**ZTO Express** Q4 of Fiscal Year 2020 Investor Relations Presentation

March 2021





## Safe Harbor Statement and Disclaimer



This presentation contains "forward–looking" statements within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended, and as defined in the Private Securities Litigation Reform Act of 1995. These forward–looking statements include but are not limited to our unaudited results for the fourth quarter of 2020, our management quotes and our financial outlook for 2021.

Our forward-looking statements are not historical facts but instead represent only our belief regarding expected results and events, many of which, by their nature, are inherently uncertain and outside of our control. Our actual results and other circumstances may differ, possibly materially, from the anticipated results and events indicated in these forward-looking statements. Announced results for the fourth quarter of 2020 are preliminary, unaudited and subject to audit adjustment. In addition, we may not meet our financial outlook for 2021 and may be unable to grow our business in the manner planned. We may also modify our strategy for growth. In addition, there are other risks and uncertainties that could cause our actual results to differ from what we currently anticipate, including those relating to the development of the e-commerce industry in China, our reliance on the Alibaba ecosystem, risks associated with our network partners and their employees and personnel, intense competition which could adversely affect our results of operations and market share, any service disruption of our sorting hubs or the outlets operated by our network partners or our technology system. For additional information on these and other important factors that could adversely affect our business, financial condition, results of operations, and prospects, please see our filings with the U.S. Securities and Exchange Commission.

All information provided in this presentation is as of the date of the presentation. We undertake no obligation to update any forward– looking statement, whether as a result of new information, future events or otherwise, after the date of this release, except as required by law.







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# COMPANY OVERVIEW

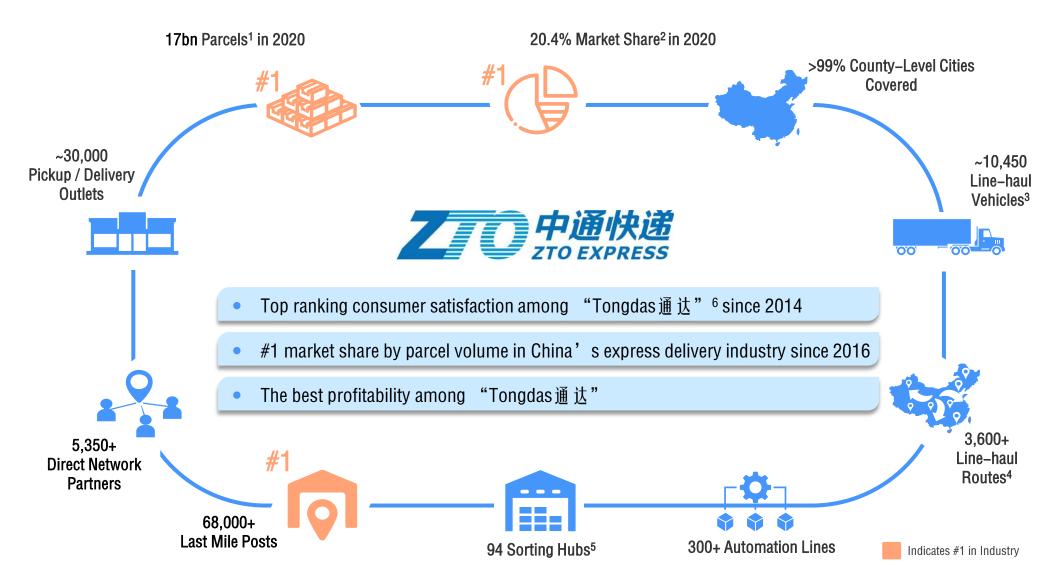
中通快递 ZTO EXPRESS

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# Leading Express Delivery Company in China





Notes: Data as of 4Q20 unless otherwise indicated

Source: 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 approximately 9,700 self-owned vehicles with around 7,900 high capacity 15-17 meter trailer trucks

