



LTL Freight

Corporate Responsibility Report

2022



Contents

The information in this report covers the last fiscal year ending 12/31/2022.

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Message from our President & CEO

The world is changing by the moment and as one of the country's leading less-than-truckload (LTL) carriers, we recognize the important leadership role that our company has in the communities in which we operate. Our company has a long history of being a responsible corporate citizen and partner providing career opportunities and support for our employees while maintaining our commitment to doing the right thing. We have long focused deeply on these efforts, and in 2022, sought to formalize and systematically track these practices. We maintained our emphasis on our responsibilities as a trusted corporate citizen, we formally defined our environmental, social and governance (ESG)/ corporate responsibility team and made investments to measure our performance. Investing in our people, our fleet, and our real estate are fundamental to what we consider to be "just good business."

In the following report, we are excited to share how we as a company have made meaningful investments to lessen our impact on the environment, support our employees, and continue to serve as a positive member of the communities in which we operate - all through the lens of our core values.



Frederick Holzgrefe

President and Chief Executive Officer



Company Overview



Saia is the ninth largest LTL carrier operating in the United States.

Established	1924, Houma, LA
Headquarters	Johns Creek, GA
Core Business	LTL, non-asset truckload service, and third-party logistics
Ownership	Public (NASDAQ: SAIA)
Employee Average Tenure	8+ years

12.3K
NONUNION
EMPLOYEES

187
TERMINALS
NATIONWIDE

7M
SHIPMENTS
DELIVERED
EACH YEAR

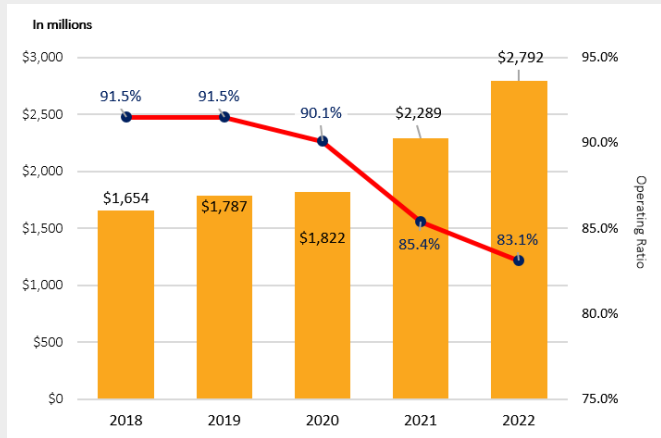
**NATIONAL
COVERAGE**

**PARTNER SERVICE
TO CANADA,
MEXICO &
PUERTO RICO**

\$2.8B
REVENUE
IN 2022



Operating Ratio & Revenue



Investments

- Exploring alternative fuel tractors
- We have improved our fleet miles per gallon through significant investments in new, more energy efficient tractors, reduced engine idling, an automatic engine shutoff system, fuel efficient tires and trailer skirts.
- Capital investments in equipment, real estate, and technology in 2022 were \$365.5 million. Projected capital expenditures for 2023 are expected to exceed \$400 million for equipment, technology and real estate to support our growth initiatives.

Recognitions

- Recipient of SmartWay's "Excellence Award"
- "G75" Green Supply Chain Partner
- Women in Trucking's Top Companies for Women to Work for in Transportation
- America's Best Employers for Diversity List by Forbes



Our Mission Statement, Vision Statement & Core Values

Our Mission

To safely drive our customers' success with custom solutions built on the three pillars of our service-focused values: people, purpose and performance.

Our Vision

Position Saia as the top-tier national transportation and logistics company through leading-edge technology and core operational excellence differentiated by innovative sales, marketing, and customer service that is fueled by employee development and hyper-focused on margin expansion.



Customer First

Doing what it takes, in everything we do, means putting the customer first. It doesn't mean short-changing safety, policies or procedures, or respect, but it means understanding that fundamentally, our customers are at the heart of our business – in everything we do.



