A guide to being a compliant supplier to

West Brom
Building Society

Benefits for you

- A single online process to submit assurance and compliance data – reducing duplicate requests from West Brom Building Society and other financial services customers who you provide goods and 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 our policies.
- Qualification means you won’t have to provide assurance information each time you bid for business with us.

Why are we doing this?

- West Brom Building Society is committed to introducing responsible business practices that make it easier for our suppliers to do business 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, along with other major financial services organisations that have 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 the FSQS provides a standard and simple mechanism for collecting and managing supplier assurance information across West Brom Building Society.
- The FSQS is also an integral part of our sourcing process.
- Our Supplier Managers also use the system to find pre-qualified suppliers to be considered for new business. Qualified supplier status gives visibility across our procurement process and, therefore, creates potential new business opportunities.

How to gain the Qualification

There are two levels of qualification. Stage 1 Qualification collects basic information about your organisation and is used to determine whether Stage 2 Qualification necessary, based on the nature of the goods or services being supplied

Stage 1 Qualification

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 West Brom Building Society. 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 complete Stage 2 qualification.

Stage 2 Qualification

Stage 2 requires the completion of a more detailed online questionnaire and, in some areas, may require the provision of supporting evidence. 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.

Stage 2 typically covers your policies and practice in areas such as:

ANTI-BRIBERY	SANCTION	REMUNERATION	CUSTOMER TREATMENT
Products and Sales	Anti-Money Laundering	Health & Safety	Whistleblowing
Business Continuity	Information Security	Cyber Security	Records Management
Diversity & Inclusion	Environmental	Data Management	GDPR
Physical Security	Operational Resiliency	IT Asset Management	Conduct Risk

Fees

- Funding of FSQS is shared by West Brom Banking Society and the other Financial Services organisations that will use the system, and larger suppliers.
- If your organisation is an autonomous small, or micro-sized enterprise (SME), then registration on FSQS is subsidised 100% i.e. there is no charge.
- For those large organisations where Stage 2 of the process is required an annual fee is payable directly to our external partner Hellios.
- Micro, and small organisations are fully subsidised by the community with no fee payable and medium sized organisations are required to pay a reduced fee. Click here for more information.

Frequently Asked Questions

Why has West Brom Building Society introduced a Financial Supplier Qualification System?
Suppliers told us that our process for collecting compliance and assurance information was complex and time consuming. The introduction of an online system simplifies the process for suppliers to submit information and prevents suppliers receiving multiple requests from West Brom Building Society for qualification data. It is also important that we 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 change.

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

What is the role of Hellios?
West Brom Building Society has appointed Hellios to collect and administer Supplier Assurance related data. 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 West Brom Building Society and does not assess a supplier's suitability for qualification. That decision rests with West Brom Building Society.

Frequently Asked Questions

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 across West Brom Building Society?
Yes, one of the benefits of the new system is that suppliers' assurance information will be available to other areas uyer Name]. This will reduce requests for duplicate information from us.

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 immediate access to the Stage 2 assessment.

Frequently Asked Questions

How long is qualification valid for?
The renewal date is set at one year after Stage 1 Qualification has been granted. For suppliers that are required to also complete Stage 2 Qualification, the renewal date is set one year after your Stage 2 questionnaire has been issued. Hellios will issue reminders to suppliers several weeks in advance of their qualification expiry deadline.

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.

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.

* 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).

Who can I contact for further information?

Hellios Supplier email: fsqs@hellios.com

Telephone 01865 959120 8.30am to 5.30pm, Monday to Friday.