

## *Letter to our Customers – COVID-19 Update*

March 23, 2020

Dear Valued Customers,

In these unprecedented times, amid COVID-19, Sysco's commitment to our people and the success of our customers is as important as ever. We understand that you are facing significant challenges and our Sysco teams are dedicated to executing on our commitments to all of you and to supporting you through these challenging times.

While this is clearly a challenging time for you, Sysco is also faced with a very difficult operating environment and must slightly alter the way we are managing some current processes and certain aspects of our business. The changes below – effective immediately across our entire U.S. operations - will ensure that we are as efficient as possible, while also providing you the best and most consistent service possible.

**Delivery Schedules** - In response to the changes in customer ordering patterns and the rapidly declining volumes, Sysco will temporarily deploy a more dynamic routing methodology. The new methodology will allow us to optimize our personnel and our fleet while minimizing the disruption in service.

**Operating Days** – To adjust for the lower volumes, it is necessary for our Sysco companies to suspend deliveries on Saturdays, effective March 28, and Wednesdays, effective April 1, until further notice. Sysco will continue to monitor the ever-changing mandates/orders and resulting impact on you and adjust our schedules appropriately. We will keep you apprised of further changes.

**Special Orders (for applicable customers)** – In the current operating environment and in anticipation of disruptions in supply, Special Orders will be less reliable. We recognize that certain Special Order items are key to your business. As

a result, Sysco will continue to execute Special Orders on a limited basis and/or develop alternative solutions for those items that are crucial to serve your patients/guests.

**Will Calls and Hot Shots** – All Sysco companies will continue to offer Will Call hours Monday-Friday from 8:00 AM to 4:30 PM (including Wednesdays) and expanded Will Call hours on Saturday, 8:00 AM to 2:00 PM (your local time). In addition, all Sysco companies will continue to offer local Hot-Shot deliveries, when necessary.

We understand that these changes can create potential challenges for your business and we truly appreciate your support as we work together to navigate these challenging times. We will continue to keep all of you apprised in the event of further changes.

Kind regards,

A handwritten signature in black ink, appearing to read 'Greg Keller', with a long horizontal flourish extending to the right.

Greg Keller  
Sr. Vice President of Sales and Chief Customer Officer