Sixteen HR answers — sourced and dated

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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5 rewritten, each with the extract that grounds it · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **No answer leaves without its source** — statutory text, resolution, internal memo or notified individual decision, **with its date and the extract that grounds it. The deputy director settles the version: that approval is what commits the establishment's word before a member of staff.**

The three answers that weigh the most

Topic	Enquiries a year	Governing source	Status
Leave balance and time-savings account	**1,640**	Information system and internal memo	**Rewritten — the filing counter has changed**
Allowances and reading the payslip	**1,210**	**Resolution on allowances**	**Rewritten — the revision voted had not been carried over**

Topic	Enquiries a year	Governing source	Status
Part-time, career break and return	**890**	Statutory text and the establishment's procedure	Up to date
Sub-total	**3,740**	—	**Six recurring enquiries out of ten**

The 5 answers that no longer matched the text in force

Answer	What no longer matched	Governing text	Enquiries a year
Allowances	**Amounts revised in session**	**Resolution on allowances**	**1,210**
Working cycles and time off in lieu	**Two internal memos replaced**	Internal memos on working-time arrangements	**612**
Filing a time-savings account	**Counter and form changed**	Internal memo	**418**
Travel reimbursement	Scale updated	Internal memo	196
Employer certificate	Issuing route changed	The establishment's procedure	174
Total	—	—	**2,610 enquiries a year started from an out-of-date answer**

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> **These 5 gaps existed before the agent.** They only show when the counter notices and the published texts are laid side by side — **and that is the comparison the agent now runs every night, because this work only shows when it has not been done.**

What each answer carries

Element	Content	What it is for
Everyday wording	The sentence as it is said to the member of staff	What the officer can reuse as it stands
Easy-read version	**Short sentences, one message per sentence**	**Chosen by the member of staff, never imposed**
Rereading and approval of the easy-read version	**By the deputy director, before it goes to the counter**	**A shortened sentence that changes the law as stated is no longer help**
Source, date and extract	**Statutory text, resolution, internal memo or notified decision**	**What makes the answer checkable by the person receiving it**
Filing deadline where there is one	**Calculated as at today's date**	**It is the deadline that shows latest — hence worked out from the start**

The action that stops it happening again

When	What the agent does	What comes back to the establishment
The night following the publication of a text, a resolution or an internal memo	**It flags the answer concerned and writes the updated version**	**The review and the settling of the version**

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When	What the agent does	What comes back to the establishment
On request	**It quantifies how many enquiries the updated version would have handled over the past year**	**Go-live, which takes one word**

For the establishment to settle

Answers whose review is delegated to the payroll manager: _____

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