

1Q 2023 INVESTOR PRESENTATION

695311

May 2023



Safe Harbor Statement and Disclaimer



This presentation contains statements that may constitute "forward-looking" statements pursuant to the "safe harbor" provisions of the U.S. Private Securities Litigation Reform Act of 1995. These forward-looking statements can be identified by terminology such as "will," "anticipates," "aims," "future," "intends," "plans," "believes," "estimates," "likely to," and other similar "expects." expressions. Among other things, the business outlook and guotations from management in this presentation contain forward-looking statements. ZTO may also make written or oral forward-looking statements in its periodic reports to the U.S. Securities and Exchange Commission (the "SEC") and The Stock Exchange of Hong Kong Limited (the "HKEX"), in its interim and annual report to shareholders, in announcements, circulars or other publications made on the website of the HKEX, in press releases and other written materials, and in oral statements made by its officers, directors, or employees to third parties. Statements that are not historical facts, including but not limited to statements about ZTO' s beliefs, plans, and expectations, are forward–looking statements. Forward–looking statements involve inherent risks and uncertainties. A number of factors could cause actual results to differ materially from those contained in any forward-looking statement. including but not limited to the following: risks relating to the development of the e-commerce and express delivery industries in China; its significant reliance on certain third-party e-commerce platforms; risks associated with its network partners and their employees and personnel; intense competition which could adversely affect the Company's results of operations and market share; any service disruption of the Company's sorting hubs or the outlets operated by its network partners or its technology system; ZTO's ability to build its brand and withstand negative publicity, or other favorable government policies. Further information regarding these and other risks is included in ZTO' s filings with the SEC and the HKEX.

All information provided in this presentation is as of the date of this presentation, and ZTO does not undertake any obligation to update any forward-looking statement, except as required under applicable law.







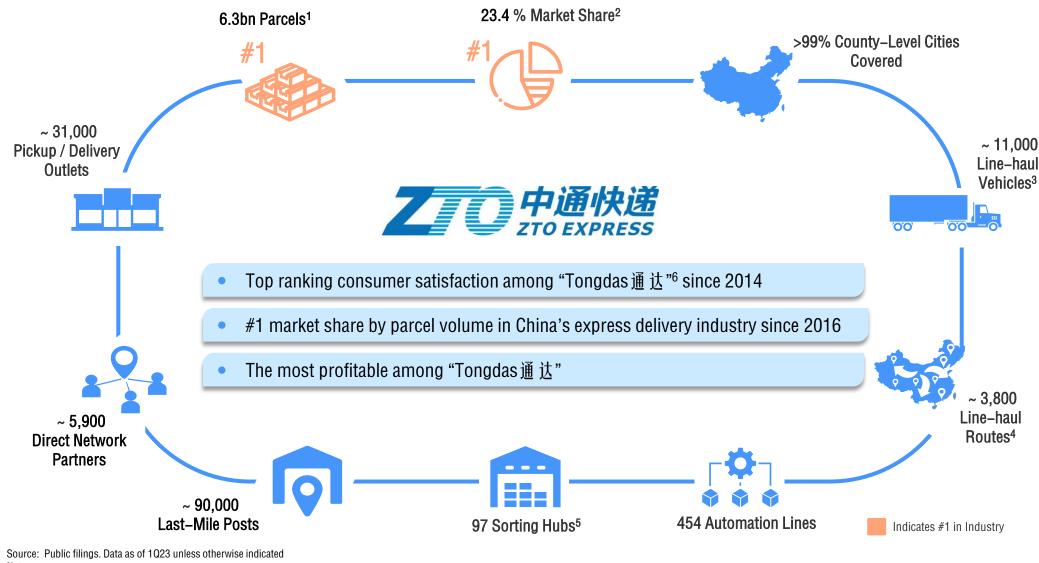
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Leading Express Delivery Company in China





Notes:

1. "Parcels" or "Parcel volume" in any given period is defined as the number of parcels picked up using ZTO waybills

 $\label{eq:constraint} \textbf{2. In terms of parcel volume calculated based on data from State Post Bureau}$

3. Includes about 11,000 self-owned vehicles with approximately 9,500 high capacity 15-17 meter trailer trucks

4. Line-haul routes between sorting hubs only

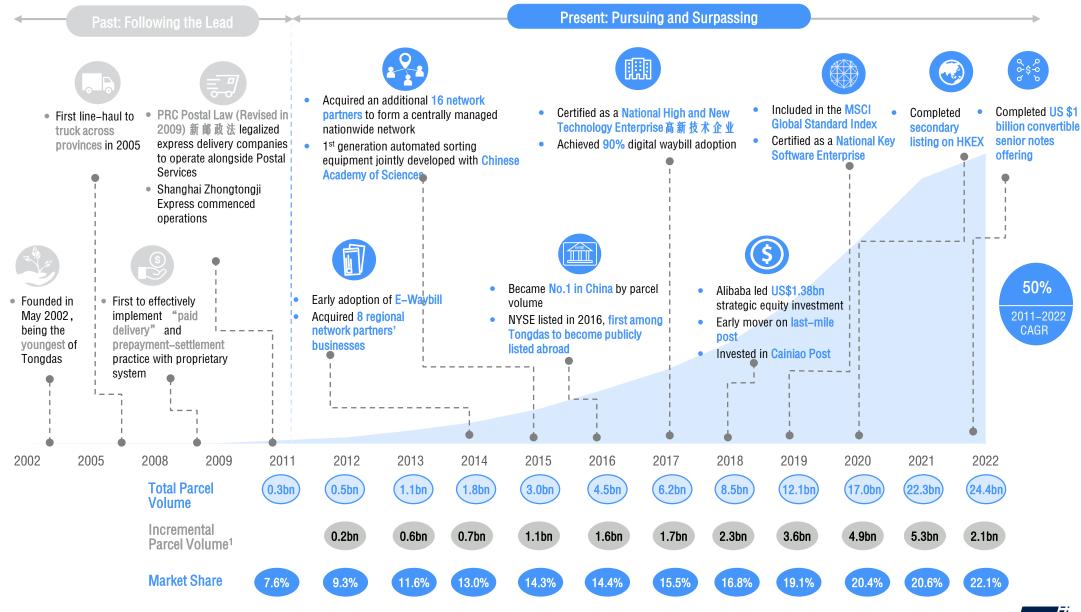
5. Includes 88 self-operated sorting hubs, and 9 sorting hubs operated by our network partners

