



Life Sciences Compliance Performance

**Reputation matters. Remember that
what you are doing today will be
judged by tomorrow's standards**

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Compliance performance

As the life sciences industry evolves from rules-based to principles-driven compliance, companies are challenged to shift compliance responsibility and accountability to business owners. How can this be achieved without sacrificing effectiveness? How can technology drive efficacy and efficiency?

Engaging training

Training programs must constantly evolve to stay relevant, engaging and effective. The newest challenge is keeping pace with the transition to principles-based ethics and compliance. How do you teach value-based decision making? How do you know that your trainings are effective?

Our solutions

- Design compliance program change management and implementation approach
- Deliver impactful training programs for all levels within your organization
- Facilitate workshops to upskill compliance personnel
- Create engaging compliance training tools that are relevant for today's audience, such as mobile apps with gamification and push notifications
- Develop performance measurement approach to assess the uptake and effectiveness of your compliance training program



Open communication

A trusted and reliable line of communication can help you detect inappropriate activities. Issues often go unreported if employees fear retaliation or if they think nothing will be done.

Our solutions

- Design whistleblowing procedures tailored to your organization
- Assess whistleblowing program alignment with industry standards
- Conduct employee survey to measure employee awareness, ease of use, confidence in the system, occurrences of retaliation, and unreported observed behaviours



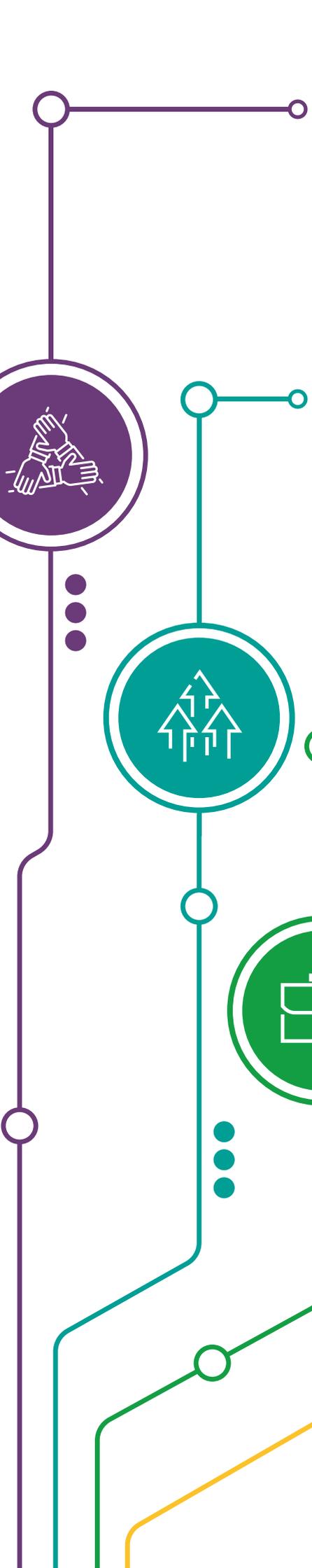
Effective monitoring

While traditional compliance monitoring approaches remain essential in key markets, compliance monitoring is increasingly using new technologies and data availability to identify risk more efficiently and effectively.

Our solutions

- Develop or enhance your risk assessment and monitoring program
- Advise on technology and automation for improved risk assessment and detection
- Recommend organizational design to balance resources and risk coverage
- Conduct monitoring of your affiliates and distributors on your behalf





Ethical culture

Compliance culture is dictated by the tone at the top and can be measured by the strength of your compliance organization.

Our solutions

- Evaluate employee perception of your compliance culture
- Identify gaps in your compliance program and opportunities to improve ethical culture
- Assess your compliance management system's adherence to the ISO 9001:2015 standard on quality management systems

Third party risk management

In managing third party risk, the balance between protecting the company and being perceived as a good business partner can be a challenge for compliance professionals. An effective approach must incorporate rigorous relationship management and automation to address risk.

Our solutions

- Offer technology-based solutions for comprehensive third-party risk management, from initial screening to ongoing monitoring
- Conduct background checks and corporate intelligence
- Audit and monitor high risk third parties on your behalf

Consistent enforcement

Consistent application of disciplinary measures tells your employees that the rules apply to everyone.

Our solutions

- Develop policies for internal investigations and disciplinary actions
- Instruct on root cause analysis and effective corrective actions
- Conduct investigations on your behalf leveraging our global network of accredited forensic professionals
- Provide end-to-end e-discovery and investigation support including project management, data collection, processing, analysis and reporting

Clear guidelines

Your guidelines set the stage for the rest of your compliance program. Clear, concise, and accessible guidance are critical for reaching all levels of the organization.

Our solutions

- Transform your existing guidelines to make them accessible and relevant while still ensuring they are up-to-date with current regulatory requirements
- Consolidate and simplify your policy landscape
- Support the roll-out of new or updated policies to ensure they are understood and accepted

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