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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 expressions. Among other things, the business outlook and quotations 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.



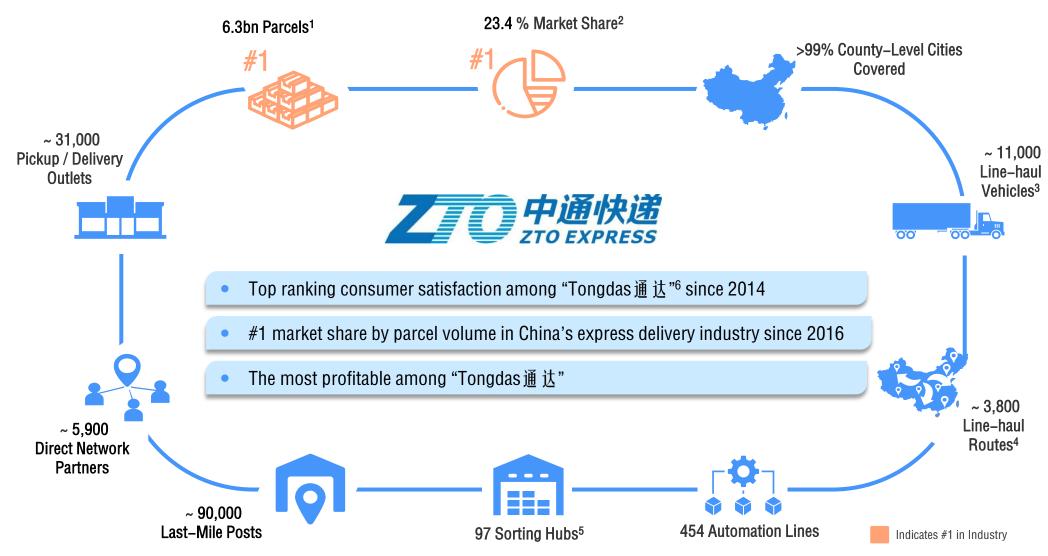
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Leading Express Delivery Company in China





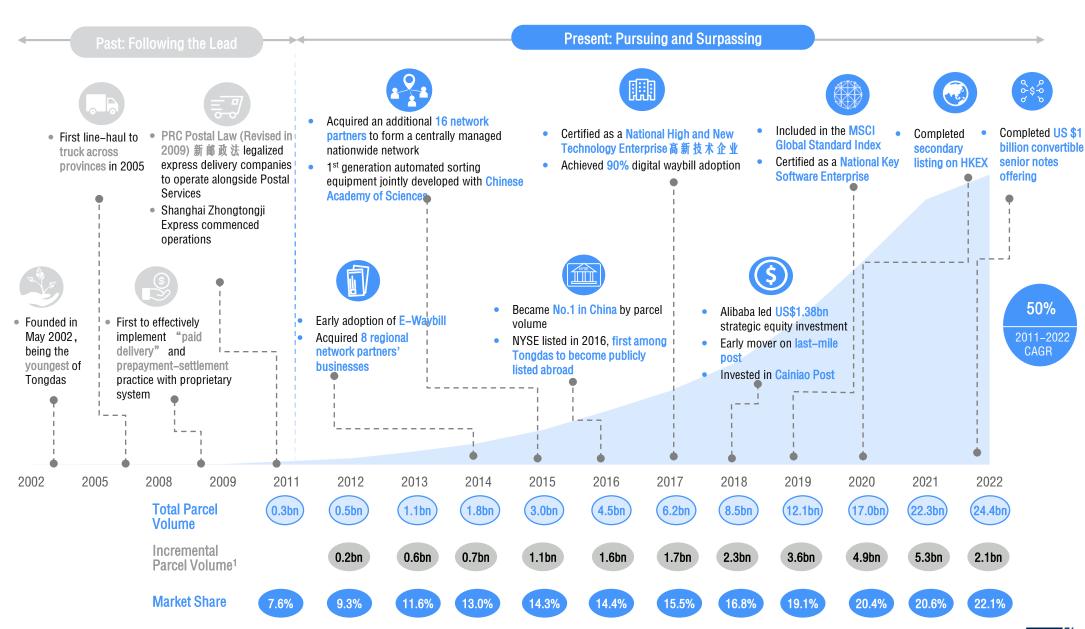
Source: Public filings. Data as of 1Q23 unless otherwise indicated Notes:

