Your path to supplier compliance:

Financial Supplier Qualification System

Newbury
Building Society

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Collaborating for compliance, confidence, and customer *protection*.

We are committed to promoting responsible business practices that make it easier for our suppliers to work with us.

That's why we use the Hellios Financial Supplier Qualification System (FSQS) — a trusted platform that streamlines compliance and assurance requirements across the financial services sector.

FSQS helps us manage supplier risk, protect customers, and demonstrate accountability in a complex regulatory environment. It's central to our sourcing process and ensures consistency across Newbury Building Society.

Qualified suppliers also gain visibility for new opportunities, creating a clear path to future business.

Benefits for you

- A single online process to submit assurance and compliance data – reducing duplicate requests from us and other financial services providers you may work with.
- 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 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.

Stage 1 Qualification

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

The questionnaire should take around one hour to complete. This information helps us determine whether you are required to complete the Stage 2 Qualification.

Stage 2 Qualification

Stage 2 involves completing a detailed online questionnaire and, in some cases, providing supporting evidence.

To keep it efficient, most questions use easy-to-select options instead of long written answers, and we won't ask for any proprietary, contractual, or pricing information.

This stage will ask you about your policies and practice in areas such as:

• Anti-Bribery • Sanctions • Remuneration • Customer Treatment • Products and Sales • Anti-Money Laundering • 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

Fees

Funding of FSQS is shared by us, all other Financial Services providers that use the system and larger suppliers.

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 and medium sized organisations are 50% subsidised. Click here for more information.

After Stage 2, we may carry out additional checks, including an on-site audit. This will be agreed with you and will incur additional costs, which we will discuss with you if needed.

Timelines for *qualification*

Existing suppliers have 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 less time. Suppliers bidding for new business may need to complete the qualification more quickly in accordance with procurement timescales.

Hellios will advise the deadline dates for Stage 1 and, if required, Stage 2 completion by FSQS email communications.

FAQs

Why has Newbury Building Society 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 for suppliers to submit information and prevents suppliers receiving multiple requests from us for qualification data.

It is important that we (your organisation and Newbury Building Society) 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.

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 and ensure the data is maintained on the Financial Supplier Qualification System. Hellios is an approved supplier of Newbury Building Society and does not assess a supplier's suitability for qualification. That decision is ours.

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.

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 us.

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 across Newbury Building Society?

Yes, one of the benefits of the new system is that suppliers' assurance information will be available to all areas. 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 am 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 immediate access to the Stage 2 assessment.

How long is qualification valid for?

The renewal date is set at one year after Stage 1 Qualification has been granted. For suppliers that are required to also complete Stage 2 Qualification, the renewal date is set one year after your Stage 2 questionnaire has been issued. Hellios will issue reminders to suppliers several weeks in advance of their qualification expiry deadline.

How long does it take to complete qualification?

Typically, we find 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 dependent 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 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 a supplier being classified as noncompliant in our internal systems.

Who can I contact for further information?

Please contact Hellios Supplier Support:
Email: **fsqs@hellios.com**
Telephone **01865 959120**
8.30am to 5.30pm, Monday to Friday.

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

hellios.com

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Newbury Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register number 206077). B273