



Coronavirus Update



Dear Valued Customer:

Saia LTL Freight is closely monitoring the impact and progression of COVID-19, the coronavirus. We are following developments and advisories from the Centers for Disease Control and Prevention (CDC) as well as the World Health Organization (WHO).

As always, our primary concern is the health and safety of our employees and customers.

With regard to our operations, we understand our customers' concerns, which is why we're working across all departments - Customer Service, IT, Sales, and more - on business continuity plans to make sure we have the ability to provide service. In an effort to allay some concerns, we've provided a basic FAQ at the bottom in addition to the information just below.

We are taking the necessary precautions to avoid potential spread of the coronavirus and have been regularly communicating with employees across our network of terminals and offices advising them of the following:

- **Hygiene** - We're stressing the importance of good health hygiene to all employees.
- **Facilities** - We're cleaning and sanitizing all of our facilities, with special attention given to high-touch surfaces like door knobs and faucets. We have provided cleaning supplies to employees, including our team of drivers and dockworkers.
- **Travel** - We have restricted all non-essential business travel and have made accommodations for employees to work from home.
- **Attendance** - We have asked any employee who feels sick to stay home and have modified our policy and procedures for employee PTO.

We want to assure you that we are taking necessary precautions to avoid potential spread of the disease while still continuing to provide our customers with the best possible service. Because of the fluid and unprecedented nature of this situation, information is subject to change without notice. We'll continue to provide updates as necessary and as available. We realize you have a choice when it comes to selecting a carrier, and we appreciate that you have chosen to partner with us.

Sincerely,

A handwritten signature in black ink, appearing to read "Ray Ramu".

Ray Ramu
Executive Vice President and Chief Customer Officer

Question	Answer
<p>What is Saia's readiness plan for office employees, drivers, dockworkers, and other personnel if COVID-19 should impact operations?</p>	<p>With regard to office employees, we're making accommodations for personnel to work remotely. In regards to operations, we have terminals that can act as a backup, if necessary, to another facility, both from an employee and an equipment standpoint. We are modifying various policy and procedures and taking necessary precautions to avoid the potential spread of the coronavirus in an effort to safeguard both our employees and customers.</p>
<p>Does Saia have employee education and communication plans in place as well as a plan to manage through any potential employee labor shortages at company offices and terminals?</p>	<p>The safety of our employees is a priority. We have been in constant communication with all employees providing information on good hygiene, stressing that if they feel sick they should stay home, as well as updates on any policy and procedure modifications. As we do during natural disasters, we have business continuity plans in place to support our operations. We have a large driver pool that can act as backup at any time. We have many cross-trained teams that are in place, should they be needed.</p>
<p>Does Saia have the infrastructure in place for employees to work remotely?</p>	<p>Yes, Saia has infrastructure in place as it pertains to IT and equipment including laptops, phones, and internet access for office employees to work remotely.</p>
<p>Does Saia have other offices and terminals where operations could be shifted to keep operations running?</p>	<p>Yes, Saia has three general offices located around the country handling customer service and administrative functions along with 169 terminals supporting our freight operation. Because of this, we can shift our operations to support any necessary work function should the need arise.</p>