

# directions

Happy Holidays!

**Saia Mission Statement:** "Provide the best-in-class regional service defined by our Customer Service Indicators with cost-effective processes in an environment that respects employees and recognizes excellence."

A monthly newsletter for Saia employees December 2007

## Saia Honors Employees with President's Recognition

Twelve Saia employees from terminals around the country have been awarded President's Recognition for the third quarter of 2007. They each will receive a personal letter of commendation from Rick O'Dell, Saia president and CEO, along with an embroidered jacket. All of the employees who are recognized below took an opportunity to show a level of hard work, commitment, and dedication beyond everyday expectations. Their achievements are notable accomplishments deserving of individual recognition. Please join us as we congratulate them on their recognition and success.

### Antonio Arambula

JKN City Driver  
Nominated by Greg Denkins,  
JKN TM



While doing driver training for new hires at the Indianapolis terminal, Tony Arambula, a Jackson, Mich. city driver, volunteered to work the dock and do whatever else was needed during down time.

Tom Miller wrote to Greg Denkins that Tony's time at IND had been "outstanding." Not only did he do road tests, safety training and paperwork, he helped the city dispatcher with some moves and broke down a trailer when there was no dock-worker help available. Tom said "(Tony is) willing to do whatever is necessary...Saia is fortunate to have him. I wish we had more like him."

### Sammy Burnett

GRL Linehaul Driver  
Nominated by Mike Whitwell,  
GRL TM



On Sept. 20, Saia Select diverted a shipment destined for Augusta to the York, Ala. relay point. With linehaul already in motion prior to the delivery requirements being changed, Mike Whitwell said the GRL terminal found itself in a real dilemma. Unless they could convince Sammy Burnett, a Garland, Texas linehaul driver, to come off his schedule and return to Garland upon his 10 hours rest being completed, they would not be able make the delivery on time. When Sammy reported to dispatch after his rest, he was asked to continue onto Atlanta rather than returning home. Given that it was now Friday morning and Sammy was bound for home and his long weekend, Mike said they knew they were asking a lot. Still, without hesitation, Sammy said "No problem." What resulted from Sammy's "no problem" attitude was the shipment delivering on time. His willingness to go the extra mile without any regard to how it would disrupt his schedule and plans is indicative of Sammy's approach to his job.

### Mike Conder

JAC Linehaul Driver  
Nominated by Greg Smith,  
JAC TM



One associate that Greg Smith said he considers to be the "best-of-the-best" is Mike Conder, a Jackson, Tenn. linehaul driver. "Mike's commitment to satisfy our customers is evident in his 107 percent

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## Executive Forum



By Rick O'Dell, President and CEO

To reiterate the announcement I made on November 19, I, along with the entire company, would like to express our sincerest appreciation to the Dallas and Garland terminal employees who voted against union representation. As you now know, the vote totals were in complete support of the company and a resounding defeat was handed to the Teamsters in their bid to represent Saia employees.

With the announcement of these gratifying results, we all can now get back to focusing on our mission "to provide the best-in-class regional service defined by our Customer Service Indicators with cost-effective processes in an environment that respects employees and recognizes excellence."

We appreciate the support of our employees and their recognition of not only our efforts to maintain good relationships but our goal of operating in a truly open and supportive environment as well. I believe that is why, in part, Saia receives such strong support from its employees.

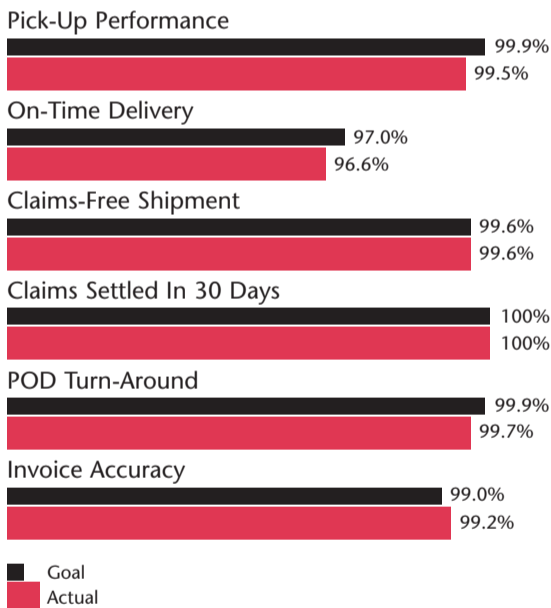
I am proud of Saia's "Open Door Policy" and all of management strongly encouraging each employee to take advantage of it. If you have questions, suggestions, or problems, discuss them with your immediate supervisor, terminal manager or department head. For Saia to be truly successful, we all must be able to work in an environment that fosters a positive attitude and teamwork. Communicate your concerns!

