



RUNNING EXAMPLE

Rhena arms a stop mechanism for "ANNA" (level 1 home claims) from go-live.
Owner: **Dr Katrin Ostermann** (DDAO · Delegated Decision Agent Officer).

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1 AGENT IN SCOPE

AGENT NAME

ANNA

ID / REFERENCE

RHE-HAB-01

PRIMARY MISSION

Level 1 home claims · Germany, Austria, the Netherlands

RELATED SYSTEM / SERVICE

Claims portal (Frankfurt) and US subsidiary (Virginia)

OWNER (HUMAN ACCOUNTABLE PARTY)

Dr Katrin Ostermann · DDAO

CREATION DATE

01/14/2027

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.
(settlement cap €2,500)
-  **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 > 1.5% over 24h, or schedule drift**
- ☒ Defined limits exceeded
- ☒ Abnormal financial impact
- ☐ Data or access breach
- ☐ Explicit human instruction



LEVELSecurity

DURATION3 h - 6 h

USEEmergency shutdown

TRACKToolkit

RUNNING EXAMPLE

Rhena - 5-step shutdown procedure, automatic actions, and notification chain for ANNA.

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4 ⌚ EMERGENCY SHUTDOWN PROCEDURE

STEP	ACTION	OWNER	TIMEFRAME / DETAIL
1. Detect	Identify the alert signal or incident	Ines Baumgartner	Supervision dashboard (error rate, schedule drift)
2. Validate	Confirm that the activation condition is met	Marek Sobczak (business)	Max timeframe: 10 min
3. Activate	Trigger the Kill Switch · critical action	Dr Katrin Ostermann (DDAO)	Max timeframe: 5 min, across both entities
4. Isolate	Isolate the agent and cut its access	IT / Ops (on-call)	Cut both platforms, revoke tokens
5. Control	Verify the shutdown and monitor effects	Dr Katrin Ostermann (DDAO)	Failover to handlers verified on both sides

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 handlers)

6 🔔 NOTIFICATIONS

ROLE / PERSON	CHANNEL (EMAIL / SMS / SLACK / OTHER)
Dr Katrin Ostermann (DDAO)	SMS + Email
Andreas Voll (Management Board)	Email
Sofia Lindqvist (DPO)	Email (if data involved)
Brian McDouglas (US subsidiary)	SMS + call, added 04/30/2027



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Rhena : post-incident review, activation traceability, and restricted access to ANNA's stop mechanism.

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

Dr Katrin Ostermann · DDAO

REVIEW TIMEFRAME

48h after activation

8 ACTIVATION HISTORY

DATE / TIME	AGENT	REASON	ACTIVATED BY	DURATION	IMPACT	REVIEW
03/11 14:22	ANNA	Out-of-date depreciation schedule	K. Ostermann	3 min in Europe, 43 min in the US	430 files	Yes

9 KILL SWITCH ACCESS

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

NAME / ROLE	CONTACT
Dr Katrin Ostermann · DDAO	k.ostermann@rhena-versicherung.de
Brian McDouglas · US subsidiary	b.mcdouglas@rhena-is.com
IT on-call · Ops	+49 221 00 00 00 (24/7)

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



LEVEL	Security
DURATION	3 h - 6 h
USE	Emergency shutdown
TRACK	Toolkit

RUNNING EXAMPLE

Rhena : periodic stop-mechanism testing and formal validation of the protocol for ANNA.

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

12/08/2027 · K. Ostermann

TEST RESULT

OK across both entities

NEXT TEST SCHEDULED FOR

03/08/2028

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 : Dr Katrin Ostermann (DDAO) · validated on 01/14/2027

Executive management - Andreas Voll · approved on 01/14/2027