6. ZTO, YUNDA, YTO and STO are commonly known as Tongdas



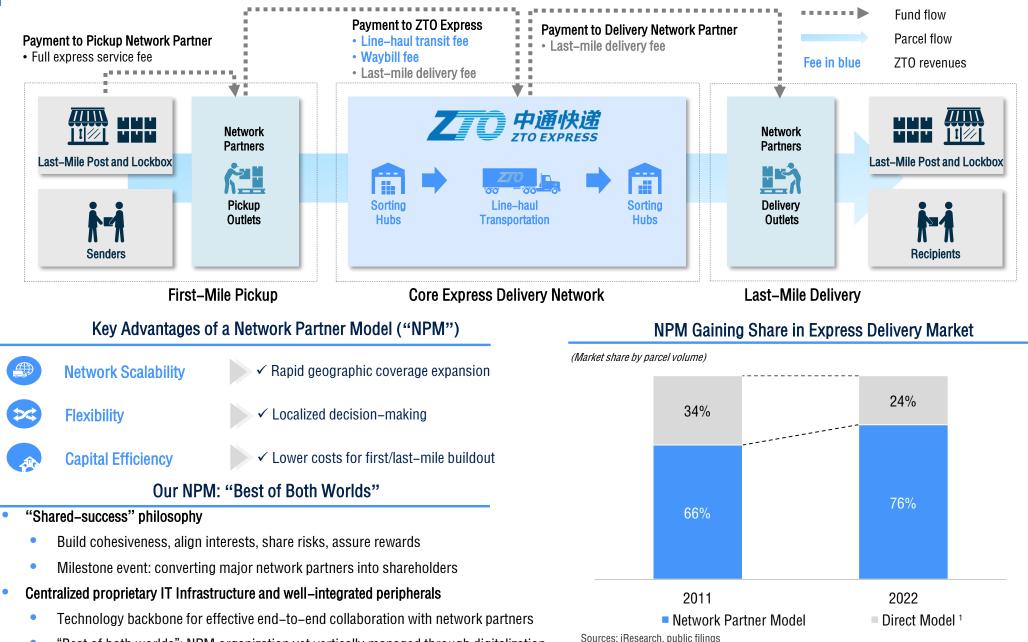
Our Business: Past and Present





Our Distinct Network Partner Business Model ("NPM")





Note:

"Best of both worlds": NPM organization yet vertically managed through digitalization

1. Include SF, EMS, China Post, JD, and other express delivery companies that use direct model. Some express delivery companies' market share based on assumptions





Our "shared–success" philosophy, our focus on profitability and our disciplined investment approach greatly contributed to our distinct leadership in the industry and cannot be easily replicated



Next–generation hybrid drones improving accessibility while reducing logistics costs and delivery time

Self-driving vehicles optimizing the efficiency of last-mile delivery

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Real-time data monitoring and analytics powering operational excellence

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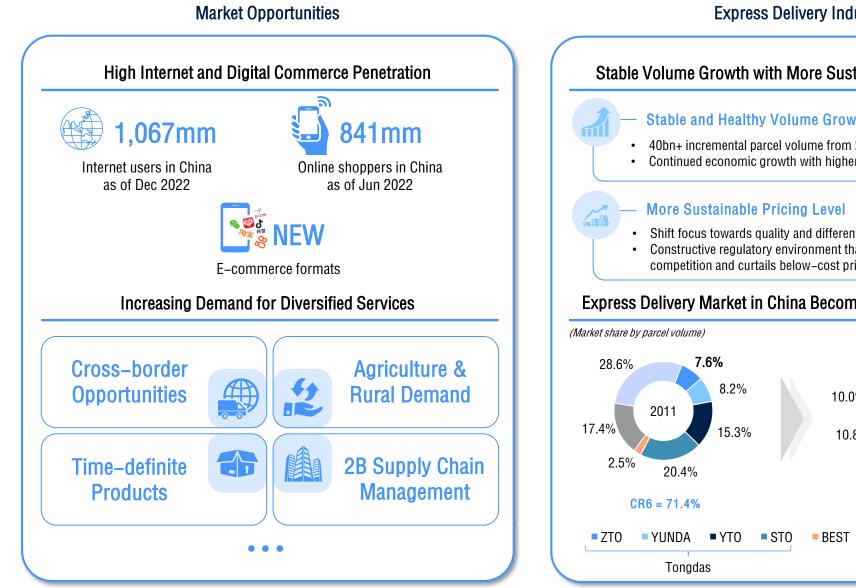
OUR CORE COMPETITIVE ADVANTAGES

02



Significant Market Growth Opportunities





Express Delivery Industry

Stable Volume Growth with More Sustainable Pricing Level

Stable and Healthy Volume Growth

- 40bn+ incremental parcel volume from 2021 to 2025
- Continued economic growth with higher e-commerce penetration
- Shift focus towards quality and differentiated products and services
- Constructive regulatory environment that supports sensible competition and curtails below-cost pricing¹

Express Delivery Market in China Becoming More Consolidated



Sources: iResearch, National Bureau of Statistics of China, State Post Bureau of China, CNNIC, Ministry of Commerce of the People's Republic of China, public filings Notes:

1. On Jan 7th 2022. State Post Bureau announced Measures for the Administration of Express Delivery Market (Draft)

2. BEST sold its express delivery business in China to J&T in 4Q2021.



2 Distinct Partner Network Built Upon a "Shared–Success" Philosophy ZTO 🕬

Our "shared-success" philosophy inspired us to enhance and transform the network partner model, and has underpinned our success

