





**Hellios develops communities of buying organisations to provide third party risk management processes by collecting, validating and monitoring supplier's information.**



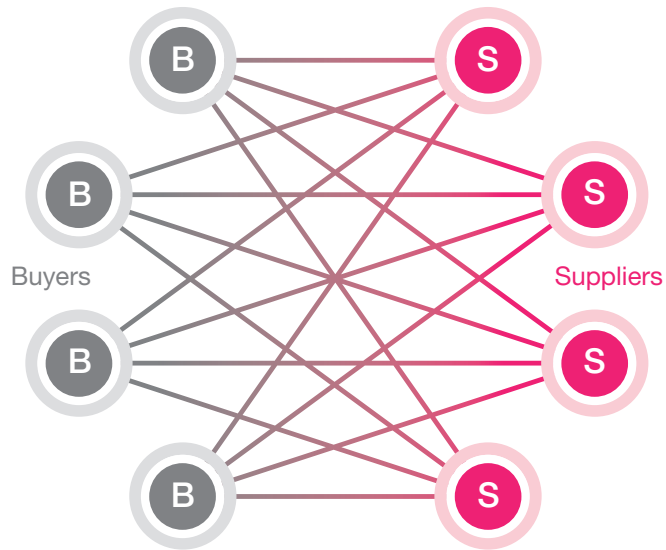
**The ethos of HELLIOS is to provide the highest quality supplier information based on long term sustainable relationships with both our buyer and supplier customers.**

**We take great pride in the quality of what we do, and in the integrity, honesty, and commitment of our staff to delivering the best possible service to customers.**



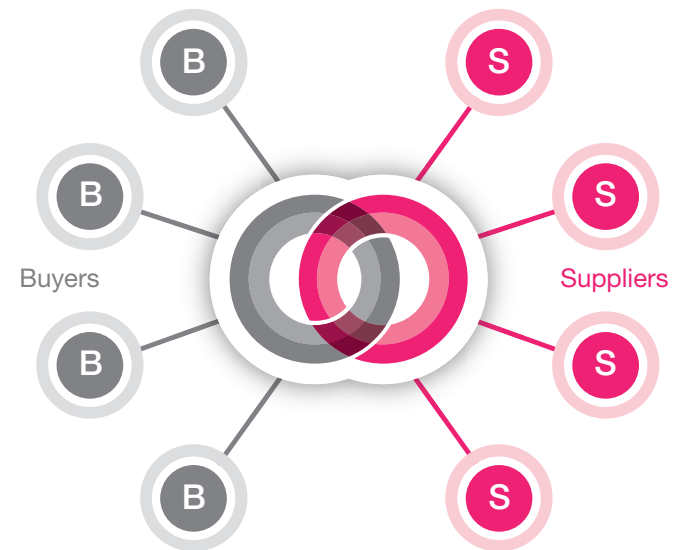
**FSQS is a community of financial institutions including banks, building societies, insurance companies and investment services, collaborating to agree a single standard for collecting the increasing amount and complexity of third party information needed to demonstrate compliance to regulators, internal policies and governance controls.**

**It is a trusted source of information to help make business decisions easier.**



### Non Community Approach

Duplicated time and effort collecting supplier information.



### Hellios Community Model

Suppliers and third parties complete a single profile that is shared with all participating buying organisations.

*'By standardising third-party suppliers' due diligence, each supplier has the chance to unlock access to the whole banking sector through one streamlined process.'*

**George Booth**

Group Sourcing & Supply Chain Management Director,  
Lloyds Banking Group

LLOYDS  
BANKING  
GROUP 

*'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, Shawbrook Bank

 **Shawbrook  
Bank**

# Benefits for Buyers



**EASIER REGULATORY COMPLIANCE** – Comprehensive, accurate and regularly updated insight into third party risks



**SINGLE SOURCE OF TRUTH** – Thousands of third parties in a single, searchable, reportable and easily accessible system



**REDUCED PROCUREMENT TIMESCALES** – Instant access to third party information, reducing the time needed to qualify new suppliers or renew contracts



**HIGH QUALITY INFORMATION** – Validators check all third party information in accordance with a consistent, objective and continually updated process



**COST AND RESOURCE EFFICIENT** – Costs are shared amongst community members, significantly reducing the costs of an in-house solution



**PEER NETWORK** – Access to the combined expertise and resources of other members in the community with shared goals and challenges



