

Addressing Modern Slavery in Life Sciences



Industry – Healthcare & Medical Distribution



Geography – Australia



Client Since – 2024



Risk Area – Modern Slavery, Regulatory Compliance



“Since using the platform, our supplier response rates have improved dramatically – what used to take weeks now comes back in days.”

Natasha Yung

Risk & Compliance Manager
Team Medical

Overview

Founded in 2011, Team Medical is a proudly Australian-owned medical wholesaler headquartered in Seven Hills, New South Wales. Serving over 10,000 customers nationwide, the organization has earned a reputation as one of Australia's most trusted healthcare suppliers. In 2024, with strong stakeholder backing, Natasha Yung, Risk & Compliance Manager at Team Medical, sought a solution to address risks and compliance obligations under the Australian Modern Slavery Act 2018. She evaluated the market to identify a solution capable of managing modern slavery risk and supporting broader regulatory needs.

Before engaging with Ethixbase360, Team Medical relied on manual processes to assess modern slavery risks among third parties, using a combination of a survey platform, excel and manual data compilation. This approach was inefficient, often yielding low response rates and requiring lengthy, time-consuming data analysis.

Objectives Overview

Team Medical sought a solution that would:

- **Streamline supplier assessments** for modern slavery risks.
- **Increase response rates** from suppliers through a simplified assessment and user-friendly interface.
- **Automate data collection and analysis** to reduce manual workload.
- **Ensure compliance** with evolving regulatory standards across borders.

How Ethixbase360 Helps

Ethixbase360 provided Team Medical with a comprehensive solution to identify, manage and report on risks across its supply chain, underpinned by a platform configured to their requirements.

○ Efficiency & Supplier Experience

Ethixbase360 provided a platform that simplified the supplier experience, encouraged supplier responses and cut hours of manual data collation. The Modern Slavery Supply Chain Risk Assessment Questionnaire is concise, easy to complete, and didn't require extensive documentation, making it less off-putting for suppliers and improving response rates. Additionally, it has been developed with the know-how of global law firm Norton Rose Fulbright for organizations seeking to comply with global modern slavery laws.

○ Centralized Risk Management

The platform enabled Team Medical to move away from manual data silos like excel to a platform that automatically centralizes their data, allowing for faster review and action on potential risks.

○ Scalability & Futureproofing

With plans to upgrade their internal systems, Team Medical sees Ethixbase360 as a scalable solution that will continue to support their compliance needs as the organization grows.



“Ethixbase360 has helped us ensure our suppliers meet ethical standards and regulatory requirements without overwhelming them with documentation. That’s key in a regulated industry like ours.”

Natasha Yung

Risk & Compliance Manager
Team Medical

Benefits



Supplier-Friendly Engagement

Natasha praised the simple, easy-to-answer questionnaires that increased responses from suppliers right away.

"This is a very fast process for suppliers, which means you get your answers quickly and then you can review and work on those. The responses also get automatically generated into a report which is a huge benefit."



Better Reporting & Insights

Natasha praised Ethixbase360's intuitive reporting "with automated reports, we can make decisions based on accurate, up-to-date data rather than guessing or digging through spreadsheets. The reporting tools give us a clear snapshot of our risk landscape, making it easy to spot trends and act quickly."



Scalable Platform

Like many leading businesses, growth is inevitable. Natasha is cognizant of bringing Ethixbase360 to wider compliance needs of the business to address risk and unify risk management.

"Having Ethixbase360 aligned with not just Australian regulations but also in a global aspect definitely was a big tick in that box as well."

Natasha Yung

Risk & Compliance Manager
Team Medical

"Having a platform like Ethixbase360, which helps us assess supply chain risks effectively and efficiently, provides me with added peace of mind in my role as General Manager and as a Director at Team Medical."

Tom Vriens

General Manager and Director
Team Medical

Deployed Ethixbase360 Platform Capabilities

**Modern Slavery Supply
Chain Risk Assessment
Questionnaire**

**Instant Due Diligence
Sanctions Screening &
Monitoring**

False Positive Remediation

**Standard Perceived Risk
Indicator**