

# SERVICE INSIGHTS INITIATIVE AGREEMENT

Participation in the Service Insights Initiative is subject to your agreement to:

1. Adhere to the collection methodology of Good Shepherd Food Bank's Service Insights Initiative.
2. Agree, in good faith, to attempt to collect ALL data from pantry patrons, and agree to take reasonable measures to protect patron information.
3. Participate in Good Shepherd Food Bank's training sessions.
4. Agree to participate in focus groups associated with Service Insights experience.
5. Agree that if Good Shepherd Food Bank issues your agency technology or equipment, you will adhere the provisions of the Service Insights Technology Agreement.
6. Agree to notify Good Shepherd Food Bank if there is any change in your agency's ability to participate in the Service Insights Initiative so that we may provide your agency additional assistance or support to aid in participation.
7. Grant Good Shepherd Food Bank permission to use photographs, logos, published/printed information, and any other materials you supply, in press releases and/or publications.

If your organization agrees to these terms, please have an authorized representative sign and return one copy of this letter.

We understand this is a big change for your agency. We value your partnership and look forward to working with you through the coming years.

Sincerely,  
The Team at Good Shepherd Food Bank

ACCEPTED AND AGREED:

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PANTRY REPRESENTATIVE

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DATE

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AGENCY NAME