4. Line-haul routes between sorting hubs only

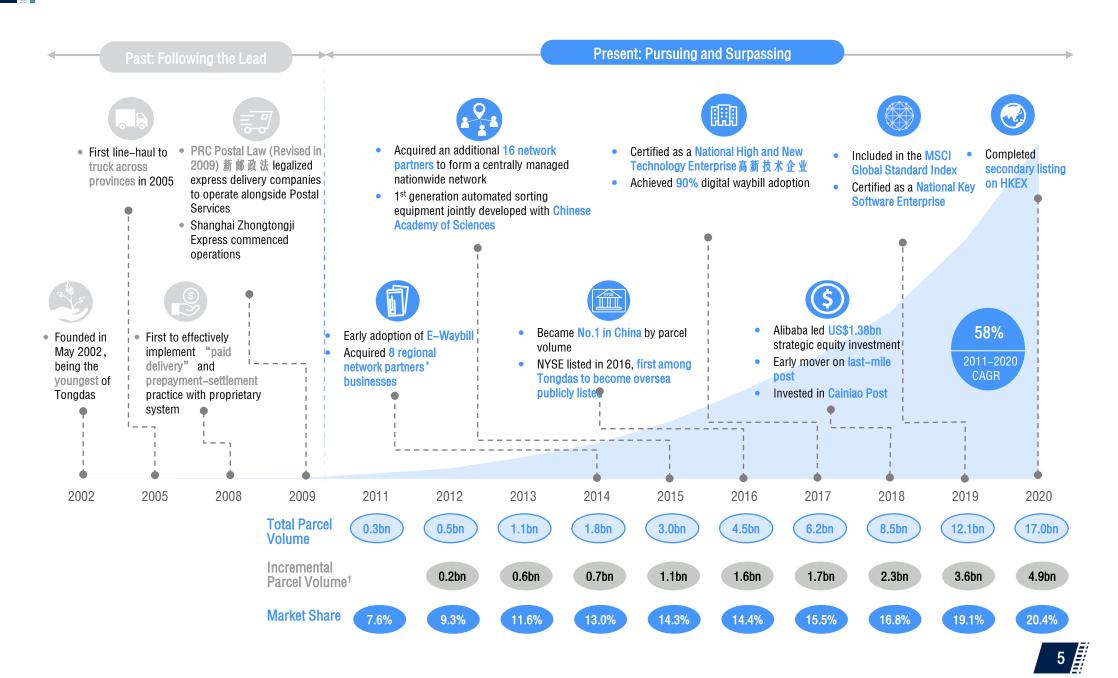
5. Includes 84 self-operated sorting hubs, and 10 sorting hubs operated by our network partners

