



Pre Acceptance - A Step-by-Step Guide



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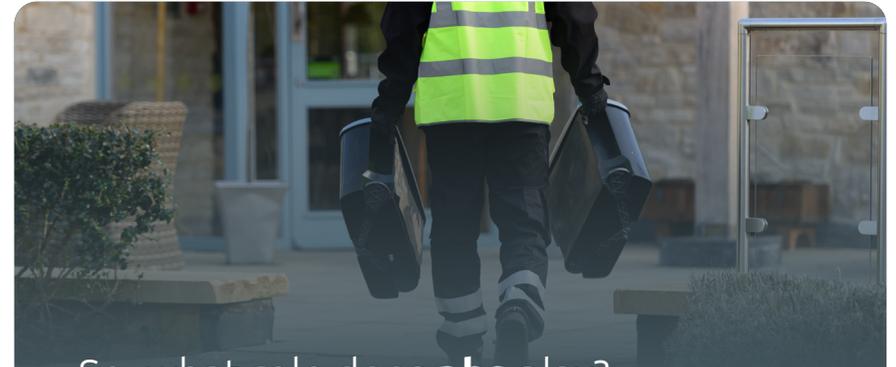


The story behind pre-acceptance

Healthcare waste is waste produced during human and animal healthcare and related research activities. It covers both clinical and offensive waste and is generally the result of healthcare activities, like those taking place in hospitals, clinics, veterinary practices, and nursing homes.

Some healthcare waste producers have been required to assess their waste composition and inform their waste removal operators since 2010. The aim of this being to aid the safe collection and disposal of waste.

The Environmental Agency prioritised this requirement in 2013 and pre-acceptance as we know it was created. Now, all producers of human and animal healthcare waste are legally required to assess their waste and provide an audit to their waste removal operators. This ensures the removal operators can safely handle, transport, store and dispose of the waste. Pre-acceptance audits itemise the waste produced at a location and detail how it is segregated to ensure appropriate disposal methods, recycling procedures, and treatment options. This information prevents improper waste handling, reduces environmental risks, and minimises the potential for adverse health effects.



So, what role does **phs** play?

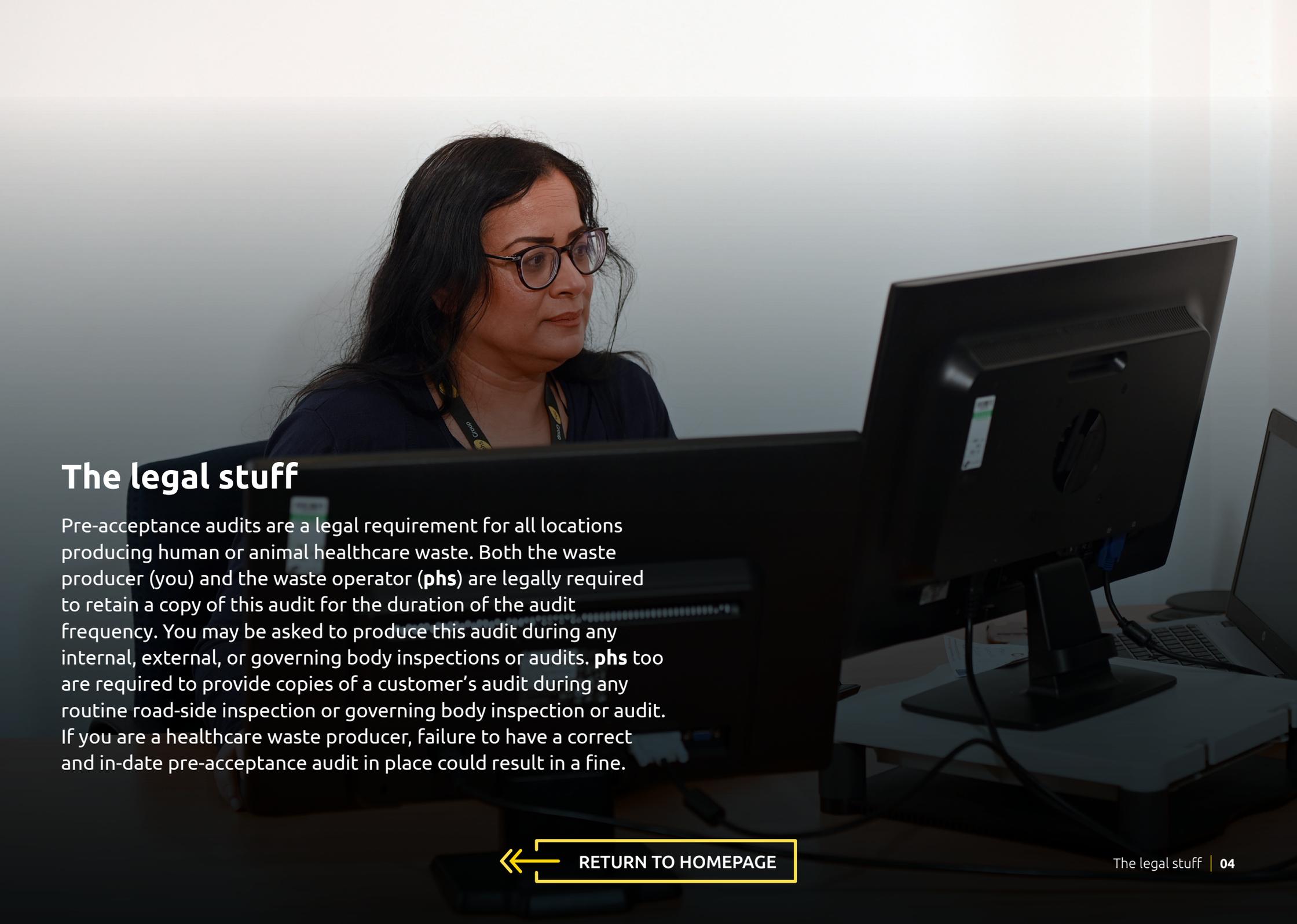
phs are committed to supporting sustainable growth and reducing the impact of its products and services upon the environment.

