

Put on your risk management “goggles” when navigating contract negotiations

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Agenda

*Put on your risk management “goggles”
when navigating contract negotiations*

- **Getting Started - It begins with Stakeholders**
- **Risk Matrix**
- **Simple Case Study**
- **Risk Prioritization**
- **Complex Case Study - IVRS or Audience Choice**

WHICH RISKS MATTER?

Consider the unique perspective of each stakeholder



STAKEHOLDER



BUSINESS



SUPPLIER



LEGAL / REGULATORY

Evaluate the contract risks

- Likelihood of occurrence
- Harm severity

Likelihood	Harm severity			
	Minor	Marginal	Critical	Catastrophic
Certain	High	High	Very high	Very high
Likely	Medium	High	High	Very high
Possible	Low	Medium	High	Very high
Unlikely	Low	Medium	Medium	High
Rare	Low	Low	Medium	Medium
Eliminated	Eliminated			

Pump It Up

Waiver, Release, Hold Harmless and Indemnification

1. AUTHORIZED

Represent authority to enter into the agreement on behalf of Participant

3. WILLINGLY ASSUME RISKS

Including risks caused by other Participants

2. UNDERSTANDING OF RISKS

Including but not limited to cuts, scrapes, fractures, contusions, paralysis, or death

4. HOLD HARMLESS AND INDEMNIFY

WHO: EVERYONE!
WHAT: EVERYTHING!

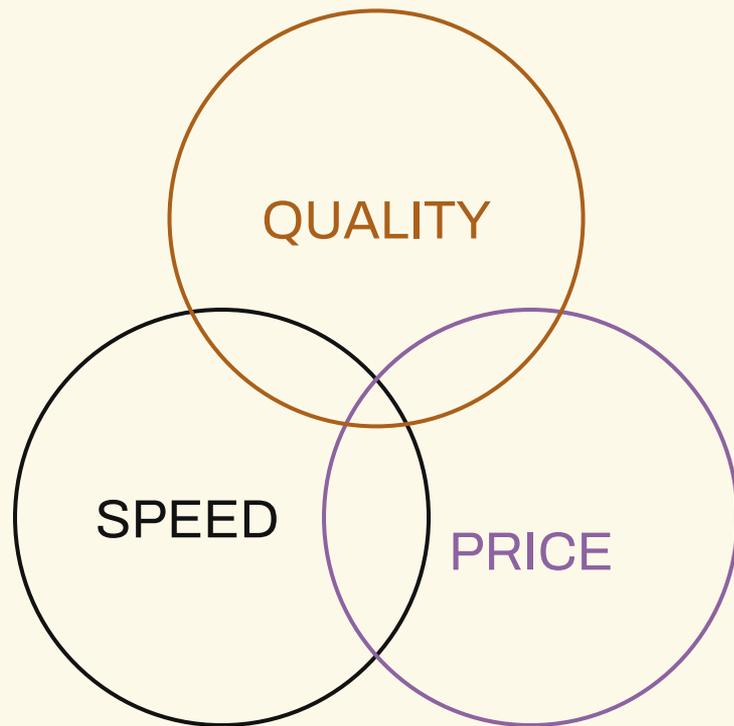


PRIORITIZING CONTRACT RISK

Understand risks and negotiation levers

Build KPIs and SLAs Accordingly

Prioritize requirements - stakeholder,
business, vendor, legal/regulatory



THANK YOU