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



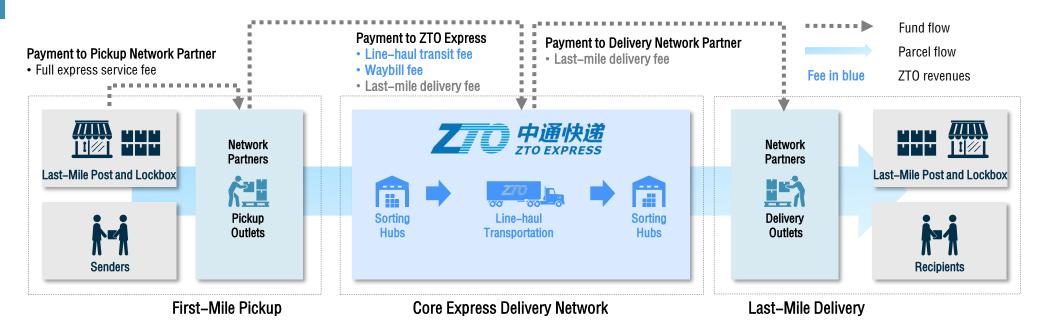


Note:

1. Numbers may not add up due to rounding

Our Distinct Network Partner Business Model ("NPM")





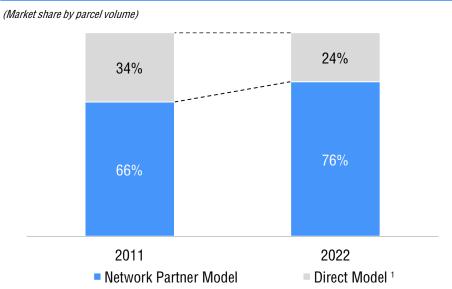
Key Advantages of a Network Partner Model ("NPM")



Our NPM: "Best of Both Worlds"

- "Shared-success" philosophy
 - Build cohesiveness, align interests, share risks, assure rewards
 - Milestone event: converting major network partners into shareholders
- Centralized proprietary IT Infrastructure and well-integrated peripherals
 - Technology backbone for effective end-to-end collaboration with network partners
 - "Best of both worlds": NPM organization yet vertically managed through digitalization

NPM Gaining Share in Express Delivery Market



Sources: iResearch, public filings

 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 Core Competitive Advantages



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

"



Real-time data monitoring and analytics powering operational excellence







Significant Market Growth Opportunities



Market Opportunities

High Internet and Digital Commerce Penetration



1,067mm

Internet users in China as of Dec 2022



841mm

Online shoppers in China as of Jun 2022



E-commerce formats

Increasing Demand for Diversified Services

Cross-border Opportunities





Agriculture & Rural Demand

Time-definite Products





2B Supply Chain Management

• • •

Express Delivery Industry

Stable Volume Growth with More Sustainable Pricing Level



Stable and Healthy Volume Growth

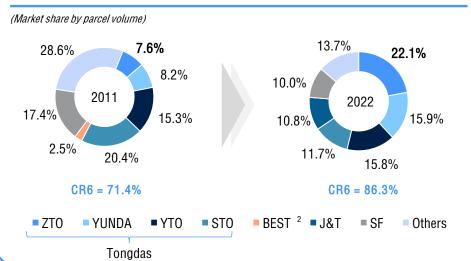
- 40bn+ incremental parcel volume from 2021 to 2025
- Continued economic growth with higher e-commerce penetration



More Sustainable Pricing Level

- 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:



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





Distinct Partner Network Built Upon a "Shared-Success" Philosophy ZIUT



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

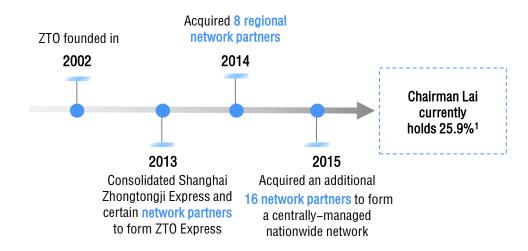
- Outlets earn revenue only on pick-up
 - Outlets with higher delivery volumes relative to pickup volumes (e.g. due to geographic disparity, uneven nature of economic development) are less profitable or loss making
- Negatively impacted outlets' service quality and network stability