phs collects around 65,000 tonnes of waste from customers per year, ranging from nappies and sanitary products to medicinally contaminated sharps and dental amalgam. Correctly segregating all types of healthcare and non-healthcare waste not only supports best practice for waste management but also enables **phs** to divert offensive waste from landfill. Through a partnership with Virador, **phs**-managed offensive waste is treated at Virador's energy recovery facilities (ERFs), and other partners across the country, to create low carbon electricity which is sent to the National Grid. This enhances **phs** customers' sustainability objectives by diverting waste from landfill, which can take more than 500 years to decompose, and using it to create energy.

phs offer a digital pre-acceptance audit form which can be completed online through the [myphs portal](#). Should you already have your own completed audit document, you have the option to upload it here too.

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The legal stuff

Pre-acceptance audits are a legal requirement for all locations producing human or animal healthcare waste. Both the waste producer (you) and the waste operator (**phs**) are legally required to retain a copy of this audit for the duration of the audit frequency. You may be asked to produce this audit during any internal, external, or governing body inspections or audits. **phs** too are required to provide copies of a customer's audit during any routine road-side inspection or governing body inspection or audit. If you are a healthcare waste producer, failure to have a correct and in-date pre-acceptance audit in place could result in a fine.

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Do I have to complete an audit?

If you answer 'yes' to the following questions, then yes you will be required to complete and submit a pre-acceptance audit to all your waste removal operators:

1. Are you a qualified medical professional?
2. Are you producing waste from healthcare or research related activities for either humans or animals?

The audit can be completed by yourselves, or you can arrange for a qualified and competent 3rd party to complete it on your behalf. Info on waste competency can be found [here](#).

Don't think this applies to you?

1. Is the waste you're producing not a product of healthcare activities?
2. Are you producing waste in a domestic setting?
3. Are there no qualified medical professionals on site?
4. Do you believe the audit request you've received from **phs** is not relevant to you?

Please contact pre-acceptance@phs.co.uk with your **phs** account number so we can update your account accordingly and remove this requirement.

Examples of businesses who complete pre-acceptance audits		Examples of businesses who don't complete pre-acceptance audits	
Hospitals	Dental centres	Domestic sites	Beauty/Hair Salons (non-healthcare professionals)
Doctors/GP Surgeries	Opticians	Tattoo studios	Body piercing practitioners
Care homes providing medical or nursing care	Non-healthcare facilities at which a healthcare professional produces waste	Care homes without medical or nursing staff	Minor first aid
Veterinary clinics	Ambulance trusts	Substance abuse refuse	
Community pharmacies	Healthcare centres		
Research laboratories generating clinical waste	Pharmaceutical manufacturers/suppliers		
Any other medical practices			





I already have an audit

If you already have a completed and in-date audit (more than 30 days prior to its expiry date), it can be used to cover the pre-acceptance requirement. You can upload a PDF version of your audit to the **myphs** portal by selecting 'Upload PDF' under the location in question. The PDF must be no larger in size than 10MB and will be virus-checked before it enters the **phs** ecosystem. Please ensure the existing audit covers all waste services on site and that details such as quantities, weights, and collection frequencies haven't changed since the audit was carried out.

You may find it helpful to request a list of your **phs** contracted waste services to ensure they're all included. You can do this by raising a query in your **myphs** account.

The screenshot displays the 'myphs' portal interface for 'Pre-acceptance audits'. At the top, there are navigation links for 'My Audits', 'My Documents', 'My Services', 'FAQs', 'Queries', and 'My Profile'. The main header indicates 'Hi Accounts Payable' and 'You are in customer support view'. The page title is 'Pre-acceptance audits'. Below the title is a progress bar showing: 1 Not started, 0 In progress, 0 Awaiting approval, and 0 Rejected. A search bar and 'FILTER BY' options are present. An inset window shows the 'Upload a PDF document' form with the following fields: 'Choose a file' (No file chosen), 'Your name *' (Dave Smith), 'Your telephone number *' (123456789), 'Your email address *' (ds@phs.co.uk), 'Type of healthcare establishment *' (Dentist), 'SIC Code' (86230 - Dentist), and 'Date completed *' (01/11/2024). A 'Compliance' checkbox is checked with the text 'I am aware of and comply with Custom HTM.07-01 guidance'. 'Back' and 'Submit Audit' buttons are at the bottom.



Who completes the audit?

