SANCTUM DOCUMENTS

Exception Handling Protocol

Documented response for condition, custody, and capture exceptions

SD

This client-facing protocol preserves accountability when a record cannot be safely captured, reconciled, or returned through the standard workflow. Every exception remains linked to its container, responsible custodian, and documented resolution.

Required response

01 Protect & pause

Stop the affected task, preserve the record's condition, and maintain its existing container relationship.

02 Log the exception

Record the manifest ID, item or folder identifier, observed condition, time, and responsible technician.

03 Classify the issue

Mark the exception as condition, custody, content, media-readability, or capture-quality related.

04 Isolate with custody intact

Segregate affected material only when needed, while preserving barcode, location, and handler history.

Resolution & closeout

05 Assess safe options

Determine whether conservation handling, alternate capture, recapture, or client direction is required.

06 Escalate material decisions

Obtain client direction before altering original order, disposition, destructive action, or unresolved content treatment.

07 Resolve & reconcile

Document the selected action, scan or media-read result, and any variance in the delivery index.

08 Close the audit trail

Attach final disposition to the manifest and include relevant exceptions in the delivery summary.

Minimum exception log

Manifest / container ID · item or folder reference · exception type · observed condition · custody holder · action taken · client direction, if required · final disposition.

Escalate immediately

Missing or mismatched materials, compromised custody, privileged or sensitive content concerns, unreadable media requiring disposition, or any decision that could affect original order.