

Cantiro Crisis Quick Start Guide

Is this a crisis?

Assume **YES** if it could:

- Harm people
- Stop operations
- Escalate quickly
- Attract attention (media, public, regulator)
- Damage trust

If unsure – *treat it is a crisis.*



Do these 3 things immediately

1. Secure

- Call emergency services if needed

2. Notify Safety

- Teams chat or call/text
- You do not need to wait for details

3. Stop all other communication

- No emails, messages, or posts



Always Notify Safety

Nicole Paterson

Teams chat or call/text Immediately. No exceptions.

780-686-7970

Safety will coordinate response and involve Communications.



What happens next

Safety will:

- Assess the situation
- Coordinate response
- Involve Communications

They will tell you what to do

Do NOT

- Speculate or assign cause
- Contact media or external parties
- Post on social media
- Share details outside approved group
- Do not disturb the scene

Silence is better than wrong information

Rule

- Get Safety involved
- Safety gets Comms involved
- We take it from there