



NEWS RELEASE

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Sure Community Foundation steps up charitable efforts in response to COVID-19

The Sure Community Foundation has committed to support more local charities as a result of the global coronavirus pandemic.

The charitable enterprise of the telecoms company Sure launched in Jersey in 2017 and since then has raised more than £25,000 for local charities and causes.

The Foundation offers support across the whole Sure Group - Guernsey, Jersey, Isle of Man, Falklands, St Helena, Ascension and Diego Garcia – and recently celebrated donating more than £200,000 in Guernsey, where it launched in 2012.

The Foundation is purely funded by a combination of staff and business donations and all of its management and fundraising activities are carried out by Sure employees.

As a provider of critical national infrastructure and specialist products for local businesses, Sure understands how important it is, during these unprecedented times, to come together and support the local community. Since the start of the coronavirus outbreak Sure has added an investment injection of £20,000 to the Foundation and is committed to matching any contributions made by staff or other fundraising, enabling the Foundation to make an even greater positive impact in Sure's local communities.

Over the past few weeks in Jersey, the Foundation has provided support to the community bank to ensure they are still able to operate while working from home and business can continue as usual. It has helped Les Ormes Jersey to stay in contact with key drivers working to provide food across the island to those in need and has provided ten food vouchers for children being supported by the Jersey charity Brightly, which helps children and young people living in care or who are experiencing adversity.

Karen Jagger of the Sure Community Foundation said:

“The aim of the Foundation is to support local charities where we can really make a difference. We would like this to be just the start of our increased support over the coming months for those in need in our community who have been directly or indirectly impacted by the coronavirus pandemic. During this unusual time it's more important than ever, so we encourage all charities to reach out to us if they identify a need within our community, we want to support as much as we can.”

Separately to the Community Foundation, Sure understands it's a difficult time for islanders so is

also providing customers with a free broadband upgrade; all fibre broadband connections will be increased to a 1 Gbit/s download speed at no extra cost and islanders who are unable to return from overseas due to the coronavirus outbreak will be supported with free roaming boosters and discounted roaming rates to make it easier to stay in touch with loved ones.

If you are interested in applying for funding, then visit our website: <https://www.sure.com/Jersey/about-us/in-the-community/> or email: CommunityFoundation@sure.com.

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Issued by Emily Chapman, Orchard PR, 01481 251251, emilyc@orchardpr.com

Notes to editors:

About Sure

www.sure.com

Twitter: <https://twitter.com/SureJSY/>

Facebook: <https://www.facebook.com/SureJersey>

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Headquartered in Guernsey, Sure provides telecommunications and related services across the Channel Islands, the Isle of Man and in the British Overseas Territories of Ascension, Falklands, Saint Helena and Diego Garcia.

Sure provides fixed voice, mobile, broadband and Cloud services in the Channel Islands and Isle of Man. In the British Overseas Territories, Sure operates under exclusive licences with full-feature networks delivering voice, broadband data services and, in certain markets, TV. The corporate division of the business, Sure International, specialises in offshore connectivity, enabling those companies that operate in the islands to reliably and efficiently connect and transact with their global partners.

Sure's approach to business is based on its values of simplicity, trust, one team and customer-driven. The last of these values has resulted in annual multi-million-pound investments to provide customers with the best and latest services to meet their needs.

Customer experience is at the heart of Sure's approach and the company was found to have the most satisfied customers in the Channel Islands in a 2018 study carried out by the independent regulator in the islands. In the Isle of Man, Sure was rated the best overall network (Source: a Sure-commissioned independent study carried out by Systemics group, 2017).

Sure is a member of the Batelco Group, a leading telecommunications provider to 14 markets spanning the Middle East & Northern Africa, Europe and the South Atlantic and Indian Ocean.