 Fee Sharing Mechanism

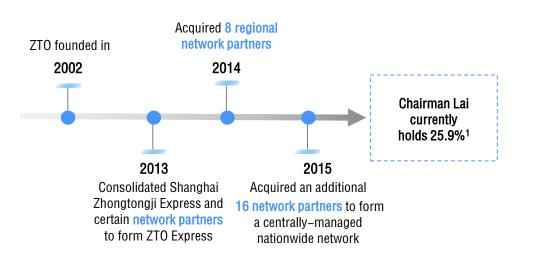
 Before 2008:
 Last–mile delivery is free of charge

- Outlets earn revenue only on pick-up
 - Outlets with higher delivery volumes relative to pickup volumes (e.g. due to geographic disparity, uneven nature of economic development) are less profitable or loss making
- Negatively impacted outlets' service quality and network stability

After 2008:

ZTO introduced delivery service fee sharing mechanism

- Pickup outlets pay last-mile outlets for delivery based on pre-set formulae
- Sharing mechanism facilitated by implementation of our proprietary operating system
- Today, the fee sharing mechanism continues to serve as a balancing function across our network



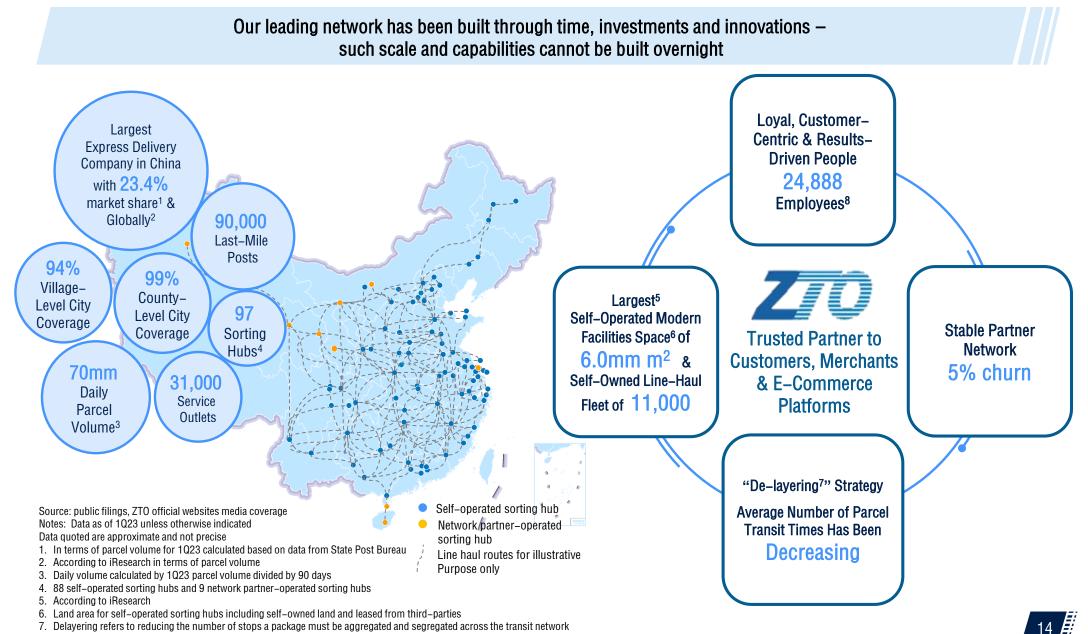
Successfully Convert Major Network Partners to Shareholders

- Major network partners became shareholders of ZTO and united under a common goal
- Share-swap transactions fairly priced and with transparency
- The reorganization aligned interests, built trust and forged loyalty, and laid the foundation for network stability





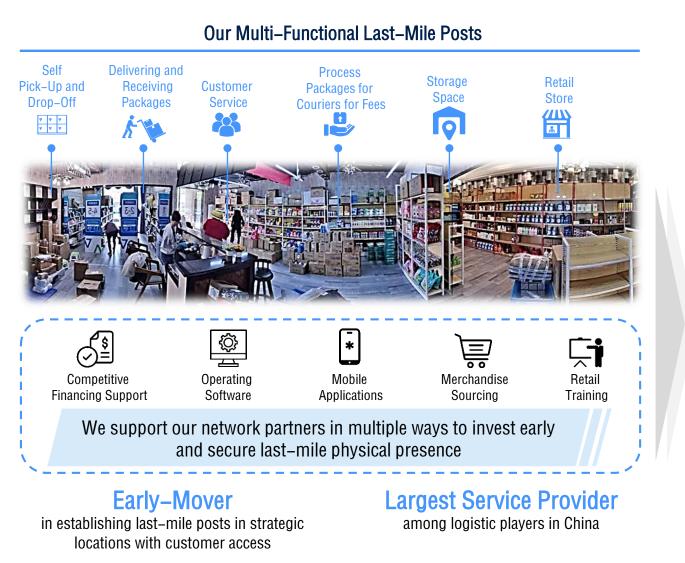




8. Data as of 4Q22







Strategic Importance of Last–Mile Presence



Solution to increasing delivery cost due to volume surge



Alternative to door-to-door pickup and delivery

Enhance customer reach and connectivity

"Express+" opportunities to create additional income



Maintain and improve network profitability and stability

90,000+ posts as of 1Q2023

Covering All provinces¹ and \sim 300 cities





4

Best-in-Class Operational Capabilities and Cost Efficiencies Enabled ZOP by Technology



Cost leadership with high operational efficiencies driven by continuous innovations

