

Hellios

Platform for supplier information

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Knowledgeable and responsible collaboration

The legislation concerning compliance and risk management for financial service providers like Achmea is becoming more complex and demanding. As such, it is important for our stakeholders to see that we work responsibly, which requires in-depth knowledge of suppliers.

In addition to its own research, Achmea uses the platform FSQS-NL (Financial Services Qualification System-Netherlands) by Hellios Information B.V. This is an online tool for assessing both new and existing suppliers. This online platform provides a single location from which we can collect important supplier data such as annual reports, assurance statements and certificates. We ask all suppliers or potential suppliers to sign up for the Hellios platform. In some cases, there may be costs involved (see page 5). Achmea will not reimburse you for these costs.

Achmea also uses Hellios in its procurement process. As part of a request for information/proposal/quote (RFX), Achmea asks a supplier if it has or is willing to obtain Hellios certification.

Supplier benefits

- Supplier data is recorded in a central location. This prevents duplication of effort when working for multiple financial service providers such as Achmea.
- Compliance requirements are commensurate with the products and services provided.
- Suppliers have an online profile that can be updated throughout the year.
- If you are certified, you can always refer to the platform in your contact with Achmea.

How do you get certified?

There are two stages of certification. During Stage 1, basic information is collected about your organisation. The decision on whether you must also complete Stage 2 will be based on that information. For example, if you process customer data, you will be asked to show how you comply with relevant laws and regulations on that point.



A simple two-stage process

Stage 1 of certification

You will receive an email invitation from Helios to complete a questionnaire online. Completing the questionnaire takes around one hour. Based on this information, Helios will determine whether Stage 1 is sufficient for your organisation or if you also need to complete Stage 2.

Stage 2 of certification

Stage 2 involves a more extensive questionnaire (also online). You may also need to provide additional documentation. The information submission process is designed to be as efficient as possible:

- For most questions, you will be presented with options from which you can choose.
- You do not need to write long texts. No confidential company, contract or pricing information will be requested.

This stage is an additional screening of your business operations in the following areas:

- Anti-bribery
- Penalties
- Rewards
- Dealing with customers
- Products and sales
- Prevention of money laundering and terrorist
- Health & safety
- Whistleblowers
- Business Continuity
- Information Security
- Cybersecurity
- File Management
- Diversity & Inclusivity
- Environment
- Data Management
- GDPR/Data Protection
- Physical Security
- Operational Resilience
- IT Management
- Risk management

FSQS-NL is funded by Achmea, the other financial services companies that use the system, and larger vendors. If your organisation has fewer than 250 employees or a turnover of no more than 50 million euros (including any consolidated figures if the company belongs to a group of companies), registration on FSQS-NL is free of charge. Larger organisations that must complete Stage 2 of the certification process pay an annual fee of €2,125.50 plus VAT. This amount must be paid to our external partner, Hellios, and is intended to cover the system's operational costs.

Timeline for certification

Existing Achmea suppliers have eight weeks to fill in the certification data. This generous period offers ample time to become familiarised with the process and questionnaires.

New suppliers may need to complete the certification process sooner, such as to meet RFI or RFP and associated procurement deadlines, for example. In the email about FSQS-NL, Hellios will clearly indicate the applicable deadlines for completing the questionnaires for your specific situation.

Frequently asked questions

1. Why has Achmea introduced the Financial Supplier Qualification System?

The new online system simplifies the process. This means you will no longer receive duplicate requests from Achmea and other affiliated financial service providers to provide data to qualify for collaboration.

It is also important that we (your organisation and Achmea) can demonstrate to our stakeholders that we work together responsibly and conduct risk management throughout the supply chain to protect our customers. The laws and regulations in our industry are becoming increasingly complex, so it is important to have a secure system for collecting and maintaining risk-related data from our suppliers. This enables us to respond quickly to changes in the rules.

2. Who is Hellios?

Hellios Information B.V. is based in the Netherlands. The team has extensive experience in collecting and maintaining supplier data. They do this for a number of large, listed (blue chip) international companies.

3. What is Hellios' role?

Hellios collects and verifies the data and ensures they are maintained in the Financial Services Supplier Qualification System (FSQS-NL). Hellios is an approved Achmea supplier. Hellios does not decide whether a supplier is suitable for collaboration with Achmea;

4. How does Hellios protect the data we provide?

The FSQS-NL application, infrastructure and data storage are hosted in EU data centres that are SSAE18 SOC2 and ISO27001 certified, using the latest encryption standards. Hellios guarantees that personal data (which is only collected to a limited extent) is processed entirely according to the rules of the GDPR and the Data Protection Act 2018. Hellios is ISO27001 certified and has Cyber Essentials Plus certification, the British government-approved standard by the National Cyber Security Centre.

5. Do other suppliers have access to the information we provide?

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

6. Is our risk-related information available to all Achmea departments?
Yes, one of the advantages of this system is that this information is also available to other departments within Achmea. This means we do not have to request the same information as often.

7. Should I also submit pricing information for my company's products and services?
No, your organisation does not need to provide commercial information such as prices.

8. How do I pay the fees to Hellios if I have to complete Stage 1 and Stage 2 of the certification process?
Hellios will provide all the information regarding the available payment options.

9. How long is the certification valid?
Certification must be renewed every year. After the first year, most answers will be filled in automatically to speed up the process. Hellios will send you a reminder a few weeks in advance that your certification is about to expire.

10. How long does it take to complete the certification process?
The length of the process depends on the size of your organisation. It typically takes less than a business day to enter the information for both stages into the system. However, larger organisations often have to request the data from multiple internal departments. As such, we ask that you complete the process within eight weeks.

11. Where can I get more information?
You can contact Hellios at the email address for suppliers: fsqs-ne@hellios.com. You can also call Hellios from Monday through Friday between 08:30 and 17:30 at +31 20 399 4730.

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