In the future, we will also carry on our initiatives of building strong communication with our employees by continuing to hold our quarterly meetings. At these meetings, please share your questions or suggestions with meeting presenters. Employees will be heard and receive an honest, well-researched reply.

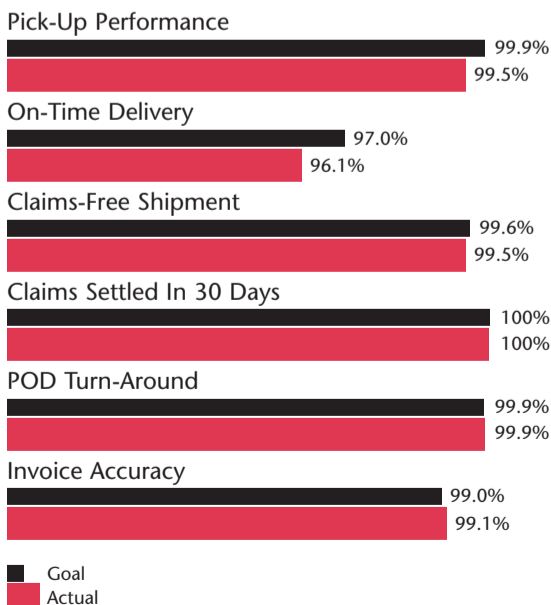
Saia takes the responsibility of providing its employees with good working conditions, wages and benefits along with fair treatment, personal respect, and dignity very seriously. No employee should ever have to "purchase" this type of support by paying union dues to an outside party.

Again, thanks to Saia's Dallas and Garland employees for a job well done! You have kept alive the company's legacy of never having a union in its 83 year history. We appreciate your support!

### October Customer Service Indicators



### November Customer Service Indicators



# Benefits Corner

By John Ferguson – Director of Insurance & Privacy Officer

## HIPAA (Health Insurance Portability and Accounting Act) Notice

The Health Insurance Portability and Accounting Act (HIPAA) of 1974 and recent rulings direct companies to provide an annual notice to all health plan participants regarding the plan's privacy practices. Each eligible participant receives a copy of the official HIPAA notice at the time of their initial enrollment or shortly thereafter. This abbreviated notice is a reminder of the company's policy and that employees may obtain an additional copy of the original notice previously provided. Saia is committed to full compliance with all federal regulations regarding the privacy of employee health information. If you have any questions or wish to see or obtain a copy of the HIPAA notice, please contact Saia Director of Insurance and Privacy Officer John Ferguson at P.O. Box A, Station 1, Houma, La. 70363. He may also be reached by telephone at (985) 868-1030, extension 2331.

## Medicare Part D Annual Notice

This notice is for those employees that are currently covered, or soon to be eligible for coverage, by Medicare as well as Saia's health plan. Medicare Part D provides prescription drug coverage for recipients. This plan provides a standard level of coverage that is set by Medicare.

Saia has determined that the prescription drug coverage offered by the Saia health plan is, on average for all participants, expected to pay out as much as standard medical prescription drug coverage pays and is considered creditable coverage. More detailed information is available about Medicare and its plan that offers prescription drug coverage in the booklet "Medicare & You" that is mailed directly to you by Medicare. For more information, visit [www.medicare.gov](http://www.medicare.gov) or call Medicare at (800) 633-4227.

## Saia Honors Employees with President's Recognition

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on-time departure and arrival performance," explained Greg. He also said that as with any individual that excels, it's the little things that stand out and impact us personally. Mike arrives at work approximately one hour early every night in order to complete his paperwork and to be prepared for an on-time departure. He makes sure the outside of the terminal is secure and well lit by keeping all the lights in working order. If there are mechanical problems with equipment, he will repair them without being asked. Mike shows his concern for fellow associates by helping them hook sets. When arriving back to the terminal each morning, he calls to get a door assignment — even if bringing in an empty trailer. Mike has a great attitude and understands we must continually improve in every process to remain competitive in this industry.

**Matthew Fleenor** and **Dallas Fowlks**  
GRL Tractor Mechanics  
Nominated by Ronald Jackson, GRL Outbound Supervisor



During a recent GRL night shift, two drivers making

deliveries needed assistance at the same time. According to Ronald Jackson, Matt Fleenor and Dallas Fowlks, both GRL tractor mechanics, headed out in their own personal vehicles to assist the drivers. Dallas was able to fix an air leak and Matt followed the other driver back to the yard. Ronald said "Matt and Dallas were dedicated to GRL's operations and showed they are 'best-in-class.'"

