

2023

CORPORATE RESPONSIBILITY REPORT



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This report contains information and data through the 2023 fiscal year.

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CAUTIONARY NOTE REGARDING FORWARD-LOOKING STATEMENTS

This Corporate Responsibility Report may contain “forward-looking statements” within the meaning of U.S. federal securities laws. Forward-looking statements are any statements other than statements of historical fact. Words such as “anticipate,” “estimate,” “expect,” “project,” “intend,” “may,” “plan,” “predict,” “believe,” “should,” and similar words or expressions are intended to identify forward-looking statements. All forward-looking statements reflect the present expectation of future events of our management as of the date of this Report and 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. Many of these factors, risks, uncertainties, and assumptions are described in our most recent Annual Report on Form 10-K filed with the US Securities and Exchange Commission. No assurance can be given as to our future results and achievements. Accordingly, a forward-looking statement is 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 applicable law.

A MESSAGE FROM OUR PRESIDENT & CEO



As an industry-leading less-than-truckload (LTL) carrier, we understand smart business decisions are not only about dollars and cents. Consideration for sustainability and responsibility, managing our operations with a focus on the environment, and keeping people and communities in mind remain essential.

That's why I am excited to share our 2023 Corporate Responsibility Report. Here, you will learn how we continued to make substantial investments in team members, equipment, and facilities last year, all while overcoming a myriad of challenges posed by both a soft economic environment and industry disruption. You will see how we remain committed to the principles of corporate responsibility by working to ensure our efforts align with transportation industry best practices and continuing to seek out new technologies, opportunities, and more to achieve our goals.

As we move forward into 2024, Saia's 100-year anniversary, I believe the future has never been brighter, with core values being integral to our success.

A handwritten signature in black ink, reading "Frederick J. Holzgreffe". The signature is fluid and cursive, with a long horizontal stroke at the end.

FREDERICK J. HOLZGREFFE
PRESIDENT & CHIEF EXECUTIVE OFFICER

OUR YEAR IN REVIEW

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

TOP 10 LTL CARRIER IN THE US

34K+
DAILY
SHIPMENTS

100
YEARS IN
BUSINESS

194
TERMINALS

14K
EMPLOYEES



TOP INVESTMENTS IN 2023:

- Human Resources
- Employee Training & Support
- Planning Software & Tools

AWARDS

- **Top 100 Motor Carrier, "G75" Green Supply Chain Partner -**
Inbound Logistics Magazine
- **Top 100 Trucker -** *Inbound Logistics Magazine*
- **Top Companies for Women to Work for in Transportation -**
Redefining the Road Magazine, Women In Trucking Association
- **Carrier of the Year -** Lowe's Companies Inc.

MISSION & CORE VALUES



AN ONGOING MISSION

In an industry where change is constant, we're reminded of the importance of core values.

At Saia LTL Freight, our mission is 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.

ABOUT THIS REPORT

The year of 2023 proved challenging for transportation and America's business owners. Saia chose to respond with perseverance, teamwork, and new strategies to enhance the way we work. As we enter our 100th year of business, we reflect on 2023 and look forward to a prosperous 2024 and beyond.

This report serves as a summary of Saia LTL Freight's wide range of investments, initiatives, and recognitions in 2023.

The sustainability disclosures and metrics shared in this report follow Sustainability Accounting Standards Board (SASB) Standards and utilize Greenhouse Gas Protocol.



AWARDS & ACCOMPLISHMENTS

In the ever-evolving transportation industry, Saia continues to stride ahead, garnering recognition and achieving milestones that reflect our commitment to excellence and progress. In 2023, both our individuals and our team were recognized for their dedication to driving business forward.

TOP 100 MOTOR CARRIER, "G75" GREEN SUPPLY CHAIN PARTNER - *INBOUND LOGISTICS MAGAZINE*

This recognition reaffirms our dedication to building a more sustainable future, all while delivering outstanding logistics solutions.

TOP COMPANIES FOR WOMEN TO WORK FOR IN TRANSPORTATION - *REDEFINING THE ROAD MAGAZINE*, WOMEN IN TRUCKING ASSOCIATION

Our affiliation with Women In Trucking underscores Saia's push for inclusion. We're proud to be recognized for empowering women to create a more inclusive and equitable workplace.

OTHER RECOGNITIONS:

- **Top 100 Trucker** - *Inbound Logistics Magazine*
- **Georgia ORBIE Award Winner, Rohit Lal, Saia Executive Vice President and Chief Information Officer** - Georgia CIO
- **Top Women to Watch in Transportation, Annie Lowery, Director of Financial Planning and Analytics** - Women In Trucking Association
- **Carrier of the Year** - Lowe's Companies Inc.

