

Supplier qualification system

Our guide



Working with us

TrinityBridge is committed to introducing responsible business practices that make it easier for our suppliers to work with us. To support this commitment, we use the Hellios Financial Supplier Qualification System (FSQS).

It is designed to standardise and manage our requests for compliance and assurance data, which is then available to the other major financial services organisations that have adopted FSQS. A list of these partners can be found on the Hellios website: [Meet your community FSQS \(Buyer\)](#).

FSQS provides a standardised and simple mechanism for managing the collection and management of supplier assurance information.

Having a qualified supplier status gives visibility across our procurement process and, therefore, creates potential new business opportunities.

Benefits for you

- A single online process to submit assurance and compliance data on an annual basis - this is then available to all of your clients who are members of the FSQS community, saving you both time and effort
- Compliance requirements which are proportionate to the products and services being provided
- An online supplier profile which can be updated easily throughout the year to demonstrate ongoing compliance with our policies
- Qualification also means you won't have to provide assurance information each time you bid for business with us



How to gain qualification

There are two stages to qualification:

Stage 1 qualification

You will receive an email from Hellios inviting you to complete an online questionnaire. This should take around one hour to complete.

The questionnaire will collect basic information about your organisation and helps determine whether your organisation only requires Stage 1 qualification or is required to complete Stage 2 qualification.

Stage 2 qualification

Given the nature of our business, Stage 2 qualification is the most likely outcome for most of our suppliers.

This requires the completion of a more detailed compliance questionnaire aligned with our key policies and controls. To make the process as efficient as possible, most of the questions have selectable answer options rather than requiring lengthy written responses, and no proprietary, contractual or pricing information will be asked.

This stage typically covers your policies and practice in areas such as:

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

Fees

Funding of FSQS is shared by TrinityBridge, other Financial Services organisations that will use the system, and larger suppliers.

For **large organisations** (revenue more than £40m or greater than 250 employees) where Stage 2 qualification is required, an annual fee of £1,975 (plus VAT) is payable directly to Hellios.

Medium sized organisations (revenue between £10m to £40m or greater than 50 employees) are partially subsidised and are required to pay an annual fee of £825 (plus VAT).

If your organisation is a **charity or an autonomous small, or micro-sized enterprise** (revenue below £10m) then registration on FSQS is subsidised and there is no charge to you.

Timelines for qualification

Typically, we find that it takes between four to eight weeks to attain qualification. For exact timelines, suppliers should refer to the deadline dates in the Hellios email communications.

Frequently asked questions

1

Why has TrinityBridge introduced a supplier qualification system?

We are aware that suppliers can find the current processes for collecting compliance and assurance information 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 TrinityBridge for qualification data. 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 work within regulatory requirements and are able to respond to regulatory changes.

2

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 a number of global and UK companies.

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What is the role of Hellios?

We have appointed Hellios to collect and administer Supplier Assurance related data on behalf of TrinityBridge. Hellios will collect and check the data provided by suppliers and ensure the data is maintained on the Financial Supplier Qualification System.

Hellios is an approved supplier of TrinityBridge, Hellios does not assess a supplier's suitability for qualification. That decision rests with us.

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How does Hellios protect our data?

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 employed, along with cyber security measures such as 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, which is the National Cyber Security Centre standard backed by the UK Government.

5

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 TrinityBridge.

6

Can any supplier apply for qualification?

No, qualification is by invitation only.

7

Will other suppliers have access to the information we provide?

No, other suppliers will not have access to the information you provide.

8

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.

9

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.

10

How long is qualification valid for?

Qualification must be renewed annually, all the data provided at qualification will be prepopulated to facilitate the process. Hellios will issue reminders to suppliers several weeks in advance of their qualification expiry deadline.

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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.

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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.

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Who can I contact for further information?

If you have any questions you can contact the Hellios Supplier Support team by email fsqs@hellios.com or telephone 01865 959120, 8.30am - 5.30pm Monday to Friday (excluding public holidays). The TrinityBridge Third Party Management team can be contacted via their email address: thirdpartymanagement@trinitybridge.com

trinitybridge.com

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