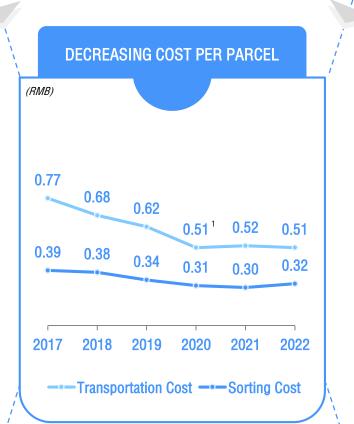
Line-Haul Transportation



- Largest self-owned line-haul fleet of ~ 11,000 vehicles among Tongdas
- Systematic upgrade with high-capacity trailers
- Data-driven route planning and safety monitoring



- Patented curved trailer with higher load capacity and improved fuel economy
- RFID-equipped tires to allow real-time monitoring of ٠ operating conditions and schedule needed maintenance



Sorting Technologies



- 454 automated sorting lines in service as of 1Q23
- Joint collaborations with Chinese Academy of Sciences to develop several generations of automated sorting technologies (e.g. cross-belt sorting equipment, line shaft diverter, dynamic weighting machines)



Developed and continuously re-engineered sophisticated software to support high-speed sorting (e.g. data-enabled algorithm, real-time analytics and recalibration)



4 Best-in-Class Operational Capabilities and Cost Efficiencies Enabled by Technology (Cont'd)



Our culture of innovation and technological focus will continue to drive value creation going forward

Digital and Innovative Culture

- Establish data-driven and value-add operational management framework; digitize business know-how and make processes calculable
- "Problem-solving" to "Problem Prevention"



Strong In-house R&D Capabilities

- Certified as "High and New Technology Enterprise" since 2017 with significant tax benefits
- ~ 1,500 tech talents
- 259 software copyrights
- 657 trademarks
- 150 patents

INDUSTRY LEADING PROFITS



Achieved ~60% net profit share among Tongdas in 2022 with ~35% parcel volume share

Continuous Breakthrough in Autonomous Technology

- Next-generation automation with faster throughput and smarter, more precise dispatch
- Testing unmanned vehicles, self-driving cars, hybrid drones



Data Analytics Capabilities

- Collect vast volume of data from all aspects of operation
- Analyze with AI and deep learning
- Achieve optimal performance with data learning
- Optimize routing planning based on data insights



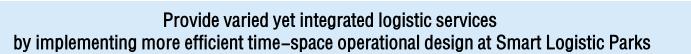
Source: public filings

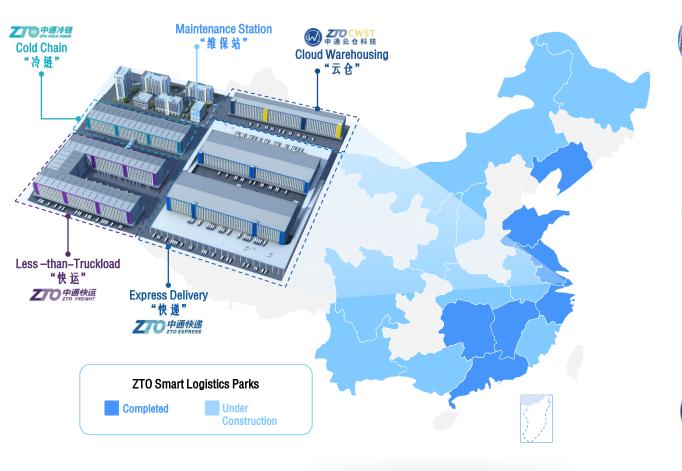
Notes: Data as of 1Q23 unless otherwise indicated

1. According to public filings. Net profit for ZTO and BEST represent adjusted net income; otherwise, represent net profit after deducting nonrecurring profit or loss attributable to shareholders of the parent company

2. BEST sold its express delivery business in China to J&T in 4Q2021. J&T did not disclose its financial results

4 Best-in-Class Operational Capabilities and Cost Efficiencies Enabled by Technology (Cont'd)





Integrated Logistics

- Offer comprehensive one-stop services
- Address the demand of diversified 2B customers
- Optimize resources utilization

Warehouse-Delivery



Enable zero–distance pickup for new e– commerce formats

- Extend order placement hours
- Cross-sell other logistics services (express delivery, cold chain, LTL, and more)



Enabling Technology

- Adopt customized equipment: automated sorting lines, self-driving vehicles, solar energy
- Standardize operations through process digitization
- Optimize routing planning based on data insights



Experienced Leadership & Sound Execution 5



Stable and Entrepreneurial Management Team with Deep Industry Knowledge & Experience



Founder, Chairman & Chief Executive Officer

21 years of experience in express delivery industry Deputy chairman of the China Express Delivery Association

Director and Chief Operating Officer

Former chairman of Zhejiang Tonglu Rural

31 years of experience in financial services industry



Director and Vice President of Infrastructure Management

- 16 years of experience in express delivery industry
- Former deputy general manager of ZTO's network partner in Beijing



Chief Financial Officer

- Over 31 years of experience in corporate and financial management
- 11 years at GE in US and Asia, 8 years in public accounting and tax consulting



VP of Information Technology and Digital Operation

Over 20 years of experience in logistics technology management

Jingxi Zhu

Sound Execution Driven by Clear Accountability & Fair Measurement of Performance

Performance Metrics

- Results-oriented KPIs
- Process-driven OKRs



- Emphasis on internal promotion
- Fair competition with true talents

Incentive Programs

Equitable incentives to reward performance

Talent Development

- ZTO Academy and fast-track
- On-the-job training
- Mentorship

Sources: public filings and media coverage





Meisong Lai



Vice President of Overseas Operation

- Over 21 years of managerial experience in logistics and 9 years of experience in overseas operation
- Former manager of ZTO Network Partner