Commencing in 2023, Saia prioritized reporting Scope 1, emphasizing our environmental stewardship and transparency in greenhouse gas emissions. In addition, we've placed emphasis on improving our data and technology. Both priorities align with our long-term goals of sustainability and streamlining our data-driven decision-making processes.

OUR FLEET

EFFICIENCIES & OPTIMIZATION

Our teams already work hard. This year, they've also helped us work smarter than before. We optimized every segment of our fleet operations through network planning, helping us deliver exceptional service and improve our environmental impact.

Network planning stands as the foundational element of fleet efficiency and optimization. We invested in cutting-edge software and tools for planning, load scheduling, and streamlining our pickup and delivery processes, covering approximately 450 million miles annually. We leverage both historic and real-time data to continually refine our network optimization and scheduling, thereby improving customer service while concurrently reducing mileage and emissions.

Our emphasis on network planning and optimization directly aligns with our core values — putting the customer first. By consistently improving service standards and cost efficiency, and reducing miles and emissions, we've increased customer satisfaction, reduced claims, and improved our services.

Another notable achievement in 2023 was our use of data and technology to maximize space, efficiency, and loaded miles (distance traveled while hauling freight). We were even able to maintain our efficiency metrics amid the unexpected surge in freight volume that occurred as a result of industry consolidation. Our goal is to continue to refine our network to get our drivers home every night, part of our commitment to driver well-being and safety. Refining our network also reduces travel time, traffic, and costs associated with empty miles (distance traveled without hauling freight).

With the majority of our tractors being newer, our fleet now has better miles per gallon (MPG), advanced safety features, and meets the national emissions standards. We will also continue to aggressively evaluate alternative fuel fleet options, with compressed natural gas (CNG) and renewable diesel (RD) fuel in use at Atlanta, Georgia; Fontana and Sacramento, California; and Charlotte, North Carolina terminals. This underlines our commitment to reducing Scope 1 emissions and embracing sustainable fuel alternatives.

AVERAGE TRACTOR AGE:

4½ YEARS

AVERAGE MILEAGE (BY AGE):

YEARS 1 - 3: 75% YEARS 4 - 7: 25%

5,800 TRACTORS

ON THE ROAD

30 CNG TRACTORS

ON THE ROAD

500K GALLONS

OF RENEWABLE DIESEL (RD) IN 2023

595,029 METRIC TONS
OF CO2E

(OUR FLEET RELATED SCOPE 1 VALUE)

NEW TERMINAL LOCATIONS IN 2023

- Edwardsville, KS
- Morgantown, WV
- Princeton, WV
- Buford, GA
- Portland, ME
- Muncie, IN
- Hudson, WI



OUR FACILITIES

This year, Saia retrofitted facilities in our network to save on energy costs and improve efficiency. This included updating HVAC systems, replacing windows to conserve energy, and implementing “smart” cooling systems across buildings and in IT server rooms. These updates included transitioning to LED lighting, not only cutting costs but also promoting a safer and improved working environment for our team, bettering employee well-being and retention.

Network expansion was another high priority in 2023. Saia opened seven new terminals in 2023, targeting new markets and relocations. These new terminals get us closer to our customers, facilitating route optimization and expanding our capacity in a safer and improved workplace. We continued our tried-and-true method of renovating existing structures to build these new terminals when possible, minimizing material usage and emphasizing sustainability.

NEW TERMINALS NOT ONLY GROW SAIA, BUT THE NEIGHBORING COMMUNITIES, PART OF OUR CORE VALUES.

A new Saia terminal often provides jobs within our local market, revitalizes dilapidated buildings, and supports the neighborhoods where we operate, from big box retailers to small businesses.

Our Buford, Georgia (ANE) and Charlotte, North Carolina (CLT) terminals are prime examples of our dedication to safety, efficiency, and innovation. Equipped with larger yards, on-site fueling, and solar panels, ANE's location north of Atlanta significantly reduces our drivers' travel time as well as mileage, costs, and potential accidents on city routes. CLT is 100% solar powered, making for an excellent ROI on energy costs, reducing Scope 2 emissions, and paving the way for a sustainable future in 2024 and beyond.





OUR PEOPLE

Saia is committed to nurturing talent and prioritizing employee well-being. This year's investments in human resources helped us attract top-tier talent and retain our current team to grow the business. We continually evaluate and work to improve the employee experience by taking our people, our core values, and the diverse needs of our customers into account.

OUR BENEFITS PACKAGE TAKES AN ALL-ENCOMPASSING APPROACH.

