

A MESSAGE To Our Valued Customers



President & CEO, Kevin Hourican

March 16th, 2021

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. The past year has been one of the most difficult on record for the healthcare industry. We are honored to serve you and grateful for the tireless efforts of your frontline workers in the fight against the pandemic to protect and heal our communities. We care deeply about serving your business and supporting your success.

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 and your clients. We developed numerous new processes and protocols to ensure safe interactions with our team members and minimize spread of the virus. In particular, our delivery associates have worked diligently to ensure we deliver your orders safely using in one of the methods developed to help protect your business during the crisis. We want to assure you that our dedicated teams constantly review our approach to ensure we remain aligned with the CDC and other health authorities where we operate.

Supporting the success of your day-to-day business has also been our priority. The pandemic significantly impacted many aspects of the supply chain due to changes in supplier's production capacity and increased demand for certain products like single use or individually wrapped items. We have made meaningful progress over the last year with our supplier partners to ensure your core items remain in stock and, where needed, to expand access to new supply. We are committed to maintaining these efforts and our work to continuously improve fill rates.

We are anticipating the health benefit that we expect vaccines to bring in the months ahead and are reaching out to relevant authorities to request vaccine prioritization for our frontline workers who serve your

business. We are also actively encouraging all associates who are able to get the vaccine when they become eligible to do so.

As vaccine administration makes progress across the globe, 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.

“ I want to assure you Sysco will be here with you every step of the way. We are one team, pulling together to help you succeed during this unprecedented time. All of us at Sysco remain steadfast in our commitment to provide you with fresh, high quality products, innovative solutions and the exceptional service you expect from us. ”

In closing, I want to thank you, our customers, for the resilience and grit you've shown during this crisis. As healthcare workers you have been on the front line of this crisis from day number one. You and your teams are an inspiration to us, and we will show just as much determination in how we continue to serve you.

Thank you for your valued partnership.

Be well,

Kevin Hourican