



Tornado:

- ☼ Be aware if the weather and forecast. On probable days, listen for sirens and warnings.
- ☼ If you are on a customer call, politely inform your customer "We are experiencing a weather emergency and I need to disconnect this call."
 - Change your status in Device Manager to avoid calls rolling in.
 - Disconnect the caller ASAP.
 - Calmly proceed to your designated tornado shelter or go downstairs.
- ☼ W@H, once you are secure and if you can, call WFM to let them know what is happening
 - Remain quiet, calm, and respect those around you.
 - Management will continuously monitor the situation on site
- ☼ Once an all clear is given, and everything is ok
 - W@H will need to contact WFM to let them know they are available again
 - In office, return to your normal scheduled functions
- ☼ In the event of an unfortunate outcome
 - W@H should contact WFM to let them know they won't be returning immediately and ask for your manager to contact you to develop a plan.
 - In office should follow directions of the Management on staff. Because an event like this can happen quickly and be devastating, please be patient as information is released.