Employee well-being extends beyond the workplace. In addition to comprehensive health/vision/dental coverage, we offer financial wellness programs as well, including 401(k) plans, employee assistance programs (EAP), and scholarships for our team.

WE PROVIDE
FREE HEALTHCARE
TO EMPLOYEES WITH

10+ YEARS
TENURE

(33% OF OUR OVERALL TEAM)

EMPLOYEE ENGAGEMENT REMAINS CENTRAL TO OUR ETHOS.

In 2023, we intensified our efforts in the area of employee engagement through comprehensive training from the top down, building a steering committee to support our initiatives, empowering women, and implementing programs aimed at creating a sense of community among our employees. By amplifying every voice, fostering a sense of belonging, and investing in our team, we help ensure the longevity of our business. This is already evident in the significant improvement in our turnover rates.

HELPING OUR TEAMS REACH THEIR CAREER GOALS...

Our employees know there's a future for them at Saia. Our Driver Academy Program supports this sentiment, graduating 284 individuals in 2023. This program is available to all employees and keeps safety top of mind through seven weeks of rigorous training. We are also proud to report a 92% retention rate even two years after these new drivers graduate. The high retention rate post-program graduation underscores the opportunities and future prospects available at Saia.



WHERE YOU START ISN'T WHERE YOU STAY...

Our employee engagement and recognition programs got a revamp in 2023. Saia created a development program to support supervisors in becoming more than just managers — they become leaders. With growth-oriented strategies and a myriad of engagement methods, we dedicated our resources to improving the capabilities of our teams, management, and leadership to improve the employee experience.

Because we prioritized internal mobility and career progression in 2023, we saw a record number of internal promotions at our terminals. In 2024, we intend to continue on this path and help our teams reach their professional potential.

SUSTAINABILITY DISCLOSURES & METRICS



GREENHOUSE GAS EMISSIONS

595,029 CO₂e

4094 MT CO₂E FROM USE OF BIOFUELS
OUR FLEET RELATED SCOPE 1 VALUE

TOTAL FUEL CONSUMED

59.1M
GALLONS OF FUEL

0.42%
NATURAL GAS

0.82%
RENEWABLE

AIR QUALITY EMISSIONS

Air emissions of the following pollutants: NO_x (excluding N₂O) and particulate matter (PM₁₀)

922

US TONS OF NO_x

1.41

US TONS OF PM₁₀

Based on 2023 US EPA Smartway Technical Documentation.

WORKFORCE CONDITIONS, HEALTH & SAFETY

6.49 TOTAL RECORDABLE INCIDENT RATE (TRIR)

ACCIDENT & SAFETY MANAGEMENT

160 NUMBER OF ROAD ACCIDENTS AND INCIDENTS

Includes all accidents reported to DOT whether Saia was deemed at fault or not.

SPILLS AND RELEASES TO THE ENVIRONMENT

0 + 0
NUMBER AGGREGATE VOL.

The values represent reportable spills within the federal guidelines based on 49 CFR 171.15 reporting to NRC.

ACTIVITY METRICS

4.9B REVENUE TON MILES

92% LOAD FACTOR

41%
MALE, NON-DIVERSE

5%
FEMALE, DIVERSE

7%
FEMALE, NON-DIVERSE

47%
MALE, DIVERSE



NUMBER OF EMPLOYEES:
14,000 EMPLOYEES

EMPLOYEE ATTRITION:
INVOLUNTARY ATTRITION: ≈ 11%
VOLUNTARY ATTRITION: ≈ 14%



SAFETY: IT'S WHAT WE DO

A PREVENTIVE CULTURE

At Saia, our commitment to safety extends beyond compliance. It is a culture that recognizes, addresses, and seeks to prevent potential risks. In 2023, we continued to promote employee well-being and ensure a safe workplace through various proactive measures.

Our approach begins with regular communication with employees. This encompasses content covering compliance, employee well-being (including summer and winter wellness, fire safety, and hazmat awareness), and pre-shift meetings to reiterate safety protocols and maintain a safety-conscious mindset among employees. We also get our people involved with safety committees across our network, where we share prevention-focused content and incident trends within our industry. These committees, alongside our safety ambassadors (including driver trainers and dock trainers), champion safety culture throughout the organization.

Prevention has been our most powerful tool. We maintain an open-door policy to discuss near misses and leverage

technology to get safety-related messages out to our people. This helps keep our team aware of potential hazards or compliance issues. To keep ourselves accountable, we also conduct regular audits covering safety standards and cleanliness.

