



# ESG Quarterly Updates

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Q4 of Fiscal Year 2022

# Environment

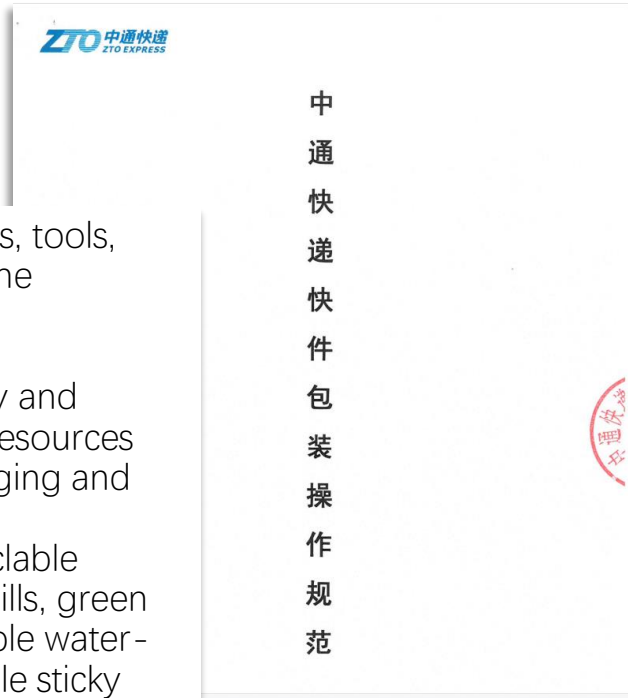
## Standard Operation Procedures for Sustainable Packaging

To further reduce packaging use and improve standardization, recyclability and sustainability, the Company develops the ZTO Standard Operation Procedures for Packaging Parcels in accordance with relevant laws and regulations, which has been reviewed by the State Post Bureau, filed on Dec 21, 2022 and promoted within the whole organization.



The document specifies principles, tools, materials and approaches, with the following key points:

- Uphold the practicality, safety and sustainability principles, use resources reasonably, avoid overpackaging and prevent pollution
- Adopt slim sticky tapes, recyclable transit bags, one-sheet waybills, green recycling boxes, biodegradable water-proof bags and biodegradable sticky tapes



# Society

## Shanghai Charity Awards

Shanghai Municipal Government held the first Shanghai Charity Awards on Nov 22, and ZTO was honored the Award of Charitable Donor. The ceremony is held every two years, and ZTO is the only enterprise of logistics and express services that is recognized by the award.



## Agricultural Product Sales in “Double 11”

During the “Double 11” Spree (from 20:00, Oct 31 to 24:00, Nov 11), total orders from rural areas increased by 17.5% year on year, most of which are delivered to Shanghai, Beijing, Guangzhou, Shenzhen and Hangzhou.



## Assistance to Employees through Difficulties

In December, delegates from the Beijing-Tianjin-Hebei Management Center visited some employees who were in difficulties. After communication, the delegates offered solutions to address the issues, encouraged them to maintain a positive attitude, as well as organized donations for those in need.



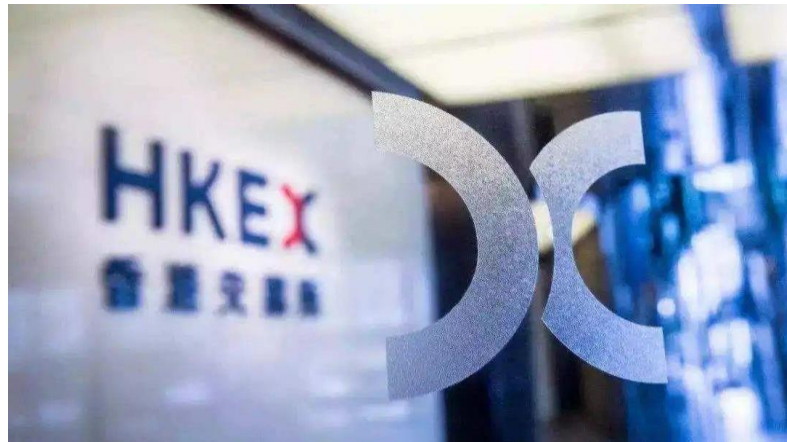
# Corporate Governance

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## Conversion to Dual-Primary Listing on the Main Board of HKEX

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On Dec 23, the Company provided a voluntary announcement on update of the conversion from the secondary listing status to the dual-primary listing on the Main Board of the Hong Kong Stock Exchange. The effective date on which the Primary Conversion shall become effective is expected to be May 1, 2023, subject to the approval of the Hong Kong Stock Exchange.



## Preparation for Peak Season 2022

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Management centers and ecosystems convened meetings since October, preparing for the peak season. The peak season checklist includes network stability, improvement of service quality, supervision of work safety, coordination and deployment of manpower and vehicles as well as equipment inspection and maintenance.



# Corporate Governance

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## Strong Support in COVID-19 Pandemic

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In mid-December when regions across the country were affected by the pandemic, ZTO maintained high quality of service and prioritized the delivery of urgent categories such as medicine. Multiple measures are adopted to support service outlets and couriers, including increasing the delivery fee, improving shift planning and offering subsidies to motivate employees.



