



RUNNING EXAMPLE

Lendari has kept its exceptions register since June 2026. 9 open, 4 closed.

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1 THE RULE · WHY WRITE THEM DOWN

SPOKEN AND RULE LOOK ALIKE

An exception granted verbally is indistinguishable from a rule. Six months later nobody knows whether the cap exceeded that day was a favour or the practice, and the audit can no longer tell.

WHAT NEVER TAKES AN EXCEPTION

A non-delegable zone admits no exception, otherwise it is not one. The register therefore separates what is negotiable, thresholds and delays, from what is not.

2 WORKED EXAMPLE · LENDARI · REGISTER AT 09/30/2026

EXCEPTION	REQUESTED BY	GRANTED BY	DEADLINE AND OUTCOME
Cap raised to €250 during the sales	Sales director	Camille Roussel (DDAO)	Closed 02/15/2026, not renewed
Automatic Sunday replies with no supervision	Customer service	Léa Fontaine	Open, deadline 12/31/2026
CRM access for the carrier's agent	Logistics	IT, with no DDAO opinion	Irregular, taken back to permissions review (ACF-P8)
Dual control suspended during the 06/05 incident	Operations	Camille Roussel (DDAO)	Closed 06/12, reason written in the register
Acknowledgements sent without review	Customer service	Léa Fontaine	Open, revisited at every validity review (ACF-17)

3 CHECK WHEN RE-READING

THE DEADLINE COLUMN

No line stays empty. An exception with no date closes by default at the next review, and whoever wants it must ask again.

THE RECURRING EXCEPTION

Granted 3 times, an exception is no longer one: either the rule is wrong and gets rewritten, or the request is unfounded and gets refused for good.

An organisation does not drift through its rules, it drifts through the exceptions it forgot to close.