Another part of Saia's preventive safety measures is investing in employee education and training. In addition to annual compliance training, we engage our teams through various ongoing communication mediums such as videos, in-person training, and group meetings. Our Driver Academy Program, a seven-week process, provides hands-on experience in real-world scenarios, making safety paramount in our operations.

These initiatives would be impossible to implement without Saia's unique and robust safety team. They provide on-call support, and their regional team consistently reinforces our safety message in the field. Terminal managers are also included, making safety a collective effort across all hierarchies.

SAFETY GETS REWARDED

For nearly 20 years, Saia has recognized and rewarded our drivers and dockworkers for maintaining safety. In 2023, we also started including our mechanics in the annual Safety Awards. Combined with our 100th anniversary, we look forward to 2024 being our best year yet for safe operations.

SAFETY INCLUDES TECHNOLOGY & THE ENVIRONMENT

Saia utilizes technology across our fleet to maintain safety packages on our tractors. This safety package includes collision mitigation technology, active brake assistance, adaptive cruise control, lane departure warning, roll stability control systems, and internal and external cameras. This safety technology not only helps reduce the number and severity of accidents, but it also facilitates timely and effective driver

coaching when needed. By utilizing technology, we create efficiency in maintaining the safety of our fleet.

Saia's commitment to incident prevention and employee safety also encompasses compliance with environmental standards. Our team receives annual hazmat training in identification, compliance, and labeling. This training emphasizes best practices for handling hazardous materials in our network and how to respond safely to an environmental incident. In tandem, we have our waste reduction program to promote proper handling of hazardous and non-hazardous waste, including recovery and recycling, as well as implementing solutions to reduce hazardous waste in the future.

SAFETY AWARDS OVER THE YEARS

4K+

DRIVERS
AWARDED

~1.8K

DOCK PERSONNEL &
MECHANICS AWARDED

180

MILLION-MILE RINGS
(FOR 8 YEARS OF NO ACCIDENTS)

130

FIRST DIAMONDS
(FOR 12 YEARS OF NO ACCIDENTS)

97

SECOND DIAMONDS
(FOR 16 YEARS OF NO ACCIDENTS)

41

THIRD DIAMONDS
(FOR 20 YEARS OF NO ACCIDENTS)



COMMUNITY

PHILANTHROPIC CONTRIBUTIONS: ENRICHING COMMUNITIES BY GIVING BACK

At Saia, our commitment to corporate social responsibility includes various philanthropic programs aimed at making a positive impact on the communities we serve.

We are proud of our long-term involvement with Wreaths Across America (WAA) and Toys for Tots. Since Saia is a partner of WAA, every December employees across our network volunteer to lay wreaths at veterans' cemeteries around the country as part of "National Wreaths Across America Day," a day set aside each year to honor and remember our nation's military heroes. Last year, in addition to laying wreaths, City Drivers Renee Smith (New Orleans, Louisiana) and Scott Vaughn (now retired from Grand Rapids, Michigan) were selected to represent Saia during week-long WAA events, beginning in Maine and ending with delivering a trailer of wreaths for ceremonies held at Arlington National Cemetery, near Washington, D.C.

Our sponsorship of Toys for Tots in 2023 included a network-wide toy drive, in addition to a \$50,000 corporate donation to the nonprofit. Last year, team members at two locations donated over 180 bicycles and helmets. Saia's Director of IT Infrastructure and Operations Jose Gonzalez, who spearheaded the effort at the Johns Creek, Georgia corporate office, said because of employee generosity, "Many children woke up on Christmas to a brand-new bike."

We gave back in 2023, and so did our team. In 2023, our employees dedicated numerous hours to volunteering for various causes, showcasing our collective commitment to giving back. We continue to encourage employee participation

at company-sponsored volunteer events, maintaining our presence as a community partner in the areas we operate.

WREATHS
ACROSS
AMERICA



ADOPT-A-
HIGHWAY

SUPPORTING HIGHER EDUCATION

Saia remains committed to education through our scholarship program for full-time employees and their dependents. We're excited to offer this program, as its purpose supports our core values and is an investment in our employees, their families, and communities.

SCAN THE QR CODE TO
SEE 2023'S RECIPIENTS

20
SCHOLARSHIPS
AWARDED BY SAIA



ACTIVATING YOUNG TALENT

Through the Cristo Rey Internship Program, we have helped young individuals gain valuable experience at our Atlanta Corporate Office. Whether they choose to pursue a career in transportation or any other profession, our interns leave with transferrable skills to help take on the workforce.





CORPORATE WEBSITE
www.saia.com

DISCOVER SAIA'S COMMITMENT TO CORPORATE RESPONSIBILITY
www.saia.com/about-us/corporate-responsibility