

2.1.5. Resources required

- Staff: This type of services can be very labour intensive. A good organization via close collaboration with the authorities, and digitalization may be a precondition to implement this service properly.

Employers' organisations with a role in social security via joint management may seek collaboration of the institutions which they co-manage to help employers' organisation in this service.

Good training of the concerned employers' organisation staff in handling the tasks of these services is essential. Even if routine, members will only appreciate if flawlessly done by the employers' organisation.

- Hardware and software: to be seen according the type of documents
- Income: to be examined if members as well as nonmembers can be charged for the service and at which rate. But in many cases these services would be considered not to be part of the "normal" membership package of services.

