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phs Group a company registered in England & Wales. Company Registration No. 05384799



> A sustainable partnership – **phs** Group and Bupa



Welcome to **p**hs.
You're in safe hands.

The beginning of a sustainable partnership

phs has always been committed to offering the best available solutions at a cost-effective price.

Our products and services help to save water, cut energy bills, divert waste from landfill and improve air quality. You can even help us clean up plastic pollution from the ocean by choosing one of our floor mats – made from discarded fishing nets which are rescued from the sea. We believe that our partnership will enable you to do right by your people, customers, society, and the planet.

So welcome to **p**hs, and we very much look forward to working in partnership with you. If you need further information, please contact our dedicated helpdesk at **Bupa@p**hs.co.uk or by calling **02920 809716**.

For matters regarding mobilisation please contact **onboarding@p**hs.co.uk or by calling **033 884510**.

For any matters that require escalation please contact your account manager Rose Bristow at **RoseBristow@p**hs.co.uk or by calling **T: +443305884784** or **M: 07753977117**.

Here's what you can expect at your premises from the 1st December 2022...

We have exciting news! **p**hs Group is the new supplier of your dental waste requirements. And you're in safe hands. As the leading hygiene services provider in the UK, Ireland and Spain, our team of 3,000 expert hygiene technicians provide services to more than 120,000 customers at more than 300,000 locations.



DID YOU KNOW?

Discarded fishing nets account for a shocking 46% of the ocean's plastic pollution.

Dental products

> Amalgam waste

Our range of amalgam waste containers are designed to provide secure storage of dental amalgam waste. The robust design ensures staff and patients are protected from the potentially harmful effects of mercury inhalation.



The amalgam container range ensures the secure storage of dental amalgam waste before disposal. The containers include an integral mercury suppressant to combat the risk of vapour inhalation.

Instructions for use:

Due to the potentially harmful mercury content, amalgam waste should never be thrown away with general waste. Instead, it should be stored safely within the appropriate container until collected by your **phs** representative.

Key features:

- Stores amalgam dental waste safely
- Range of container sizes to suit your waste
- All products include an integral mercury suppressant to combat the risk of vapour inhalation
- Protects staff

Product specification

Capacity	650ml
Size	105mm x 100mm (dia)
EWC code	180110

> Amalgam capsule storage

phs waste management offers a range of robust, sealed containers to allow the secure storage of dental amalgam capsule waste, with an integral mercury suppressant to combat the risk of vapour inhalation.

Product specification

Capacity	1.8l or 6l
Size	170mm x 190mm (dia) 260mm x 2000mm (dia)
EWC code	180110

Instructions for use:

Simply store used amalgam capsules in this container until ready for collection by your **phs** representative.



> Amalgam sludge disposal

Our Amalgam container range ensures the secure storage of dental amalgam waste before disposal.

Our range of Amalgam waste containers are designed to provide secure storage of dental amalgam waste. The robust design ensures staff and patients are protected from the potentially harmful effects of mercury inhalation.

Product information

Capacity	6L
Size	260mm x 200mm (dia)
EWC code	18 01 10

Key features:

- Stores amalgam dental waste safely
- Range of container sizes to suit your waste
- All products comply with waste management regulations
- Protects staff and patients from mercury inhalation

Instructions for use:

Simply store used amalgam sludge in this container until ready for collection by your **phs** representative.

> Tooth box

The **phs** tooth box is a conveniently sized container to store amalgam filled extractions until disposal. To help protect staff and patients, it has an integral mercury suppressant foam.



Key features:

- Securely stores amalgam filled extractions
- Helps protect staff and patients from mercury inhalation

Product information

Capacity	650ml
Size	105mm x 100mm (dia)
EWC	18 01 04

Instructions for use

Simply store used amalgam filled extractions in this container until ready for collection by your **phs** representative.

> Durr / Cattani separator cups

As one of the UK's largest suppliers of dental waste disposal and collection services, we have many years of experience dealing with the waste disposal needs of dental practices and dental hospitals.



phs offers a complete service for the disposal of waste from Durr and other leading brand amalgam separator systems, to ensure your compliance with waste management regulations.

We also offer a disposal service for non-Durr systems, please ask your **phs** representative.

Instructions for use:

Users should follow manufacturer's instructions and ensure that they have the correct separator cup for their system.

Product information

Amalgam separator cup	Small, medium, large
EWC code	18 0110

> Precious waste storage

The Precious waste service from **phs** offers dentists the opportunity to receive payment for their precious waste. All payments are in line with current commodity rates, based on highly accurate smelt and assay analysis. The containers are provided free of charge and will be collected alongside other dental waste.



Product specification

Capacity	350ml
Size	140mm x 67mm (dia)
EWC code	18 01 04

Instructions for use:

Simply store used precious waste such as crowns, bridges, caps and fillings in this container until ready for collection by your **phs** representative.