Jianchang Lai

Commercial Bank

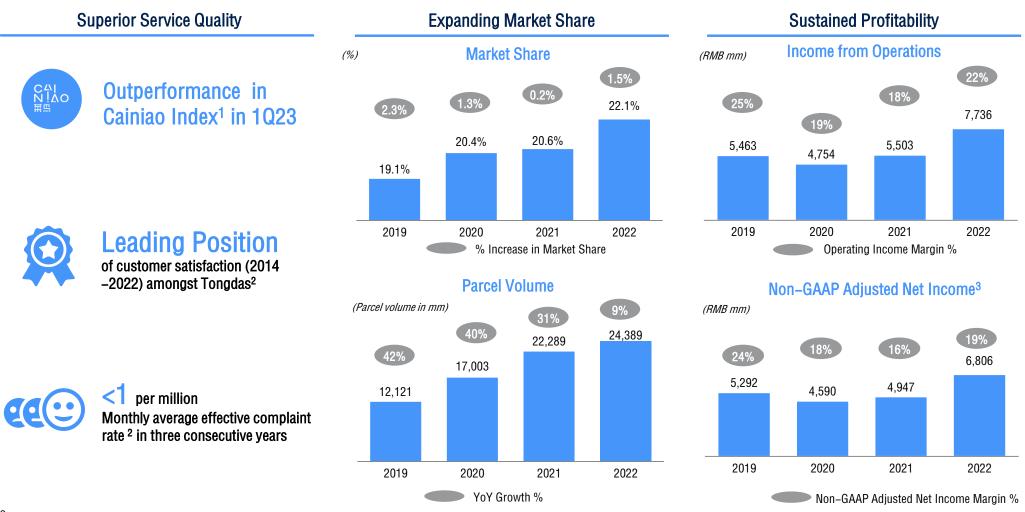


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We have simultaneously maintained our superior service quality, grown our market share, and sustained our profitability



Sources:

1. Cainiao Index is a highly regarded set of metrics in the express delivery industry

2. According to State Post Bureau

3. Adjusted net income is defined as net income before (i) share-based compensation expense, (ii) gain on disposal of equity investees, (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investees

Adjacent Expansion Beyond Express Delivery



Systemically develop an ecosystem with diversified product and services leveraging core express infrastructure and ability to access and consolidate resources

International / Cross-Border (Since 2014)

- Diversified products: freight forwarding, dedicated routes, centralized shipping, international express delivery, overseas warehousing, etc.
- International express delivery service coverage in Southeast Asia and Africa
- "Belt and road" initiatives and RCEP

Less -than-Truckload (Since 2016)

• Focus on heavy cargo

- Average daily volume ranking top 5 among competitors in 2021
- 98% County / township-level coverage in China
- 20k service outlets

Warehouse–Delivery (Since 2018)

- Diversified products including B2C, B2B, cross-border and temperature-controlled warehousing
- Self or franchisee-operated warehousing totalling 2mm m² in area
- Integrated warehousing, processing and delivery fulfillment



Sources: Yunlian Research, public filings, ZTO official website Note: data quoted are approximate and not precise 1. Not including Hong Kong, Macau and Taiwan



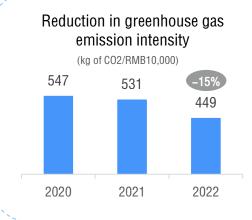


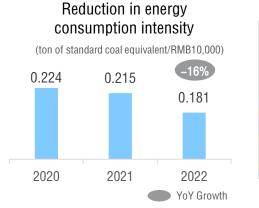


8 ESG Practices–Firmly Commit to "Dual Carbon Reduction"



Climate Change & Clean Energy Response







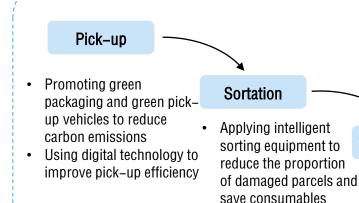
The Company prepared contingency plans for potential climate change risks through climate risk identification and policy analysis, and released the **ZTO Express Blue Book on** Green Development to share green development experience and best practices with the express

PV facilities are gradually installed at the sorting hubs Renewable energy generation in 2022 was 30,000 MWh,

increased by 500% yoy



Low Carbon Delivery & Green Packaging



- Using new energy vehicles, highcapacity trailer trucks
- Optimizing routes and schedules, and improving loading rate
- Promoting the application and promotion of hydrogen-fueled trucks

Transportation

Delivery



- Further increasing the green fleet and introduce drones in remote areas
- Increasing the placement of self-pickup equipment

In 2022

- Green recyclable transfer bags cumulatively used: 32.25 million increased 74%
- Slim tape procurement rate 100%
- E-wavbills Utilization rate 100%
- "Recycling Program"-Cumulative investment in green recycling devices: 25,000+, an increase of 1,000+ compared to last year



Photovoltaic facilities

are gradually installed

at the sorting hubs

8 ESG Practices–Achieving High Quality and Sustainable Development



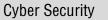


Customer Privacy Protection

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Continuously improving information and data management to ensure the security of information and data.

Privacy waybills utilization rate achieved 50%. increased by ~5 times:



Certified by the Information Security System: ISO 27001、ISO 27701、GB/T 22080



Copyrights

Trademarks

The optimization of courier tools has resulted in a 20% efficiency improvement during the pick-up and delivery operations, a 30% increase in business support efficiency, and a 50% increase in fulfillment control efficiency. Intelligent robot omnichannel coverage of

business scenarios: 300+

65 Patents

Pay greater attention to enhance employees' sense of belonging and well being by valuing their growth and development.





Have funded for couriers' Accidental Group Insurance for 3 consecutive vears

Enhance network capacity and reinforce the service advantages of the network through technology and training empowerment.

6.624 suppliers being screened and assessed by green environmental protection, quality management, business ethics, labor rights and other ESG related elements to promote ESG management.

Actively participated in charitable events such as student aid, community assistance, and pandemic and disasters support.



Materiality issues identified in 2022: 21



Conducted various forms of integrity awareness campaigns targeting at directors, employees, outsourced personnel and contractors. There were no major violations or disputes regarding business ethics and anticorruption in 2022.



The risk management work has been upgraded to a new level by constantly strengthening risk prevention, inprocess supervision and subsequent recap.