**FSQS development and Hellios' performance are governed by members of the FSQS buyer community. Questions, regulatory changes and system content is reviewed annually or when regulation or legislation change.**





BANK OF ENGLAND



BNP PARIBAS



NFU Mutual



Schroders



## Metro Bank Case Study

**Metro Bank launched in 2010 as the first new high street bank in more than 100 years. Since then it has established itself as the highest profile of the challenger banks, growing to 70 stores, 1.7 million customer accounts and £16 billion in assets.**

We became the second buying member of FSQS in October 2016, joining Lloyds Banking Group. The rationale for joining a community was self-evident: regulation and effective supplier assurance can impose a huge burden on buyers and suppliers alike if not managed sensibly.

By joining FSQS we have pooled resources with other buying members – we need a fraction of the resource that we would have required had we gone it alone; we share best practice on questionnaire design with the other members, as well as drawing on Hellios' extensive expertise; the burden on suppliers is also substantially reduced and suppliers are more likely to respond to requests from multiple customers.

### FSQS

Since October 2016 the FSQS buying community has grown fast and now stands at 29 members, with many more in the pipeline. All the buying members work extraordinarily well together, and we derive enormous benefit from being able to collaborate on our approach to emerging supplier risk issues, most recently GDPR and Modern Slavery.

Metro Bank currently chairs the FSQS Governance Group and we work hard to help Hellios grow the membership further. We firmly believe that the community becomes a stronger unit and ever more compelling for suppliers with every new buyer that joins.



**FSQS is a living system that develops as the regulatory and risk landscapes evolve – we are already starting to look at how we might be able to further extend buyer cooperation to mutual benefit in the future. I look forward to seeing the system flourish further over coming years.**

**Joe Bakowski**

Director of Procurement & Supply Management, Metro Bank

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**60%**

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On average 60%  
of suppliers from a new  
buying organisation are  
already registered  
with FSQS

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**6,500**

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Over 6,000  
suppliers have been  
invited to register  
with FSQS

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**86%**

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On average 86%  
of registered suppliers  
have renewed  
on FSQS

## Liverpool Victoria Case Study

**LVFS are a leading financial services provider and a mutual, employing over 1,500 people. Our customers hold a variety of products with us including insurance, investment and retirement solutions.**

Mutuality goes back to the early days of insurance when people paid into a fund to share the risk. The benefit then went back to the people who needed it. Today we are a very modern mutual, but the principles remain the same, and we still exist to create value for our members. Being a mutual means more than just an ownership structure to us.

We have spent the last decade transforming LV= into the successful and profitable mutual we are today, a business with a special place in the financial services market. We have built a strong and well-respected reputation and coupled with our values and a longer-term view we believe we have an important role to play in people's lives.

### Challenges seen

We looked strategically at our processes and especially around supply chain management and policy. We concentrated on time spent by our procurement team on managing supply chain pre and post contact, quality of documents and LV's need for a more streamline process.

A corporate decision was made that a standardised, compliant solution, was required which would reduce time for the procurement team but provide LV= with a tool that would support both buyers and our suppliers.

### Why FSQS?

We needed to find a solution that took into consideration the regulative nature of the financial sector as well as supply chain needs. We looked for a transparent approach to fulfilling LV= policies. We had previously heard of FSQS and through their analysis of our supplier base and we found that approximately 25% were already subscribed to the FSQS System. Overall, FSQS was a solution that fit our needs and which came with the added advantage of being part of a Governance Group which would allow us to have a say in future growth of FSQS.

### Taking it forward

We joined FSQS in October 2017, on a phased basis. New suppliers which we on-board are required to complete the FSQS questionnaire and to validate their answers on an annual basis for the duration of our contract with the supplier. To date we have maintained a very high take up rate on FSQS with in excess of 90% of our suppliers registered.

A dedicated SDM from Heliios help is always on hand to offer support and guidance whenever required and this also includes training any new employees on using the system.



