



Randy White
President, Sysco Canada

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Dear Valued Customer,

In these unprecedented times in the midst of COVID-19, we feel that community and our commitment to our people is more important than ever. Our customers, employees and families are spread across every province and territory in Canada, in every community large and small, urban and rural.

Delivering food to our people is an essential service, and our frontline teams are dedicated to executing on our commitments to our communities. Your health, safety and success are at the front of our mind. How are we acting on this priority and ensuring continuity of service?

Product Availability

We are actively working with our suppliers to access all the products you need to ensure a safe environment for your customers and staff, and maintain the integrity of your menu and brand. Our inventory is up to date on Sysco Source, our online ordering platform. Our sales team can recommend appropriate products and solutions for you as your needs and product availability fluctuate day to day. We are leveraging our size and working with our suppliers hourly to get you what you need as the market makes it available.

Service & Sanitization

Making food available to our customers and communities is an essential service, and Sysco is proud to be part of this supply chain. To ensure continuity of service, we enacted our Pandemic Plans at the onset of this crisis. Our office based employees have been enabled to work from home, and our essential front line associates are being assessed every day before beginning work. We have also begun a practice of no-touch deliveries to our customers, and increased sanitation practices in all of our operations.

Keeping Your Business Intact

We recognize the fear that is being felt within the restaurant and hospitality industry, by business owners and employees, and we share those same questions. Sysco is committed to ongoing support and leadership in our industry, and we are actively working on new modes of servicing you. We are also partnering with other industry leaders such as Uber Eats and Ordereze to develop support resources for you that work in the current and future world of foodservice.

You are not alone. We are here to help you understand what options you have in order to successfully pivot your offerings, accessing new channels of revenue. Our sales associates can interpret the rapidly evolving industry insights and coach you on options such as expanding Take Out and Delivery, offering Retail options to your guests, designing condensed menus and how to market your business.

What is next?

- I will continue to communicate with you as the Canadian response to the COVID-19 virus evolves.
- We are planning continuous innovations to our service offerings, product sourcing and support resources. Healthcare is a critical segment of our business that will continue to be prioritized by Sysco.
- We are also committed to finding ways to give back to those in need in Canada, and I will have more to share with you on that front very soon.
- I am optimistic that we will get through these challenges quickly and safely together, and that we will build stronger partnerships and new ways of expanding our industry into the future.
- I welcome any suggestions or feedback you have regarding how we can serve you now in this time of need, and into the future.

<https://www.surveymonkey.com/r/X83GKZZ>

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