Safety

Safety is not a policy or procedure. Safety is a fundamental behavior and practice. It is the unified practice that we can efficiently and effectively all work safely and perform our functions to support individual employees and company goals.



Taking Care of Each Other

Teamwork, empathy, and giving 100%. Taking care of each other means leaders caring about employees, employees caring for each other and for customers, and everyone at Saia caring about the company's purpose and goals.



Dignity and Respect

Everyone deserves to be treated with dignity and respect. Every employee at Saia has a sense of worth and value that they bring to their role at the company. We must all recognize the humanity in each other and treat others respectfully.



Do the Right Thing

Doing the right thing means making the conscientious choice, the ethical choice, even when no one is looking. Doing the right thing demands commitment to excellence and an awareness that why you do something can be as important as what you do.



Community

As a company and as a team of employees, we must embrace our responsibility to our neighbors, the environment, those with whom we work, and the communities that sustain us. We realize that it is always easy to talk about being a good citizen and yet it is another to put words into action.

Developing our Strategy

Saia's stakeholders and broader communities want to know "How is Saia impacting the world and communities in which it operates?" Corporate responsibility offers Saia a framework through which to assess the impact of our business activities on the planet; championing the safety, support, and development of employees; and ensuring there is transparency and accountability in decision-making at every level within the company.

In 2022, we aligned our work with the Sustainability Accounting Standards Board (SASB) standards. We set up internal cross-functional teams and working groups to work through each of the SASB metrics. We welcome the opportunity to share common data and language with our industry peers so that we can continue to improve from a benchmarking perspective. In addition, our board provides oversight and directional accountability of our efforts.

Investing in Corporate Responsibility/ Environmental, Social & Governance (ESG)

Our company's nearly 100 year history has been based upon our commitment to our values, which provide the fundamentals for being a responsible corporate citizen. Sustained success over these 100 years is rooted in the ability to evolve and adapt to changing competitive environments. This evolution has been important to the development of our industry-leading practices in safety, training, and equipment utilization. Last year, 2022, marked the next step in the process as we initiated formal monitoring and reporting of critical ESG factors. These steps are not only fundamental to operating our business, but also critical for measuring our success and any opportunities.

This report summarizes the broad range of initiatives that are on-going in our business.

Our Fleet

Not only has Saia been a partner of the Environmental Protection Agency's SmartWay program since 2006, but we have also been a recipient of their "Excellence Award." The award is given to companies in the freight sector that invest in innovative technologies and business practices that save fuel, while reducing costs and protecting the environment. SmartWay partners with carriers like Saia across the U.S. to help advance supply chain sustainability by soliciting data to track, measure, and benchmark fuel use and emissions. This information is used by carriers and our customers to broaden their emissions inventories and select companies that are more efficient.

Additionally, Saia has been repeatedly named a "G75" Green Supply Chain Partner by Inbound Logistics magazine. On an annual basis, the magazine selects 75 companies that go "above and beyond to prioritize green initiatives and help global supply chains become more sustainable." The selection process involves an evaluation of the company based on specific criteria including all corporate sustainability initiatives, collaborative customer-driven projects, and participation in public-private partnerships. Additionally, they consider four benchmarks such as measurable green results, sustainability innovation, continuous improvement, and industry recognition.

Whether it be technology to enhance safety, improve delivery times, or drive efficiencies, Saia is prioritizing improvements. Saia has made investments in our fleet in an effort to reduce our average tractor and trailer age. Our average tractor age is four years old. We have added five compressed natural gas (CNG) tractors to our Fontana, California terminal operations to evaluate CNG as an alternative fuel. Also in California, as well as Arizona, we conducted a trial of five electric vehicles on local city routes. Additionally, we have incorporated cleaner burning fuels such as ultra-low sulfur diesel and biodiesel for use at our fueling stations across our network.

