

HELPING GENERATIONS PROSPER

A Guide To The Financial Supplier Qualification System



Scottish Building Society is committed to responsible business practices that make it easier for our suppliers to work with us. To support this, we use the Hellios Financial Services Qualification System (FSQS).

FSQS is an industry-standard system used by Scottish Building Society and other major financial services organisations to collect and manage supplier compliance and assurance information in a consistent way.

As regulatory requirements continue to increase, FSQS helps us demonstrate responsible supplier management, minimise risk, and protect our customers. It also plays an integral role in our sourcing and procurement processes.

Qualified suppliers are visible across our procurement teams, creating opportunities to be considered for new business.

Benefits for Suppliers

FSQS offers a simpler, more proportionate approach to supplier assurance, including:

01

One online process to submit compliance and assurance information, reducing duplicate requests

02

Requirements that are proportionate to the goods or services you provide

03

An online supplier profile that can be updated throughout the year

04

Once qualified, you won't need to resubmit assurance information for every bid

How Qualification Works

FSQS uses a simple, two-stage qualification process.

Stage 1: Qualification

- Stage 1 collects basic information about your organisation and determines whether Stage 2 is required, based on the nature of the goods or services you provide (for example, access to customer data).
- You'll receive an email invitation from Hellios, our appointed external partner, to complete an online questionnaire. This typically takes around one hour to complete.



Stage 2: Qualification (if required)

- Stage 2 involves a more detailed questionnaire and, in some cases, supporting evidence.



To keep this efficient:

- Most questions use selectable responses
- No proprietary, contractual, or pricing information is requested

Stage 2 Typically Covers Areas Such As:

01

Anti-Bribery & Anti-Money Laundering

02

Information & Cyber Security
Data Protection & GDPR

03

Business Continuity & Operational Resilience
Health & Safety, Conduct Risk, and Governance

04

Diversity & Inclusion and Environmental practices

Fees and Funding

FSQS is jointly funded by Scottish Building Society, other participating financial services organisations, and larger suppliers.

Micro and small SMEs

- Fully Subsidised (*No Charge*)

Medium SMEs

- Significantly Subsidised

Larger organisations

- Fees Apply Where Stage 2 is Required

For full details, please visit the FSQS Fees Page. An SME is defined as an organisation with fewer than 250 employees and turnover under £40m (including group figures).

Timelines

Clear expectations, with flexibility for faster-moving procurement.

01	02	03	ONGOING
ALLOW UP TO 8 WEEKS	MOST FINISH SOONER	NEW BIDS MAY MOVE FASTER	Further assurance
Existing suppliers have up to eight weeks to complete qualification.	Many suppliers complete the process well before the maximum window.	Qualification may be accelerated to match procurement timescales.	Following Stage 2 qualification, Scottish Building Society may request additional assurance, such as a Stage 3 assessment or onsite audit, where appropriate.

Hellios will confirm every deadline directly in its email communications.

Frequently asked questions

Getting started with FSQS



Why has FSQS been introduced?

Suppliers told us previous assurance processes were complex and time-consuming. FSQS simplifies submission, avoids duplicate requests, and supports effective risk management in a complex regulatory environment.



Who is Hellios?

Hellios Information Management Ltd is a UK-based company specialising in supplier data management for financial services and global organisations.



What is Hellios' role?

Hellios collects and maintains supplier assurance data on our behalf. Qualification decisions remain with Scottish Building Society.



How is my data protected?

FSQS is hosted in the UK in ISO27001 and SOC2-certified data centres. Industry-standard encryption, regular security testing, and full GDPR compliance are in place.



Do we need to register each legal entity?

Yes. Any legal entity that invoices Scottish Building Society must register separately.

Frequently asked questions

Your data, your qualification



Can any supplier apply?

Yes. Suppliers can apply directly via the FSQS self-nomination process.



Will other suppliers see our information?

No. Your data is not visible to other suppliers.



Will pricing information be requested?

No. Commercial pricing or contractual details are not collected.



How long is qualification valid?

Qualification is valid for one year. Hellios will issue reminders ahead of renewal.



What happens if qualification isn't completed?

Suppliers will be supported throughout the process, but failure to complete qualification will result in a non-compliant status.

HELPING GENERATIONS PROSPER

Need help?

For support, contact:

Hellios Supplier Support

fsqs@hellios.com

01865 959120 (Monday–Friday, 8:30am–5:30pm)

