PCMG ARO GUIDELINES: RECOMMENDATIONS

Selection/Due Diligence

1. Don't try to follow your standard third party selection process
2. Get the right team involved at the start
3. If you do not have a specific ARO process it will be important to document the reasons for all deviations from your standard third party process
4. It will always be important to visit a new ARO to allow due diligence by physical inspection of capabilities and face to face discussions (where possible)
5. Agree actions/remedies to ensure appropriate quality standards are met, bringing in internal staff or consultants to support if required

Finances:

6. Understand your company's policy and processes regarding payments to AROs at the outset of any interaction
7. Be more flexible on your payment schedule but try to ensure at least part of your payment is performance-based (e.g. key milestones)

Contracting:

8. Do not follow your standard CRO contract process
9. For projects with tight timelines, especially if they are likely to be a one-off collaboration, review the AROs contract template at an early stage to see if it is possible to use this as the starting template
10. If you do need to start from your own documents, consider developing specific ARO language either in the form of templates or a clause library
11. Be very clear on your definition of a publication and authorship
12. Discuss GDPR requirements and obligations early

Relationship Management:

13. Monitor performance carefully at the start of the project to pick up early signals of issues, especially from quality data.

Communication:

14. Take time to understand the ARO structure, how they are set-up and who are the key stakeholders.
15. For a small query or change just pick up the phone and talk directly to the ARO.