**Tom Horner**  
ORL City Driver  
Nominated by John Donaldson III, ORL Dock Supervisor



Tom Horner, an Orlando, Fla. city driver, is a perfect example of an employee going above and beyond what would be considered normal customer service. John Donaldson explained that ORL delivers school books to all area schools. With so many new schools in the central Florida area, and others not easily found on maps, Tom took it upon himself to get the addresses to all the schools. Tom printed them and put them in a binder for all drivers to use. Tom is also a great resource for other drivers as he has accumulated quite a few telephone numbers of customers. Any drivers in the Sanford/Longwood area often refer to Tom for both directions and contact phone numbers.



Employees from the West Palm Beach terminal gathered Nov. 3 for a picnic. They, along with family members, enjoyed playing softball and soccer as well as eating some delicious barbecue. Paul Peck said everyone had a "good time" though there were some "sore muscles."



## Phoenix Terminal Hosts Softball Tournament

On Nov. 17, PHX terminal employees, along with employees from a large Phoenix customer, Transamerican Auto Parts, competed in a friendly softball tournament. Transamerican, an account of Saia Sales Representative Rob Kretkowski, fielded ten employees who also brought along their families to enjoy the fun and the food. The PHX terminal had three teams — one made up of dock employees, another of city drivers, and an office team. After four hard fought games, the Saia city drivers took home first place by winning the championship game. There were about 90 employees, customers, and family members who took part in the evening of entertainment.

Tom also has great relations with all of his customers. He is able to find a point-of-interest with each one and use that to build a personal relationship which aids in the delivery of freight. "Tom is definitely an asset to Saia," John said. "We all benefit from his dedication to our customers and his job."

**Adolf Lulendo**  
CLT Retail Dockworker  
Nominated by Dexter Maxwell, CLT Dock Supervisor



Adolf Lulendo, a Charlotte, N.C. dockworker, has been a consistent hard worker. In fact, Dexter Maxwell, his nominator, said he has made

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## Driver Earns Green Apron Book Award

Wade David, a Shreveport, La. city driver, was recently given the Green Apron Book Award by a local Starbucks for his exceptional service. Steve Chapman, the SPT terminal manager, said "We're very proud for David and appreciate his efforts."



Bill Gaige  
Terminal Manager  
WPB

Bill:

Rarely in this day and age, and in particular in south Florida, are people really happy with the service they receive. We have operated as a nursery in Boynton Beach since 1974 and the general lack of concern of employees toward customers and their employers just seems to keep getting worse in all areas of commerce.

We got a delivery from Saia and **Sam Addie**, your driver, was not what we have grown to expect. He actually helped unload, was cheerful, and I really got the idea he was concerned about his actions and his employer. He is definitely an asset to your company. Good Job!

Thank You!

Bruce Pearson  
Owner  
Tropical World Nursery  
Boynton Beach, Fla.

David Baldrige  
Terminal Manager  
TUL

Mr. Baldrige:

It is very unusual that I would contact a trucking company with anything other than scheduling a pick-up or, quite frankly, a complaint. I am writing this letter today to let you know that our regular driver that comes by each week, **Ollie Cue**, is an employee you should be very proud of. Ollie strives each time he delivers our freight to be courteous, helpful, friendly, and most of all appreciative of us! He obviously realizes that the places he delivers to are why Saia keeps its doors open. If we do not have customers, we do not have a business. Please know we are quite pleased with your company and overly satisfied with Ollie's performance.

Thanks so much,

Jeff Tetric  
President  
Lektron Lighting & Supply, Inc.

Dawn M. McCanless  
Customer Service Manager  
ACO

To Whom It May Concern:

Just want to pass a hearty thanks to **Annette Murray** for helping me out with a delivery request to load

some product for my customer. Even though we did not have an a.m. delivery scheduled, Annette was able to help load my product on the tail of the truck to ensure an early delivery. Thanks for being so accommodating to our needs.

Sincerely,

Gilbert Alvarez  
Priority Envelope  
Lenexa, Kansas

Barbara Genn  
Customer Service Manager  
ACO

I'd like to (commend) **Tara Lee**, your customized account representative, who attended my call. She was very helpful, patient and pleasant to deal with. I know she went the extra mile.

Thanks a lot!

Rodger Briones  
Customer Service Agent  
Ingram Micro

Butch Breneman  
Regional Manager  
Dallas

I just wanted to say "thank you" for a job well done by one of your team members, **Kathy Panter**. Kathy made a delivery to my residence and she has a very positive and upbeat attitude and was willing to go the "extra mile" to achieve excellent customer satisfaction. Kathy turned a very bad situation around to ensure that I was a pleased customer. She is truly an asset to your work group as well as Saia. Kathy is the best-of-the-best!