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

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5. According to iResearch

8. Data as of 4Q22

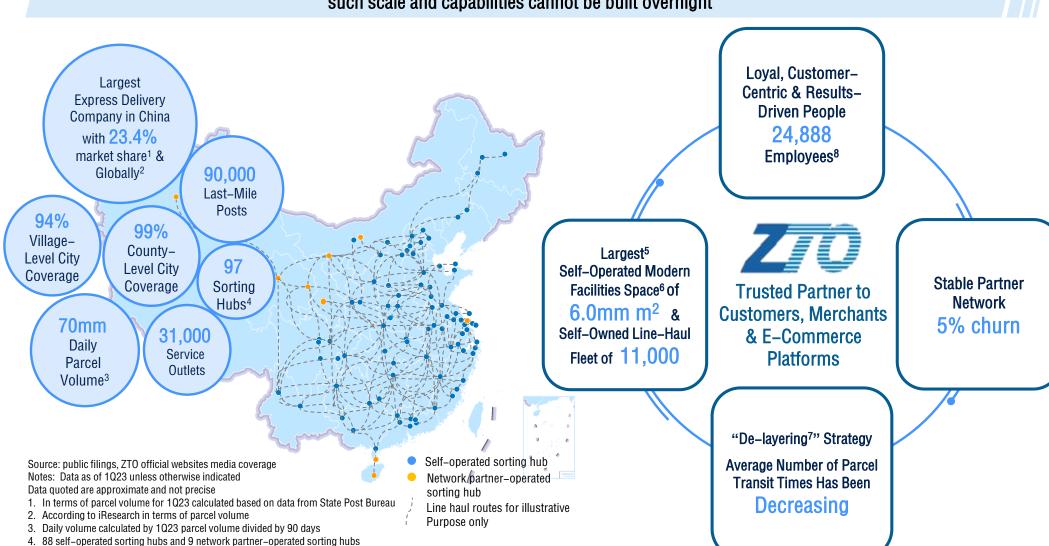
6. Land area for self-operated sorting hubs including self-owned land and leased from third-parties

7. Delayering refers to reducing the number of stops a package must be aggregated and segregated across the transit network

Superior Scale & Reach



Our leading network has been built through time, investments and innovations – such scale and capabilities cannot be built overnight

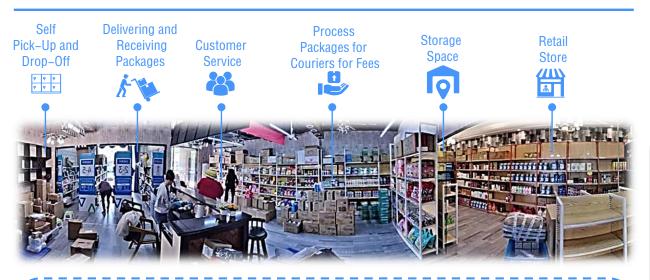




Superior Scale & Reach (Cont'd)



Our Multi-Functional Last-Mile Posts









Operating Software



Mobile Applications



Merchandise Sourcing



Retail Training

We support our network partners in multiple ways to invest early and secure last–mile physical presence

Early-Mover

in establishing last-mile posts in strategic locations with customer access

90,000+ posts as of 1Q2023

Largest Service Provider

among logistic players in China

Covering All provinces¹ and ~300 cities

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



Best-in-Class Operational Capabilities and Cost Efficiencies Enabled 2002 by Technology



Cost leadership with high operational efficiencies driven by continuous innovations

Line-Haul Transportation

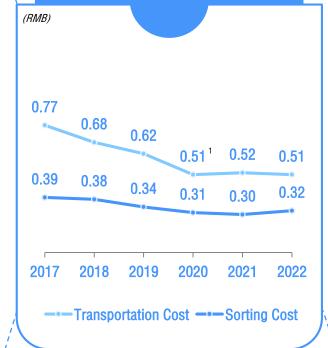


- Largest self-owned line-haul fleet of ~ 11,000 vehicles among Tongdas
- Systematic upgrade with high-capacity trailers
- Data-driven route planning and safety monitoring