A pre-acceptance audit must be completed by the waste producer or a qualified competent 3rd party. You can have someone else upload the information onto the **phs** audit form on your behalf, ensuring they also include the contact details of the person who physically conducted the audit.

The first section of the audit asks for the contact details of the person completing the online audit form. If somebody else provided them with the details so they can complete the online form, their contact details are requested here too.



What is waste competency?

To complete a pre-acceptance audit, the auditor must be waste competent, i.e. someone who understands what the waste is, how waste should be classified, segregated, and disposed of, along with what treatment has been carried out to generate the waste.

Waste competency can be determined in a number of ways:

- A recognised medical qualification,
- An external qualification in relation to the classification and segregation of waste,
- A waste auditing qualification.

Alternatively, a person on site can also be deemed as competent if they have experience in:

- The treatments being carried out,
- The waste being produced from each treatment,
- The classification of the waste,
- The correct waste receptacle (bin, bag, or container) in which the waste must be disposed of.

How often do I need to complete an audit?

Your audit frequency will depend on the type of location and the volume of waste you are producing within a 12-month period. These are as follows:



- High volume producers who produce 5 tonnes + waste per year.
- All healthcare producers



- High Risk producer who produces under 5 tonnes per year
- Dentists
- Vets
- Research Labs



- Low Risk producers under 5 tonnes per year
- Other medical practices, including general practices engaged in medical consultation and treatment in the field of general and specialised medicine by general practitioners, medical specialists, and surgeons.
- Other healthcare premises, not involving hospitals or practicing medical doctors, involving para medical practitioners legally recognised to treat patients.
- Community pharmacies
- Care homes with care and nursing
- Healthcare waste producers not wholly or partially encompassing the above.

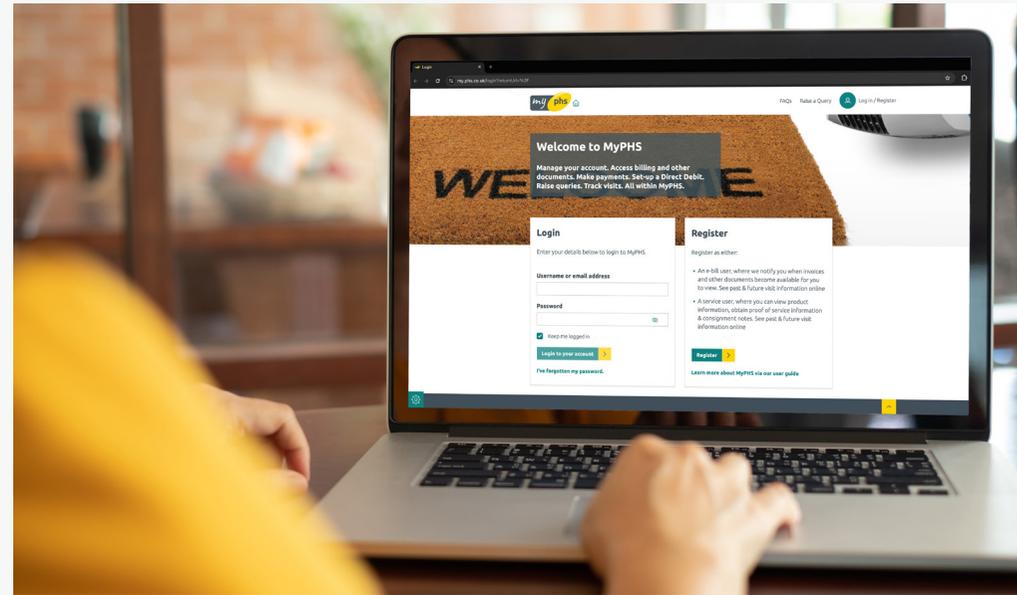


my phs

Where do I complete the audit?

You can complete the **phs** pre-acceptance audit online in the **myphs portal**. On the home page you will find a link to the My Audits area. Here you can either complete the digital **phs** audit or alternatively you can upload your own pre-acceptance audit.

The digital **phs** audit is linked to your **phs** contracted waste services, making the process quick and simple.