Thanks,  
Paula Murphy  
Via E-mail

Doug Murray  
Terminal Manager  
PHX

Hi Doug:

I want to express my appreciation for **Scott Shuttleworth's** work. I work for Arizona State University's polytechnic campus. Annually, we have a large shipment of computers delivered. Today, we had 120 boxes delivered. Of all the deliveries over the past 10 years, the delivery by Scott was the smoothest.

Scott had to go down a hallway where we have a vinyl floor. He noticed the pallet jack he was using was slightly scuffing it. He immediately told me rather than continuing to scuff the floor. We were able to change our delivery path and

prevent more scuffs. Also, he was polite and professional. Scott is an asset to your organization.

Thanks again,

Bert Valenzuela  
Common Computing Team  
Member  
Polytechnic Campus  
University Technology  
Arizona State University

Tony Albanese  
Senior Vice President Operations  
and Sales  
ACO

Tony:

I am not a person great at written communication. Still, I really wanted someone to know how I personally feel about **Don Hancock** and the Saia Tyler terminal.

I have great respect for Don and his team. As the inventory coordinator for a district covering several states, I work with several of the Saia terminals and I do deal with other shipping companies. Years ago I worked as an office casual with Roadway and Yellow. With that stated, I feel that it is worth taking the time to let you know how great the Tyler office is. They are a team. They work together, not against one another or individually, and their effort shows. Without a doubt you know when you call that you will get treated with respect, be handled with care, and your question/concern will be resolved. I have pride and trust in them as their work ethic shows. It isn't an effort with them in how they treat everyone — it is just how they do it. I really believe that all of that is due to the hands-on approach Don has and how he treats both the customer and his employees. I have never met a terminal manager that I respect as much as him. I can tell you the reason why we have continued being a loyal customer is due to the customer service that Tyler has. They are #1. I know MY SHIPPING TEAM, SAIA of TYLER, has it under control. I am not stressed as I know how hard they are working to find and clear the shortage. To me, we are all ONE TEAM. I can't make it without them. I take pride in having them be MY SHIPPING DEPARTMENT.

Thank you,

Jamie Scheibe  
ARK-LA-TX Inventory Coordinator  
Smith Technologies

### Letters Are Edited

Letters to Saia Directions are edited for length and clarity. The editor strives to preserve each writer's point-of-view.

## Employee Service Anniversaries, December 2007

### 25+ Years

KCY Thomas Bathke  
LKC Donald Thomas  
NOL Barbara Gendron  
William Salter  
Joseph Wilt  
Charles Wiltz

### 20 Years

BHM Terry Wilson  
GRN Patricia Ford  
LAF Barry Blanchard  
RCM Diane Ford  
SEA Curtis Moyle

### 15 Years

ATL Micah Battle  
ELP Raymond Medina  
HGO Shane Hebert  
Sadie Luke  
HST Sue Lobue  
JAX Steven Harmon  
William Jackson  
JON Larry Meeker  
MPS Michael Warren  
NOL Steven Acosta  
PHX Kathryn Rivera  
TPA Barbara Clark

### 10 Years

ATL Christopher Rawls  
BMT Donald Cobb  
DET Glinver Struski  
DLS Darvin Brinkley  
Lee Galloway  
Darrel Jackson  
Derriyun Jackson  
Raymond Rios  
FSN Miguel Vasquez  
GRA Scott Vaughan  
GRL Michael Franklin  
HGO Kara McClanahan  
Vanessa Pitre  
Jeanita Scott  
HRL Carlos Martinez  
IND William Ledbetter  
JAX Raymond Ramu  
LAF Farrah Bulliard  
LAX Eladio Bueno  
MED Stacy Houska  
MON James Crooks  
MPS Johnny Ray  
Ronald Schultz  
NOL Torrey Johnson  
NSH Robert Butner  
Bayardo Rios  
ODS Charles Beasley  
ORL Stanley Martinek  
STL Curtis Davis

### 5 Years

ATL Sims Harris  
Jeffery St.Pierre  
BGO Patrick Trakel  
CCI Jesus Galvan  
CGO Anthony Bradley  
DEN Keith Menning  
Clayton Stepp  
HGO Dennis Swiber  
HST Terry Lowery  
JAX William Cole  
NSH David Crews  
ORG Cheryl Lemmon

## Saia Honors Employees with President's Recognition

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many sacrifices for their operations. In the retail department, 90 percent of their terminal's freight is unloaded and/or loaded by hand. Many times, according to Dexter, Adolf has been given the task of working trailers that are consistently 2,000 plus cartons and 20,000 plus pounds. Furthermore, he always has the attitude: "Let's get it done." Also, on several occasions, Adolf has been asked to train associates. He has welcomed the opportunity to share his techniques and attitude towards doing the job correctly — the first time. Adolf is one individual that does not mind working hard, efficiently and effectively. Dexter said, "His desire to perform his duties should be admired and commended."

