



## RUNNING EXAMPLE

Lendari arms a Kill Switch for "Margaux" (Level 1 customer service) from go-live. Owner: **Camille Roussel** (DDAO — Delegated Decision Agent Officer).

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## OBJECTIVE

Be able to **immediately shut down** an agent or agentic system in case of drift, incident, loss of control, or critical risk.

## 1 AGENT IN SCOPE

## AGENT NAME

Margaux

## ID / REFERENCE

LEN-SAV-01

## PRIMARY MISSION

Level 1 customer service & returns — fashion e-commerce

## RELATED SYSTEM / SERVICE

Lendari customer service platform (EU instance)

## OWNER (HUMAN ACCOUNTABLE PARTY)

Camille Roussel — DDAO

## CREATION DATE

05/26/2026

## 2 AGENT RISK LEVEL

Assessment of overall risk in case of drift.

- |   |   |
|---|---|
| <b>Critical</b> — major impact on finances, customers, data, or compliance. | <b>High</b> — significant impact on operations or reputation. |
| <b>Moderate</b> — limited and reversible impact. ( <i>refund cap €100</i> ) | <b>Low</b> — minimal impact.                                  |

## 3 ACTIVATION CONDITIONS

The Kill Switch must be activated if any of the following conditions is met:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Detected behavioral drift                 | <input checked="" type="checkbox"/> Defined limits exceeded   |
| <input type="checkbox"/> Decision not compliant with rules                    | <input checked="" type="checkbox"/> Abnormal financial impact |
| <input checked="" type="checkbox"/> Critical customer complaint / claim       | <input type="checkbox"/> Data or access breach                |
| <input type="checkbox"/> Loss of control / critical bug                       | <input type="checkbox"/> Explicit human instruction           |
| <input checked="" type="checkbox"/> Other: <b>error rate &gt; 2% over 24h</b> |   |



LEVELSecurity

DURATION20-40 min

USEEmergency shutdown

TRACKToolkit

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EMERGENCY SHUTDOWN PROCEDURE

STEP	ACTION	OWNER	TIMEFRAME / DETAIL
1. Detect	Identify the alert signal or incident	Customer service supervisor	Supervision dashboard (error rate, alerts)
2. Validate	Confirm that the activation condition is met	Léa Fontaine (business)	Max timeframe: 15 min
3. Activate	Trigger the Kill Switch — critical action	Camille Roussel (DDAO)	Max timeframe: 5 min
4. Isolate	Isolate the agent and cut its access	IT / Ops (on-call)	Cut the customer service API, revoke tokens
5. Control	Verify the shutdown and monitor effects	Camille Roussel (DDAO)	Failover to human customer service verified

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AUTOMATIC ACTIONS UPON ACTIVATION

- ☒ Suspend all ongoing tasks
- ☒ Block integrations / APIs
- ☒ Notify human accountable parties
- ☒ Revoke access and tokens
- ☐ Set critical data to read-only
- ☒ Switch to degraded mode (human customer service)

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NOTIFICATIONS

ROLE / PERSON	CHANNEL (EMAIL / SMS / SLACK / OTHER)
Camille Roussel (DDAO)	SMS + Email
Étienne Mercier (CEO)	Email
Karim Belkacem (DPO)	Email (if data involved)
Customer service supervisor	Slack (#sav-incident channel)



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RUNNING EXAMPLE

Lendari — post-incident review, activation traceability, and restricted access to Margaux's Kill Switch.

7 POST-INCIDENT REVIEW

To be carried out after every Kill Switch activation.

- ☒ Root cause analysis
- ☒ Corrective actions to implement
- ☒ Learning and documentation
- ☒ Real impact assessment
- ☒ Update of rules / limits

REVIEW OWNER

Camille Roussel — DDAO

REVIEW TIMEFRAME

48h after activation

8 ACTIVATION HISTORY

DATE / TIME	AGENT	REASON	ACTIVATED BY	DURATION	IMPACT	REVIEW
06/02 14:20	Margaux	Scheduled test (simulation)	C. Roussel	4 min	None (test)	Yes

9 KILL SWITCH ACCESS

Who can activate the Kill Switch? (at least 2 people recommended)

NAME / ROLE	CONTACT
Camille Roussel — DDAO	camille.roussel@lendari.fr
Customer service supervisor — business	astreinte-sav@lendari.fr
IT on-call — Ops	+33 6 00 00 00 00 (24/7)

- ☒ Method: dedicated interface
- ☒ Method: system command



LEVEL	Security
DURATION	20-40 min
USE	Emergency shutdown
TRACK	Toolkit

10 ↺ REGULAR TESTING

An untested Kill Switch is an uncertain Kill Switch. Schedule periodic testing under real-world conditions.

FREQUENCY

Quarterly

LAST TEST PERFORMED ON / BY

06/02/2026 — C. Roussel

TEST RESULT

OK (functional)

NEXT TEST SCHEDULED FOR

09/02/2026

**A powerful agent without a Kill Switch is a risk, not an asset.**  
Planning for shutdown protects value and trust. — See **ACF-05 Supervision** and **ACF-11 Agentic Risk Assessment**.

✓ ☑ PROTOCOL VALIDATION

Agent owner — Camille Roussel (DDAO) · validated on 06/03/2026

Executive management — Étienne Mercier · approved on 06/03/2026