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



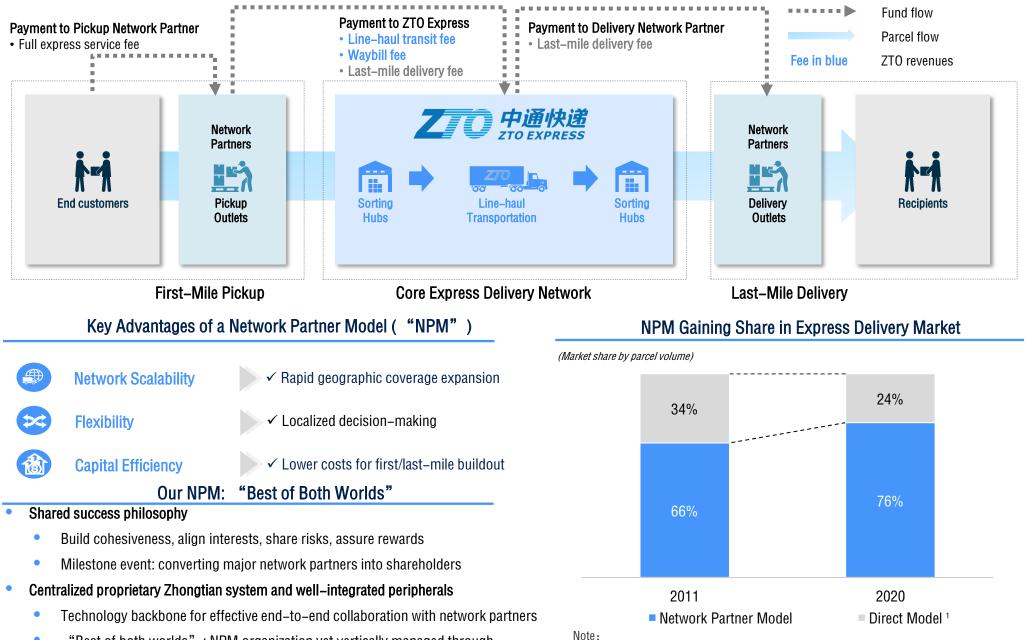
# **Our Business: Past and Present**



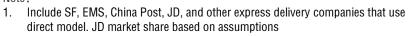


# Our Distinct Network Partner Business Model ( "NPM" )





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







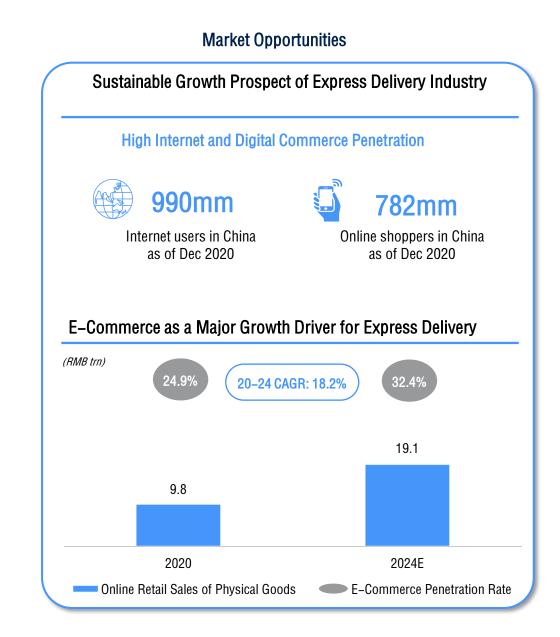


# COMPETITIVE ADVANTAGES

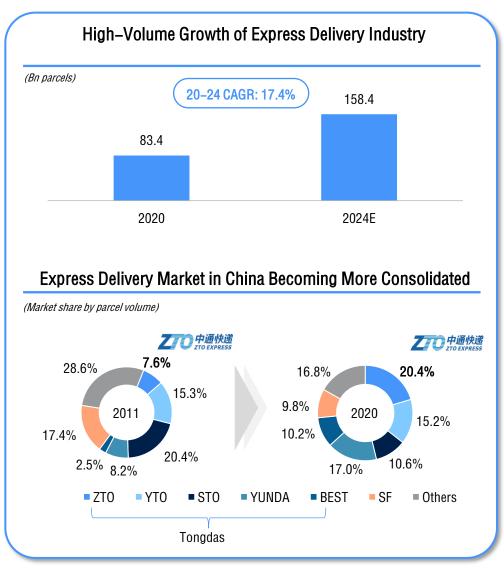


# Significant Market Growth Opportunities





#### **Express Delivery Industry**





# Distinct Partner Network Built Upon a "Shared–Success" Philosophy



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

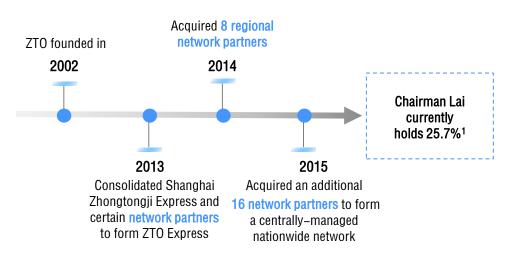
	Fee Sharing Mechanism
Before 2008:	No last-mile delivery fee

- Outlets only relied on pickup fee to operate
  - Outlets with higher delivery volumes relative to pickup volumes (e.g. due to geographic disparity, uneven nature of economic development) are less sustainable
- 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