**Over time, LV= has benefitted considerably from the amount of time we saved searching for supplier policy compliance information and knowing it to be validated and up to date. We also continually benefit from the connections that FSQS has provided through its Governance Groups and forum discussions and this has enabled us as a business to maintain best practices which can be validated by other leading industry professions.**

### Oliver Gillett

Third Party Risk and Compliance Manager,  
Liverpool Victoria

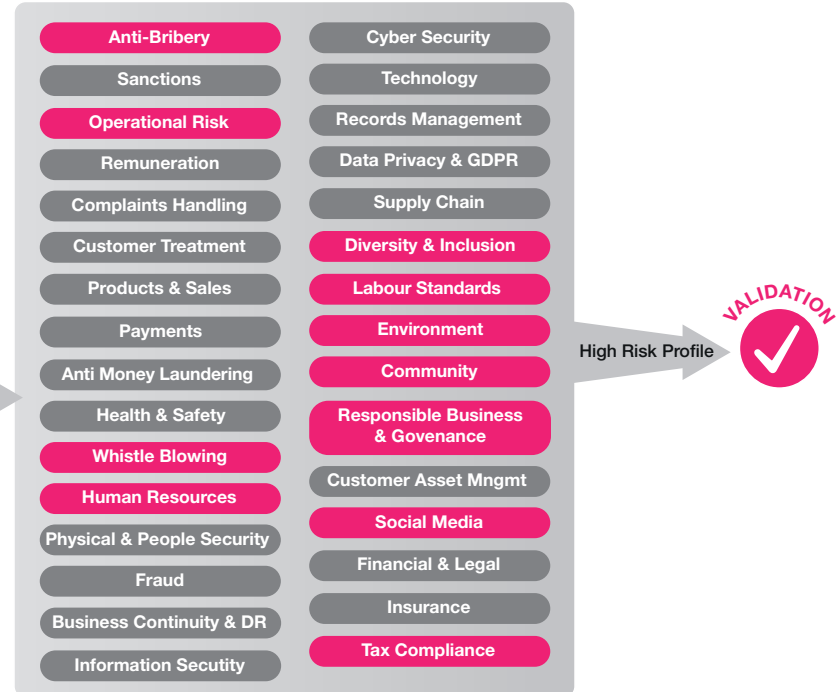
## Stage 1

Profiling Questionnaire



## Stage 2

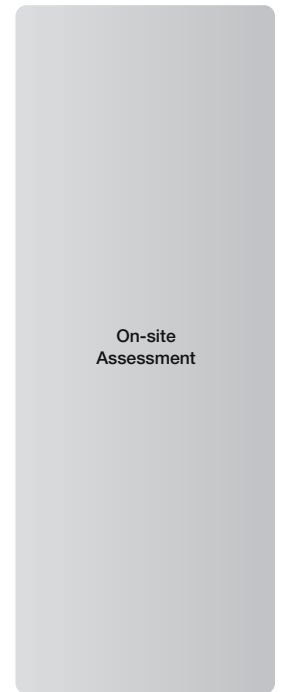
Compliance Questionnaire



Sections in grey are conditionally triggered depending on Stage 1 answers

## Stage 3

On Site Assessment



*'Over time, LV= has benefitted considerably from the amount of time we saved searching for supplier policy compliance information and knowing it to be validated and up to date. We also continually benefit from the connections that FSQS has provided through its Governance Groups and forum discussions and this has enabled us as a business to maintain best practices which can be validated by other leading industry professions.'*

**Oliver Gillett**

Third Party Risk and Compliance Manager,  
Liverpool Victoria



*'We joined the FSQS community to help simplify and improve the way we and our suppliers manage compliance and risk to our customers.'*

**Luis Zambrano**

Senior Manager, Procurement Practice Management,  
TSB Bank



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**Hellios validates all supplier's information submissions to improve information quality used within organisations. Customer information, GDPR, Cyber Security, Data Privacy, and Insurance documents are some of the areas validated by Hellios.**



# Supplier Benefits



**EASIER CUSTOMER COMPLIANCE** – Simpler route to demonstrating compliance to multiple customers at the same time



**RESOURCE AND TIME EFFICIENT** – Single profile for multiple customers, information requested is tailored to goods or services being supplied



**SIMPLER APPROACH** – Information is collected using selectable answer options rather than free text responses, making completion quicker compared to traditional questionnaires



**CONTROL YOUR INFORMATION** – Your company's information can be amended or updated at any time through a secure online portal



**BUSINESS IMPROVEMENT** – Identify the common requirements of multiple customers and how your business might improve its compliance



**FASTER QUALIFICATION** – Completed profiles are visible to all buyer members using FSQS when sourcing and qualifying third parties for new business

## OWB Creative Case Study

**Founded in 2001, Oakley Wilkinson Bryan (OWB Creative) is a full-service marketing communications agency that has built up an impressive national client portfolio and established itself as one of the fastest growing agencies in the professional and financial services sector.**

At OWB, a director handles every account personally, so clients can be sure that they'll always receive the service they expect. We are robust in terms of financial stability.