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

DECREASING COST PER PARCEL



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)

Note:

1. Transportation cost per parcel in 2020 affected by national toll road fee waiver policy and lower domestic diesel price



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"





2. BEST sold its express delivery business in China to J&T in 4Q2Q21, J&T did not disclose its financial results

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





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 Al 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





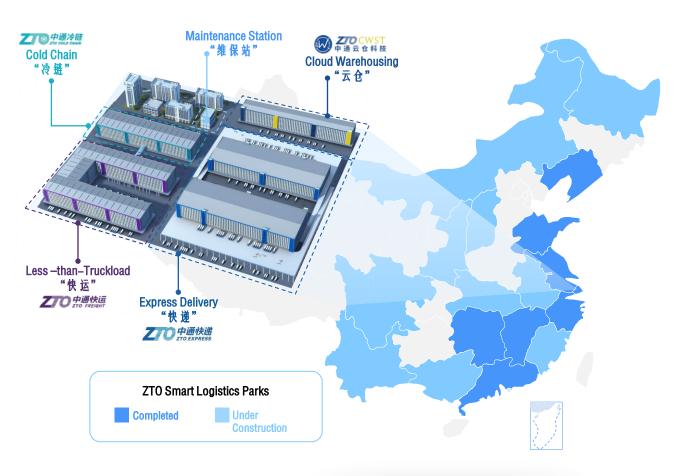


4

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



Provide varied yet integrated logistic services by implementing more efficient time-space operational design at Smart Logistic Parks





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 ecommerce 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



Stable and Entrepreneurial Management Team with Deep Industry Knowledge & Experience



Meisong Lai

Founder, Chairman & Chief Executive Officer

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



Jilei Wang

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



Honggun Hu

Director and Chief Operating Officer

- 31 years of experience in financial services industry
- Former chairman of Zhejiang Tonglu Rural Commercial Bank



Huiping Yan

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



Jianchang 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



Jingxi Zhu

VP of Information Technology and Digital Operation

Over 20 years of experience in logistics technology management

Sound Execution Driven by Clear Accountability & Fair Measurement of Performance



Performance Metrics

- Results-oriented KPIs
- Process-driven OKRs



Advancements & Eliminations

- 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

Consistent Achievements in Strategic Focus



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

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Outperformance in Cainiao Index¹ in 1Q23

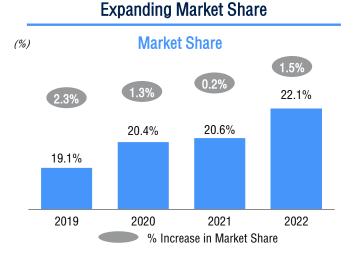
Superior Service Quality

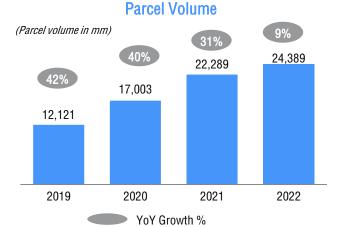


Leading Position of customer satisfaction (2014 –2022) amongst Tongdas²

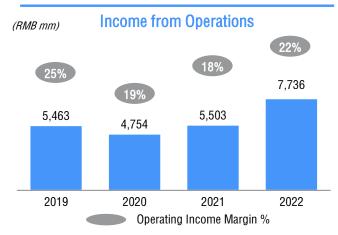


per million
Monthly average effective complaint rate ² in three consecutive years

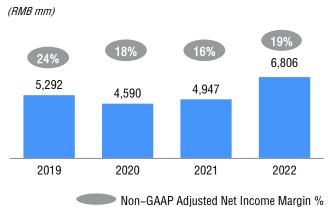




Sustained Profitability



Non-GAAP Adjusted Net Income³



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 investee





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

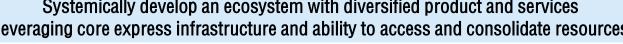




ZTO CWST 中通云仓科技









Cold Chain/Air Freight (Since 2020)

- Cold Chain: kickstarted with 80%+ existing network coverage across 300 cities
- Air Freight: collaboration with 30 airline agencies and set up joint ventures