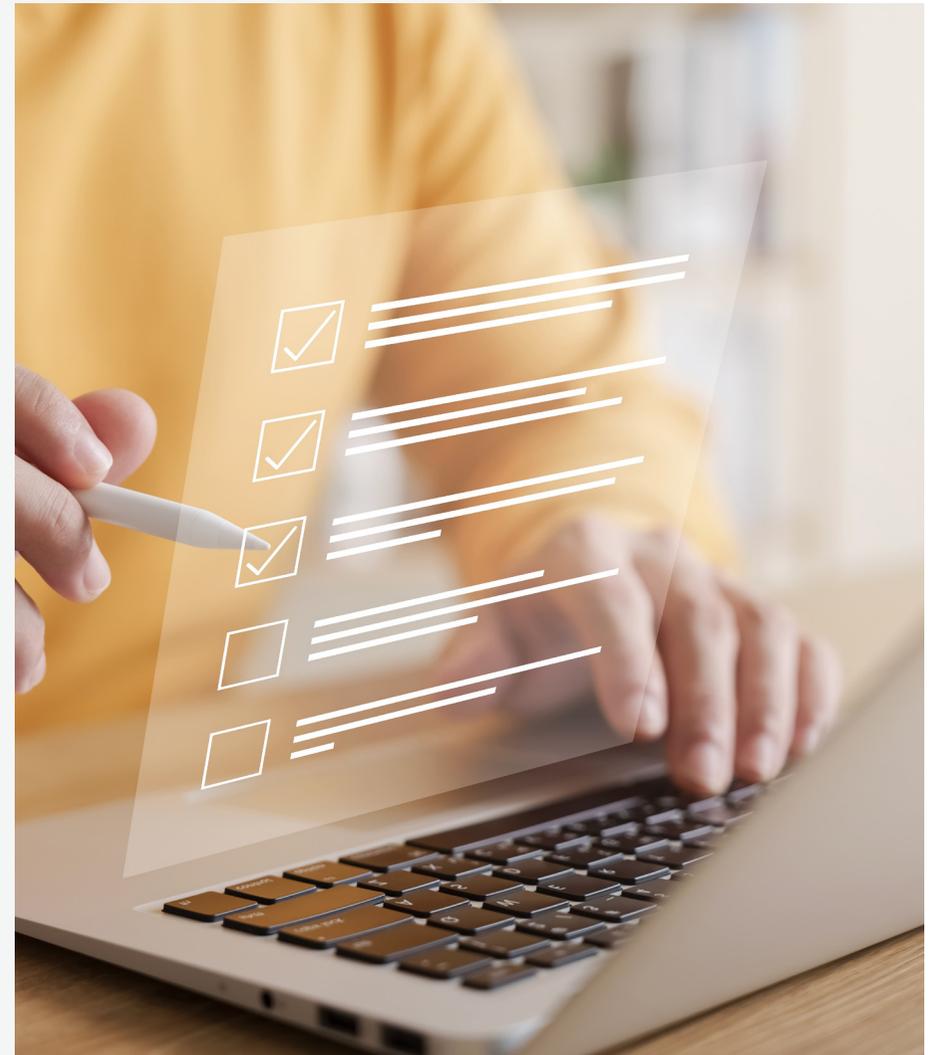


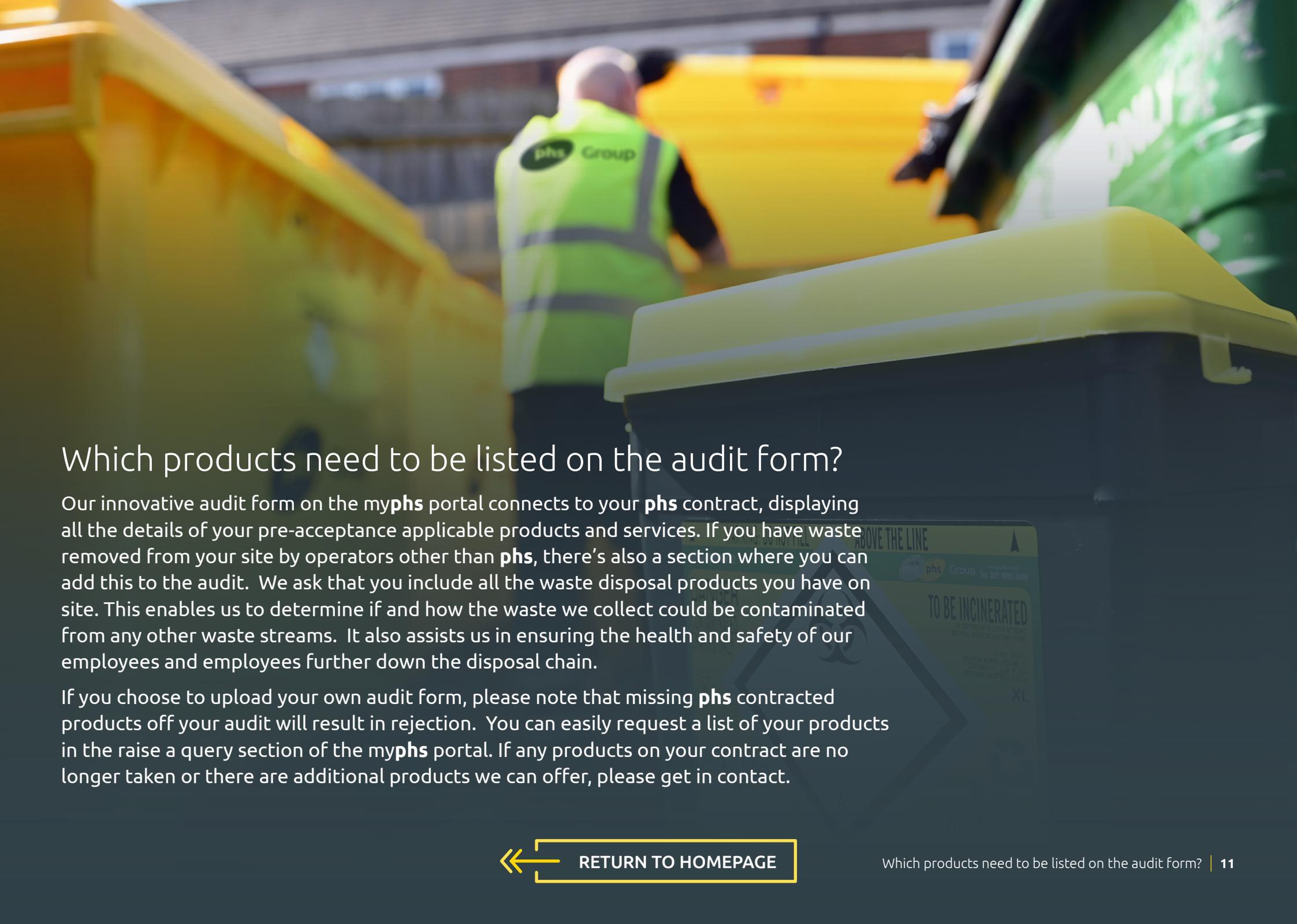
How do I log into the My**phs** portal?