Saia has experienced tremendous organic growth over the last few years. In 2022, we expanded our network and invested in more tractors to service our customers' needs. This growth has contributed to our emissions footprint. This network expansion allows us to better service our customers as we move our operations closer to them driving greater density, which reduces mileage and fuel consumption. Having started to establish our baseline, we seek additional opportunities to identify efficiencies that ultimately reduce the miles needed to serve customers leading to reductions in fuel consumption and ultimately emissions.

Fleet Related Emissions

605,000

Metric tons of CO₂e

"Emission 'avoided' related to incorporation of biodiesel in bulk fuel is not included."

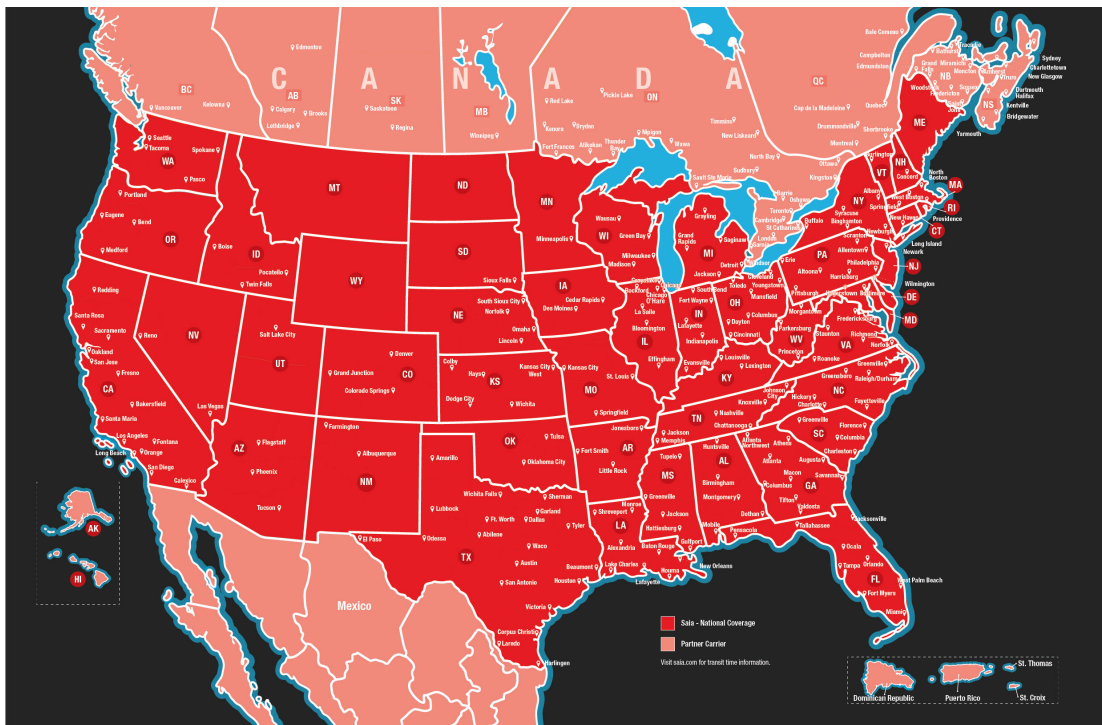


Our Facilities

As a transportation company, we understand the impact we have on the communities in which we operate, the planet, and our people. We acknowledge that environmental impact is a large focus of corporate responsibility/ESG metrics. Saia continues to take measures designed to reduce our environmental impact by optimizing our network while simultaneously improving customer satisfaction. We have implemented a number of initiatives to reduce our emissions within our facilities and enhance our fleet, with a goal of reducing our footprint.

In 2022, we opened 11 facilities across the contiguous U.S. With the addition of these terminals, we are closer to our customers, which reduces our transit times and enhances our ability to provide industry-leading service.

