



NEWS RELEASE

1 July 2020

Sure announces restructuring as a result of COVID-19

Sure is conducting a restructuring process which will put four roles at risk of redundancy in Jersey.

Ian Kelly, Group CEO, made the announcement to all staff across the group.

“We have had to react to the economic impact of COVID-19 on our business and take the difficult decision to put 11 employees’ (which is just over 3% of our workforce) roles at risk across the group, four of which are in Jersey. This is a step we have not taken lightly, and we are closely supporting these colleagues through this process.

“As a result of COVID-19 our revenues have been significantly reduced and we have made operational changes to consider and implement a number of ways of reducing our expenses.

“Sure remains committed to Jersey and this restructure will prepare us well for the expected challenges over the coming 12-18 months. Based on our current position, no further job losses are expected in 2020.

“I’d personally like to thank all of our employees who have worked so hard to keep the islands, and our communities, connected during the pandemic.”

Sure’s restructure is a result of the impact that the coronavirus pandemic has had on Sure’s business and the local telecoms company is following clear legal and human resources protocols to ensure all those affected have the support that they need.

Sure operates across seven territories and employs 72 people in Jersey.

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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 13 markets spanning the Middle East & Northern Africa, Europe and the South Atlantic and Indian Ocean.