



NEWS RELEASE

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

The Sure Community Foundation has recently launched in the Isle of Man and has committed to supporting local charities as a result of the global coronavirus pandemic.

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 provider of 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.

Although the Foundation is new in the Isle of Man, it has already started its support through a donation of £500 to the Isle of Man Foodbank, helping them to continue providing food supplies to vulnerable islanders who have been hugely impacted by COVID-19 and as a result are now unable to leave their homes.

Sure had previously engaged in extensive charitable support across the island but this has now been formalised under the Sure Community Foundation banner.

Mike Phillips, chief executive of Sure in the Isle of Man, said: "The aim of the Foundation is to support local charities where we can really make a difference. Sure has been supporting the local community in the Isle of Man for well over a decade but having the Foundation set up now means we can go even further to support the island, this is 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. Especially 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 has also put some measures in place to help keep the Isle of Man connected. All Sure customers who are

unable to return from overseas due to the outbreak will be supported with free roaming boosters and discounted roaming rates to help them stay in contact with family and friends. Sure has also made mobile and landline calls to the Covid-19 helpline (111) free of charge and Sure's broadband packages provide an unlimited service to customers.

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

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Notes to editors:

About Sure

www.sure.com

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

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

LinkedIn: <https://www.linkedin.com/company/sure-international>

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.