#### Only Company to Successfully Convert Major Network Partners to Shareholders

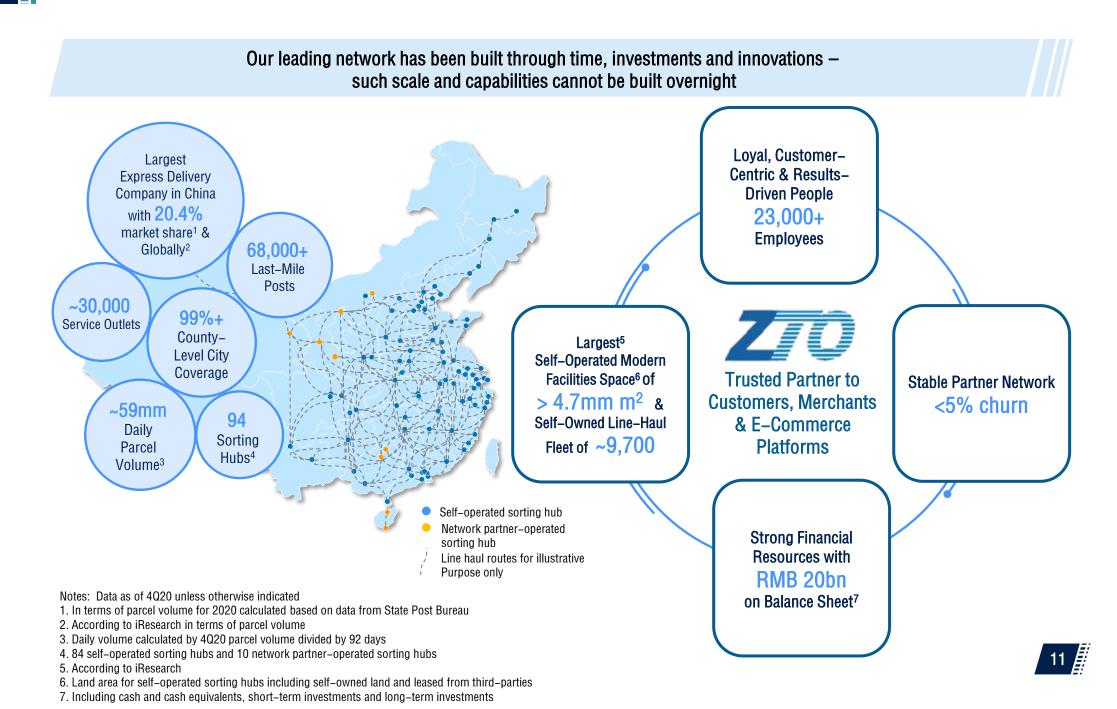


- Certain major network partners became shareholders of ZTO and united under a common goal
- Share-swap transactions fairly priced and with transparency
- The reorganization has aligned interests, built trust and forged loyalty, and laid the foundation for network stability



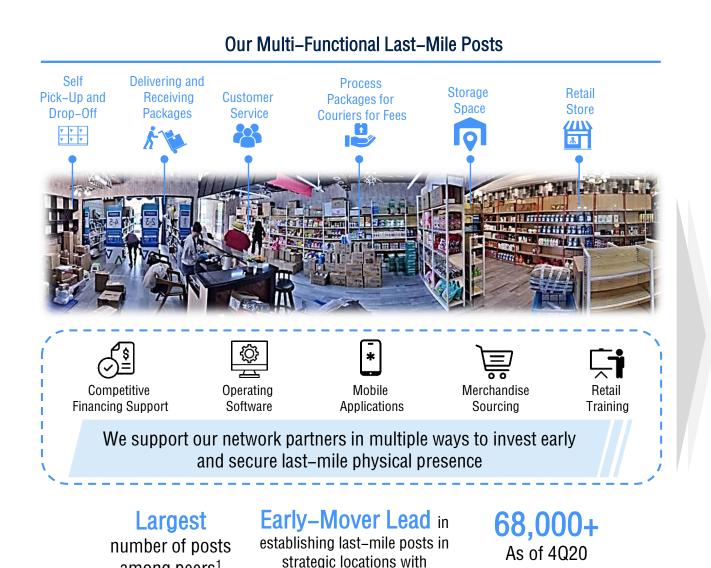












customer access

#### Strategic Importance of Last Mile Presence



Improve cost-efficiency and ensure quality of service

Enable lowest last-mile cost against volume surge

**Provide "Express+" business** opportunities and sustain profitability



Secure and enhance connectivity with end customers



Maintain and improve network stability



among peers<sup>1</sup>

# 4 Best-in-Class Operational Capabilities and Cost Efficiencies Enabled ZTO by Technology

#### Cost leadership with high operational efficiencies driven by continuous innovations

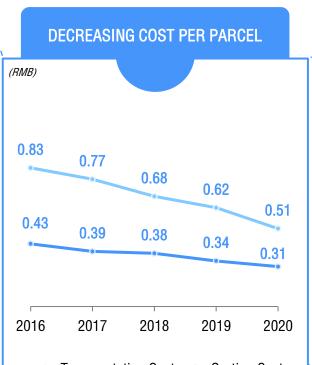
#### Line-Haul Transportation



- Largest self-owned line-haul fleet of ~9,700 vehicles
- 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



----Transportation Cost ----Sorting Cost

#### **Sorting Technologies**



- 300+ automated sorting lines in service as of 4Q20
- 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 Z by Technology

