



RUNNING EXAMPLE

Rhena pilots "ANNA" after the step up to 40%: KPIs, alerts and incidents from week 1. Owner: **Dr Katrin Ostermann** (DDAO · Delegated Decision Agent Officer).

1 SUPERVISION KPIS

INDICATOR	TARGET	CURRENT VALUE	TREND	STATUS
Settlements with no human rework	≥ 60%	54%		
Policyholder satisfaction	≥ 4.0 / 5	4.1 / 5		
First response time	< 4h	2h 10		
Error rate	< 1.5%	0.8%		
Amount settled / day	< €150,000	€112,000		
Escalation rate	25-35%	43%		

2 ALERTS & INCIDENTS

DATE	TYPE	DESCRIPTION	SEVERITY	STATE
04/16	Incident	3 files wrongly closed as incomplete	Low	
04/17	Escalation	Claim estimated at €2,900, above the cap	Medium	
04/19	Guardrail	€3,400 settlement blocked (€2,500 cap)	-	

STATUS LEGEND

- Compliant / OK
- Monitor closely
- Critical / action
- Not applicable

BEST PRACTICES

- Update the dashboard every week.
- Document every incident and every decision.
- Reassess KPIs and thresholds periodically.



3 COMPLIANCE MATRIX

KEY PRINCIPLE (AI ACT)	STATE	COMMENT
Safety & protection	Compliant	Frankfurt region, restricted access
Transparency & traceability	Compliant	Every decision logged, schedule included
Fairness & non-discrimination	Partial	Bias by postcode not established
Responsibility & accountability	Compliant	DDAO identified (K. Ostermann)
Legal compliance (GDPR / AI Act)	Partial	DPIA being updated
Privacy	Compliant	Anonymized exports
Reliability & robustness	Partial	Escalation thresholds being fine-tuned

4 DECISION & ESCALATION LOG

DATE	DECISION / ESCALATION	REASON	OUTCOME	OWNER
02/01	Go-live v1.0	Supervised launch	Daily supervision activated	K. Ostermann
03/11	Out-of-date depreciation schedule	430 files under-settled	Stop, fix, repayment	K. Ostermann
04/15	Step up to 40%	Wider perimeter	Supervision capacity not recomputed	K. Ostermann



5 ACTION PLAN & CONTINUOUS IMPROVEMENT

ACTION	OBJECTIVE	OWNER	DUE DATE	STATUS
Log the schedule version	Prevent a repeat of 11 March	B. Kessler	03/31	Done
Extend stop authority to both entities	Cut off everywhere in 3 minutes	K. Ostermann	04/30	To do
Recompute supervision capacity	Bring escalation < 35%	K. Ostermann	05/31	To do

6 PERIODIC REVIEW & SIGN-OFF

REVIEW FREQUENCY

Weekly (daily during month 1) · next review on 04/26/2027.

PARTICIPANTS

Dr Katrin Ostermann (DDAO), Ines Baumgartner (home claims), Marek Sobczak (business).

REVIEW OUTCOMES

- ☐ Objectives achieved
- ☒ Satisfactory progress
- ☒ Adjustments required (thresholds, FAQ)
- ☐ Major issues identified

Supervision lead · Home claims unit · 04/22/2027

Governance lead · Dr Katrin Ostermann (DDAO) · 04/22/2027

Keep at hand: the emergency stop ACF-07 · Kill Switch (ANNA trigger: error rate > 2%) and ACF-12 · Agentic Risk Assessment for emerging risks.