



ESG Quarterly Updates

Q1 of Fiscal Year 2022

Environment

ZTO Express Green Development Report



On Jan 4, 2022, ZTO launched “ZTO Express Green Development Report”, demonstrating its green practices and making such commitments:

- Establish a comprehensive framework of energy conservation management
- Promote technology research
- Incentivize wisdom and efforts of employees and stakeholders
- Explore CCER and other emission reduction initiatives

Recyclable Packaging Box Selection Project



On Jan 14, 2022, the ZTO Express recyclable e-commerce packaging box selection project was successfully completed.

CFO Attending World Bank Event



On Feb 17, 2022, Ms. Huiping Yan, CFO of ZTO Express, attended Transforming Transportation 2022 with a theme of “Climate-centered Mobility for a Sustainable Recovery” and shared ZTO’s practices and insights of green logistics.

Society

Insurance Renewal for Couriers

The group personal accident insurance is a benefit for couriers, and all premiums are borne by the company. Since first purchase in Mar 2021, the insurance has covered compensations of RMB 5 million.



Welcome Party for New Hires

To get new hires adapted to a new work environment and listen to their needs, Hubei management center held a welcome party for 100 new employees.



Retirement Ceremony

On Jan 5, a warm retirement ceremony for our family members was held, bringing them warm and beautiful memories at the end of their career.



Annual Commendation Conference

On Jan 14, ZTO's Annual Commendation Conference was held to award outstanding individuals and teams, as well as Chairman's Fund Award winners, which were rewarded for professional dedication.



Society

Supplier Workshop

On Mar 29, the annual workshop of contracted customer service outsourcing suppliers was held. Over 80 people including 41 certified suppliers, ZTO's related departments and representatives from outlets attended and shared experience.



Donation during Epidemic

On Jan 3, Hu Yaning, head of a service outlet in Xi 'an, Shaanxi Province, organized couriers to visit the frontline staff and donated facial masks, food and other materials worth more than RMB 60,000.



Volunteer to Help Fight Epidemic

On Mar 24, Zhejiang management center organized 20 volunteers to support local epidemic prevention and control. The team gathered quickly and worked for 12 consecutive hours.



Safety Training and Fire Drill

Beijing management center organized a safety training involving over 200 employees to learn fire extinguisher usage, and a fire drill to further improve emergency response.



Governance

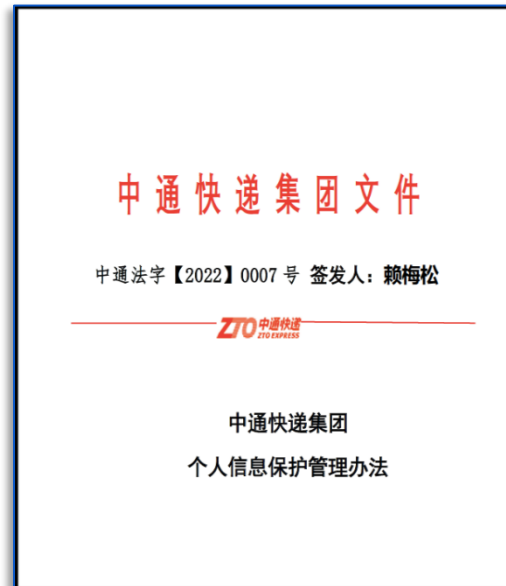
Enhance Information Security Awareness

ZTO conducted 2022 online sessions of information security in ZTO Academy among employees, and required all participants to finish online tests. Over 11,000 employees actively took part in these sessions and tests.



Formulate Information Security Management Policy

ZTO formulated "ZTO Express personal information protection management policy", and the Vice President of Information Technology was put in charge of all matters related to information protection.



Hold Meetings of Epidemic Prevention

In March, management centers organized meetings of epidemic prevention and deployment. The meetings involved the deployment of preventing employees, sorting sites and parcels from infection.



Governance

Conduct Meetings for Integrity

In February, several management centers (Zhenjiang, Sichuan, Yunnan etc.) held meetings for integrity, and organized the management to learn Company's rules of integrity. The aim of meetings is to help employees increase the awareness of integrity and promote corporate integrity culture.



Open up “China - Cambodia” Cold Chain Special Line

In March, ZTO International officially launched “China- Cambodia” cold chain special line. This is the third country of Southeast Asia where ZTO International has expanded cold chain business after Laos and Myanmar.



Extend Express Delivery Services into Villages

In 2022, ZTO in Wenshang county has become the representative of providing express delivery services into villages in Shandong Province after its 4 years' efforts, and it achieved the goal of covering all rural areas.