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

#### Digital and Innovative Culture

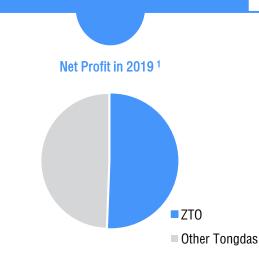
- Establish data-driven and value-add operational management framework; digitize business know-how and make processes calculable
- "Problem-solving" to "Problem Prevention"



#### Strong In-house R&D Capabilities

- Certified as "High and New Technology Enterprise" since 2017 with significant tax benefits
- 1,500+ tech talents
- 214 software copyrights
- 212 trademarks
- 64 patents

#### **INDUSTRY LEADING PROFITS**



>50% Net profit market share among Tongdas in 2019

#### Continuous Breakthrough in Autonomous Technology

- Next-generation automation lines 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
- Optimize with learnings to achieve optimal performance



# 5 Experienced Leadership & Sound Execution



#### Stable and Entrepreneurial Management Team with Deep Industry Knowledge & Experience



Meisong Lai Founder, Chairman & Chief Executive Officer

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



**Jianfa Lai** Director and Vice President of Operations 19 years of experience in express delivery industry



Jilei Wang Director and Vice President of Infrastructure Management

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



Huiping Yan Chief Financial Officer

- Over 29 years of experience in corporate and financial management
- 11 years at GE in US and Asia, 8 years in public accounting and tax consulting

#### Sound Execution Driven by Clear Accountability & Fair Measurement of Performance



Performance– based KPIs

• Results-oriented performance metrics



- Emphasis on internal promotion
- Fair competition for true talents



 Equitable management incentives to reward performance



- ZTO Academy
- On-the-job training
- Mentorship



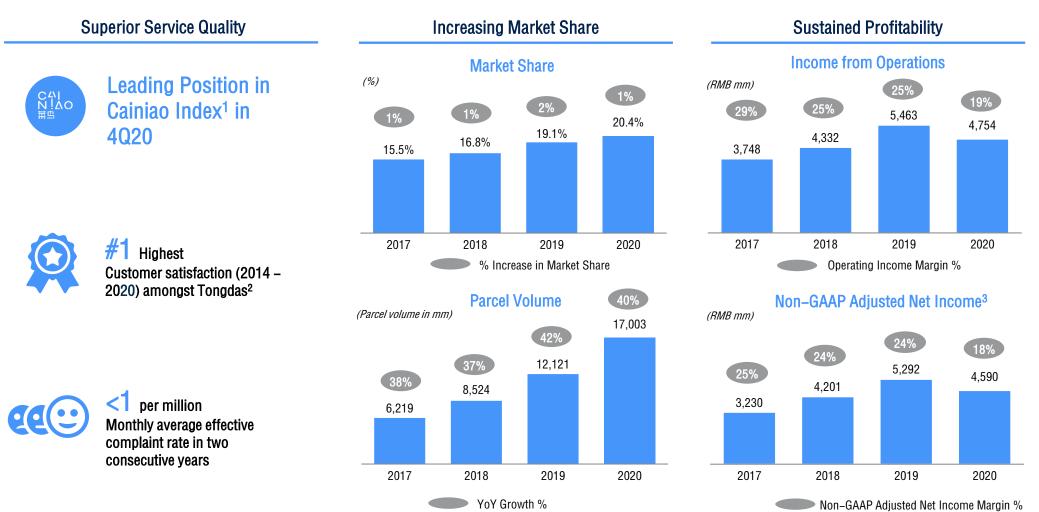


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#### We have simultaneously maintained our superior service quality, grown our market share, and sustained our profitability



#### Source:

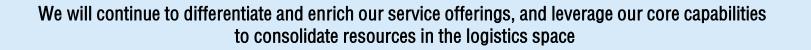
1. Cainiao Index is a highly regarded set of metrics in the express delivery industry

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 and (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investee

