

## 4.2 Service agreement

### WHAT

The Service agreement can be considered as a contract between the parties involved in the IVC process: the IVC operator and the individual.

This is a binding document defining methods of delivery and use of the IVC process: collaboration and communication modalities between the IVC operator and the person, mutual commitments and timing.

### WHY

The tool is meant to help the IVC operator and the individual to clearly define the expectations and mutual commitments to be assumed.

The IVC process foresees that the path is previously agreed with the individual and formalized by signing a written and binding commitment document.

Signing the Service agreement means a mutual engagement in order to recognize tasks and duties and formalize the commitment to actively take part in the IVC process and complete it in the best conditions and with the best results.

The main purpose of the tool is therefore to enable the person to consciously participate in the IVC path.

### WHO

Both parties involved, IVC operator and individual, are responsible for the completion of the tool.

### WHEN

RECEPTION PHASE.

The Service agreement tool is used during the first meeting between the IVC operator and the individual.

### WHERE

The tool is used where the reception meeting between the IVC operator and the person takes place.