



## iSaia Program Guidelines

The iSaia program intends to recognize employees working at the company. We want to celebrate the many different types of stars at Saia while also creating a consistent culture, based on our new mission statement and core values, to show our appreciation.

### What is the purpose of iSaia?

The purpose of this program is to acknowledge and reward those employees who have exhibited a behavior(s) consistent with the core values of Saia. If a colleague has gone above and beyond by putting forth exceptional effort, going beyond what is expected or producing outstanding results, it's very likely that they warrant an iSaia.

Receiving this recognition is a great feeling - and giving recognition can be even better. This is why the program is open to all levels of employees, so we all can be both receivers and givers. Recognition makes us all feel valued, engaged, and appreciated for our contributions in helping make Saia a great company. So, when you experience someone doing something extraordinary, give them an iSaia award!

### Who is eligible to participate in iSaia?

All Saia employees and interns are eligible to participate in the program. The program enables you to reward colleagues nationwide and inside or outside of your department, office, or terminal. Employees may also be recognized by customers or the public for their performance. *(Note that this feature is being incorporated into the new Saia website, but will not be part of the program's initial launch.)*

To receive recognition awards, employees selected for recognition must be employed by the company at the time the awards are distributed.

### What are the reasons for recognizing someone through iSaia?

All recognition given through iSaia is linked to one of our core values. When we practice living our values every day in our work, we drive the success of the company.

### What are the iSaia awards and eligibility rules for giving and receiving each?

The following award levels are available to recognize varying levels of contribution:

Award Level	Eligible to Nominate	Approval Level
Thumbs Up	Everyone	None
High Five	Everyone	Recipient's Manager
Cheers	Everyone	Recipient's Manager
Spotlight	Everyone	Recipient's Manager
Round of Applause	Everyone	Upper Management
Standing Ovation	Everyone	Upper Management
Hall of Fame	Everyone	Upper Management

### What are the guidelines to ensure recognition is given fairly and appropriately?

Award approvals, notifications and comprehensive reporting tools help us manage our recognition activity appropriately.

### How should I nominate?

iSaia has an “Award Advisor” feature that makes a recommendation following certain guidelines; in general, give someone the following awards based on demonstrating the indicated behavior and/or results:

- **Thumbs Up:** Demonstrating results and attitude by performing in accordance to daily expectations and goals.
- **High Five:** Demonstrating a “let’s make it happen” attitude by putting forth extra effort or going above and beyond.
- **Cheers:** Demonstrating positive behavior and satisfactory results in putting forth extra effort or going above and beyond to achieve an established goal or business result.
- **Spotlight:** Achieving successful results in a project or initiative by putting forth extra effort in improving a process, collaborating with others to execute an innovative solution, or bringing new creativity to a customer experience which resulted in a positive, quantifiable outcome.
- **Round of Applause:** Achieving significant results in implementing a mid-term (less than 6 months) project or initiative that provided moderate cost/productivity savings or business results to the company.
- **Standing Ovation:** Achieving exceptional results in implementing a long-term project or initiative that provided significant cost/productivity savings or business results to the company.
- **Hall of Fame:** The highest honor an employee can receive via iSaia. The results achieved personify the employee’s passion for living the core values. Their commitment to Saia’s success, our customers and employees must be beyond measure.

### What to do when you receive an award?

Congratulations! Redeem your award or accumulate the points and redeem later, its’ your choice.

If you leave the company, we encourage you to redeem your points on or before your last day, but if you don’t do it by then, you will always be able to call Globoforce Customer Service at 1-844-732-5501.