As a customer, you can take advantage of our customer **myphs portal** and manage your account online. With our portal, you will be able to access and submit your pre-acceptance audit, as well as accessing information such as your service history, invoices and useful **phs** resources. The registration process only takes a few minutes. If you're not already registered, click here to **register now**. You will need your location's postcode and if you have received it, your **phs** account number too.

What do I need before I complete the audit form?

1. Undertake a review of HTM07-01 in relation to waste classification, segregation, and disposal to help you identify the items you have on site.
2. Set aside time to walk around the departments/rooms on your site, noting down which waste containers, bins and bags are in each one, and what treatments are being carried out to generate the waste.
3. Once you've compiled all the information for the waste on your site you can login to the [myphs portal](#), click on the My Audit section and begin completing the online audit. If you have your own audit, you can upload a PDF copy here too.
4. Remember, we're here to help. You can [raise a query](#) directly on the [myphs portal](#) and a member of the team will be in touch. If you're uploading a copy of your own audit, you may find it helpful to request a list of your [phs](#) contracted waste services to ensure they're all included.





Which products need to be listed on the audit form?

Our innovative audit form on the my**phs** portal connects to your **phs** contract, displaying all the details of your pre-acceptance applicable products and services. If you have waste removed from your site by operators other than **phs**, there's also a section where you can add this to the audit. We ask that you include all the waste disposal products you have on site. This enables us to determine if and how the waste we collect could be contaminated from any other waste streams. It also assists us in ensuring the health and safety of our employees and employees further down the disposal chain.

If you choose to upload your own audit form, please note that missing **phs** contracted products off your audit will result in rejection. You can easily request a list of your products in the raise a query section of the my**phs** portal. If any products on your contract are no longer taken or there are additional products we can offer, please get in contact.

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How do I complete the audit form?

- Our digital pre-acceptance audit form can be found online in the [myphs portal](#).
- Click the My Audits area link found on the homepage. If you have an audit to complete it will be displayed here.
- Select Start to begin. If you return to this page after beginning your audit, the link will have changed to Resume.
- On average it will take around 10 minutes to complete, and for your convenience you can save your progress at any point and return to it later.
- Before beginning the audit, please take some time to gather the necessary information listed [here](#).
- There are four stages to complete:
 1. **Waste Producer** --> Enter your site details, your contact details, and the contact details of the person who carried out the audit and provided you with the details if it wasn't you.
 2. **Departments** --> Add each department/room on site which is generating healthcare waste and select whether the waste is human or animal.
 3. **Waste Information** --> Your contracted healthcare products are listed here. Select the department(s) they're located in and enter the quantity in each.
 4. **Completion** --> Review your audit summary and add details of any waste collected by companies other than **phs**.



Stage 1 - Waste Producer

1
This information will be pre-populated based on the location the audit is in relation to.

2
Select the closest description of your business activities from the drop-down list of healthcare location types.
Alternatively, select 'other' and a free text box will appear for you to type in.

3
Input your business SIC code. This is the code your business is registered against in Companies House.
If you don't know it, don't worry you can progress without this

4
Add your name, telephone number and email address. This should be the details of the person completing the online form. Someone else may have completed the audit and provided you with the details.

5
Click to indicate who completed the audit. You may have completed the audit yourself or someone else may have provided you with the details to complete the online form.

Site details of the location the audit is in relation to.

If you're short on time, you don't need to complete the whole form in one go. You can save your progress at all stages of the audit, which means you won't lose anything if you need to come back to the audit later.

6
Add the auditor's contact name, telephone number and email address. This is the person who completed the audit and provided you with the details.
The auditor's contact information section only appears if you selected 'Somebody else completed the audit'.

7
Select the appropriate competency level from the drop-down options. This relates to whoever completed the audit.
Audits must be carried out by a qualified or experienced healthcare professional. Someone who understands what the waste is, how waste should be classified, segregated, and disposed of, along with what treatment has been carried out to generate this waste. For further info, see our waste competency info here. (Link to competency page in guide)

8
Select the date the waste audit was completed. This may differ to the date you complete the online form.

9
Tick the box once you have reviewed HTM07-01
This is the NHS guidance on correct classification and segregation of healthcare waste.

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Stage 2 - Departments

1

Enter a department name. You can input the specific name or number for each department/room generating healthcare waste, or as the example shows you can state where it is located on your premises.

2

Select either human or animal to indicate if the waste generated in the department/room is from human or animal treatments.

3

Click + Add department to confirm.

