

## Global Third Party Risk Management for the Shipping & Logistics Industry

 **Industry** – Shipping & Logistics

 **Geography** – Global

 **Client Since** – 2018

 **Risk Area** – Regulatory Risk, Sanctions & Embargos, Fraud, Anti-Bribery & Corruption, Anti-Trust



“With Ethixbase360 we get everything that we need and nothing that we don’t”

**Vincent Qiu**

Director of Global Compliance,  
Hapag-Lloyd AG

### Overview

Founded in 1847, Hapag-Lloyd is the world's fifth largest container liner shipping company. Headquartered in Germany, Hapag-Lloyd's over 300 modern ships offer high quality worldwide shipping focused on quality and supported by 16,900 employees in more than 397 offices across 139 countries.

In 2017, with board support, Vincent Qiu, then Project Lead for Hapag-Lloyd's Third-Party Due Diligence Programme, assessed the market – seeking a solution that was fit for purpose for managing third party risk for their business.

“You have got to look at the risk set that the company has,” said Vincent, “we approached three or four service providers but found their offerings contained many items that were not relevant to our risk profile. We were looking for a solution that could meet our needs”

### Objectives

- Establish a comprehensive third-party due diligence process based on Hapag-Lloyd's specific risk profile
- Support Compliance team members to centrally manage third party relationships via a single repository and a consistent, streamlined process.
- Manage ongoing third-party relationships, including periodic refreshes of Enhanced Due Diligence
- A solution with an ongoing ability to scale in order to meet the businesses evolving needs and risk profile

## How Ethixbase360 Helps

Ethixbase360 provided the Hapag-Lloyd Compliance team with a platform configured to their requirements, ensuring they had cost-effective solution with the TPRM elements they required:

- **Global Reach & Streamlined Processes:**


The Ethixbase360 platform has been implemented globally for Hapag-Lloyd's Compliance team members, this provides consistent third party risk management and due diligence across all regions, saving duplicated effort and facilitating consistent and centralized global reporting.

- **Enhanced Compliance:**

The Hapag-Lloyd Compliance team utilizes Ethixbase360 to conduct risk-based due diligence, from instant screening with ongoing monitoring to Enhanced Due Diligence based on the risk category of the third party. Initially deployed for third party due diligence, the Hapag-Lloyd Compliance team has been pleased with the results of their programme and has now expanded the platform's use to cover due diligence on sponsorships and charitable donations, along with internal investigations. Third Party Questionnaires can also be triggered where the Hapag-Lloyd Compliance team require further information.

- **Periodic Review:**

The Hapag-Lloyd Compliance team leverages the Ethixbase360 platform and Ethixbase360's in-house team of Enhanced Due Diligence analysts to conduct initial enhanced due diligence, and periodic reviews based on a cadence dictated by Hapag-Lloyd's compliance policies.

A large Hapag-Lloyd container ship sailing on the ocean, viewed from an elevated angle. The ship is black with 'Hapag-Lloyd' written on its side and is loaded with many colorful shipping containers. The ocean is a deep blue.

“Third Party Risk Management and Due Diligence is not a “once for forever” activity. Situations change – your third party may change, the management may change, for that reason it is important to us that we follow regulatory guidance and periodically review and update third party due diligence”

**Vincent Qiu**

Director of Global Compliance,  
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## Benefits



### Dedicated Support

Vincent praised Ethixbase360's dedicated Account Management and Client Success team, managed in Singapore. "They are consistently very responsive" said Vincent, "in fact just this morning our Client Success Manager got back to me within 15-20 minutes on an issue I was having".



### Flexibility

"The flexibility of the subscriptions [Ethixbase360] offers stands out," said Vincent. In particular that the platform can be configured to Hapag-Lloyd Compliance team's needs rather than having features and functionality included that aren't required.



### Confidence to Scale

Like many businesses Hapag-Lloyd has seen significant change in their footprint and the risks the business faces. Vincent and team anticipate continued growth in the number of third parties managed via the Ethixbase360 platform and enhancements to their programme and efficiency, supported by Ethixbase360's automation and workflow capabilities.

"The flexibility of the platform subscription and the responsiveness of the team really set Ethixbase360 apart"

**Vincent Qiu**

Director of Global Compliance,  
Hapag-Lloyd AG



## Deployed Ethixbase360 Platform Capabilities

Instant Due Diligence  
Sanctions Screening &  
Monitoring

Instant Due Diligence PLUS  
Sanctions, Adverse Media &  
Political Exposure Screening  
& Monitoring

False Positive  
Remediation

Configured  
Questionnaire

Enhanced Due  
Diligence