



## A MESSAGE TO OUR VALUED CUSTOMERS



President & CEO,  
Kevin Hourican



To Our Valued Customers,

Today, like many of you, Sysco is focused on addressing rising inflation – not only in our own business but also to mitigate the impact to your business. We're negotiating aggressively with suppliers to limit higher prices and finding alternative sources of supply. In addition, our sales and culinary teams are providing solutions to help bolster your profitability such as introducing Sysco Brand products that bring greater value and supporting your efforts to streamline your menu and operate more efficiently.

This dynamic environment highlights Sysco's unique strength and resources to support your business not just during the best of times, but especially during the most difficult ones. Our people are the best in the business, driven by **our purpose of Connecting the World to Share Food and Care for One Another.**

It's why our Recipe for Growth continues to be so important. Our strategy is enabling us to work smarter to deliver a seamless customer experience, a stronger, more capable workforce and the industry-leading service and value you expect and rely on. Recent achievements include:

- **Developing better digital tools** to make it easier for our sales team to increase the value of each of their visits with you. These tools add the advantage of increased insights into product assortment solutions and promotional offers that strengthen your business and reduce costs.
- Implementing a **full, six-day service week** that increases our ability to serve customers and provide unparalleled delivery flexibility. This innovative new approach improves associate work-life balance and strain on sites while allowing our drivers to benefit from three days off each week to rest and recharge.
- Ramping up our **CDL Basic Training** academy. Each of the recent graduates who were able to achieve their CDL previously worked in a warehouse role at Sysco. We believe this program will enhance our ability to deliver to you, improve retention in **critical driver roles** and benefit our associates by increasing career opportunities — a win-win-win, for our associates, Sysco and our customers.

Sysco is also proud to announce substantial progress toward meeting our goal to electrify our fleet. We recently announced an agreement with Daimler Truck North America to **deploy nearly 800 battery electric tractors** to serve Sysco customers in the U.S. by 2026, with the first of these vehicles arriving later this year. Our drivers love these trucks and we expect this will be another differentiating factor in attracting and retaining industry-best driver talent. We're also piloting new zero emission technology for our refrigerated trailers. The results so far have been promising and allow us to see not only a cleaner future for transportation, but a much quieter one as well.

Thank you for your business and the trust you place in Sysco. It means everything to us and enabling your success inspires our team to be the best and do the best for you.

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