



COVID-19 Update

Dear Valued Customer:

Because of the vital role Saia has in supporting the supply chain and delivering critical freight, we are considered an essential business and will continue to operate under state of emergency and shelter in place orders recently issued in the U.S.

With this being said, we want to take just a minute to update you on the rollout of several new operational policies and procedures we're implementing both at our terminals and as we pick up and deliver freight at customer locations. Each step being taken has been designed to protect both our employees as well as your team members and operations from COVID-19.

As we previously communicated, we've been working across all departments to not only make sure we have the resources and infrastructure in place to meet your shipping needs, but that we're protecting employees and customers by taking a myriad of precautions. These have included instituting telecommuting when possible, stressing the importance of good health hygiene, cleaning and sanitizing facilities and equipment, restricting employee travel and meetings, and much, much more.

In this same vein, we are implementing the following procedures:

- Drivers will wear disposable gloves during pickup and deliveries and will maintain 6 feet of separation from others.
- We're implementing delivery receipt policy changes such as "No Signature Required" to limit customer contact:
 - Saia drivers will sign for the customer receiving the freight by inputting their first and last name.*
- If requested, we can stage freight on our trailers to allow for safe and quick customer unloading.
- Drivers will no longer be required to enter terminals before their scheduled routes to minimize exposure to other team members.
- With the exception of cleaning and vending companies, no outside entity will be allowed into Saia terminals.

All of these decisions, both big and small, are designed to minimize contact between employees, customers, and vendors, where possible.

If you have a critical delivery or a unique shipping challenge, please reach out to our Customer Solutions team for immediate assistance by calling 1-888-999-7242. Additionally, we're asking customers to check with consignees to determine if they are available to accept deliveries. This will allow us to have the infrastructure in place to accommodate deliveries and prevent customers from incurring re-delivery charges.

In closing, we want to assure you that we're dedicated to supporting you and your business needs as we all navigate these unprecedented circumstances. We'll continue to provide updates as necessary and as always, we appreciate your business. If you have any questions, please contact your Saia Account Executive. We hope you and your loved ones remain safe and healthy.

Sincerely,

Ray Ramu
Executive Vice President and Chief Customer Officer

* Please reference Saia Rules Tariff, Item 1039, found on saia.com.

| Operations | Actions |
|---|---|
| <p>Pick-up and Delivery (City) Operations</p> | <ul style="list-style-type: none"> ▪ Drivers will wear disposable gloves during pickup and deliveries and will maintain 6 feet of separation from others. ▪ We're implementing delivery receipt policy changes such as "No Signature Required" to limit customer contact: <ul style="list-style-type: none"> ○ Saia drivers will sign for the customer receiving the freight by inputting their first and last name.* ▪ If requested, we can stage freight on our trailers to allow for safe and quick customer unloading. ▪ Drivers will no longer be required to enter terminals before their scheduled routes to minimize their exposure to other team members. ▪ Supervisors will clock drivers in and all necessary equipment and paperwork will be placed in tractors and/or trailers. ▪ Upon returning to the terminal, a supervisor will be alerted of driver arrival and will dispatch them for their next assignment. Drivers will place all paperwork in a designated area. ▪ Drivers will call or text supervisors to be clocked out. Drivers will take phones, keys and driver box home to prevent cross-contamination. |
| <p>Line Operations</p> | <ul style="list-style-type: none"> ▪ Drivers will no longer be required to enter terminals before their scheduled routes to minimize their exposure to other team members. ▪ Drivers can contact supervisor, Central Dispatch or Employee Information Center for load assignments and trailers designated for pickup. ▪ All paperwork will be provided by a gloved employee or left in a designated area for pickup. ▪ Drivers will depart terminals via telematics/interactive voice response or by calling dispatch. |
| <p>Other</p> | <ul style="list-style-type: none"> ▪ With the exception of cleaning and vending companies, no outside entity will be allowed access to Saia terminals. A gloved employee will meet vendors outside of the building and act as an escort. ▪ All employees will wear provided disposable gloves, when possible. |

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