As Saia expands its network of facilities, we must keep in mind the impact this expansion has on the communities in which we introduce operations. To support that effort, we conduct studies to investigate our contribution to noise pollution at new locations. These studies are performed prior to and after commencing operations in an area. If an issue is found, a plan is developed to address it.



We are well into a multi-year investment to upgrade 100% of the lighting in our facilities to LEDs. This project will not only save energy but also will provide cost savings at each location we operate. We have established priorities for 2023 to better understand our energy consumption so we can implement reduction targets and strategies going forward.

Our People

At Saia, our success hinges on taking care of what matters most – our employees, our customers, and our community. Two of our core values, Community and Taking Care of Each Other, succinctly embody what our people mean to Saia. Whether it is outreach, talent development, or safety, we hold paramount our most valuable resource: our people.

We offer several employee recognition programs. For instance, we honor thousands of our team members through our annual safety award program. It is designed to recognize employees for their individual years or miles of accident-free driving or injury-free work.

Every year, our scholarship program is open to all full-time employees and their dependents and is designed to help cover college or graduate school expenses for recipients. To date, we have paid out over \$500,000 in scholarship funds to 273 students.

The Saia Employee Relief Foundation, Inc. is an ongoing support program that was established in 2017 to assist team members in getting back on their feet after being directly impacted by a natural disaster or other type of unexpected loss or hardship. The foundation offers aid where such support is necessary to ensure the recipient has necessities such as food, clothing, housing, transportation, and medical assistance. A committee evaluates each request and the potential recipient's needs and resources to determine if the level of need qualifies for a distribution from the foundation. We are proud to have offered \$300,000 in financial support to 86 employees.



Employee Benefits

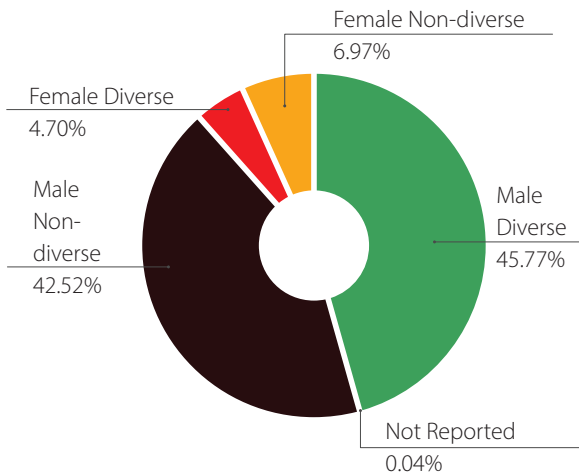
Saia offers a comprehensive benefits package, which provides employees with market-based compensation. While this includes employee wages, less visible are the parts of our compensation that include company contribution to Social Security, health care, and a 401(k) match. We presently provide a matching 401(k) contribution for all employees enrolled in the program, in which participants are immediately 100% vested.

We are also committed to providing quality, affordable health care for all our eligible employees as we understand how highly valued this benefit is to our personnel and their families. Additionally, Saia provides employees with 10 years or more of service, along with their enrolled spouses and dependents, health care benefits at no cost. Our wellness program encourages and supports employees living a healthy lifestyle, allowing the company to maintain its rich health insurance benefits. Through initiatives that encourage annual primary care visits, participation in fitness events, and tobacco-use cessation, we work to reduce the cost of healthcare while supporting the health and well-being of our employees.

Diversity, Equity & Inclusion

Starting with our board of directors through the entire organization, Saia is committed to recruiting, developing, promoting, and retaining a diverse and highly engaged workforce that sets the standard for our industry and is representative of the customers and communities we serve. We were tremendously excited to be named in 2020 to Forbes' "America's Best Employers for Diversity" list.

Currently, Saia is developing training focused on diversity, equity, and inclusion (DEI) with the goal of attracting multicultural and diverse teams. We are also committed to continuing to create an inclusive environment throughout our organization. We have added drivers, driver trainers, recruitment support and a DEI management team to bolster this initiative.



