## Extract from the evaluation dataset and its checklist:

The columns are explained below:

- Confluence search engine: contains 3 synonyms for a search term.
- RAG: contains 3 questions in natural language whose content matches the Confluence search engine terms.
- Confluence page name: indicates the page that contains the searched information. This is then positioned later in the results list to determine the equivalence class for the evaluation framework.
- RAG checklist: as RAG provides a text-based answer, it is checked for completeness. Any content included is ticked off in order to ultimately determine the corresponding equivalence class based on completeness.

| Confluence search engine  | RAG   | Confluence page name | RAG Checklist  |
|---|---|----------------------|--|
| <ul><li>sick</li><li>report sick</li><li>declare sick</li></ul> | <ul> <li>What do I do if I am ill?</li> <li>How do I call in sick?</li> <li>I am ill. What should I do?</li> </ul>    | Sick report          | <ul> <li>☐ If less than 3 days, no certificate required.</li> <li>☐ Submit a sick note from the 3rd day of absence</li> <li>☐ At least 1 contact person mentioned</li> <li>☐ Record absence in the absence calendar</li> </ul> |
| - Home Office<br>- Remote<br>- Telework                         | <ul> <li>Can I work from home?</li> <li>Is it possible to work remotely?</li> <li>Is home office possible?</li> </ul> | Telework             | <ul><li>□ Scope (100%, 50%)</li><li>□ Restrictions and data protection measures</li><li>□ Rules for taking equipment</li></ul>   |

| <ul> <li>Record working time</li> <li>Book working time</li> <li>Track working time</li> </ul> | <ul> <li>How do I record my working time?</li> <li>How do I book my working time?</li> <li>What guidelines are there for documenting working hours?</li> </ul>  | Working Time  | <ul> <li>□ Up-to-date and complete in Jira</li> <li>□ in 30 minute blocks</li> <li>□ Submission of timesheet on the last working day of the month</li> </ul>                      |
|--|---|---------------|---|
| - Break<br>- Rest break<br>- Enter rest break  | <ul><li>When should I take a break?</li><li>How long should the break be?</li><li>Is the break recorded?</li></ul>  | Working Time  | ☐ More than 6 hours: 30 minutes ☐ Between 6 and 9 : 45 minutes  |
| <ul><li>Vacation</li><li>Request vacation</li><li>Book vacation</li></ul>                      | <ul><li>What is vacation?</li><li>How do I apply for vacation?</li><li>How do I book vacation?</li></ul>  | Vacation      | <ul> <li>□ Definition of vacation (how is it determined, how is it calculated,)</li> <li>□ Clarify with project manager</li> <li>□ Is entered in the absence calendar.</li> </ul> |
| <ul> <li>Working students</li> <li>Students</li> <li>Working students work</li> </ul>          | <ul> <li>How many hours are working students allowed to work?</li> <li>How many hours are students allowed to work?</li> <li>What is the maximum number of hours working students are allowed to work?</li> </ul> | Working Hours | ☐ 20 hours per week incl. all employers ☐ up to 40 hours during the semester break  |

| <ul><li>Leaving the company</li><li>Offboarding</li><li>last working day</li></ul>                        | <ul> <li>Who is responsible when an employee leaves the company?</li> <li>What happens during offboarding?</li> <li>What should happen before a colleague's last day at work?</li> </ul> | Offboarding | ☐ Chairman is responsible ☐ Offboarding ticket checklist processed  |
|---|--|-------------|---|
| <ul><li>Onboarding</li><li>new employees</li><li>First working day</li></ul>                              | <ul> <li>What happens during onboarding?</li> <li>How are new employees integrated into the company?</li> <li>What happens on the first day of work?</li> </ul>                          | Onboarding  | ☐ Direct Chairman ☐ Mentor ☐ Onboarding Ticket  |
| <ul> <li>Travel expenses</li> <li>Submit travel expenses</li> <li>Travel expense reimbursement</li> </ul> | <ul> <li>What are travel expenses?</li> <li>How do I submit travel expenses?</li> <li>When will I be reimbursed for my travel expenses?</li> </ul>                                       | Travel      | <ul> <li>□ Travel expenses (travel expenses, meals, accommodation,)</li> <li>□ This is done in paper form and must be submitted to the business travel department.</li> <li>□ Payment is made with the next payslip.</li> </ul> |
| <br><br>  | <br><br>   |             |   |