



TOKIO MARINE
KILN

Tokio Marine Kiln

Supplier qualification system guide

www.tokiomarinekiln.com



Tokio Marine Kiln 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 Tokio Marine Kiln. 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.

Benefits for you

- A single online process to submit assurance and compliance data – reducing duplicate requests from Tokio Marine Kiln 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.
- Ability to add additional users from within your organisation to assist with completion of the questionnaire – making the process as efficient as possible.
- Questionnaire can be completed non-sequentially, allowing for information to be collated and inputted easily from wider teams to help provide the information required.
- Qualification means you won't have to provide assurance information each time you bid for business with us.
- Simplified renewal process – questionnaire pre-populates with previous years answers meaning that all you are required to do is review the information and update where appropriate.

How to gain 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 is necessary, based on the nature of the goods or services being supplied. For example, if a supplier deals directly with our customer data, then they will be asked to demonstrate how they comply with relevant regulatory requirements.



An integrated two-stage process

Stage 1 Qualification

Suppliers will receive an email invitation to complete an online questionnaire. The invitation will come from Helios, an external partner, who has been appointed to collect and administer the data on behalf of Tokio Marine Kiln. 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. If Stage 2 Qualification is required, upon submission of Stage 1 the Stage 2 questionnaire will automatically generate.

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

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



Funding of FSQS is shared by Tokio Marine Kiln and the other Financial Services organisations that will use the system, and larger suppliers. If your organisation is an autonomous small, medium or micro-sized enterprise (SME*), then registration on FSQS is subsidised 100% i.e. there is no charge. For non-SME organisations, if Stage 2 of the process is required then this incurs an annual fee of £1650 (plus VAT), which is payable directly to our external partner Hellios, to help fund the operational costs of administering the system.

Following Stage 2 Qualification, Tokio Marine Kiln may wish to conduct further assurance activities including an on-site audit. This will be conducted by Tokio Marine Kiln and will incur no further fees.

Timelines for qualification

Existing suppliers to Tokio Marine Kiln are given up to eight weeks to complete qualification for the first time, to allow sufficient time for familiarisation with the new questionnaires and process. This deadline date is for both Stage 1 and Stage 2, however we expect most suppliers will be capable of competing qualification in significantly less time. Suppliers bidding for new business with Tokio Marine Kiln may need to complete the qualification much more quickly in accordance with procurement timescales. Hellios will advise of the deadline date to have the process completed by within the original welcome email issued.





Frequently asked questions

1. Why has Tokio Marine Kiln 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 Tokio Marine Kiln for qualification data. It is also important that we (your organisation and Tokio Marine Kiln) 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.

2. Who is Hellios?

Hellios Information Limited 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.

3. What is the role of Hellios?

Tokio Marine Kiln has appointed Hellios to collect and administer Supplier Assurance related data on behalf of the Tokio Marine Kiln. Hellios will collect and check the data provided by suppliers to ensure it is of the highest accuracy and ensure the data is maintained on the Financial Supplier Qualification System. Hellios is an approved supplier of Tokio Marine Kiln. Hellios does not assess a supplier's suitability for qualification. That decision rests with Tokio Marine Kiln.

4. How does Hellios protect the data we provide?

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.

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 Tokio Marine Kiln.

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 assurance information be available across Tokio Marine Kiln?

Yes, one of the benefits of the new system is that suppliers' assurance information will be available to other areas in Tokio Marine Kiln. This will reduce requests for duplicate information from us.

9. 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.

10. 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 upon completion of the Stage 1 questionnaire. It is not a requirement for payment to be made instantly to have access to the Stage 2 questionnaire. Instead, payment can be made later once all questions have been answered.

11. How long is qualification valid for?

You are required to renew and update your information within the portal on an annual basis. The renewal date is set at one year after the process has originally been completed. 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 notify suppliers that their renewal is approaching and will issue reminders to suppliers several weeks in advance of their qualification expiry deadline.

12. 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.

13. 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.

14. Who can I contact for further information?

Please contact Hellios Supplier email: fsqs@hellios.com or telephone 01865 959120 8.30am to 5.30pm, Monday to Friday.

Please contact TMK Procurement email: procurement@tokiomarinekiln.com or telephone +44 (0)20 7886 9000 9am to 5pm, Monday to Friday.

* 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).





Tokio Marine Kiln

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Firm Reference Number: 204909. Registered office is located at 20 Fenchurch Street, London EC3M 3BY Registered Number: 729671. Tokio Marine Kiln is a trading name.

*To Be a **Good Company***