Product Information:

Care should be taken to avoid prolonged contact with dental waste and the lid of the precious waste container should be kept firmly closed when not in use.

Locating your completed Hazardous Waste Notes from the phs Portal

1. Register on the portal using your Site Account Number and Postcode - <https://my.phs.co.uk/login/>
2. First screen from Login – Choose Services not My documents as these are visit based reports. **Screen 1**
3. Once into Services the available divisions are presented – In this case Washrooms and Healthcare.

Choose Healthcare to locate completed HWCN

4. A list of visit related documents are presented – click on HWCN to download section E

Will be populated completing the requirement for all sections of the document.

Screen 1 -

The screenshot shows the MyPHS dashboard. At the top, there is a navigation bar with the MyPHS logo and links for My Audits, My Documents, My Services, FAQs, Queries, and My Profile. Below the navigation bar, there are three action buttons: "Select All", "Pay selected invoices", "Download selected documents", and "Setup direct debit". The main content area features a "Pay balance: £1.20" indicator. Below this, there are two filter sections: "Filter by unread" (with an "Unread only" option) and "Filter by document type" (with sub-sections for "Billing" and "Other"). The "Billing" section includes options for "All Invoices", "Overdue Invoices", "Unpaid Invoices", and "Paid Invoices". The "Other" section includes options for "Direct debit confirmation letter", "Duty of care note", "Hazardous waste quarterly return", "Hazardous waste declaration form", "Pre-acceptance audit", and "Pre-acceptance certificate". On the right side, there is a list of three "Duty of care note" documents, each with a "Date Issued" and "Account" field, and a "Download" button. Each document card also has an "Unread" indicator in the top right corner.

Screen 2 -

The screenshot shows the "My Services" page. At the top, there is a navigation bar with the MyPHS logo and links for My Audits, My Documents, My Services, FAQs, Queries, and My Profile. Below the navigation bar, there is a section titled "My Services" with a sub-header "Select an address from the list below to view your related products and services." and a dropdown menu. Below the dropdown menu, there are two service cards. The first card is titled "Washroom Hygiene" and includes a description "Click below to see your washroom products & service history" and a "View this service" button. The second card is titled "Floorcare Hygiene" and includes a description "Click below to see your floorcare product & service history" and a "View this service" button. Both cards feature images related to their respective services.

Screen 3 -

The screenshot shows the MyPHS dashboard with a welcome message. At the top, there is a navigation bar with the MyPHS logo and links for My Audits, My Documents, My Services, FAQs, Queries, and My Profile. Below the navigation bar, there is a large banner with the text "Welcome to MyPHS" and a sub-header "Download invoices. Make payments. Set-up a Direct Debit. Raise queries. Track visits. Manage your account, all within MyPHS." Below the banner, there are three main service cards. The first card is titled "My services" and includes a description "View your products. See past and future visit dates." and a "See services" button. The second card is titled "My documents" and includes a description "You have 14 unread documents available to view." and a "See documents" button. The third card is titled "Account balance: £1.20" and includes a description "Balance shown based on close of business the previous working day." and two buttons: "Pay now" and "See Invoices". Below the main service cards, there are two additional sections: "Use FAQs to get quick answers" and "Creating BOG STANDARD washrooms".

Your Healthcare Contacts

phs Group

Leading hygiene services provider
in the UK, Ireland and Spain



We know that speaking to the right person at the right time is important, so we've created this simple contact sheet to ensure your queries are directed to the right place.

Your dedicated Account Manager is:

Manage your account online

The most convenient way to manage your account with phs is via the Myphs portal. This digital portal is simple to use and accessible 24/7.

Click here
to login to



Once logged in to your account, you can:

- **View your invoices.**
Access credit status and invoices, and make payments online.
- **Access your service**
Track visits, obtain proof of service information, and view any notes.
- **Stay Compliant**
View reports such as hazardous waste consignment notes, to ensure you stay compliant.

Speak to your account manager

If you need to speak about your services or wish to contact our dedicated healthcare customer service team, please contact telephone **02920 809716** or email

For contract amendments or to speak to your account manager please contact:

Speak to your account manager

We are dedicated to providing expert healthcare hygiene support, ensuring your premises are always legally compliant. We offer nationwide serving from local depots, with a fleet of specialist healthcare vehicles to ensure safe collection of your waste. As part of the **phs** LifeCycle Strategy, we are also diverting your offensive waste away from landfill and turning it into renewable energy for the national grid.

Escalating your query

We aim for a quick resolution to all your queries however if you do need to speak to someone to escalate your query, please contact:

For further information please contact us on:

United Kingdom : 029 2080 9098 | productinfo@phs.co.uk | www.phs.co.uk

