

Working with Hargreaves Lansdown

Onboarding Guide for Suppliers

**HARGREAVES
LANSDOWN**

Document Version: 1.0
Date of Issue: July 2026

July 2026

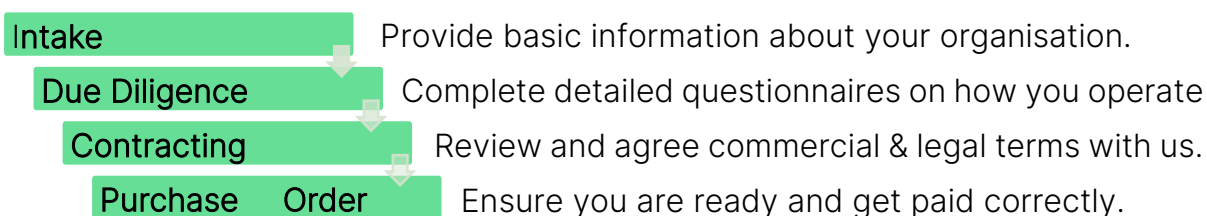
1 Introduction

Onboarding of new suppliers to Hargreaves Lansdown provides assurance that our services are built on robust foundations. This guide is a high-level view of HL's expectations for suppliers, so:

- ✓ Our expectations are clearly communicated, so you can set up for success.
- ✓ It is easier to work with us and more productive for you and your teams.
- ✓ We both make the most of our relationship, innovating as you and HL change.

Key onboarding steps

When HL considers a new supplier, we work through a structured onboarding process. This graphic below summarises the key steps in HL's process, and what we need from you as you progress. See section headings for more details.



2 Intake: manual request to you from your HL contact

When considering use of you as a supplier, your HL contact will request core information needed to set up a record in our system, including:

- Your company structure and ownership
- Your Company Registration Number & VAT (Tax identifier) number
- Key contact details
- Products and services offered.
- Your bank account details for settlement of invoices.

3 Due Diligence: request sent for you to compete via our system

At HL we put our Clients first, and as a regulated business, we also make sure that, as a minimum, our standards and processes meet those of our regulators.

Due Diligence is where we check and store evidence to show you have the required skills, controls and other processes in place to meet our needs.

Scope varies depending on the nature, criticality and risk profile of the services you provide and is requested via email generated by our Due Diligence system. **Please complete the requested questionnaires within 10 days.**

Help with navigating our on-line system is available in our '**Responding to Due Diligence requests**' guide. Typically, we request information on the following:

- Information security and cyber security controls you have in place.
- Data protection and privacy compliance
- Business continuity and disaster recovery capabilities

- Compliance with Regulatory and legal requirements
- Operational resilience arrangements
- Plans to exit the service to HL in a controlled way.
- Environmental, Social and Governance (ESG) governance
- Relevant certifications and accreditations.

Active monitoring

In addition, we may use your details to access publicly available information & analysis tools. Example of these include:

- Analysis of your organisation's financial health
- Analysis of your organisation's cyber health

Monitoring & Due Diligence is updated periodically, and we use technology tools to make the process efficient for us and you.

4 Contracting: discussions with your HL contact & HL Procurement

Contract discussions may start before, or in parallel with Due Diligence. However, terms can only be finalised once Due Diligence is complete, as it may trigger a need for specific terms and risks to be considered in the contract. As with all our processes, the content of our contracts reflects the risk and importance of the services you are providing, so the following may vary:

- Commercial terms are expected to be market-leading offering excellent value for money.
- We prefer to trade on HL terms and conditions. These were created with external advice to share risk fairly between us and you.
- Service levels, responsibilities and reporting requirements must be included in the contract where needed, including obligations for you to support us with performance and risk reporting in ongoing service reviews as outlined in our **'Supplier Service Delivery Guide'**.
- >95% of our supplier contracts are signed electronically. Our policy is to only accept contracts for signature that are created in our HL 'DocuSign' instance. Please return signed contracts via that route and do not send contracts HL that have been signed on other platforms, or paper copies.

Following contract signature:

- Service commencement and mobilisation activities will be completed.
- Please ensure you read our **'Supplier Invoicing Guide'** to help get your invoices paid in the most straightforward way. It is available on the Suppliers page of HL's web page, HL.co.uk.

5 Contract renewal & queries

The needs of HL and our Clients continue to change, so renewal of your service can never be guaranteed. Delivering in line with this, and our other guides, puts your organisation in a good place to build your relationship with HL and remain a valued supplier.

For general questions, or other aspects of being a supplier to HL, please contact your normal HL contact or review the Supplier section at HL.co.uk.

6 Summary of guides and more information

The following documents are available on HL's corporate website www.hl.co.uk:

Suppliers page

- HL Supplier code of conduct
- Supplier Onboarding Guide
- Responding to Due Diligence Requests
- Supplier Service Delivery Guide
- Supplier Invoicing Guide

Other relevant HL Policies.

- Human rights Policy (downloads a pdf)
https://www.hl.co.uk/_data/assets/pdf_file/0006/18954564/HL-Human-Rights-policy-external.pdf
- Whistleblowing Policy (link to web page)
<https://www.hl.co.uk/about-us/whistleblowing>
- Modern Slavery Act Statement (downloads a pdf)
https://www.hl.co.uk/_data/assets/pdf_file/0009/11399832/Modern-Slavery-Act.pdf
- Responsible Business (ESG and CSR) (link to web page)
<https://www.hl.co.uk/responsible-business>