



RUNNING EXAMPLE

Rhena has kept its exceptions register since February 2027. 14 open, 6 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 · RHENA · REGISTER AT 30/09/2027

EXCEPTION	REQUESTED BY	GRANTED BY	DEADLINE AND OUTCOME
Cap raised to €4,000 after the January storms	Claims division	Dr Katrin Ostermann (DDAO)	Closed 28/02/2027, not renewed
Daily review suspended at weekends	Home claims unit	Ines Baumgartner	Open, expires 31/12/2027
Full file access for the loss-adjuster network's agent	Operations	IT, without the DDAO's view	Irregular, pulled into a permissions review (ACF-P8)
Four-eyes check suspended during the 11/03 incident	Operations	Dr Katrin Ostermann (DDAO)	Closed 13/03, grounds written into the register
\$10,000 cap requested by the US subsidiary	Brian McDouglas	Refused	Reasoned refusal, revisited at the 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.