

LCP QUESTIONNAIRE HELPDESK

A helpdesk will operate to support **any clarification questions** on how to use the LCP Questionnaire that may arise in the process of filling in this document.

Please only contact the helpdesk after you carefully went through the instructions that are provided in the Questionnaire itself (glossary, detailed instructions, and explanatory information given at specific questions). Also note the instructions that are separately given for Part B of the Questionnaire. These are part of the Excel file that you download(ed).

The Helpdesk

- is meant for operators of LCPs and their staff that are involved in filling in the questionnaire
- is available for questions from 1 December 2014 to 9 January 2015
- can be reached by **e-mail** around the clock: sanayi.hava@csb.gov.tr
- can be reached by **fax** around the clock: **0312 4961601**
- can be reach by **telephone** during working days from 09:00 - 12:30h: **0312 4961601**

The Helpdesk cannot support you with such questions as:

- policy issues
- explaining legal obligations and developments
- technical or managerial advice on company operations
- explaining best available techniques
- any other issues that are not included in or go beyond the scope and role of the questionnaire

When contacting our Helpdesk, please start with providing your full contact details in order to allow us to give you an adequate and timely response.