The screenshot shows a web form titled 'Block A' for 'Western Industrial Estate, CF83 1XH'. At the top, there is a progress bar with four steps: 'Waste producer' (checked), 'Departments' (highlighted in yellow), 'Waste information', and 'Completion'. Below the title, there is a list of instructions: 'List all the departments/rooms you have on site which are generating healthcare waste and select whether the waste generated is either human or animal. There must be at least 1 department/room listed to continue.' The form has two columns: 'Department *' and 'Waste type *'. The first row has an input field for 'Enter department name' and a dropdown for 'Please Select'. Below this is a yellow '+ Add department' button. The second row has 'Upper Floor' in the department field and 'Human' in the waste type field, with a trash icon to the right. The third row has 'Ground Floor' in the department field and 'Human' in the waste type field, also with a trash icon. At the bottom, there are three buttons: 'Back', 'Save changes', and 'Next'.

4

Repeat steps 1 – 3 to add more departments/rooms.



Click the bin icon to remove a department/room.

Here is the place to list all the departments/rooms you have on site which are generating healthcare waste. There must be at least 1 department/room listed to continue.



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Stage 3 - Waste Information

All your **phs** healthcare waste products, along with their contracted collection frequencies, average weights, and waste details, are listed here.

If you think any products are missing or details are incorrect, you can raise a query and a member of the team will be in touch

1

Under the product details, select each department/room where the product is located. Select one department at a time from the drop-down options.

The department options match the list added in stage 2 - Departments. If you need to add or remove any departments, you can click the 'Back' button to do so.

Block A

Western Industrial Estate, CF83 1XH

✓
✓
3
4

Your contracted healthcare products are listed below. Select the appropriate departments and quantities for each product.

🔔 If you think there are products missing or incorrect, please [raise a query](#).

Product name WM 20L Pharmaceutical - Grey Base Blue Removable Lid - Ave 7kg Non Haz 180109 180208 200132	Waste receptacle Rigid blue lidded container	Collection frequency 4 per year	Weight 7kg	Quantity 1
Waste type Other Medicines in original packaging	Description Non hazardous pharmaceuticals - e.g. patient returns, over the counter out of date pharmaceuticals, denatured controlled drugs kits - Plastic unit with liner bag			
Department	Department waste type	EWC Code	Quantity	
Upper Floor	Human Waste	18 01 09	1	

Product name WMO - 7L Yellow lidded Sharps Hazardous 180103 180109	Waste receptacle Rigid yellow lidded container	Collection frequency 4 per year	Weight 2kg	Quantity 2
Waste type Sharps medicinally contaminated	Description Infectious medicinally contaminated sharps (e.g. vaccinations)			
Department	Department waste type	EWC Code	Quantity	
Ground Floor	Human Waste	18 01 03 / 18 01 09	1	
Upper Floor	Human Waste	18 01 03 / 18 01 09	1	

Back
Save changes
Next

2

Enter the quantity of the product located in each department/room.

Once completed, the quantities entered should total the contracted quantity shown in the product details above.

You can use the link at the top of the screen to raise a query if the contracted quantity doesn't match the quantity on site.

3

Repeat steps 1 and 2 for each of your contracted products.

At least one department/room must be selected per product and the total quantity per product must match the contracted quantity shown.

If any details need amending when you click 'Next', a message will appear to advise you how.

All your **phs** contracted healthcare products are listed here. Select the appropriate departments and quantities for each product.

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Stage 4 - Completion

Block A

Western Industrial Estate, CF83 1XH

Waste producer Departments Waste information **Completion**

Please review the summary below and confirm if phs is your sole waste collector

Product name	Waste receptacle	Collection frequency	Weight	Quantity
WM 20L Pharmaceutical - Grey Base Blue Removable Lid - Ave 7kg Non Haz 180109 180208 200132	Rigid blue lidded container	4 per year	7kg	1
WMO - 7L Yellow Lidded Sharps Hazardous 180103 180109	Rigid yellow lidded container	4 per year	2kg	2

Is all your waste collected by phs?

Yes, phs collect all my waste

No, I also use other waste collectors

Other waste collected

Waste type

<input type="checkbox"/> General waste	<input type="checkbox"/> Plastic
<input checked="" type="checkbox"/> Food	<input type="checkbox"/> Glass
<input type="checkbox"/> cardboard/paper	<input type="checkbox"/> Metal
<input type="checkbox"/> Wood	<input type="checkbox"/> Textiles/clothing
<input type="checkbox"/> Chemicals	<input type="checkbox"/> Garden waste
<input type="checkbox"/> Waste electricals	<input type="checkbox"/> Chemical waste
<input type="checkbox"/> Batteries	<input checked="" type="checkbox"/> Other...

If other, please specify

...

[Back](#) [Save changes](#) [Submit Audit](#)

1

Review the details of each product by clicking the expand arrow.

2

Click one option to indicate whether **phs** collects all your waste or you have other waste collectors too.

3

Click all waste types collected by other waste collectors. This section will only appear if you indicate above that you have other waste collectors.

Once you're happy with all the info provided, click 'Submit' to complete your audit.

Review your audit summary and add details of any waste collected by companies other than **phs**.