Last-Mile Posts (Since 2018)

- Over 90k last-mile posts with leading logistic service teams
- Covering all provinces¹ and ~300 cities in China
- Standardized last-mile service posts with commercial and community services
- Established strategic foothold for enhanced endto-end linkage







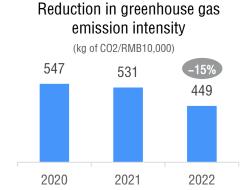


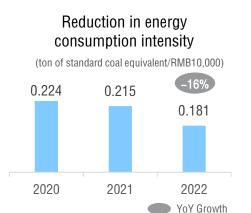


8 ESG Practices-Firmly Commit to "Dual Carbon Reduction"



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 delivery industry

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

Pick-up

- Promoting green packaging and green pickup vehicles to reduce carbon emissions
- Using digital technology to improve pick-up efficiency

Sortation

- Applying intelligent sorting equipment to reduce the proportion of damaged parcels and save consumables
- Photovoltaic facilities are gradually installed at the sorting hubs

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



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-waybills Utilization rate 100%
- "Recycling Program"-Cumulative investment in green recycling devices: 25,000+, an increase of 1,000+ compared to last year







8 ESG Practices-Achieving High Quality and Sustainable Development





Social Responsibility

Customer Privacy Protection

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

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

Cyber Security



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

Product and Service Innovation



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+

Shared Success

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 years

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.



Corporate Governance

ESG Governance

Decision-making

ESG Committee of the Board of Directors:

Supervise and manage ESG strategy, formulate policies

Organization

ESG Working Group:

Coordinate and promote the implementation of ESG work

Implementation

Relevant Functional Departments:

Implementation of ESG-related policies and objectives

Materiality issues

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.

23













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

Enhance the scale and capability of logistics operations



Expand last-mile presence and consolidate strategic resources



Add and upgrade facilities with more efficient layout, automation and digitized process management



Purchase and upgrade of self-owned and operated fleet driving further efficiency



Further "green" initiatives by introducing clean–energy transportation capacity

Invest in the logistics ecosystem to integrate resources in logistics value chain

Further develop each key logistics segments (LTL, cloud warehousing, international, cold-chain, last-mile) and integrate support functions such as financing





Test and implement differentiated product and services to meet diversifying customer demand



Establish brand-level coordinated planning to improve integration & collaboration and maximize resource utilization



Build information & technology platform to enable cross-selling, information sharing, and management know-how











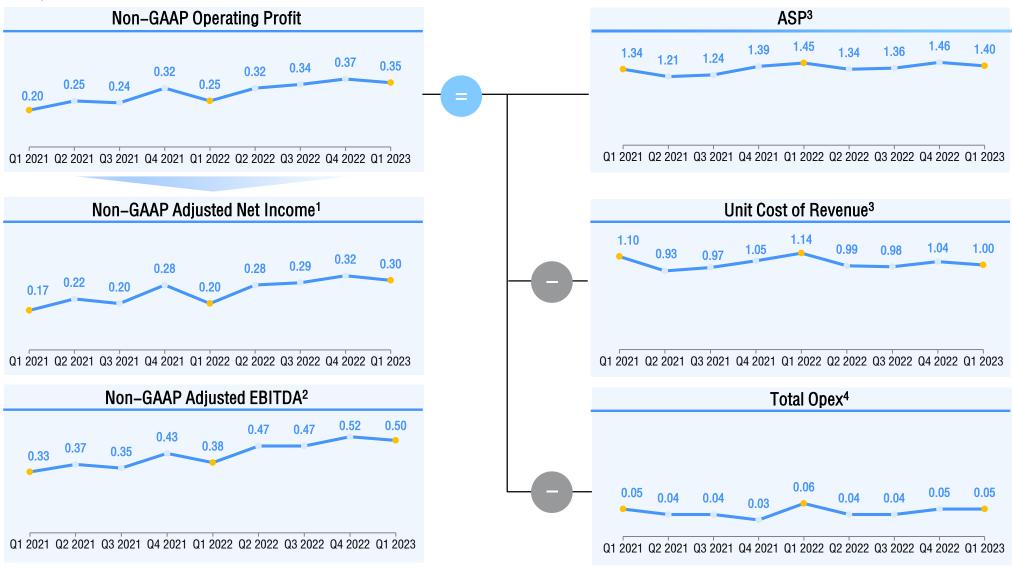




Strong Unit Economics



(RMB/Unit)



