

what you need to know

# on site

- The first option is to try to **reduce** your waste.
- Separate your waste at home first to save time before going to the site.
- Put your waste in the right bin and follow all instructions on site.
- Treat your waste and the site staff with respect.
- Seek advice from site staff if you are not sure of what to do or where to put your waste.

# what you should expect from us on site

- Customers will be treated fairly, recognising diverse and special needs.
- Customers will be encouraged to **reduce** their waste at all times.
- We will be polite and courteous to all customers on site.
- We will advise householders accordingly.
- We will ensure that customers dispose of their waste properly.
- We **only** accept household waste.
- We have the right to question and inspect the waste being brought into site.
- We have the right to refuse your waste if we believe it is not household waste.
- We will be vigilant.

**Contact us for  
more information:**

**08450 50 45 50**

[www.oxfordshire.gov.uk/  
wasteandrecycling](http://www.oxfordshire.gov.uk/wasteandrecycling)

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