Accelerating the transition towards green and low-carbon transportation

DIMBER

Adoption of solar energy in transit centers

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Enhancing life quality and supporting common prosperity

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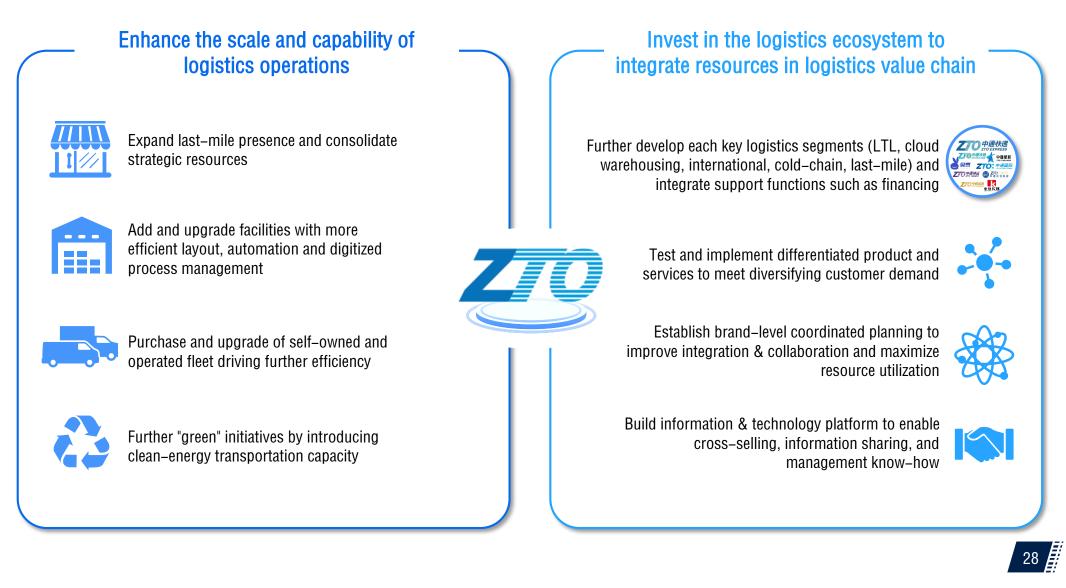




Our Strategies



To achieve continuous market share expansion and profit targets while maintaining high quality of service and customer satisfaction



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Promoting rural revitalization and serving the rural market





MEN BUILD



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Last–mile posts enhancing customer reach and network efficiency

