Shawbrook Bank

Procurement

Supplier qualification system guide

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Our good sense approach to business is no different to our relationship with valued suppliers. The Financial Services Supplier Qualification System makes partnering with Shawbrook simpler, fairer and more transparent.

Jonathan Hughes, Head of Procurement & Estate - Shawbrook Bank

We take our responsibilities seriously

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

To support this commitment, we've introduced the Financial Services Supplier Qualification System (FSQS). It is designed to standardise and manage Shawbrook Bank's requests for compliance and assurance data along with other major financial services organisations that have also adopted FSQS.

As the regulatory environment becomes more complex, it's important that we can demonstrate to our stakeholders that we're working responsibly with our suppliers to minimise risk and protect customers. The introduction of FSQS provides a standard and simple mechanism for collecting and managing supplier compliance assurance information across Shawbrook Bank.

FSQS is also an integral part of our sourcing process. Our Procurement Team use the system to find pre-qualified suppliers to be considered for new business. Qualified supplier status gives visibility across Shawbrook Bank's procurement process and, therefore, creates potential new business opportunities.

Benefits for suppliers

- A single online process to submit assurance and compliance data with the objective of reducing duplicate requests from Shawbrook Bank and other financial services customers who you provide 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 Shawbrook Bank policies.
- Qualification means you won't have to provide assurance information each time you bid for business with Shawbrook Bank.

How to gain qualification?

Stage 1 Qualification will be sufficient to cover most suppliers of lower risk products and services. However, some products and services are subject to additional compliance and policy requirements. For example, if a supplier deals directly with Shawbrook Bank's customer data, then they will be asked to demonstrate how they comply with relevant regulatory requirements and Shawbrook Bank policy.

HELLIOS

Shawbrook Bank

Stage 1

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 Shawbrook Bank. The 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 also complete Stage 2 Qualification.

Stage 2

Stage 2 Qualification requires the completion of a more detailed compliance questionnaire aligned with our key policies and controls. This stage covers your policies and practice in areas such as (where relevant):

- Anti-Bribery
- Sanctions
- Remuneration
- Customer Treatment
- Products and Sales
- Anti-Money Laundering
- Health and Safety
- Whistleblowing
- Business Continuity
- Information Security
- Cyber Security
- Records Management
- Diversity and Inclusion
- Environmental

Fees

Application for Stage 2 incurs an annual fee which is payable directly to Hellios, to help fund the operational costs of administering the system. Shawbrook Bank and other financial services organisations using FSQS also contribute to the funding of the system. If your organisation is an autonomous small or micro-sized enterprise (SME), then no fee will be charged to apply for Stage 2 Qualification. Medium sized organisations are partially subsidised. For more information, please click here. Following Stage 2 qualification, the Bank may wish to conduct further assurance activities including an on-site audit. This will be conducted by Shawbrook Bank and will incur no further fees.

Timing

Based on the thousands of suppliers that have already completed the FSQS process, it typically takes between four to eight weeks to attain qualification for the first time. For exact timelines, existing suppliers should refer and adhere to the deadline dates in the FSQS email communications issued by Hellios. If you are being asked to apply as part of a tender process then please refer to the procurement manager, who will confirm completion deadlines.

Frequently asked questions

Why has Shawbrook Bank introduced a Supplier Qualification System?

The current processes for collecting compliance and assurance information is time-consuming and complex. The introduction of an online system simplifies the process for suppliers to submit information and prevents suppliers receiving multiple requests from the Bank for qualification data. It is also important that we (your organisation and the Bank) 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 changes.

Who is Hellios?

Hellios Information 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?

Shawbrook Bank has appointed Hellios to collect and administer supplier assurance related data on behalf of the Bank. Hellios will collect and check the data provided by suppliers and ensure the data is maintained on FSQS. Hellios is an approved supplier of Shawbrook Bank and both they and the FSQS system have been subjected to our due diligence controls. Hellios does not assess a supplier's suitability for qualification or approval. That decision rests with Shawbrook Bank.

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 Shawbrook 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 to anyone else?

Yes, one of the benefits of FSQS is that suppliers' assurance information will be available to other financial services organisations that have also adopted FSQS. This will reduce requests for duplicate information from the different customers you may provide services to. Hellios will not share any information you provide with any other party or use your information for any other purpose.

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 the fastest access to the Stage 2 Qualification process.

How long is qualification valid for?

One year and then renewed annually. The renewal date is set at one year after Stage 1 Qualification has been granted. Or in the case of Stage 2 Qualification, one year after your Stage 2 questionnaire has been issued. Hellios will issue reminders to suppliers well in advance of their qualification expiry deadline.

How long does it take to complete qualification?

Typically, 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 depending 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 complete FSQS within the assigned timelines?

Suppliers will be fully supported by Hellios throughout the qualification process. However, failure to complete FSQS will result in a supplier being classified as non-compliant in our internal systems. This will affect future business with Shawbrook Bank since FSQS is now our standard qualification and compliance process for suppliers.

For further information

Contact Hellios

01865 959120

FSQS@hellios.com

Monday to Friday 8.30am to 5.30pm (excluding Public Holiday)

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