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Pre Acceptance Product Index

Product Images(s)	Product Description	Average Weight	EWG Code	Waste Description Examples	Sectors
Bag Waste					
	Orange bag	3kg	18 01 03 18 02 02	Infectious waste - soft waste including swabs, dressings, bandages, wipes	<ul style="list-style-type: none"> • Dentists • GPs • Medical centres • Hospitals • Care homes • Veterinary • Labs • Pharmacies • Clinics
	Box containing orange liner	25L = 8kg 50L = 12kg			
	Yellow bag	3kg	18 01 03 / 18 01 06	Infectious waste - soft waste including swabs, dressings, bandages, wipes from theatre / minor ops etc.	
	Box containing yellow liner	25L = 8kg 50L = 12kg	18 02 02 / 18 02 06	Infectious waste, potentially contaminated with pharmaceuticals or chemicals	
	Yellow bag with black stripe				
Swabs and dressings unit with yellow bag with black stripe	4kg	18 01 04 18 02 03	Non infectious waste including swabs, dressings, nappies, incontinence waste.		
Eurobins					
	Eurobin containing orange bags		18 01 03 18 02 02	Infectious waste - soft waste including swabs, dressings, bandages, wipes	<ul style="list-style-type: none"> • Dentists • GPs • Medical centres • Hospitals • Care homes • Veterinary • Labs • Pharmacies • Clinics
	Eurobin containing yellow bags	240L = 15kg 360L = 24kg 660L = 36kg 770L = 52kg 1100L = 90kg	18 01 03 / 18 01 06 18 02 02 / 18 02 06	Infectious waste - soft waste including swabs, dressings, bandages, wipes from theatre / minor ops etc.	
	Eurobin containing tiger bags	240L = 20kg 360L = 32kg 660L = 48kg 770L = 80kg 1000L = 120kg	18 01 04 18 02 03	Non infectious waste including swabs, dressings, nappies, incontinence waste.	
Ecoloc Containers					
	Hazardous Eco Loc	30L = 8kg 50L = 12kg 60L = 15kg	18 01 03 18 02 02	Infectious waste – hard clinical waste not suitable for bags.	<ul style="list-style-type: none"> • Dentists • GPs • Medical centres • Hospitals • Care homes • Veterinary • Labs • Pharmacies • Clinics
	Non hazardous Eco Loc	30L = 8kg 50L = 12kg 60L = 15kg	18 01 04 18 02 03	Non hazardous hard clinical waste, e.g. animal faeces, highly sodden waste	

Product Images(s)	Product Description	Average Weight	EWC Code	Waste Description Examples	Sectors
Orange Lidded Sharps Containers					
	Orange Lidded Sharps Container - Hazardous	0.6L = 0.5kg 1L = 0.5kg 2L = 1kg 3L = 1.5kg 4L = 2kg 5L = 2kg 7L = 2kg 13L = 3kg 24L = 4kg 25L = 5kg 30L = 6kg	18 01 03 18 02 02	Infectious and blood contaminated sharps (e.g. phlebotomy needles)	<ul style="list-style-type: none"> • Dentists • GPs • Medical centres • Hospitals • Care homes • Veterinary • Labs • Pharmacies • Clinics
	Orange Lidded Sharps Container - Non Hazardous		18 01 01 18 02 01	Needles or sharps not contaminated or considered to be infectious	
Yellow Lidded Sharps Containers					
	Yellow Lidded Sharps Container - Hazardous	0.6L = 0.5kg 1L = 0.5kg 2L = 1kg 3L = 1.5kg 4L = 2kg 5L = 2kg 7L = 2kg 13L = 3kg 24L = 4kg 25L = 5kg 30L = 6kg	18 01 03 / 18 01 09 18 02 01 / 18 02 08	Infectious medicinally contaminated sharps (e.g. vaccinations)	<ul style="list-style-type: none"> • Dentists • GPs • Medical centres • Hospitals • Care homes • Veterinary • Labs • Pharmacies • Clinics
	Yellow Lidded Sharps Container - Non Hazardous		18 01 01 / 18 01 09 18 02 01 / 18 02 08	Non-infectious medicinally contaminated sharps (e.g. vaccinations to healthy population)	
Cytotoxic Waste					
	Purple Lidded Sharps Container	1L = 0.5kg 3L = 1.5kg 4L = 2kg 13L = 3kg 24L = 4kg			<ul style="list-style-type: none"> • Dentists • GPs • Medical centres • Hospitals • Care homes • Veterinary • Labs • Pharmacies • Clinics • Aesthetics/beauticians administering Botox
	Purple Bag	3kg	18 01 03 / 18 01 08 18 02 02 / 18 02 07	Cytotoxic/cytostatic pharmaceutical and sharps waste (e.g. chemotherapy drugs, steroids, HRT, contraceptives, immunosuppressants, Botox)	
	Eco Loc - Purple Lid	50L = 9kg 60L = 9kg			
Pharmaceutical Waste					
	Non hazardous pharmaceutical blue lidded containers	7L = 4kg 13L = 4kg 30L = 10kg 50L = 12kg	18 01 09 18 02 08	Non hazardous pharmaceuticals - e.g. patient returns, over the counter out of date pharmaceuticals, denatured controlled drugs kits.	<ul style="list-style-type: none"> • Dentists • GPs • Medical centres • Hospitals • Care homes • Veterinary • Labs • Pharmacies • Clinics • Aesthetics/beauticians administering Botox
	Box containing blue liner	12L = 3kg 25L = 8kg 50L = 12kg			

