



RUNNING EXAMPLE

Lendari applies this card to Margaux, its after-sales agent (maturity N2), owned by Camille Roussel (DDAO).

1 THE RULE · WHAT THE MATRIX MAKES VISIBLE

NON-DELEGATION OF ACCOUNTABILITY

You delegate execution, never accountability. The agent may hold the "R" (it performs); it never holds the "A" (it does not answer for its acts). The "A" always lands on a named human.

THE "RULE" COLUMN

Is not an actor that decides: it is the bound that makes autonomy governable, namely a cap, a stop trigger, a prohibition. It comes from the mandate (ACF-13) and the stop mechanism (ACF-07).

2 WORKED EXAMPLE · LENDARI · AFTER-SALES & RETURNS (AGENT MARGAUX, N2)

PROCESS ACT	PERFORMS (R)	ACCOUNTABLE (A)	BOUNDING RULE	IN THE LOOP · AUTONOMY
Answer a tier-1 after-sales request (tracking, delay, stock)	Agent	Léa Fontaine	Sourced answers; escalate outside perimeter	After-sales supervisor, a-posteriori check · supervised autonomy
Refund / credit note < €100	Agent	Léa Fontaine	Cap €100/action, €500/day (ACF-13); logging ACF-09	Daily human review · supervised autonomy
Grant a goodwill gesture (discount)	Agent proposes, human approves	Léa Fontaine	Never change catalogue prices; approval before sending	After-sales lead approves each case · co-decision
Handle a dispute / an out-of-perimeter request	Human (after-sales team)	Léa Fontaine	Mandatory human handover; the agent does not decide	The agent routes as best it can · suggestive
Cut the agent off in an incident	DDAO (Camille Roussel)	Camille Roussel	Trigger: error rate above 2% over 24h (ACF-07)	Never performed by the agent on itself · non-delegable zone



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3 CHECK WHEN RE-READING

"ACCOUNTABLE" COLUMN

Only human names, from the first act to the last, even though the agent performs three of the five. Accountability did not follow execution.

LAST ACT

Cutting the agent off is never performed by the agent. An organisation that let it decide its own shutdown would have no stop mechanism, only a suggestion.

The "Accountable" column holds only human names, never the agent. That is the test of this card.