In-house from our base in Birmingham OWB delivers; marketing strategy, research, digital marketing (eMail, web development, web apps, web tools) social media marketing, advertising (programmatic and conventional media), film and animation, print and direct marketing.

OWB are recognised Investor in People status and certified to ISO 9001 quality accreditation. We are ICO accredited for secure data handling and winners of The Birmingham Post marketing agency of the Year, Insider international Trade award winner for best communications agency, Finalist in the National Business Awards and SME Director of the Year for the Institute of Directors (West Midlands).

### FSQS

In 2015 OWB was invited to join FSQS by one of the financial services buyers within the scheme. After careful consideration, OWB concluded to join the scheme and have since subscribed each subsequent year.

Confronted with the FSQS questionnaire, a lot of information is required and could have been daunting, however with the support of the Hellios sales and validation team, the process was surprisingly straight forward. It was not a quick process but once completed, we only now must check and amend the data in the questionnaire annually. This gives us a reminder to ensure our data is up to date for all the buying organisation within FSQS to see.

FSQS has provided OWB with independent audit of our working practices and a level of compliance and regulation that the marketing communications we design and deliver for our financial services clients is robust, positioned effectively and cognisant of regulations.

FSQS has also given us an opportunity for other financial institutions to see our profile with the potential of future business.



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#### **Andy Wilkinson**

Managing Director, Oakley Wilkinson Bryan (OWB Creative)

## The Curve Group Case Study

**The Curve Group are the award-winning Recruitment and HR Superheroes on a Quest to transform people's working lives. We are one of the only outsourcers in the UK who provide solutions across the entire Talent Management spectrum from Recruitment, to On-Boarding, Learning and Development and Exit Management.**

Our flexible approach adds significant value to our partnerships by allowing our clients immediate access to complementary services as and when required, whilst giving them the continuity and 'peace of mind' of having one trusted supplier. We are an award-winning, established provider of outstanding quality outsource solutions.

A significant volume of our clients operate in high regulated sectors such as Financial and Business Services, therefore it is important for us to be able to demonstrate that we implement a robust framework of operational and compliance policies and processes to keep them safe.

### FSQS

Recognising the value of the FSQS accreditation and the assurances it would provide to our clients, The Curve Group applied for and achieved Full Supplier Organisation Accreditation Status at the end of 2017.

The application process was straight forward, and we really valued the opportunity to have our policies and processes checked by an independent third party. The Hellios team were very helpful throughout the process and were always on hand to answer any questions we had.

### Value Added

By March 2018 we had already realised the benefits of the accreditation as one of our Clients was able to issue a contract for a project with us much faster than their usual turnaround times, given the due diligence already undertaken through FSQS. In turn, this enabled us to swiftly commence delivery of the project without any contractual delays hampering progress.

Since then, we have also had further encouraging conversations with other FSQS system users and have received great feedback that our FSQS accreditation demonstrates our commitment to best practice in regard to assurance and compliance.

### Lyndsey Simpson

CEO of The Curve Group



**The Curve Group have recently been awarded a contract with one of the buyers on FSQS to help them to recruit their first Commercial Banking team – their standard turn around on contracts are 30 days+ which would have hampered our implementation plan and therefore the speed at which we could have sourced their team, but because of FSQS qualification, they were able to contract with us within 24 hours!**

**Sam Pursey**

## The Tracing Group Case Study

**The Tracing Group is a data management company, specialising in locating and verifying missing customers, or heirs of deceased customers, quickly and accurately, for the purpose of asset reunification. The experienced team of researchers and data specialists at The Tracing Group are focused on providing innovative solutions to the financial services sector that harness the latest in technological development, whilst remaining dedicated to the needs of the clients.**

Poor quality customer data is a concern in the financial services industry, where losing contact with a customer leaves a company unable to meet its regulatory obligations, or maintain an active relationship with clients, especially when an ongoing service is being provided.

The Tracing Group provide a full suite of services from screening data to identify customers that are deceased, through to tracing customers that have moved house, even when they have moved overseas. An area of particular specialism is resolving unpaid death claims or helping financial institutions to identify, locate and verify the legally entitled persons when the original customer is deceased.

