

	GILES CHEMICAL A DIVISION OF PREMIER CHEMICAL LLC		
	INFORMATION TECHNOLOGY – IT Support Requests		
	2009	Page : 1 of 1	Revision : 1 <sup>st</sup> Date : 07/15/09
	Author: Beth A. Martin		Title : ITSupReq-Pol – 2009

This IT Support and Requests Policy should be used by ALL Giles staff effective immediately.

#### BASICS

When computer help is required or there is general a computer request, please send it via e-mail (with any pertinent attachments) to IT staff at bmartin@gileschemical.com. If there is an emergency or an immediate need that is directly affecting production, then call extension 27. Do not Carbon Copy (CC) or Blind Carbon Copy (BCC) people that are NOT directly involved in the issue.

#### AFTER HOURS

If there is an after hours emergency, please call your immediate manager to confirm whether or not your need warrants an AFTER HOURS support call to IT staff. If you are working after hours and you do not have an emergency, please e-mail your request to IT staff and it will be handled on the next business day or 2.

#### IN OPERABLE MACHINE

If you are having trouble and cannot use your e-mail or machine, then you may call IT and leave a voicemail at extension 27. If it is an emergency, then you may call. If hard copy, paper copy or print-out is of help, those can be placed in the IT mailbox downstairs (with any notes attached).

#### CONCLUSION

Please allow no less than 2 business days for non-emergency issues.

Please feel free to e-mail IT, if you have any follow-up concerns or questions.

Rest assured that your issue will be addressed, handled appropriately and efficiently and followed-up with as well.