

A MESSAGE To Our Valued Customers



President & CEO, Kevin Hourican

I wanted to reach out to you during this difficult time to communicate our appreciation for all that you do and thank you for your business. Our customers play vital roles in our economy and our food supply chain, and we care deeply about your success.

The past year has been one of the most difficult on record for the foodservice and hospitality industries. From lockdowns, to new safety practices, to restrictions that drive ever changing levels of consumer demand, you have endured an incredibly dynamic and challenging operating environment.

From the beginning of the pandemic, one of our highest priorities was to address the immediate health risks not only to our associates, but also to yours. We developed numerous new processes and protocols to ensure safe interactions with our team members and minimize spread of the virus, and we have updated these measures as needed to ensure we remain aligned with the CDC and other relevant health authorities where we operate.

Supporting your day-to-day business has also been our priority. We understand that the pandemic has resulted in drastic changes in demand. We eliminated order minimums to provide added flexibility to manage your business and navigate this dynamic environment. In addition, we have worked closely with you to evolve your food offerings over the last year and will continue to support you to meet the changing needs of your business.

We are also making investments to transform our business for the long-term, working rapidly to enhance our technology and our supply chain to further improve on our customer service and ensure it's easier for you to run your business and easier to do business with us.

As vaccine administration makes progress across the globe, operational restrictions will begin to ease. We can see in our performance data that once those restrictions ease, consumers are ready and willing to eat away from home. We are hopeful that restrictions will greatly ease in the food service and hospitality sectors in the coming year and that consumers will return to travel and leisure activities that benefit our mutual business. As a result, we are making investments in our business, not only to work through the crisis, but more importantly to ensure we can serve our customers and prepare ourselves for the pending business recovery. Efforts are underway to increase our inventory and staffing to ensure we have the right people and products, in the right locations, at the right time to be able to ship on-time and in full to our customers as they begin to order more product from Sysco.

“ While the path to recovery for your business may be uncertain and take longer than other sectors, I want to assure you Sysco will be here with you every step of the way. All of us at Sysco stand ready to closely partner with you as your business prepares for the recovery and we remain steadfast in our commitment to provide you with fresh, high quality products, innovative solutions and the exceptional service you expect from us. ”

We want to hear from you and encourage you to reach out to your sales representative to let us know how we can help you as you navigate this next phase.

Thank you for your valued partnership.

Be well,

Kevin Hourican