

# A MESSAGE

## To Our Valued Customers



*President & CEO, Kevin Hourican*

*March 16<sup>th</sup>, 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 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 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.

Supporting your day-to-day business during the crisis has also been our top priority. We eliminated order minimums to give all our customers added flexibility to manage their business and navigate constant changes in demand.

Our warehouse and delivery associates are the best in the business, working hard to ensure we ship what you want, when you need it and at a price you expect. We are also making investments to transform our business, 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.

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, 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, and the fight you've displayed during this pandemic. At Sysco, our customers 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*