



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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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.

- Critical** : major impact on finances, customers, data, or compliance.
- Moderate** · limited and reversible impact. (*refund cap €100*)
- High** : significant impact on operations or reputation.
- Low** · minimal impact.

3 ACTIVATION CONDITIONS

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

- ☒ Detected behavioral drift
- ☐ Decision not compliant with rules
- ☒ Critical customer complaint / claim
- ☐ Loss of control / critical bug
- ☒ Other: **error rate > 2% over 24h**
- ☒ Defined limits exceeded
- ☒ Abnormal financial impact
- ☐ Data or access breach
- ☐ Explicit human instruction



LEVELSecurity

DURATION3 h - 6 h

USEEmergency shutdown

TRACKToolkit

RUNNING EXAMPLE

Lendari - 5-step shutdown procedure, automatic actions, and notification chain for Margaux.

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4 ⌚ 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

5 ⚡ 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)

6 🔔 NOTIFICATIONS

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



LEVEL

DURATION

USE

TRACK

Security

3 h - 6 h

Emergency shutdown

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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
- ☒

Real impact assessment
- ☒

Corrective actions to implement
- ☒

Update of rules / limits
- ☒

Learning and documentation

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	3 h - 6 h
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RUNNING EXAMPLE

Lendari : periodic Kill Switch testing and formal validation of the protocol for Margaux.

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-06 Supervision and ACF-12 Agentic Risk Assessment.

✓ ☑ PROTOCOL VALIDATION

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

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