



ESG Quarterly Updates

Q1 of Fiscal Year 2023

Environmental

Advancement of Photovoltaic Power Generation Projects

ZTO has successively put into operation 13 photovoltaic power generation projects in Tangqi of Zhejiang, Quanzhou of Fujian, Wuhu of Anhui, Panjin of Liaoning and other places, with a laying area of 270,000 m². By 2022, ZTO has generated about 30 million kWh of electricity and has reduced CO₂ emissions by about 30,000 tons. In recent years, the Company has been actively responding to the requirements of the State Post Bureau on promoting the green and low-carbon development of the industry, and has actively tapped into photovoltaic power generation projects with the resource advantage of 97 sorting hubs.



Promotion of Self-driving Delivery Vehicles

Since the beginning of 2023, self-driving vehicles have been officially put into use at the service outlets in Yancheng, Jiangsu. The 20 self-driving vehicles can steadily deliver 10,000 parcels per day and serve the communities within 15 kilometers. Compared with the use of gasoline vehicles, the use of self-driving vehicles costs less, is more environmentally friendly, and significantly improves logistics efficiency. Subsequently, the outlets plan to put into operation 200 vehicles. In addition to Yancheng, ZTO Express has also successively obtained the "right-of-way" in other places, to gradually spread out vehicles.



Social

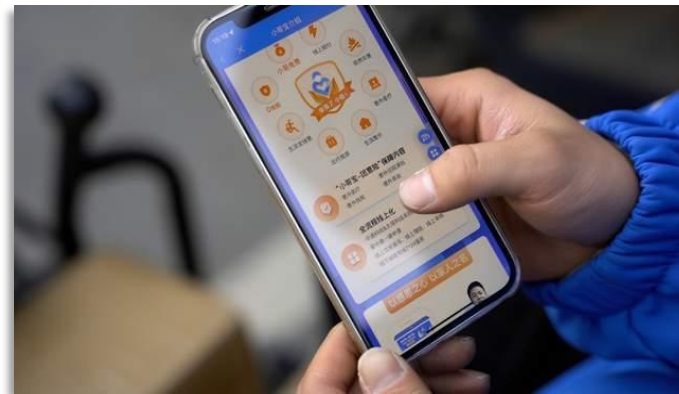
"Contribution Award for Maintaining Smooth Operation" and other awards

On Feb 28, the fourth meeting of the third council of China Express Association was held in Langfang, Hebei. The meeting heard the work report of the association for 2022 and held an award ceremony. ZTO Express was awarded the "Contribution Award for Maintaining Smooth Operation" and "CIFTIS Special Contribution Award for Express Industry" in 2022. Five ZTO couriers were awarded the "Honor for Good Couriers".



Renewal of Courier Insurance with Double Insurance Coverage and Enhanced Protection

In March, ZTO Express continued to purchase "Group Accidental Insurance" for couriers. This year, the coverage amount was increased from RMB100,000 to RMB200,000 per person, and the accident medical coverage was increased from RMB10,000 to RMB20,000 per person. In addition, the coverage for loss of working time has been added to reduce the financial burden caused by accidents to a greater extent.



Youth Safety Production Demonstration Post

The State Post Bureau announced the list of Youth Safety Production Demonstration Post selected for the year 2022 in the national postal and express industry, Focusing on safety awareness education, safety skills improvement, safety team construction, and safety management supervision, seven ZTO teams, including the Road Safety Control Department of ZTO, the Supervision Department of Tianjin Management Center and the Domestic Delivery Team of Shanxi Taiyuan Transfer Center, were on the list.



Corporate governance

Convening of the 2023 Nationwide Network Conference

On Feb 7, ZTO held the 2023 Nationwide Network Conference, with more than 7,500 employee representatives and network partners attending the conference. Chairman Meisong Lai made an important speech entitled "Victory is the determined pursuit of ZTO members". The conference summarized and reviewed the work in 2022, clarified the key tasks and work arrangements for 2023, further unified the mind, clarified the direction, and accelerated the high-quality development of ZTO.



