

DONATION AND SPONSORSHIP POLICY

Given the volume of requests we receive, we kindly ask that you wait to hear from us, as we do our very best to respond to each request in a prompt manner.

Thank you for thinking of us! The majority of our donations go to our community partners, Inn from the Cold, Ronald McDonald House and Compassion House. We also believe in further supporting the communities around us and have developed the following criteria for additional donations within our means:

- > The request must come directly from a registered non-profit organization in Calgary, Edmonton or Red Deer
- > The request must be submitted by email at least one month prior to the event deadline
- > The request must be for a donation in which monies raised will go directly to the cause (i.e. silent auction items rather than door prizes, etc.)
- > The request must be for an organization focused on helping those in need in the areas of food and family

Examples of requests we approve include:

- > Gift cards
- > Cooking class certificates
- > Gift baskets

Examples of requests we don't approve include:

- > Catering and food
- > Cash donations
- > Door prizes
- > Food or gifts for volunteers
- > Sponsorships/purchase of tables at fundraisers

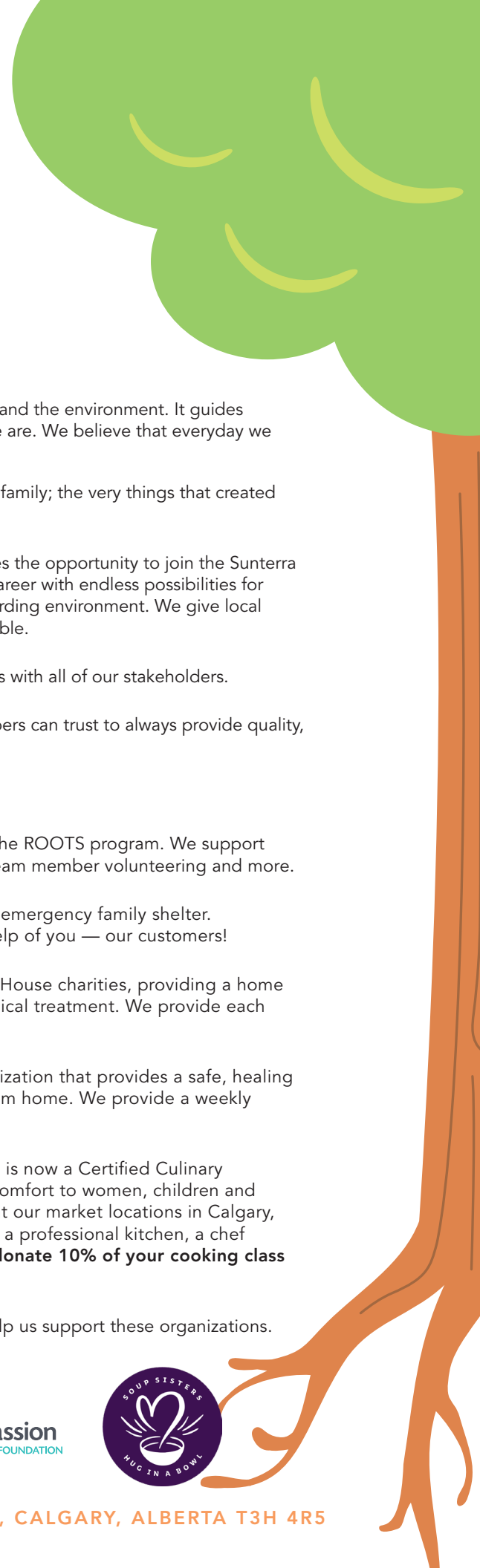
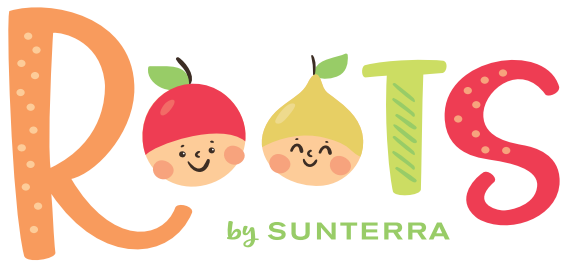
In cases where we receive more requests than we can support, priority will be given to requests that focus on those in need in the areas of food and family. We generally **do not provide donations to the following types of organizations/requests** as they do not fit within our guidelines:

- > Sports teams, leagues and clubs
- > International aid groups/groups which operate outside of Alberta
- > Schools
- > Religious organizations (with the exception of projects benefiting the entire community in a way which meets our guidelines)
- > Political or advocacy groups
- > Animal/pet focused charities
- > Individual pursuits

Please also note that due to space restrictions and for the comfort of our customers, we do not allow booths or tables to be set up inside or outside our markets.

If your request meets the above criteria, **please submit your request via email to roots@sunterra.ca**

Please include full contact information, your charitable registration number and specific event details (dates, location, attendees, communication opportunities, etc.).



ABOUT ROOTS

The Sunterra ROOTS program defines our behaviour and commitment to people and the environment. It guides the way we do business, the decisions we make and speaks to the core of who we are. We believe that everyday we provide:

- > **RECIPROCITY** – we give back to those in need in the areas of food and family; the very things that created Sunterra.
- > **OPPORTUNITY** – we give people of all ages, genders, races and abilities the opportunity to join the Sunterra family. In doing so, our Team Members have the ability to have a lifelong career with endless possibilities for professional growth, education and fulfillment in a positive, open and rewarding environment. We give local businesses the opportunity to flourish by carrying local product when possible.
- > **OPENNESS** – we are a company that openly and honestly communicates with all of our stakeholders.
- > **TRUST** – we are a company that our customers, partners and Team Members can trust to always provide quality, wholesome food.
- > **SERVICE** – we are an active member in our communities.

Sunterra is partnered with community organizations that are an integral part of the ROOTS program. We support these organizations through food donations, Fresh Rewards points donations, team member volunteering and more.

In Calgary, we are partnered with Inn from the Cold, Calgary's first and largest emergency family shelter. We support the Inn with regular donations of non-perishable foods with the help of you — our customers!

In Calgary, Edmonton and Red Deer, we are partnered with Ronald McDonald House charities, providing a home away from home for families with seriously ill or injured children receiving medical treatment. We provide each House with a weekly delivery of fresh fruit for the families to enjoy.

In Edmonton, we are partnered with Compassion House Foundation, an organization that provides a safe, healing and supportive environment for women undergoing cancer treatment away from home. We provide a weekly delivery of fresh fruit for the women to enjoy.

Sunterra Market has been a proud Soup Sisters partner for over a decade, and is now a Certified Culinary Partner, too! Soup Sisters is a non-profit organization dedicated to providing comfort to women, children and youth through the making, sharing and donating of soup. Classes are hosted at our market locations in Calgary, Edmonton and Red Deer. We provide all the ingredients, packaging materials, a professional kitchen, a chef facilitator and a delicious dinner for your soup making crew. We also proudly **donate 10% of your cooking class fee** back to Soup Sisters!

Visit sunterramarket.com/Home/Roots to find out more about how you can help us support these organizations.

