



Sysco Corporation

Greg Keller

Sr. Vice President, National Sales

1390 Enclave Parkway

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August 30, 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.

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.

***Sysco Operating Sites**

- **Sysco Central Florida** – Not shipping north of Leesburg Wednesday and late shipping expected for St. Petersburg Wednesday; Currently under Normal Will Call hours.
- **Sysco Charlotte** – No change. Thursday routes to Charleston/Savannah have been rolled to Friday delivery ; Currently under Normal Will Call hours.
- **Sysco Columbia** – Some delivery delays expected Wednesday and Thursday. Thursday and Friday will be used for recovery; Currently under Normal Will Call hours.
- **Sysco Gulf Coast** – No shipping Wednesday to Albany, GA, or Tallahassee, FL. Thursday and Friday will be used for recovery; Currently under Normal Will Call hours.
- **Sysco Jacksonville** – Site and Will Call closure Wednesday. Expecting to resume normal operations Wednesday night for Thursday and Friday recovery.

- **Sysco Raleigh** – **No change**. Currently monitoring areas near Wilmington to Emerald and expecting Wednesday shipping delays.
- **Sysco South Florida** – **No change**. No Wednesday shipping to Orlando or Tampa Bay. Thursday and Friday will be used for recovery; Currently under Normal Will Call hours.
- **Sysco Southeast Florida** – **No change**. No Wednesday shipping to west coast Florida areas. Currently under Normal Will Call hours.
- **Sysco West Coast Florida** – **No shipping to Jacksonville and expecting some delivery delays tomorrow Wednesday and Thursday; Currently under Normal Will Call hours.**

Sysco Specialty Company Sites

- **Buckhead Florida** – **No change**. No Wednesday shipping to St. Petersburg or Tampa; Thursday and Friday will be used for recovery; Currently under Normal Will Call hours.
- **Buckhead Orlando** - **No Wednesday deliveries to St. Petersburg or Tampa ; Currently under Normal Will Call hours.**
- **Buckhead South Florida** – **No change**. Business as usual while actively monitoring for any potential disruptions on Wednesday. Currently under Normal Will Call hours.
- **FreshPoint Carolina** - **No change**. No Thursday shipping for coastal Jacksonville, NC to Charleston on Thursday; Currently under Normal Will Call hours.
- **FreshPoint Central Florida** – **Minor shipping delays expected for Wednesday and Thursday; Currently under Normal Will Call hours.**
- **FreshPoint West Coast Florida** – **No change**. No Wednesday shipping to coastal Tampa, Jacksonville and St. Augustine; Thursday and Friday will be used for recovery; Currently under Normal Will Call hours.
- **Guest Supply Orlando** - **No change**. No Wednesday shipping to St. Pete or Tampa.
- **SYGMA Carolina** - **Some shipping delays expected Wednesday;**
- **SYGMA Florida** – **No change**. Some shipping delays expected Wednesday; Currently under Normal Will Call hours.

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,



Greg Keller

SVP, National Sales