

# 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

### 2. UNDERSTANDING OF RISKS

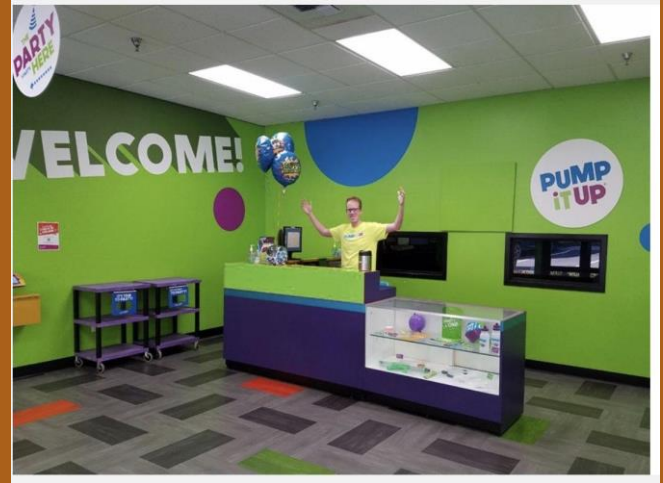
Including but not limited to cuts, scrapes, fractures, contusions, paralysis, or death

### 3. WILLINGLY ASSUME RISKS

Including risks caused by other Participants

### 4. HOLD HARMLESS AND INDEMNIFY

WHO: EVERYONE!  
WHAT: EVERYTHING!

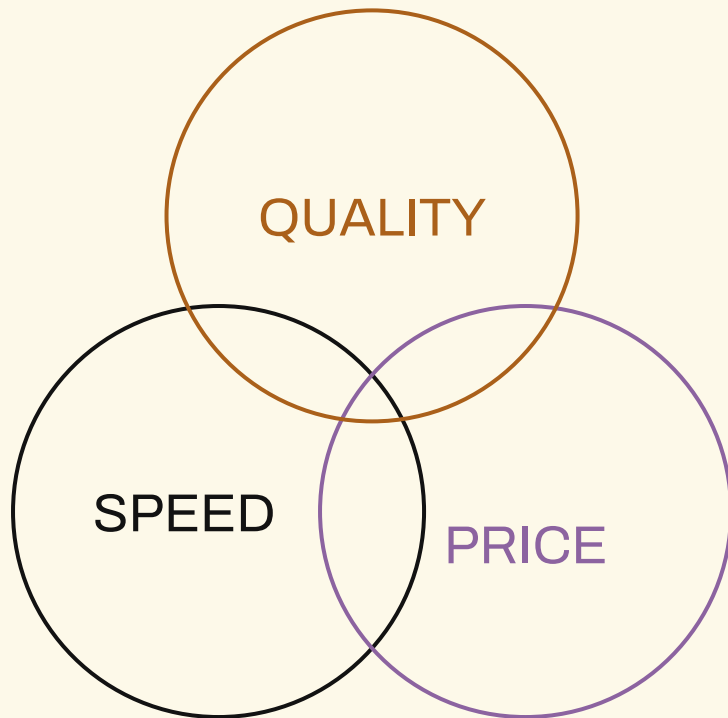


# PRIORITIZING CONTRACT RISK

Understand risks and negotiation levers

Build KPIs and SLAs Accordingly

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



THANK YOU