



Operating Model - Escalation Playbook (Public)

How to keep speed while preserving explicit authority.

Principle

Escalation is structural. When uncertainty rises or authority is missing, the system does not proceed by momentum.

What to time-box

- Acknowledgement by named authority (e.g., 10-30 minutes depending on boundary).
- Approval TTL (approval expires; cannot be replayed out of context).
- Safe degrade duration (how long the safer mode is permitted).

Recommended escalation packet (what the approver sees)

- Proposed action + target surface
- Why now (trigger condition)
- Key signals + uncertainty flags
- Proposed bounds + safe degrade
- Counterfactual: what could happen if wrong
- One-click approve / deny

Outcomes

- Approve -> ALLOW WITH BOUNDS (signed token + exact scope + TTL).
- Deny -> SAFE DEGRADE or BLOCK.
- No response -> default SAFE DEGRADE (or HOLD) with monitoring.

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