Revision of Service Quality Regulations

During the quarter, the Company carried out the revision of annual service quality regulations, actively solicited 307 opinions and suggestions from the whole network through online collection and offline research, of which 133 were adopted, 174 that were not yet adopted for the time were replied and explained one by one, so as to achieve the effect of reducing items and fines. The 2023 Service Quality Center Administrative Regulation has been announced on the intranet, and is planned to be officially implemented in the whole network on March 26.



环境

推进光伏发电项目

目前，中通在浙江塘栖、福建泉州、安徽芜湖、辽宁盘锦等地陆续已投产13个光伏发电项目，铺设面积达27万平方米，2022年发电量约3000万度，年二氧化碳减排约3万吨。近年来，中通持续积极响应国家邮政局关于推动行业绿色低碳发展的要求，借助全网97个分拣中心的资源优势，积极布局光伏发电项目。



推广无人快递车

2023年初以来，无人车在江苏盐城中通网点正式投入使用，目前运行的20台无人车，每天可稳定派送快递10000件，服务15公里范围内的小区。无人车的投入使用，相比使用汽油车，成本低、污染少，更加绿色环保，显著提高物流效率。后续网点计划投放运营200台。除江苏盐城外，中通快递还在多地陆续获得“路权”，逐渐铺设车辆。



社会

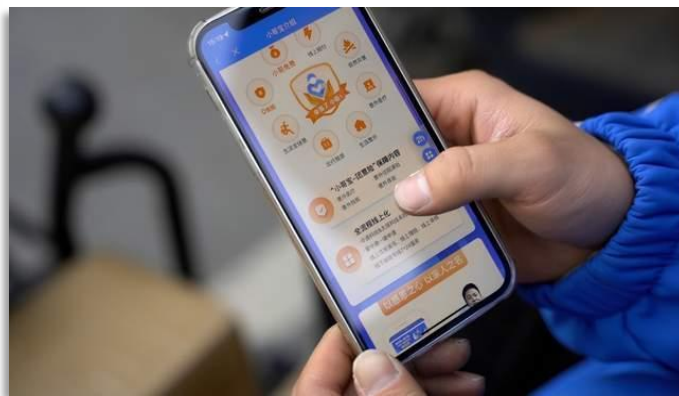
获“保通保畅贡献奖”等奖项

2月28日，中国快递协会第三届第四次理事会在河北廊坊召开。会议听取了2022年度协会工作报告，举行颁奖仪式等。中通快递荣获2022年“保通保畅贡献奖”、“服贸会快递行业特别贡献奖项大奖”两项大奖。5名中通快递员荣获“好心快递小哥荣誉”。



续赠快递员保险 双倍保额，加倍保障

3月，中通快递为全网快递小哥继续购买“小哥宝-团意险”。今年保障额度由10万元/人提升至20万元/人，意外医疗额度由1万元/人提升至2万元/人。并另外增加误工费保障，更大程度上减轻了因意外导致的经济负担。



获邮政快递业 青年安全生产示范岗

国家邮政局公布入选2022年度全国邮政快递业青年安全生产示范岗名单，围绕安全意识教育、安全技能提升、安全班组建设、安全管理监督等内容，中通快递集团道路安全管控部、天津管理中心监察部、山西太原转运中心国内发件组等7个中通团队榜上有名。



公司治理

网络大会召开

2月7日，中通快递召开2023年全国网络工作会议。40个分会场超过7500名员工代表和网络合作伙伴参会。赖梅松董事长作了题为《胜利是中通人坚定的追求》的重要讲话。会议总结回顾2022年的工作，安排部署2023年主要工作任务，进一步统一思想，明确方向，加快推动中通高质量发展。



服务质量监管条例修订

本季度，公司开展年度服务质量监管条例的修订工作。通过线上收集及线下调研两种方式积极征求全网意见与建议307条，采纳133条，对暂未采纳的174条逐一给予回复说明，实现减科目、降罚款的成效。2023年服务质量中心管理条例已在内网发布公告，计划于3月26日全网正式执行。



Thank you!

