliance and assurance data, along with other major financial services organisations that have adopted FSQS-NE. This will save time for you as a supplier and streamline compliance and risk management for us.

As the regulatory environment becomes more complex, it's important to introduce more standardized and simple mechanisms for collecting and managing supplier assurance information across SpareBank 1. FSQS-NE is also an integral part of our sourcing process.

We also 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.

All supplier information in the portal is owned by the supplier itself. It will only be shared with the members of the FSQS-NE community. A complete list of members of the FSQS-NE community can be found at <https://hellios.com/fsqs-ne>

### Benefits for suppliers

- A single online process to submit assurance and compliance data – reducing duplicate requests from SpareBank 1 and other financial services customers who you provide goods and 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 qualify

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

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 behalf of SpareBank 1. The Stage 1 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 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. This stage typically covers your policies and practices in different areas listed in the table on the right.

Funding of FSQS-NE is shared by SpareBank 1 and the other Financial Services organisations that use the system and large suppliers. If your organisation is an autonomous medium, small or micro-sized enterprise (SME), then registration on FSQS-NE is subsidised 100% i.e. there is no charge.

For more information on the registration process and associated fees, visit <https://hellios.com/fsqs-ne-fees>.

- 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

### Timelines for qualifications

Existing suppliers to SpareBank 1 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 completing qualification in significantly less time. Suppliers bidding for new business with SpareBank 1 may need to complete the qualification much more quickly in accordance with procurement timescales. Hellios will advise the deadline dates for completion in the FSQS-NE email communications that will be issued.