Notes:

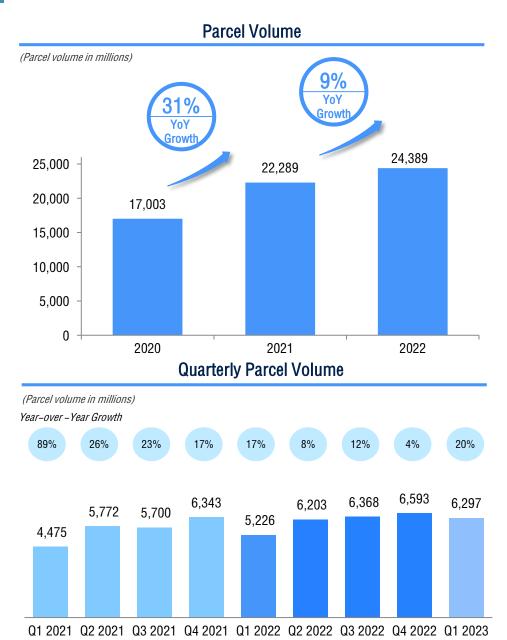
- 1. Adjusted net income is defined as net income before (i) share-based compensation expense, (ii) gain on disposal of equity investees, (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investee
- 2. Adjusted EBITDA is defined as net income before depreciation,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

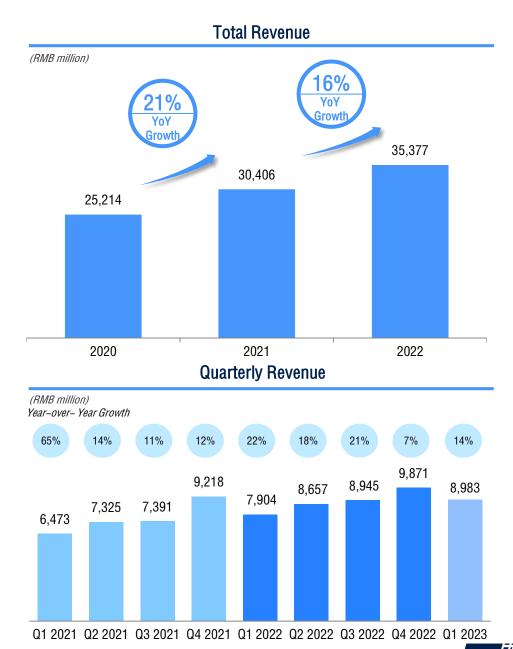




Robust Parcel Volume and Revenue Growth



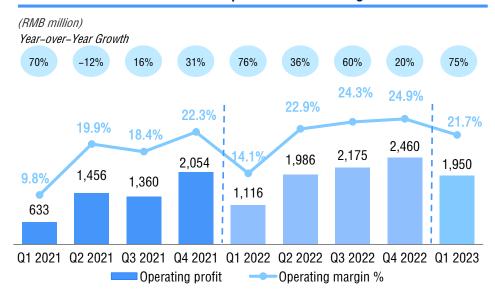




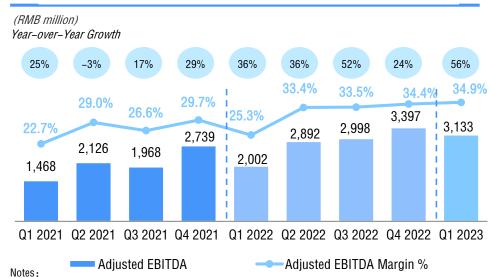
Strong Profitability and Margins

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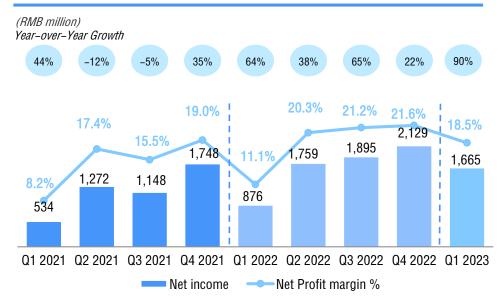
Income from Operations and Margin