环境

《中通快递绿色发展蓝皮书》



2022年1月4日，中通研究院发布《中通快递绿色发展蓝皮书》，详细阐述中通快递在绿色物流方面的发展实践，并承诺做到以下几点：

- 建章立制，积极推进节能减排管理制度化。
- 技术研发，有力保障节能减排管理科学化。
- 群众路线，稳步实现节能减排管理大众化。
- 探索自愿减排项目。

可循环电商包装箱选型项目



2022年1月14日，为期两周的中通快递可循环电商包装箱选型项目顺利完成。

CFO出席世界银行活动



2022年2月17日，中通快递首席财务官颜惠萍女士出席以“Climate-centered Mobility for a Sustainable Recovery”为主题的Transforming Transportation 2022年度会议，会上分享中通快递的绿色发展实践和理念。

社会

为全网快递小哥续保

由中通承担所有保费，推出团体人身意外伤害保险保障方案。自2021年3月首次投保以来，“小哥宝”预计为中通小哥承担人身损害赔偿金近500万元。



新员工茶话会活动

为帮助新员工尽快适应和融入公司环境，了解员工诉求，倾听员工心声，湖北中通开展第一批新员工茶话会活动，100余名新员工参加。



开展职工退休仪式

1月5日，首次为中通家人们举办一场庄重而又温馨的退休仪式活动，希望以这样的方式在职业终点给予他们关怀温暖与美好留念。



表彰大会

1月14日，2021年度总部表彰大会举行。大会表彰了先进个人，先进集体以及董事长基金奖获得者，激发了敬业奉献的工作热情。



社会

供应商交流分享会

3月29日，第一届特约客服外包供应商年度交流分享会举行。经总部认证的41家客服外包供应商负责人、集团相关部门以及网点代表共计80余人参加，进行经验分享和交流学习。



捐赠防疫物资

1月3日，陕西西安斗门网点负责人胡亚宁组织网点快递员慰问当地抗疫一线的工作人员，并捐赠医用口罩、食品等价值6万余元的防疫物资。



组织志愿者支援防疫

3月24日，浙江管理中心组织20位中通小哥组成志愿者队伍紧急集合，支援海宁许村疫情防控，连续工作12小时，为当地防疫工作贡献力量。



安全培训及消防演练

北京中心组织200余名员工现场学习了设施设备起火处理方法、灭火器使用规范等，并组织大家实操演练，进一步提高员工突发事件处置能力。



公司治理

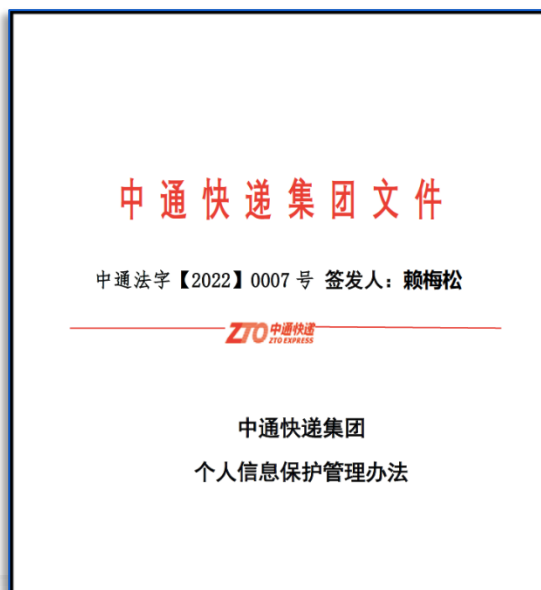
提升信息安全意识

公司在中通学园上开展2022年度中通快递全员信息安全意识培训并要求参与线上考试。全网超过11,000人次积极参与培训并参加考试。



颁布信息安全管理制度

公司制定了《中通快递个人信息保护管理办法》，任命公司信息技术副总裁为信息保护负责人，负责所有与信息安全有关的事宜。



召开疫情防控加强部署会议

3月中通各管理中心组织管理人员召开疫情防控加强部署会议。会议就中心人员、场地以及快件防疫措施进行部署。



公司治理

召开廉政监察会议

2月，浙江、四川、云南等多地管理中心召开廉政监察会议，组织管理人员学习集团廉洁从业等规定。会议要求管理层员工提高认知，推动公司的廉政建设。



开通“中柬”冷链专线

3月，中通国际（中国-柬埔寨）跨境冷链专线正式运行，这是中通国际继老挝、缅甸之后在东南亚拓展冷链业务的新国家。



“快递进村”

2022年，山东汶上中通凭借前4年的积极探索，成为山东中通“快递进村”的先进代表，并率先完成乡村站点100%覆盖的目标。



Thank you!