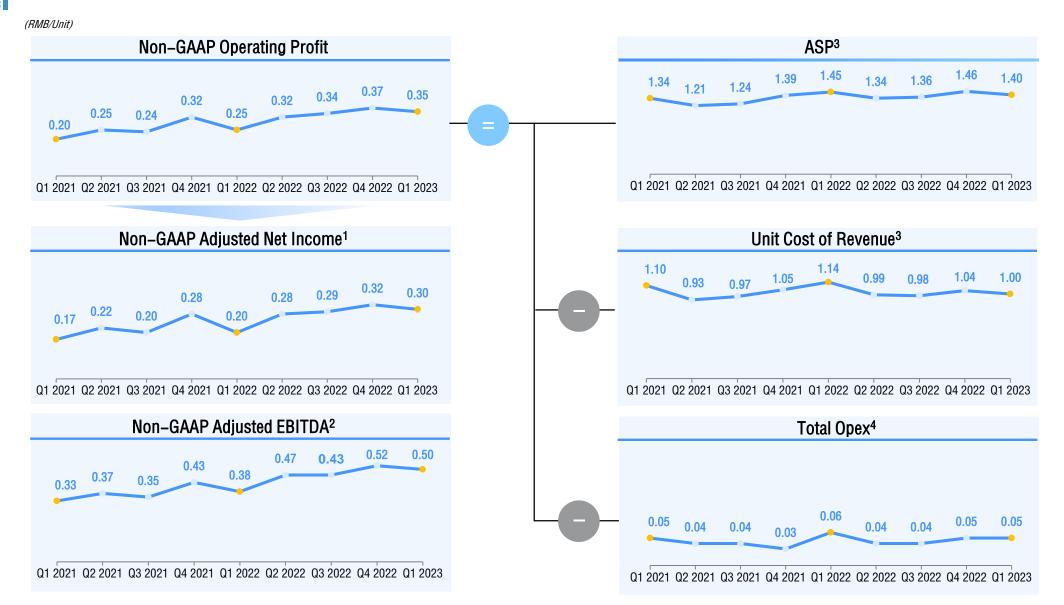


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Strong Unit Economics



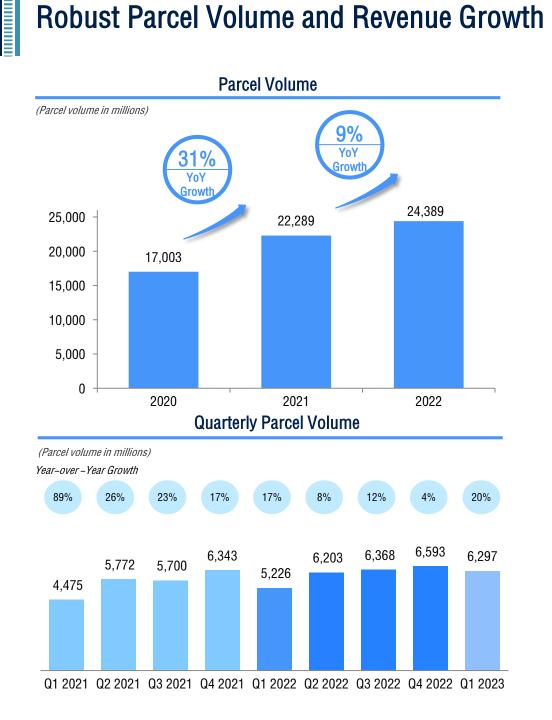


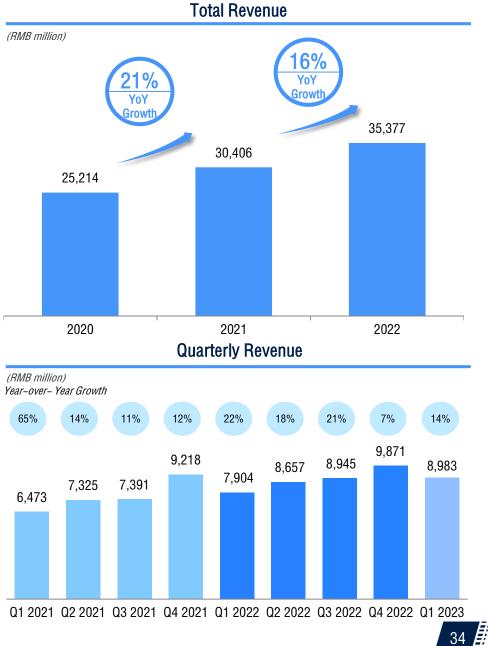
Notes:

- 1. Adjusted net income is defined as net income before (i) share-based compensation expense, (ii) gain on disposal of equity investees, (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investee
- 2. Adjusted EBITDA is defined as net income before depreciation, amortization, interest expenses and income tax expenses, and further adjusted to exclude (i) shared-based compensation expense, (ii) gain on disposal of equity
- investees, (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investee
- 3. Excluding freight forwarding business
- 4. Including other operating income and excluding SBC

Robust Parcel Volume and Revenue Growth



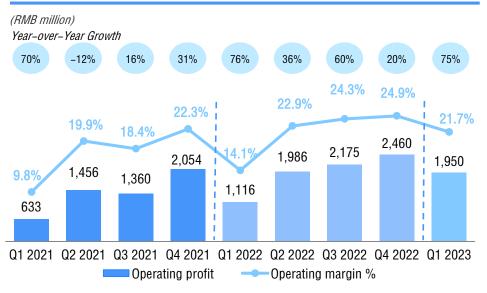




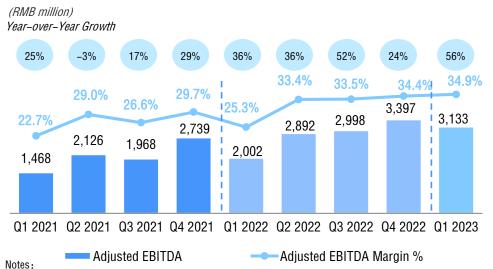
Strong Profitability and Margins

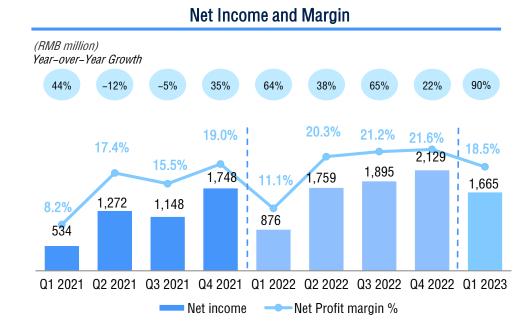


Income from Operations and Margin

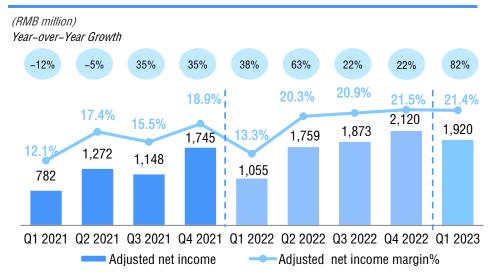


Adjusted EBITDA¹ and Margin





Adjusted Net Income² and Margin



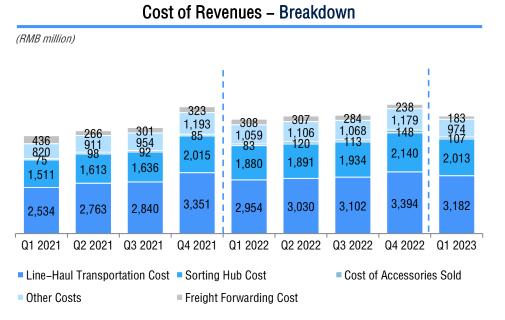
1. Adjusted EBITDA is a non–GAAP financial measure, which is defined as net income before depreciation, amortization, interest expenses and income tax expenses, and further adjusted to exclude (i) shared–based compensation expense; (ii) gain on disposal of equity investees, (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investee

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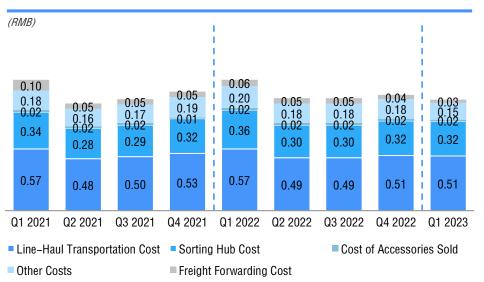


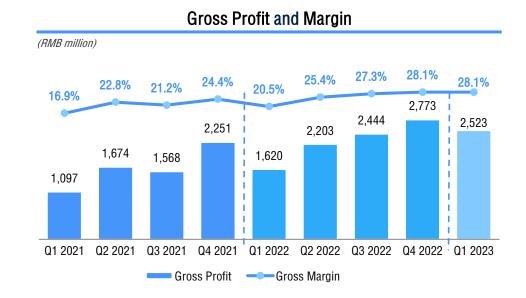
Continuous Cost Efficiencies and Productivity Gains





Cost of Revenues per Parcel¹





Key Observations on 1Q 2023 Results

• Line–haul transportation cost

- Better economies of scale (+)
- Real-time data monitoring and analytics to optimize route planning(+)
- ~86% of self-owned trucks were high-capacity trucks (~84% @1Q22) (+)
- Improved load rate (+)

