



Sysco Corporation

Greg Keller

Sr. Vice President, National Sales

1390 Enclave Parkway

Houston, TX 77077

August 28, 2023

Re: Hurricane Idalia – Letter to our Customers

Valued Sysco Customer,

Sysco continues to closely monitor Hurricane Idalia and its potential impact to Florida and the Eastern United States. Being prepared is a critical component to protect our colleagues, sustain operations, and meet customer needs.

In alignment with our crisis management and emergency preparedness programs, our Corporate teams, along with our local operating sites*, have been executing our pre-storm hurricane preparedness activities. These activities include the development of a pre-storm delivery strategy. As this delivery strategy is still in progress (due to the changing weather forecast), we will periodically communicate with your local teams on what to expect before the storm makes landfall. As you prepare for the coming storm, please discuss your product and delivery needs with your local sales representative.

Our critical location customers, including emergency management organizations, hospitals, nursing homes, hotels and relief shelters throughout any impacted areas will be our priority for delivery during the relief efforts. Following that obligation, Sysco will work with customers to prioritize supplies and deliveries as needed. Again, we will continue to communicate with you and your local teams as best and often as possible throughout the storm and throughout the recovery efforts.

***Operating Sites**

- **Sysco Jacksonville** – Business as usual while actively monitoring for any potential disruptions on Wednesday; Normal Will Call hours for Tuesday.
- **Sysco Central Florida** – Business as usual while actively monitoring for any potential disruptions on Wednesday; Normal Will Call hours for Tuesday.
- **Sysco West Coast Florida** – Business as usual while actively monitoring for any potential disruptions on Wednesday; Encouraging customers along St. Petersburg to order for Tuesday; Normal Will Call hours for Tuesday.
- **FreshPoint Central Florida** – Expecting inoperable windspeeds on Wednesday and opening delivery windows to customers for Tuesday; Normal Will Call hours for Tuesday.
- **FreshPoint West Coast Florida** – Anticipating possible shutdown on Wednesday; normal Will Call hours on Tuesday.

- **Buckhead Florida** – Business as usual while actively monitoring for any potential disruptions on Wednesday; anticipating orders from Operating Sites to get ahead of the need.
- **NorthStar Orlando** – Business as usual while actively monitoring for any potential disruptions on Wednesday.
- **NorthStar Seafood** – Business as usual while actively monitoring for any potential disruptions on Wednesday.
- **Buckhead South Florida** – Business as usual while actively monitoring for any potential disruptions on Wednesday.
- **SYGMA Florida** – West coast routes set to depart 6-hours early; Jacksonville Wednesday routes will be delayed 24 hours. Normal Will Call hours for Tuesday.
- **Sysco South Florida** – Business as usual while actively monitoring for any potential disruptions on Wednesday; normal Will Call hours on Tuesday.
- **Sysco Southeast Florida** – Adjusting some Wednesday deliveries to Tuesday.

Our top priority is the safety and well-being of our colleagues. Sysco will continue to provide you with updates on our status of operations and delivery contingency plans for your local facilities, as needed.

Sincerely,

A handwritten signature in black ink, appearing to read 'G. Keller', with a stylized, flowing script.

Greg Keller

SVP, National Sales