



A MESSAGE TO OUR VALUED CUSTOMERS



President & CEO,
Kevin Hourican



Dear Valued Customer,

At Sysco, we're excited about our role in transforming the future of our industry and believe we're uniquely positioned to help our customers strengthen and grow their business.

Your success is at the heart of our Recipe for Growth strategy and we're driven to further develop the industry-leading people, products and solutions that help your business thrive.

The entire Sysco team is actively working to find new ways to reduce the strain of persistent COVID-related challenges and nationwide supply-chain issues, while also transforming our business to make it even easier to work with Sysco. For example:

- We've hired thousands of new associates to help respond to the strong industry recovery, and we've made steady improvements in our customer fill rate and on-time deliveries. Our Net Promoter Score continues to lead the industry.
- We're welcoming the first new graduates of Sysco's Driver Academy to our ranks, including graduates of our new CDL-certification program, as well as our program that aims to provide a more consistent onboarding and training experience for new driver associates.
- We've enhanced our Sysco Shop platform to allow intuitive browsing of our full assortment.
- We're continually expanding access to exclusive new products to support your business, like [SAVRpak](#). Named as one of Time Magazine's 100 Best Inventions of 2021, SAVRpak stands alone as the solution you need to ensure carryout meals arrive as you designed - fresh and crisp.
- We're improving our assortment and broadening capabilities into new geographies with recent acquisitions of Paragon, a produce distributor in Pennsylvania, and The Coastal Companies, a produce distributor based in the Mid-Atlantic region. Our Greco and Sons business continues to perform well and we are expanding their compelling assortment to new geographies across the country.

Your business means everything to us and enabling your success fuels our passion to be the best and do the best for you.

As our strategic transformation accelerates and gains momentum, I urge you to stay connected with your Sysco Representatives to learn more about the new programs, capabilities, unparalleled product assortment, trusted expertise, and innovation that only Sysco can offer.

Thank you for your continued partnership. We look forward to supporting your success now and in the years ahead. Please don't hesitate to send me feedback directly on how we are doing.

Best to each of you, and be safe out there,

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