Safety & Training

Saia's internal safety management plan is designed to implement safety measures in accordance with the Federal Motor Carrier Safety Administration's Compliance, Safety, and Accountability program as well as regulations from the U.S. Department of Transportation. In our fleet, we utilize technology to monitor collisions and near misses. Our new fleet purchases are equipped with an advanced safety package to monitor and aid drivers in safe driving practices. This includes the latest accident avoidance technology such as active braking assistance, adaptive cruise control, lane departure warning systems and roll stability control. We utilize video recording systems, which enable managers to provide coaching and feedback to drivers throughout the year.



Saia's Driver Academy was founded in 2012 and was established not only to provide advancement opportunities for employees while they continue to work, but to equip the company with much-needed drivers in locations where the applicant pool does not meet business demands. Since the program's inception, approximately 100 drivers have graduated from the program every year. From 2020 to 2022, we doubled the number of class locations as interest in the program constantly increased. In 2022, we trained 377 new drivers. The significant increase in 2022 was attributed to an updated curriculum that better suited the needs of our employees and workforce, added accessibility to the program through new class locations and an investment in additional training-specific tractors. The custom-built tractors are an investment in our people and fleet to ensure our Driver Academy graduates are ready for the road.

Employees receive training applicable to their duties. Onboarding training is conducted for a minimum of 40 hours upon hire. Additional training on concepts related to duties, awareness and hazards is provided throughout the year. Retraining occurs as necessary after an incident, a near miss, or as needed to ensure safe methods and operation of equipment. With the expansion of our safety team, we were able to connect with our workforce across our operations to build trust and ownership within our safety culture. These education and training initiatives around reporting and prevention led to an observable decrease in preventable accidents in 2022. In 2022, our total recordable incident rate (TRIR) was 7.44.

Every year, we award our workforce for their service and commitment to safety. For 2022, we had 4,078 drivers reach a safety milestone, ranging from one year to 39 years of safe driving.



Community Focus

Saia is committed to being a positive member of the communities in which we operate, and our employees work and live. As such, we support a number of organizations working to benefit others, including Toys for Tots, Truckers Against Trafficking (TAT), and Wreaths Across America (WAA).

We became a national corporate sponsor for Toys for Tots in 2014. Since then, Saia has donated over \$300,000 to the nonprofit while employees have donated thousands of toys. As an ongoing partner of TAT, drivers receive annual training and certification in how to identify the signs of human trafficking. And 2022 was the sixth year we have partnered with WAA, not only providing transportation services, but organizing employees to volunteer for wreath-laying ceremonies in their respective communities.

As a long-time sponsor of Adopt-A-Highway, Saia is committed to making our nation's roadways safer and more beautiful. From North Carolina to Indiana, Utah and Washington, we are proud to make a positive social and environmental impact in the communities where we operate and our employees live.



Forward-Looking Statements

This report may contain “forward-looking statements” within the meaning of the Private Securities Litigation Reform Act of 1995. These statements are often, but not always, made through the use of words or phrases such as “anticipate,” “estimate,” “expect,” “project,” “intend,” “may,” “plan,” “predict,” “believe,” “should” and similar words or expressions. Forward-looking statements also include statements about the goals and initiatives discussed in this report. These forward-looking statements are based on certain assumptions and analyses made by us based on our experience and our view as to historical trends, current conditions and expected future development, as well as other factors we believe are appropriate in the circumstances. All forward-looking statements are subject to a number of important factors, risks, uncertainties and assumptions that could cause actual results to differ materially from those described in any forward-looking statements. These factors, risks, uncertainties and assumptions include, but are not limited to, the risk factors discussed in our filings with the SEC. All forward-looking statements contained in this report are qualified by these cautionary statements and there can be no assurance that the actual results or developments anticipated by us will be realized or will occur. Forward-looking statements are neither a prediction nor a guarantee of future events or circumstances and those future events or circumstances may not occur. You should not place undue reliance on the forward-looking statements, which speak only as of the date of this report. We are under no obligation, and we expressly disclaim any obligation, to update or alter any forward-looking statements, whether as a result of new information, future events or otherwise, except as otherwise required by law.

