A simpler, more consistent way of working with suppliers

By collaborating with other financial services institutions, we are strengthening third-party oversight while making it easier for suppliers to work with us through a recognised industry process.

A guide to FSQS

Financial Supplier Qualification System (FSQS) gives suppliers one secure, validated profile for key company, policy, certification and control information that can be used by Standard Chartered and other participating Financial Services buyers. This **reduces the effort** of working with Standard Chartered and the FSQS community by supporting **faster risk and control assessment and onboarding**.

Standard Chartered uses FSQS across multiple regions, including the UK and Asia Pacific. You may be invited to register on: **FSQS-UK&I, FSQS-APAC, or both**, depending on where you provide services. Each community operates separately, and your data is not shared between regions. Hellios supports suppliers registering in multiple regions.

As a community, FSQS also plays a role in sourcing processes. Registered suppliers may be identified for new opportunities, increasing visibility across the supply chain and opening the door to potential new business for pre-qualified FSQS suppliers.

As regulatory requirements 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 our suppliers time by reducing duplicative onboarding activities, while staying aligned with evolving regulatory expectations.

How do you benefit from joining FSQS?

Less duplication:
FSQS saves you effort by reducing repeat requests for policies, certifications, and controls across participating buyers.

More efficient process for all:
The process is simple, reliable and cost-effective. You will be supported every step of the way by the Hellios team.

Cuts the red tape for you as a supplier:
FSQS helps minimise the barrier to entry for suppliers and reduces the cost of doing business for everyone.

Stay ahead of the curve:
Keep yourself informed of the latest regulatory requirements to ensure compliance and success.

Visible to more customers:
Registering as a supplier makes you visible to our procurement team (and other members) when they search for pre-qualified FSQS suppliers.

Gain business insights:
Use FSQS to identify gaps in your policies and controls against market standards.

"FSQS is a foundation for faster, simpler onboarding – so we can partner with our suppliers sooner, with less repeat assurance work, and focus on delivery."

Dominic Mooney, Programme Director - Third Party Risk Management Transformation

How FSQS works

FSQS is a operates as a multi-stage process designed to proportionally match oversight to the nature and risk of services supplied.

Stage 1: Profiling questionnaire

You will receive an email invite from Hellios to complete a short online questionnaire. This requires you to provide basic information about your organisation and will determine 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.

Typically covers areas such as:

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

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

Stage 3: Additional assurance

A subset of suppliers may be asked to complete a Stage 3 assessment. This includes service-specific information to address areas not covered by the standard Stage 2 questionnaire. Any additional information is based on the nature of the services and associated risk.

Where required, scope, timings and expectations are communicated in advance.

Hellios FSQS Fees

FSQS is jointly funded by Standard Chartered, other financial institutions and larger suppliers. Medium sized organisations are partially subsidised. SMEs (small or micro enterprises) are fully subsidised and pay no registration fee.

Please refer to the relevant page for the community you have been invited to join:

FSQS-APAC: hellios.com/fsqs-apac-fees-page

FSQS-UK&I: hellios.com/fsqs-fees

Timelines

Stage 1 –Typically takes 1-2 hours.

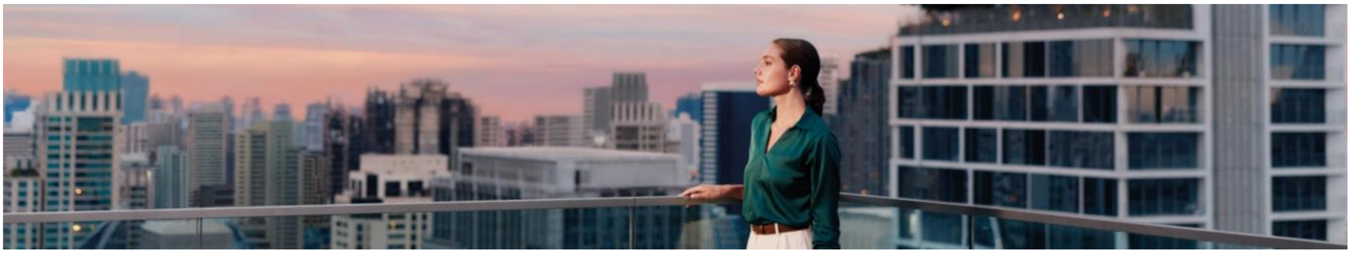
Stage 2 – Completion time varies depending on the nature of services and associated documentation required, typically Stage 2 can be completed within a business day.

Questionnaire completion is requested within an eight-week window 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.

You will receive an email invitation confirming whether you are registering for **FSQS-UK&I, FSQS-APAC, or both**. Hellios will also confirm deadlines for each stage.



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Frequently Asked Questions

1. Why does Standard Chartered use FSQS?
Standard Chartered uses FSQS to simplify data collection, reduce repeated requests, and demonstrate responsible supply chain management in a complex regulatory environment. This also means less duplication, and faster risk and control assessment and onboarding for you as a supplier, with Standard Chartered as well as other buyers in the FSQS community.

2. Who is Hellios?
Hellios is a specialist in supplier data management, supporting multiple global and local organisations.

3. What does Hellios do?
Hellios collects and maintains supplier data for participating organisations within the FSQS community. They verify submissions, but **do not** decide supplier suitability – that decision remains with Standard Chartered.

4. How is our data protected?
Hellios is ISO27001 and Cyber Essentials Plus certified. FSQS-APAC and FSQS-UK&I are hosted in data centres certified to SSAE18 SOC2 and ISO27001 standards. Data is not shared between FSQS-APAC and FSQS-UK&I.

5. Do we need to register each legal entity?
Yes, any entity invoicing Standard Chartered 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 Standard Chartered?
Yes, one of the benefits of FSQS is that suppliers' assurance data will be available to other areas within Standard Chartered, thereby 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 Hellios 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 page for the community you are invited to:
FSQS-APAC: hellios.com/fsqs-apac-fees-page
FSQS-UK&I: hellios.com/fsqs-fees

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 registration take?
Most suppliers complete both stages within one business day of data entry. The process of gathering information may take longer depending on the nature of the supplier and their services.

12. What if we do not complete FSQS registration?
If FSQS registration is not completed, you may need to complete Standard Chartered's onboarding process separately. As your data will not be available for reuse by other participating Financial Services buyers, this may result in additional duplication of effort on your part.

13. Who can we contact for support?
Find contact details for your local Hellios Supplier Support team here: Contact and Location