

Social Media Auditors want to generate controversial content to post online.

Don't give it to them.

Take a **CALM** approach:

Chat in a friendly manner

Assess for hostile intent

Limit interactions beyond what's necessary

Monitor for risk of escalation

Remember – all suspicious activity should be investigated. Stay vigilant, and continue to follow the **See, Check and Notify (SCaN) guidance.**



National Protective Security Authority

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