SASB Index Table

Table 1. Sustainability Disclosure Topics & Accounting Metrics

Topic	SASB Code	Accounting Metric	Category	Response														
Greenhouse Gas Emissions	TR-RO-110a.1	Gross global Scope 1 emissions	Quantitative	605,000 metric tons CO2e related to Fleet Fuel Combustion														
	TR-RO-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Discussion and Analysis	Saia is assessing its current position in order to establish a meaningful and relevant strategy to reduce emissions.														
	TR-RO-110a.3	(1) Total fuel consumed (2) percentage natural gas (3) percentage renewable	Quantitative	(1) ≈ 59,340,000 gallons (2) ≈ 0.15% (3) ≈ 0.4%														
Air Quality	TR-RO-120a.1	Air emissions of the following pollutants: (1) NOx (excluding N2O), (2) SOx, and (3) particulate matter (PM10)	Quantitative	Awaiting 2022 information from EPA SmartWay														
Driver Working Conditions	TR-RO-320a.1	(1) Total recordable incident rate (TRIR) and (2) fatality rate for (a) direct employees and (b) contract employees	Quantitative	(1) 7.44 (2) Saia does not publicly disclose fatality rate														
	TR-RO-320a.2	(1) Voluntary and (2) involuntary turnover rate for all employees	Quantitative	Voluntary: 18% Involuntary: 13%														
	TR-RO-320a.3	Description of approach to managing short-term and long-term driver health risks	Discussion and Analysis	See discussion under Safety														
Accident & Safety Management	TR-RO-540a.1	Number of road accidents and incidents	Quantitative	182 Includes all accidents reported to DOT whether Saia was deemed at fault or not														
	TR-RO-540a.2	<table border="1"> <thead> <tr> <th colspan="2">Safety Measurement System BASIC percentiles (▲ In Threshold) (▼ Out of Threshold)</th> </tr> </thead> <tbody> <tr> <td>(1) Unsafe Driving</td> <td>▲</td> </tr> <tr> <td>(2) Hours-of-Service Compliance</td> <td>▲</td> </tr> <tr> <td>(3) Driver Fitness</td> <td>▲</td> </tr> <tr> <td>(4) Controlled Substances/Alcohol</td> <td>▲</td> </tr> <tr> <td>(5) Vehicle Maintenance</td> <td>▲</td> </tr> <tr> <td>(6) Hazardous Materials Compliance</td> <td>▲</td> </tr> </tbody> </table>			Safety Measurement System BASIC percentiles (▲ In Threshold) (▼ Out of Threshold)		(1) Unsafe Driving	▲	(2) Hours-of-Service Compliance	▲	(3) Driver Fitness	▲	(4) Controlled Substances/Alcohol	▲	(5) Vehicle Maintenance	▲	(6) Hazardous Materials Compliance	▲
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(5) Vehicle Maintenance	▲																	
(6) Hazardous Materials Compliance	▲																	
TR-RO-540a.3	(1) Number and (2) aggregate volume of spills and releases to the environment <i>*Spills are reported under CERCLA</i>	Quantitative	(1) 2 spills occurred (2) Less than 1 cubic meter was released															

SASB Index Table (continued)

Table 2. Activity Metrics

Sasb Code	Accounting Metric	Category	Unit Of Measure	Response
TR-RO-000.A	Revenue ton miles (RTM)	Quantitative	RTM	4.5 billion
TR-RO-000.B	Load Factor	Quantitative	Number	91%
TR-RO-000.C	Number of employees, number of truck drivers	Quantitative	Number	12,291