



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 build 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 enable your business to thrive.

The entire Sysco team is actively focused on finding new ways to reduce the strain of persistent COVID-related challenges and nationwide supply-chain issues, while also making 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 are working aggressively to improve our fill rates and on-time deliveries.
- 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.
- Beginning in March, we're expanding our service week to now include a Saturday delivery option that creates additional delivery capacity and improves service to our customers. We are confident that adding Saturday will improve our ability to grow with your business and ensure on-time delivery across all days of the week.
- Recent acquisitions of produce companies in the Pennsylvania and Mid-Atlantic regions will improve our ability to provide fresh produce to these important geographies.
- We're continuing to find and adopt alternative suppliers and products to add to our assortment as well as adding new high-quality products at lower costs within our Sysco-branded portfolio.

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 gains momentum, I urge you to stay connected with your Sysco Sales Representative 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. As always, please feel free to send me a note about how we are doing. Our success is your success.

Be safe and well,

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