



RedwoodBank
IT'S ABOUT TIME

Our guide to the
**Financial Supplier
Qualification System**

The Financial Supplier Qualification System (FSQS).

Redwood Bank is committed to introducing responsible business practices that make it easier for our suppliers to do business with us.

To support this, we use the Hellios Financial Supplier Qualification System (FSQS). The system, used by us and other major financial services organisations, is designed to standardise and manage our requests for compliance and assurance data.

As regulations become more complex, it's important that we can show our stakeholders that we're working responsibly with suppliers to minimise risk and protect our customers.

The FSQS provides a simple, standard way to collect and manage supplier information across Redwood Bank. It's also an important part of our sourcing process.

Our supplier managers can use the FSQS to find pre-qualified suppliers for new business opportunities. Being a qualified supplier gives visibility in our procurement process, which can lead to potential new business opportunities.

What are the benefits for you, the supplier?

- A single online process to submit assurance and compliance data – reducing duplicate requests from Redwood Bank and other financial services companies that you provide goods and services to.
- Compliance requirements that are proportionate to the products and services being provided.
- An online supplier profile that can be updated throughout the year to demonstrate your ongoing compliance with our policies.
- Qualification means you won't have to provide the standard assurance information each time you quote for business with us.

How to gain FSQS qualification

There are two levels of qualification.

Stage 1 Qualification is a simple online questionnaire sent by Hellios, on behalf of Redwood Bank, to collect basic information about your organisation. It should take no more than an hour to complete.

The information submitted for Stage 1 Qualification will then 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 and our policies.

Stage 2 Qualification requires the completion of a more detailed online questionnaire, and may also require the provision of supporting evidence.

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

** An SME is defined as an enterprise which has less than 250 employees and a turnover of less than £40m (including any consolidated figures should the enterprise belong to a group of companies).*

Costs

Funding of FSQS is shared by Redwood Bank, the other financial services organisations that use the system, and larger suppliers.

If your organisation is an autonomous small, or micro-sized enterprise (SME*), registration on FSQS is free.

For those organisations where Stage 2 of the process is required an annual fee may be payable depending on the size of your organisation.

For more information on the registration process and associated fees, visit [FSQS Fees Page](#). The fee is only paid once to Hellios for each year, with your supplier details then being available to all buyers in the FSQS community.

Following Stage 2 Qualification, we may wish to conduct further assurance activities over and above the FSQS questionnaire; this could include a Stage 3 assessment or an onsite audit.

Timelines for qualification

Existing suppliers to Redwood Bank are given up to eight weeks to complete qualification for the first time.

Suppliers in the process of bidding for new business with Redwood Bank may need to complete the qualification quicker in accordance with procurement timescales.

Hellios will advise the deadline dates for Stage 1 and, if required, Stage 2 completion in the FSQS email communications that they issue.



Frequently asked questions

Why is Redwood Bank using FSQS?

At Redwood Bank, our priority is to ensure a seamless service for all customers. We have joined FSQS as it aligns with our commitment to investing in the right technology to ultimately improve our supplier management processes. This enables us to enhance our high standards of due diligence and supplier oversight while minimising duplication for suppliers who are engaged with other Hellios community members.

It's important for us to show our stakeholders that we're working to minimise risks in our supply chain and protect our customers. As regulations become more complex, having a strong system in place to collect and manage supplier data is crucial for keeping up with these 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 global and UK companies.

What is the role of Hellios?

Redwood Bank has 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 it is maintained on the Financial Supplier Qualification System. Hellios is an approved supplier of Redwood Bank. Hellios is not responsible for assessing a supplier's suitability; that decision remains with Redwood Bank.

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 used, as well as cyber security measures including 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 will submit an invoice to Redwood Bank.

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 Redwood Bank?

Yes, one of the benefits of the new system is that suppliers' assurance information will be available across Redwood Bank, reducing potential requests for duplicate information from different departments.

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 immediate access to the Stage 2 assessment.

How long is qualification valid for?

Your renewal date will be one year after you complete Stage 1 Qualification. If you need to complete Stage 2 Qualification, your renewal date will be one year after your Stage 2 questionnaire is sent out. Hellios will issue renewal reminders a several weeks before your qualification is due to expire.

How long does it take to complete qualification?

Usually, it takes us less than one business day (in total) to enter your information into the Hellios FSQS system if you're completing both stages. However, gathering the necessary information can take longer depending on the size of your organization. Larger companies might need to collect data from several departments, which is why we give existing suppliers eight weeks to complete the qualification process.

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 the supplier being classified as non-compliant on our internal systems.

Why have I been asked to complete Service Specific Questions (SSQs)?

Some suppliers might be asked to complete SSQs, depending on the business services they offer. The nomination of a supplier to complete SSQs is entirely at the buyer community's discretion regarding which suppliers are nominated to respond to these questions.

Who can I contact for further information?

If you require any further information, the Hellios support team is available as follows:

- Email **fsqs@hellios.com**
- Telephone **01865 959120**
- Opening hours: 8.30am to 5.30pm, Monday to Friday

