



# Working together made easy

Your guide to our Financial Services  
Qualification System (FSQS)

# Our responsible business practices

At Griffin, we are committed to fair and ethical business practices that respect and protect the interests of our customers, suppliers, and stakeholders.



As the regulatory environment becomes more complex, we want to show our stakeholders that we're working responsibly with our suppliers to minimise risk and protect our customers. We also want to make it as easy as possible for our suppliers to do business with us. That's why we've introduced the Financial Services Qualification System (FSQS) - a simple way for us (and other banks) to communicate with our potential suppliers.

The FSQS process standardises and manages our compliance and assurance data requests.

This means if you're working with more than one bank on the system, you only have to complete one questionnaire instead of one per bank.

To help us manage this new process, we have partnered with a UK-based company, **Hellios Information Ltd.** Hellios' role is to provide you with support throughout the qualification process and make sure you have all the information you need to proceed.

## Benefits of being a supplier

- / Submit assurance and compliance data once, reducing multiple requests from other banks.
- / Two-stage process means that compliance requirements better reflect the products and services you provide.
- / Update your online supplier profile throughout the year to show your ongoing compliance with our policies.
- / Once qualified, there's no need to provide assurance information every time you bid for business with us and other FSQS members.

# Steps to gain qualification

There are two stages of qualification. Stage 1 qualification covers basic information about your organisation and helps to determine whether Stage 2 qualification is necessary, based on the nature of the products or services you supply. For example, if you will be dealing directly with our customers' data, we will need to see evidence of compliance with any relevant regulatory requirements and data protection policies.

## Qualification: a simple two-stage process

### Stage 1

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You will receive an email asking you to complete an online questionnaire. The email will come from Hellios, the external partner who collects and administers the data on our behalf. The questionnaire takes about one hour to complete. The information you provide will help Hellios to decide whether Stage 1 qualification is sufficient for your organisation or whether you will also need to complete Stage 2.

### Stage 2

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If Hellios decide that Stage 2 is necessary, you will need to complete a more detailed online questionnaire, and you may also need to provide supporting evidence for your application. Most of the questions have selectable answer options to help you work through it as efficiently as possible.

At this stage, you will typically need to provide documentation of your policies and practices in areas such as:

Anti-Bribery	Sanctions	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

If Stage 2 qualification is required, there's an annual fee of £1,650 (plus VAT) payable directly to Hellios. The FSQS community fully subsidises small and micro organisations for Stage 2 qualification, and medium-sized organisations are 50% subsidised.

Following Stage 2 qualification, we may want to carry out additional assurance activities, including an on-site audit. We'll carry these out at no extra cost to you.

## How long does it take to qualify?

Qualifying for the first time usually takes between four and eight weeks. Hellios will provide you with more detailed timelines for Stage 1 and Stage 2 via email, including all the important dates and information you need to know. If you are applying as part of a tender process, you may need to complete your qualification according to the agreed procurement timescales.



# Frequently asked questions

## Why does Griffin use a Financial Services Qualification System?

Collecting compliance and assurance information is complex and time-consuming. The FSQS simplifies the process and also prevents suppliers from receiving multiple requests for qualification data from us. It is also vital that we (your organisation and Griffin) can demonstrate to our stakeholders that we are working together responsibly to minimise risk across our supply chain and protect our customers. Therefore it is vital that we have a strong foundation in place to support the collection and maintenance of supplier assurance data and respond to regulatory change.

## Who is Hellios?

Hellios Information Ltd is a UK-based company which collects, validates, and maintains supplier data on behalf of many global and UK companies. We have appointed Hellios to administer supplier data on our behalf. Hellios will collect and check the data provided by our suppliers and ensure that it is maintained on the FSQS. Hellios does not assess a supplier's suitability for qualification. That decision rests with Griffin.

## Will our assurance information be available across Griffin?

Yes, one of the benefits of the FSQS is that your assurance information will be available to other areas in Griffin, which means you won't receive requests for duplicate information from us.

## How does Hellios protect the data we provide?

The FSQS application, infrastructure, and data storage are hosted exclusively in the UK in data centres that are SSAE18 SOC2 and ISO27001 certified. Data is encrypted in line with the latest industry standards and cyber security measures such as weekly scans and penetration testing are in place. Hellios ensures that the limited amount of personal data collected is processed in full compliance with the GDPR and Data Protection Act 2018. Hellios is certified to ISO27001 and Cyber Essentials Plus, the National Cyber Security Centre standard backed by the UK Government.

## Do we have to register each of our legal entities separately?

Yes, your organisation must register any legal entity that submits an invoice to Griffin.

## 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 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.

## **If I have to apply for Stage 2 qualification, how do I pay the fee to Hellios?**

Hellios will provide you with full details of the payment options available to you.

## **How long does it take to complete qualification?**

Typically, it takes less than one business day to enter the information in the system (if you're asked to complete both stages). However, we are aware that the time it takes to gather the information can vary depending on the size and complexity of an organisation. Larger organisations often need to source information from several internal departments. With this in mind, we give existing suppliers around eight weeks to complete qualification.

## **Where can I find out more about the FSQS community?**

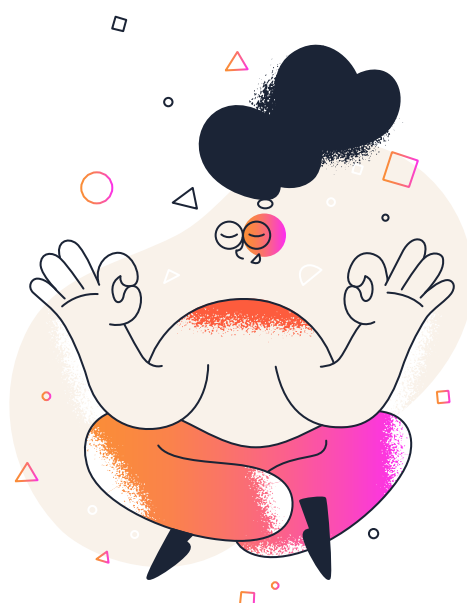
For more information about the FSQS community, please visit <http://www.hellios.com>.

## **As an existing supplier, what happens if I fail to apply for qualification within the assigned timelines?**

Hellios will support you throughout the qualification process and keep you informed of timelines. However, if you fail to meet qualification timelines, you will be classified as non-compliant on our systems, which will impact doing business with us in the future.

## **How long is qualification valid for?**

Qualification is valid for one year from the date the application is granted. If Stage 2 qualification is required, the renewal date will be set one year after your questionnaire is issued. Hellios will provide timely reminders in advance of any qualification expiry deadlines.



# Need help?

Hellios supplier support team

[fsqs@hellios.com](mailto:fsqs@hellios.com)

**01865 959120**

Monday to Friday 8.30am to 5.30pm  
(excluding public holidays)

**Griffin** 