

Need a Leave of Absence?



The information in this job aid applies to all U.S. colleagues. Union-represented colleagues, please also refer to your CBA.

Sometimes you need time away from work to take care of important medical or family reasons, such as recovering from an illness or injury, caring for a sick family member, or welcoming a new baby into your family. **Colleagues on approved leave of absence claims should not be working and access to work-related systems will be completely restricted during this time.**

When to Request a Leave

Even if you are not sure you are eligible for a leave, contact The Hartford, Sysco's leave management administrator. For bereavement, jury duty, and military leave, contact your local Sysco HR representative. The Hartford will answer your questions and, if applicable, explain how state-paid benefits work with Sysco paid leave benefits. The Hartford will also answer your questions regarding your eligibility for Sysco benefits while on approved time off (e.g., vacation time). You must communicate with The Hartford throughout your claim period regarding any status changes and inform The Hartford if you plan to use time off in conjunction with an STD claim.

Notice Requirement

You are required to give notice when you request a leave and each time you request time off under an approved intermittent leave:

- When the need for a leave is foreseeable, you must notify your supervisor and The Hartford at least 30 days before the leave begins.
- If you are utilizing intermittent leave, you should follow your department's call-in policy or procedure and notify The Hartford.
- If a leave is not foreseeable, or is an emergency, you must notify your supervisor and The Hartford within 2 business days after the need for a leave is known.

Failure to follow these procedures may result to denial of your request, up to disciplinary actions.

How to Request a Leave



Step 1

You call **1-877-215-3440** or go to mybenefits.TheHartford.com to register for an account or to file a claim online.



Step 2

You **answer questions**.



Step 3

You **provide requested documentation** by the deadline.

What to Expect Next

The Hartford will:

- Check your eligibility for all types of leaves available and send you an eligibility letter.
 - **Please note:** The eligibility letter tells you whether you meet the basic eligibility requirements (e.g., length of service, hours worked, etc.) to apply for a leave. It does not tell you whether your leave has been approved or denied.
- Submit a request for Short-Term Disability benefits in conjunction with your leave request, if you're eligible.
- Review any required documentation (e.g., medical certification, adoption papers, etc.) to support your leave.
- Notify you by mail when determinations are made (leave approval/denial and Short-Term Disability approval/denial).

Benefits While on Leave

During your covered leave (e.g., FMLA and ADAAA), your group insurance benefits will be maintained on the same terms and conditions as if you had continued to work. For the portion of leave that is unpaid, it is your responsibility to pay your share of the premiums. You will receive a letter from the Sysco Benefits Center explaining how you can pay your premiums. If you have questions about your benefits or paying premiums while on leave, contact the Sysco Benefits Center at 1-800-55-Sysco (1-800-557-9726) or log in to the Total Rewards Café for more information.

Pay on Leave

Depending on your eligibility, you may receive pay benefits while on leave. Sysco-paid leave benefits, such as Pregnancy Leave and Short-Term Disability (STD), are paid on your regular payroll schedule. Keep in mind that all of your regular pay deductions will be taken out of any pay you receive, such as benefit premiums, 401(k) contributions, taxes, etc.

Pre-Disability Earnings are determined as follows:

- **\$0 Base Pay Colleagues:** Total earnings for the last twelve months in the month prior to your last day worked (excludes imputed income, allowances/reimbursements, promos/non-cash earnings), or equivalent annualized value.
- **Salaried, Non-Incentive and Incentive Hourly, USBL Marketing Colleagues/Sales Consultants, and MIPs:** Regular weekly base rate of pay, excluding incentive pay, productivity pay, bonuses, overtime pay, or any other fringe benefits or extra compensation, in effect as of the January 1st immediately prior to your date of disability. *As of the January 1, 2026, benefits plan year, your frozen salary will be based on a September 15, 2025, effective date. For the current plan year, your frozen salary is based on an October 1, 2024, effective date.*

Paid Time Off

Sick Time

- You must use all available carryover sick/sick bank time and accrued sick time while on an unpaid standalone FMLA leave, unless prohibited by state or local law.
- If you are receiving Short-Term Disability (STD), you must exhaust your carryover sick/sick bank time before STD will pay a benefit.

All Other Paid Time Off

- You can choose to use vacation time, floating holidays, annual sick time, or any other paid time off that is available to you while on leave, though it may not be used to extend the length of your leave.
- You will receive a Paid Time Off form from The Hartford. Complete the form and submit it to HR to specify if you would like to use your available Paid Time Off.

Colleagues applying for STD must inform The Hartford during claim intake of any Paid Time Off you choose to use. Paid Time Off will only be applied before STD payments begin. You must submit your Paid Time Off form to HR to ensure this vacation time is paid out via payroll.

