

1.1.2. Product format

The format in which the information is offered is of importance. The format should create trust and easiness of handling of the information. *Trust* because the information can be ensured to be complete. *Easiness* of handling because all aspects of the information are in the same place and format.

Concretely this means at least:

- Availability of a small summary of the **measures**, understandable for the non-specialist
- Precise **texts** which allows a precision check by the user (literal text of Executive order)
- **Forms** which have to be filled in, to give access to the measure (subsidies or something alike)
- Precise **references** of the measure or regulation (publication place and date, website, address, telephone number)
- References for the **contact person** of the employers' organisation dealing with the issue
- References for the **person or the institution** dealing with the regulation (institution, address, telephone number)