### Charles Mason

GRL City Driver  
Nominated by John Shirley,  
GRL Dispatch Supervisor



During the July 4 weekend, Garland personnel were required to make a Saturday trailer swap at Benjamin Moore Paint in Mesquite, Texas. Unfortunately, the driver scheduled to make the swap had a family emergency and was unable to come to work. At that point, John Shirley began calling drivers at home. John reached Charles Mason, a Garland city driver, who had just fired up his grill to begin a family cookout. John explained the situation to Charles and in typical "Charles Mason fashion," he responded, "Just let me throw some shoes on and I'll be right there." Charles went on to say the fire could be re-started and the family wouldn't mind waiting for some of his world famous barbecue. John said, "This is just the kind of response we've all come to expect from Mr. Mason. He is a man of character that is willing to do whatever it takes to service our customers, both internal and external."

### Adrian Morales

DLS Driver  
Nominated by  
Alan Cunningham, DLS Sales  
Representative



Alan Cunningham said he has had many customers compliment Adrian Morales, a Dallas, Texas driver on his dedication to Saia and to customer service at their accounts. In fact, many customers have praised Adrian by saying that he is the best driver they have ever had from Saia. David Akee with UPS Supply Chain in Fort Worth, Texas and Jason White with Red Man Pipe and Supply in Bridgeport, Texas are two such customers. Still, according to Alan, what is interesting about Adrian in relation to these two customers is that Red Man is mostly an inbound account and UPS Supply Chain is strictly an outbound facility. In addition to providing great customer service, Alan said Adrian has also been very supportive of the company and that he just received his United States citizenship this past summer. Not only does this show his dedication to Saia, in that he was working during this long process, but his commitment to achieving a higher goal — that of becoming a part of this great country. Congratulations Adrian!

### Frankie Partin

ATL OS&D  
Nominated by Carissa  
Atkinson, ATL Operations  
Office Manager



Carissa Atkinson believes Frankie Partin, an Atlanta, Ga. OS&D clerk, is one of the best employees Saia has. Not only did she say Frankie goes above and beyond her job duties everyday, she also said she helps her coworkers in the terminal and assists other terminals with their high-claim investigations. Carissa stated "Frankie saves Saia a lot of money every day." In just the last month alone, Frankie has cleared

numerous high value shortage claims. For instance, on just six PROs, Frankie saved Saia over \$28,000. Carissa explained "When you look for someone with 'want to,' when you look for someone 'who will scratch and claw and not quit,' when you look for someone 'who will make something positive happen,' when you look for 'some good old fashioned refuse to lose' attitude...look to Frankie Partin!"

### Roy Ridley

ATL Terminal Supervisor  
Nominated by Brent Allen, ATL  
Assistant TM



Brent Allen said Atlanta Supervisor Roy Ridley fits the "whole package" profile. He is a multi-talented individual that can do most any job involving the dock. He has worked as a floor and a dock stand supervisor as well as on the "quarterback" desk. He excels at all of these tasks and takes any job assignment with enthusiasm. Brent said, "One of the best things about Roy is his attitude toward his job and the fact that no matter how bad things get, he never gives up." He is well liked by his peers which is an indication of his leadership skills. One of Roy's favorite sayings is "Let's go do what we can do."

### George Smith

TFT City Driver  
Nominated by  
Jerry Sumner,  
TFT TM



George Smith, a Tifton, Ga. city driver, recently volunteered to learn the inbound lead man responsibilities while the TFT terminal's current lead man was out on medical leave. According to his nominator, George exhibited great leadership. He jumped right in and learned the processes, proved he could handle the work, and helped eliminate any delay of customer freight. Jerry said, "I would like to nominate George for a job well done!"

**We Want To Hear From You**  
Share your input on the Saia Directions newsletter. What do you like? What would you change? What would you enjoy seeing more of? Send information to: Jeanie S. Jump, Corporate Communications Coordinator, 11465 Johns Creek Parkway, Suite 400, Duluth, GA 30097 or [jump@saia.com](mailto:jump@saia.com).

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A monthly newsletter  
for Saia employees  
December 2007



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