Sorting hub cost

- Improved standardization in operating procedures with improved labor productivity (+)
- 454 sets of automated sorting equipment in use (422 sets @ 1Q22) (+)
- Gross profit

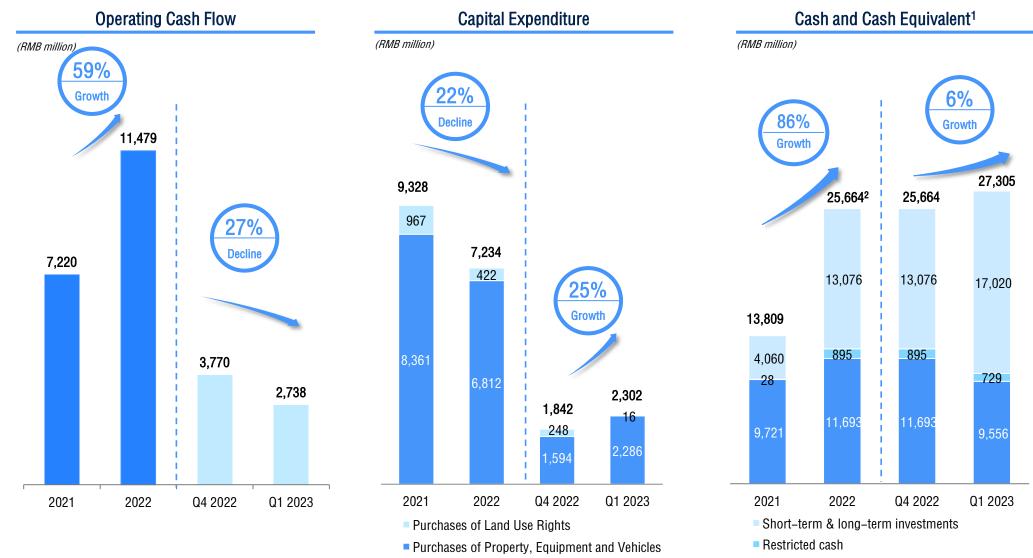
Gross profit increased as the result of increased revenue and cost productivity gain





Strong Operating Cash Flow Supports Continued Investment in Growth





Cash and cash equivalents

Notes:

1. Including cash and cash equivalents, restricted cash and short-term & long-term investments

2. On August 24,2022. ZTO completed US \$1 billion convertible senior notes offering (net proceeds equivalent to RMB 6.6 billion, including over allotment, excluding underwriting fees and other listing expenses)

Reconciliation of GAAP to Adjusted / Non–GAAP Measures



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	Mar 31, 2020	Jun 30, 2020	Sep 30, 2020	Dec 31, 2020	Mar 31, 2021	Jun 30, 2021	Sep 30, 2021	Dec 31, 2021	Mar 31, 2022	Jun 30, 2022	Sep 30, 2022	Dec 31, 2022	Mar 31, 2023
Adjusted EBITDA	RMB'000												
Net Income	370,973	1,453,572	1,210,290	1,291,613	533,526	1,272,225	1,147,890	1,747,686	875,524	1,758,702	1,895,453	2,129,285	1,664,821
Add: Depreciation	392,580	408,426	453,818	503,814	495,708	530,874	508,464	567,265	601,643	640,577	633,279	665,400	651,685
Add: Amortization	15,648	17,602	25,390	23,184	25,651	33,928	29,525	30,353	31,054	31,392	32,002	35,199	34,793
Add: Interest Expenses	291	9,134	13,707	12,174	15,582	33,798	52,271	24,852	59,635	23,102	31,638	76,147	71,710
Add: Income Tax Expenses	129,772	298,302	(27,845)	289,605	149,638	254,859	229,525	371,429	255,219	438,205	439,388	500,518	455,007
EBITDA	909,264	2,187,036	1,675,360	2,120,390	1,220,105	2,125,684	1,967,675	2,741,585	1,823,075	2,891,978	3,031,760	3,406,549	2,878,016
Add: Share–based Compensation Expense	264,154			-	248,027	-	_	-	178,980	-	-	-	254,976
Add: Impairment of the investments	-	_	_	-	_	-	-	-	-	-	-	-	_
Less: Gain on Deemed Disposal of Equity Method Investments				1,086				2,357			-34,187	9,083	
Unrealized gain from investment in equity investee	-	-	_	-	-	_	_	-	-	-	-	-	-
Adjusted EBITDA	1,173,418	2,187,036	1,675,360	2,119,304	1,468,132	2,125,684	1,967,675	2,739,228	2,002,055	2,891,978	2,997,573	3,397,466	3,132,992
Adjusted EBITDA margin	30.00%	34.16%	25.24%	25.67%	22.68%	29.02%	26.62%	29.72%	25.33%	33.41%	33.51%	34.42%	34.88%
Adjusted Net Income	RMB'000												
Net Income	370,973	1,453,572	1,210,290	1,291,613	533,526	1,272,225	1,147,890	1,747,686	875,524	1,758,702	1,895,453	2,129,285	1,664,821
Add: Share–based Compensation Expense	264,154	-	-	-	248,027	-	-	-	178,980	-	-	-	254,976
Add: Impairment of the investments		_	_	_	_	_	_						
Less: Gain on Deemed Disposal of Equity Method Investments				1,086	-	-	-	2,357			-34,187	9,083	
Unrealized gain from investment in equity investee	-			_		_	_		-	-	-	-	
Adjusted Net Income	635,127	1,453,572	1,210,290	1,290,527	781,553	1,272,225	1,147,890	1,745,329	1,054,504	1,758,702	1,872,589	2,120,202	1,919,797
Adjusted Net Income Margin	16.22%	22.70%	18.23%	15.63%	12.07%	17.37%	15.53%	18.93%	13.34%	20.3%	20.9%	21.48%	21.37%

Note: Numbers may not add up due to rounding

THANK YOU

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奉福都是奋斗出来的!

