

COVID-19 Update:

The COVID-19 pandemic presents unique challenges for people and businesses across the world.

We want to assure you that, whatever happens, DSG has put contingency plans in place to enable us to continue to support you and your business through this period of uncertainty.

Our aim is to provide you with continuity of service, whilst putting safeguards in place to mitigate the health risk for both you and our team. We are listening to the experts, although the advice is ongoing and likely to change over the next few weeks and months.

At the moment, our plans are as follows:

Without compromising service, we will be doing as much as possible remotely. This will involve communicating with you by email and telephone and dialling into your systems remotely where we have that authority.

We will be minimising face to face meetings and substituting with conference calls, where possible. If we are due to meet with you in the coming weeks, we will be in touch to provide further guidance in advance of your visit.

If our team are due to visit your premises, we will be in contact with you to agree how to proceed. Whilst we request that you advise us immediately if you have had any cases of COVID-19 prior to any visit, we would prefer for any work to be completed remotely where possible. If a visit to your site is necessary then we would kindly ask you to provide your risk assessment and any additional guidance documents in advance of that visit.

The time-critical services of payroll, VAT and other filing deadlines should not be affected – we will continue to provide this service in the usual way, even if it means our staff are working remotely. Please continue to provide the information we need in the usual way, although if it can be communicated electronically this would be preferable. Please note that we have our own secure portal which can be used, and our team will be happy to discuss methods of transferring data.

Our aim is to keep things as normal as possible and we will continue to support you and your business until this period of uncertainty passes.