Pregnancy

Sysco's maternity leave consists of pregnancy leave, parental leave, and FMLA time. Any state paid benefits run concurrently with Sysco paid leave benefits. You can choose to use vacation time, floating holidays, current year sick time, or any other paid time off that is available to you while on pregnancy leave, though it may not be used to extend the length of your leave beyond FMLA. The Hartford will automatically consider your eligibility for paid leave benefits under Sysco's Paid Pregnancy Leave policy and any applicable state laws when you request leave for pregnancy. Sysco provides eligible birth mothers with six weeks of continuous leave with full pay immediately following the birth of their child. Pregnancy leaves run concurrently with STD as well as FMLA leave. If additional medical leave is needed for the birth mother, the STD benefit will apply.

Parental Leave

Sysco offers paid parental leave to eligible colleagues who are birth parents or became parents through adoption or surrogacy. Eligibility includes colleagues who are primary or secondary caregivers to the child.

You must meet the following criteria:

- Be benefits eligible (for new hires, benefits coverage begins on the first of the month on or after 31 days from your date of hire)
- Be a full-time colleague (part time, temporary colleagues, and/or interns are not eligible for this benefit)

You will receive up to 80 hours of paid parental leave following the birth, adoption, or surrogacy of a child to be used within the first six months of birth or adoption date. Parental Leave may be taken intermittently or continuously but must be taken in full-day increments. Parental Leave may be taken once within a 12-month period.

You must request days off with your manager and HR representative, 30 days in advance, by completing a Parental Leave Request form. You must also register your parental leave and/or FMLA with The Hartford at 1-877-215-3440. Proof of birth or adoption documentation is required.

Short-Term Disability

If you need to miss work for your own medical condition, you may be eligible for partial salary continuation through Sysco's Short-Term Disability (STD) benefit. Your eligibility for STD and the percentage of base pay offered are described below. Note: If you are a colleague governed by a Collective Bargaining Agreement, check your collective bargaining agreement for information about your disability benefits. Union-represented colleagues, regardless of Sysco STD/LTD eligibility, must file their FMLA claim with The Hartford.

Sysco Service	Percentage of base pay (%)*
1st of the month after 31 days up to 2 years	50
2 years or more	60

* For \$0 base pay colleagues, your base pay is calculated using your total earnings in the 12 months prior to your last day worked. For all other Colleagues, your base pay is your regular weekly base pay in effect as of your last day at work, exclusive of incentive, productivity pay, bonuses, overtime, or any other fringe benefits or extra compensation.

You are eligible for STD benefits if you meet the following criteria:

- You have met your new hire waiting period (first of the month coinciding with or next following 60 days from hire date).
- You are disabled for more than 7 calendar days, and
- You have exhausted all of the carryover sick/sick bank time you have available.

During claim intake, colleagues applying for STD must inform The Hartford of any vacation time they choose to use. Vacation time will only be applied before STD payments begin. You must submit your Paid Time Off form to HR to ensure this vacation time is paid out via payroll.

Personal paid time off cannot be used in conjunction with your STD benefits to bring your pay to 100% of your pre-disability earnings unless otherwise required by law.

State-Paid Benefits

Some states offer paid benefits and job protection status to colleagues that work in their state. If your work state offers you state-paid benefits, Sysco will provide the difference between the state benefit and the Sysco benefit via payroll, if applicable.

Colleagues must apply to their work state for state benefit payments. The Hartford can provide general information regarding state benefits; however, all colleagues must file their leave of absence with The Hartford to ensure all claim types are reported.

Colleagues receiving paid benefits from their state and not via Sysco payroll should contact the Sysco Benefits Center to coordinate payment for their benefit premiums to ensure coverage continues.

Benefits Billing

The Sysco Benefits Center bills benefits one month in advance. Colleagues on a leave of absence may overpay premiums because paycheck deductions resume as soon as you return to work.

The Sysco Benefits Center takes four to six weeks to refund overpayments. Confirming your RTW status with The Hartford allows for reimbursement as soon as possible. While on leave, you may be required to furnish The Hartford with periodic reports of your status and intent to return to work. If the circumstances of your leave change and you are able to return to work earlier than the date indicated on the form, you are required to notify The Hartford two (2) days prior to the date you intend to report to work. For questions regarding benefits, billing, or payments, please contact the Sysco Benefits Center at 1-800-55-SYSCO (1-800-557-9726).

Resources

To Learn More About...	Go To
Leave of Absence and Short-Term Disability	SyscoBenefits.com/benefits/leave-of-absence
FMLA Policy	The Sysco Policy Library, available through The Dish, or ask your local HR representative

Questions?

If You Have Questions About...	Call
Leave of Absence or Disability Benefits	The Hartford at 1-877-215-3440
Continuing Benefits While on Leave	The Sysco Benefits Center at 1-800-55-SYSCO (1-800-557-9726) and select prompt #7
Time Off	Local HR representative