The Tracing Group were invited to participate in the Financial Services Qualification System (FSQS) by a major UK Building Society who wanted to use their services to help them to identify customers that are deceased, and then trace their legal heirs and beneficiaries so that they can reunite them with their accounts. This is an area of work in which The Tracing Group have extensive experience and consistently achieve very high levels of success.

Danielle Higgins, Managing Director of The Tracing Group, commented:

“It quickly became apparent that joining the FSQS scheme would be an excellent opportunity to grow and improve our business. We had already achieved ISO 27001, so all our systems and practices reflect this high standard of protecting client data. The process of FSQS accreditation encouraged us to take another inwards look to determine if everything was robust. As a result, we improved some of our processes and also introduced new ones.”



**We were sent the link to the online questionnaire on the 30th October and by 18th December the account had been activated for the whole of the buying community to see. As we were new to FSQS, we had to complete the entire questionnaire. In subsequent years this time will be reduced as we only need to update the information where necessary.**

**The team at FSQS were knowledgeable and helpful, responding to queries over the phone immediately and with helpful insight. Their review of our responses was timely and thorough. We were delighted to have been asked to participate in the process, and we would highly recommend the FSQS.**

**Danielle Higgins**

Managing Director, The Tracing Group

## Slate Case Study

**Founded in 2009, Slate is a technology development consultancy that helps financial services organisations, such as Nationwide Building Society, to accelerate their digital change by providing small, capped teams of software engineers who work alongside enterprise IT teams. By adding four to six of our highly skilled technologists we can help to challenge corporate thinking and inject fresh coding skills, helping our clients transform project thinking into product thinking to unlock continuous delivery of digital change.**

Digital change in corporations requires a “start-up mindset”, however, people with a start-up mindset don’t tend to work for corporates. We bring the people that corporates cannot reach. We hire only the very best developers: proven problem-solvers and creative thinkers, and we embed very small ‘start-up’ teams into our client’s businesses, for just as long as they’re needed.

Through a series of collaborative diagnostic sessions, we take a deep dive into the organisation’s culture and legacy technology challenges. We hold incumbent partners to account and identify appropriate funding models to support continuous, iterative delivery of digital products and services.

Our proven methods and methodologies bring about swift change in client’s businesses, and we upskill their employees along the way, leading

by example. Using our Seed, Scale, Succeed, approach, Slate helps organisations to fast forward digital change, so that they can disrupt, rather than be disrupted by new entrants to their industry.

For corporates that are bogged down by legacy technology and struggling to envision, implement or execute digital change, AskSlate. We seed these creative problem-solvers into corporate teams, so that they can challenge, upskill and inspire Financial Sector teams.

### FSQS

At Slate we recognise the importance of demonstrating our robust framework of operational and compliance policies and processes to our clients in the Financial Services sector. Agility is the name of the game, and being able to hit the ground running on our client’s programmes of work is key to our success. In the past, during the initial contracting process, progress has been delayed while we worked through the necessary due diligence requirements of our clients’ internal procurement teams.

When one of our key clients, Nationwide Building Society, asked us to apply for FSQS accreditation, we recognised the huge value this would bring to our positioning in the Financial Services sector as an accredited supplier. We saw that becoming an FSQS-accredited supplier would provide new clients with instant access to our information, reducing the time needed to verify and onboard



us as a new supplier, while also fast-tracking the process for existing Financial Sector clients when it came to contract renewal.

The Hellios application process was clear and straightforward, and the fact that information is collected using selectable answer options, rather than free text responses, made completion much easier. We started the process of completing the questionnaire in October 2019 and, after validation by Hellios, we were approved as an accredited FSQS supplier by November 2019. We found the support provided by the team at Hellios very helpful throughout the process. We found it a very valuable exercise having our policies and processes audited by an independent third party. The fact that we can use the FSQS secure online portal to keep our accreditation up to date, by having our policies and processes reviewed annually, makes this an invaluable tool for our business.

Additionally, we love the fact that our completed profile is now visible and available to all buyer members using FSQS.

### Cathryn Hindle

Director of People  
AskSlate.com

If you are interested in finding out more about FSQS, please contact:

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E: [enquiries@hellios.com](mailto:enquiries@hellios.com)

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