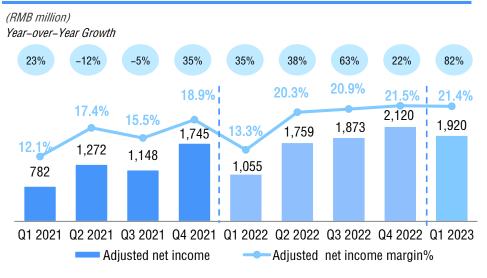
Adjusted EBITDA1 and Margin



Net Income 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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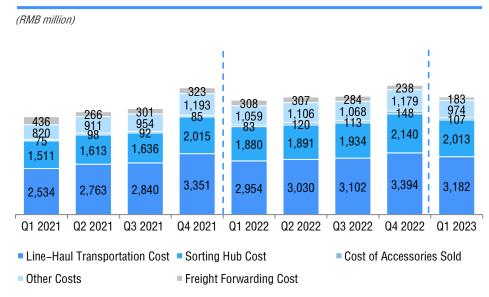




Continuous Cost Efficiencies and Productivity Gains



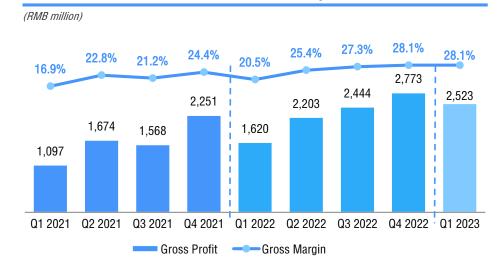
Cost of Revenues - Breakdown



Cost of Revenues per Parcel¹



Gross Profit and Margin



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



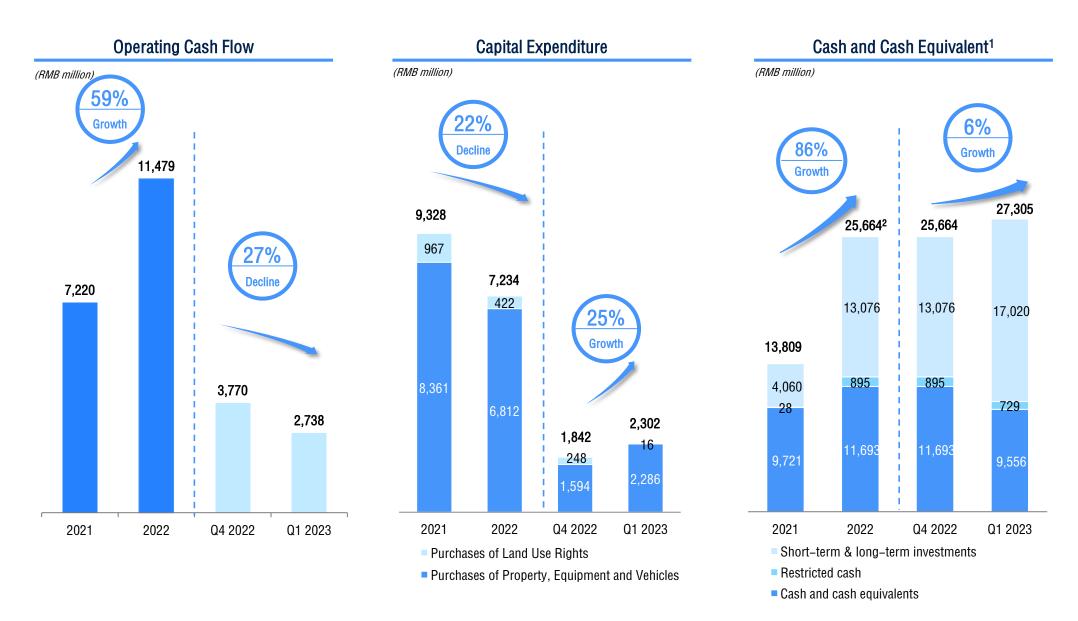
1. Cost of revenues per parcel is calculated based on cost of revenues divided by the number of parcels handled in a given quarter





Strong Operating Cash Flow Supports Continued Investment in Growth





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



	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