## Air Freight Consolidations to 14 European Countries

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In November, ZTO Global Logistics launched air freight consolidation service to Europe, providing cost-effective and whole-chain integrated logistics services to enterprises with global ambitions. The businesses cover 14 countries such as France, Germany, Italy and Belgium, offering multiple direct flights every week and take 7-10 days for the whole process.



## 完成操作规范备案，推进快递包装环保化

为推进快件包装减量化和循环化，加强操作标准化、规范化，公司根据相关法律规定以及标准制定了《中通快递快件包装操作规范》。通过国家邮政局市场监管司审查，于2022年12月21日完成备案，并于内网公示落实。



文件规定了快递包装的原则、工具、材料和方法等，要点如下：

- 坚持实用、安全、环保原则包装快件，符合寄递生产作业和保障安全的要求，节约使用资源，避免过度包装，防止污染环境
- 建议采用瘦身胶带、循环中转袋、一联电子面单、绿色回收箱、可降解防水袋、可降解胶带

ZTO 中通快递  
ZTO EXPRESS

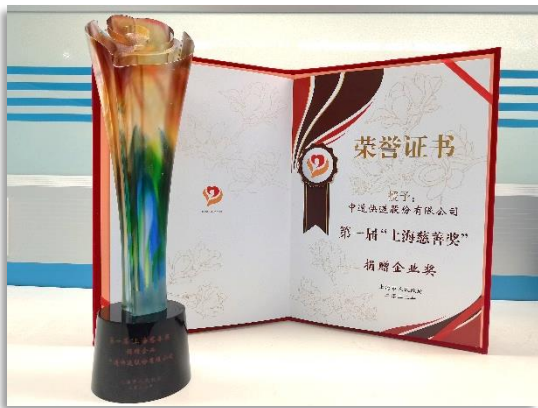
中通快递快件包装操作规范

环境

# 社会

## 荣获“上海慈善奖”

11月22日，由上海市人民政府举办的首届“上海慈善奖”获奖名单揭晓，中通快递获“捐赠企业”奖。该奖项每两年评选表彰一次。“捐赠企业”奖项中，中通快递是唯一获奖的物流快递企业。



## “双11”助农进行时

“双十一”期间（10月31日20:00至11月11日24:00），中通全网从农村地区发出的订单同比去年上涨17.5%。其中大部分农产品流向了上海、北京、广州、深圳、杭州等市民的餐桌。



## 生活困难员工帮扶

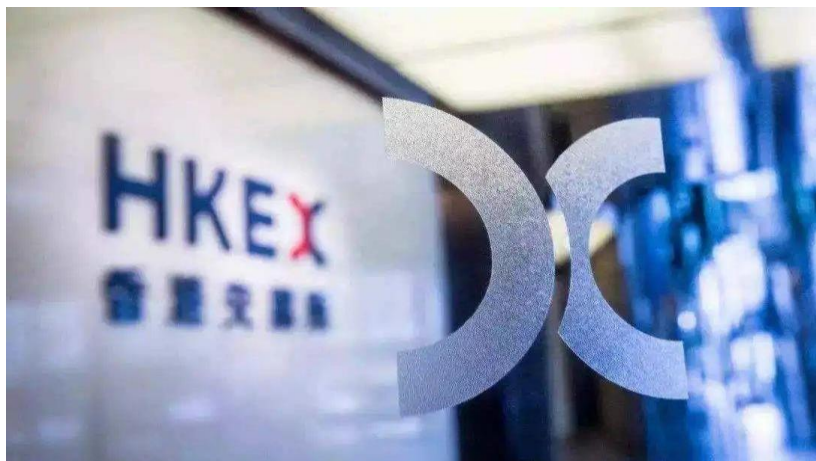
12月，京津冀管理中心走访慰问了部分生活困难员工。工作人员详细了解了被访者身体、生活情况，积极解决他们的困难和问题，鼓励他们保持积极乐观的生活态度，并向有需要的员工进行捐赠。



# 公司治理

## 将转换在香港联交所主板双重主上市

12月23日，公司自愿披露在香港联交所主板第二上市地位转换成双重主要上市的最新消息。本公司已就主要上市转换向香港联交所提出申请，且收到香港联交所发出的收悉确认。生效日预期为2023年5月1日，惟须获香港联交所批准。



## 召开2022年旺季保障部署工作会议

10月以来，各地管理中心、生态圈公司陆续召开22年旺季保障部署工作会议。会议就旺季期间的网络管理规划、收派件保障、服务质量提升、安全生产监管、人员车辆调配、设备巡查维护等方面做出具体安排和部署。





# 公司治理

## 疫情下的全力保障

12月中旬，疫情在多地爆发，中通全力以赴保障高质量服务，并优先派送药品等紧急快件。多个管理中心多措并举加大对网点和小哥的关爱，以增加派费、优化排班、发补贴等方式，调动员工返岗的积极性，保障渠道畅通。



## 开通欧洲14国空运集货业务

11月中旬，中通国际开通中国至欧洲14国空运集货业务，为出海企业提供高性价比全链路综合物流服务。该业务目前覆盖法国、德国、意大利、比利时等14个国家，每周多个航班直发，全程时效7-10天。



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Thank you!

