

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. Our independent restaurant customers not only contribute to the creation of a rich culture in the communities where we live, you 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 restaurant industry. From new safety practices, to restrictions that drive ever changing levels of consumer demand, to adapting to new ways of doing business, 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.

We understand the pressure that the pandemic has created for your business and we launched our Restaurants Rising campaign to eliminate order minimums and ensure you have the added flexibility to manage your business and navigate constant changes in demand. In addition, our Sysco Foodie Toolkits and value-added services that help you market your business, provide important tools and innovative solutions to navigate the current environment and strengthen your business now and for the future.

Throughout the past year, our frontline associates have worked hard every day to help your business grow and succeed in this challenging environment. Our industry leading sales force has been inspired by the Restaurants Rising campaign to support you at levels higher than any point in our history. Our warehouse and delivery associates are the best in the business, working hard every day to ensure we ship to our customers what they want, when they need it, and at a price they expect. I am proud of their dedication during these challenging operating conditions.

We have also leveraged our government relations efforts on your behalf. Early on, we lobbied for financial relief for the restaurant industry that ultimately resulted in the PPP program. Currently, we are voicing our opposition to the removal of the tipped wage exception that would

damage the restaurant industry at exactly the time it needs more financial support. We are also partnering with state restaurant associations to advocate for less restrictive indoor dining capacity limits, COVID-related lawsuit liability protections and restaurant regulatory relief.

Looking to the months ahead, we are very confident that an industry recovery sits before us. As we anticipate the relief that vaccines will bring, we are reaching out to relevant authorities to request vaccine prioritization for our frontline workers who serve your business and 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, 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. As a result, we are making investments in our business 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, and the fight you've displayed during this pandemic. Your courage and fight are an inspiration to us, and we will show you just as much determination in how we serve you during the pending environment recovery.

Thank you for your valued partnership.

Be well,

Kevin Hourican