

Supplier Information



SWANSEA
BUILDING SOCIETY

Established 1923

We are committed to responsible, efficient, and transparent supply chain management. To support this, we use the FSQS - an industry-recognised, standardised platform that enables us to collect, manage, and maintain supplier compliance and assurance information in a consistent way.

As regulatory requirements continue to grow more complex, FSQS helps us demonstrate to our stakeholders and regulators that we work responsibly with our suppliers, minimising risk and protecting our customers. FSQS saves you time by reducing duplicate compliance requests, whilst helping us stay aligned with the latest regulatory expectations.

As a community, FSQS also plays a role in sourcing processes. Our Procurement Team can use the platform to identify pre-qualified suppliers for new opportunities, increasing visibility across our supply chain and opening the door to potential new business for those who achieve Qualified Supplier status.

This is why we are asking you to complete your FSQS registration- so we can work together more efficiently, ensure compliance, and create opportunities for future collaboration.

Catherine Griffiths, Director of Risk & Compliance



How do you benefit from joining FSQS?

- **Less duplicated admin:** FSQS saves you the hassle of completing separate compliance questionnaires for each customer.
- **A painless process for all:** No more inefficient ways of working. The process is simple, reliable and cost-effective
- **Cuts the red tape for you as suppliers:** FSQS helps minimise the barrier to entry for suppliers and reduces the cost of doing business for everyone.
- **Staying ahead of the curve:** Keep yourself informed the latest regulation to ensure compliance and success.
- **Visible to more customers:** Registering as a supplier makes you visible to all buyers on the platform,
- **Gain Business Insights:** use FSQS to improve your businesses compliance

How FSQS Works

FSQS is a two-stage process designed to match the level of oversight to the nature of services supplied.

Stage 1: Profiling Questionnaire

You'll receive an email invite from Hellios to complete a short online questionnaire (around one hour). This provides basic organisational information and determines whether Stage 2 is required.

Stage 2: Detailed Questionnaire

If your services involve higher regulatory or operational risk – for example, handling customer data or supporting critical operations, you will be asked to complete a more detailed questionnaire and upload supporting evidence where needed.

Stage 2 typically covers areas such as:

- Antibribery & Corruption
- Sanctions
- Remuneration & Conduct
- Customer Treatment
- AML / Financial Crime
- Health & Safety
- Whistleblowing
- Business Continuity &
- Operational Resilience
- Information & Cyber Security
- GDPR & Data Management
- Environment & Sustainability
- Physical Security

The process uses clear, selectable answer options and does not require proprietary, pricing, or contractual information.

Additional Assurance

Following Stage 2, Swansea Building Society may request further assessment – such as a Stage 3 review or an onsite audit – depending on the nature of the relationship and the associated risk.

Fees

FSQS is jointly funded by participating buying organisations and larger suppliers. SMEs (small or micro enterprises) are fully subsidised and pay no registration fee.

For full details, please refer to the FSQS Fees Page [FSQS Fees Page](#).

Timelines

- **Stage 1** – this typically takes no longer than a couple hours to complete
- **Stage 2** – Completion time greatly varies depending on the time taken to collate documentation
- You have up to 8 weeks to complete the questionnaire including time for validation
- Existing suppliers: Up to eight weeks for first time registration.
- New suppliers / bidding activity: Timelines may be shorter to align with procurement schedules.
- Hellios will confirm deadlines for each stage in your FSQS communication emails.

Frequently asked questions

1. Why are we using FSQS?

To simplify data collection, reduce repeated requests, and demonstrate responsible supply chain management in a complex regulatory environment.

2. Who is Hellios?

A UK-based specialist in supplier data management, supporting multiple global and UK organisations.

3. What does Hellios do?

Hellios collects and maintains supplier data for Swansea Building Society. They verify submissions but do not decide supplier suitability, that decision remains with us.

4. How is our data protected?

FSQS is hosted in UK data centres certified to SSAE18 SOC2 and ISO27001. Hellios is ISO27001 and Cyber Essentials Plus certified.

5. Do we need to register each legal entity?

Yes, any entity invoicing Swansea Building Society must be registered.

6. Will other suppliers see our information?

No, your data is not shared with other suppliers.

7. Will the information be used across Swansea Building Society?

Yes, one of the benefits of FSQS is that suppliers' assurance data will be available to other areas within Swansea Building Society reducing duplication.

8. Will pricing information be requested?

No, your organisation will not be asked to provide any commercial pricing information.

9. How do we pay FSQS fees (if applicable)?

Hellios will provide full details of the payment options available however if you would like more information on the payment options, visit the [FSQS Fees Page](#).

10. How long is registration valid?

The renewal date is set at one year from your Stage 1 (or Stage 2, if applicable) issue date. Renewal reminders are issued by Hellios several weeks in advance of your registration expiry date.

11. 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.

12. 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 non-compliant in our internal systems.

13. Who can I contact for further information?

Please contact Hellios Supplier email: fsqs@hellios.com or telephone 01865 959120 8.30am to 5.30pm, Monday to Friday.

* 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).

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www.swansea-bs.co.uk

Swansea 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: 206066

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