Product Images(s)	Product Description	Average Weight	EWC Code	Waste Description Examples	Sectors
Dental Waste					
	Lead Foil Container non-haz	1.5L = 2kg	18 01 04	Foils from X-rays	• Dentists
	Fixer & Developer Container	10kg	20 01 17	X-ray fixer liquid	• Dentists
		20kg			
	Amalgam Waste Container	600ml = 0.5kg	18 01 01	Waste / excess amalgam	• Dentists
		1.8L = 0.5kg		Capsules containing amalgam residue	
		6L = 2kg		Amalgam sludge	
		6L = 4kg		Extracted teeth containing amalgam	
	Amalgam separator cup	Small = 1kg	18 01 10	Amalgam waste from a separator machine	• Dentists
		Medium = 1kg			
		Large = 2Kg			
	Gypsum Container	25L = 10kg	18 01 04	Gypsum waste e.g. dental study models and 3D moulds	• Dentists
	Precious Waste	300ml = 1kg	18 01 04	Crowns and bridges	• Dentists

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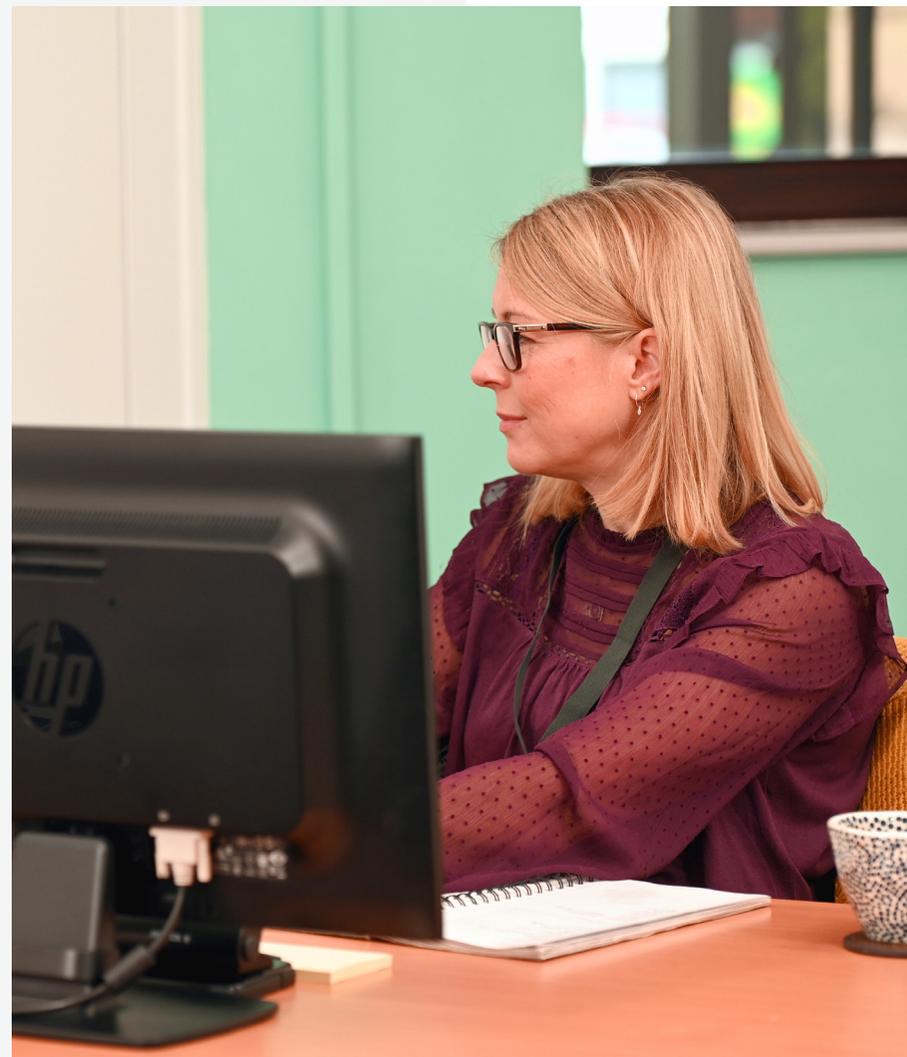
What happens after I've submitted the audit form?

The digital **phs** audit form will guide you through to a successful completion by linking to the waste services on your **phs** contract. Once you've clicked submit, it won't be long before you receive a notification email letting you know you can view and download your pre-acceptance certificate in the My Documents area of **myphs**.

If you've uploaded a pdf version of your own audit form, your audit will be sent to our pre-acceptance audit team for review. It will be reviewed against your **phs** contractual services and the HTM07-01 guidance.

When your audit is accepted, you will receive a notification email, and a copy of your completed audit form can be accessed and downloaded in the My Documents section of the **myphs** portal.

If there are any issues or further questions on your audit, we'll get in contact via email with guidance on what you need to do and what help is available. And remember, even if you already have a completed audit form you can still opt to take advantage of the digital **phs** audit form – it's linked to your **phs** waste services contract and includes a section to add waste services from other operators too.





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