# 7 Adjacent Expansion Beyond Express Delivery









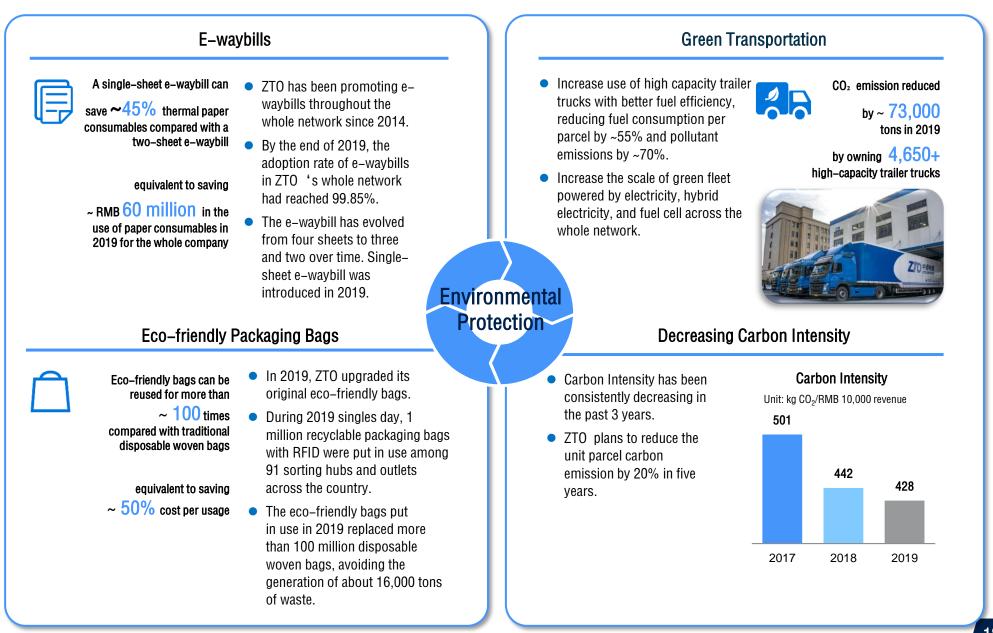
8

# Sustainability Through Continuous ESG Practices<sup>1</sup>



**Green Development** 

Green Packaging





8

# Sustainability Through Continuous ESG Practices<sup>1</sup> (Cont'd)



**Green Objectives** 

• ZTO takes an active role and has set up the overall green development objective for 2020 based on the requirements of State Post Bureau.



	Strict Internal Control									
•	Board of Directors has clear duties pertaining to corporate governance related issues. 5 independent directors out of 9 directors providing objective oversight.									
	ZTO prohibits political involvement of any kind on the Company's behalf, bribery, or exchanging political donations for interests.									
	ZTO established a diversified supervision and reporting channel, including whistleblowing letter box, 24/7 complaint hotlines, etc.									
•	The Discipline Supervision Committee, as the supreme body for publicizing and implementing the Code of Conduct for Honest Practice, investigates reported matters, generates reports, and makes recommendations.									
	Shareholder Interests Protection									
•	ZTO pays high attention to the maintenance and management of investor relations, and strictly abides by the information disclosure									
•	ZTO pays high attention to the maintenance and management of investor relations, and strictly abides by the information disclosure obligations under the U.S. securities and exchange rules, the NYSE									

Stringent Corporate Covernance

1. ESG data as of fiscal year end of 2019; full 2019 ESG report can be downloaded from http://zto.investorroom.com

#### Sustainability Through Continuous ESG Practices<sup>1</sup> (Cont'd) 8



#### Fighting Against COVID-19

#### Safeguarding Labor Rights



Support Community & Guarantee Necessities

ZTO opened free green channels to key areas in Hubei Province at the beginning of the outbreak. By March 2020, ZTO had delivered over 700 tons of medical and rescue supplies to Hubei Province.





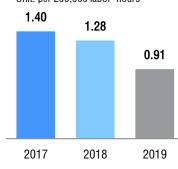
Protect Employees' Health ZTO implemented strict epidemic prevention and control measurements. After the outbreak, a special fund of RMB 100 million for COVID-19 prevention & control was set up for employees.



Career Development The company organized a series of talent echelon training and business support training, and **Responsibility** initiated the Management Trainee Program to cultivate future leaders.

Social

# LTIR Unit: per 200.000 labor-hours



#### • Equality & Diversity

By referring to the conventions of the International Labour Organization (ILO), ZTO' s employee policy promotes:

- Gender equality
- Equal pay for equal work
- Freedom of association
- Diversified employment, etc.



#### Working Safety

The company implemented work safety policy with comprehensive management. The company's lost time incident rate (LTIR) has declined for two consecutive years, demonstrating great effort in improving working safety.

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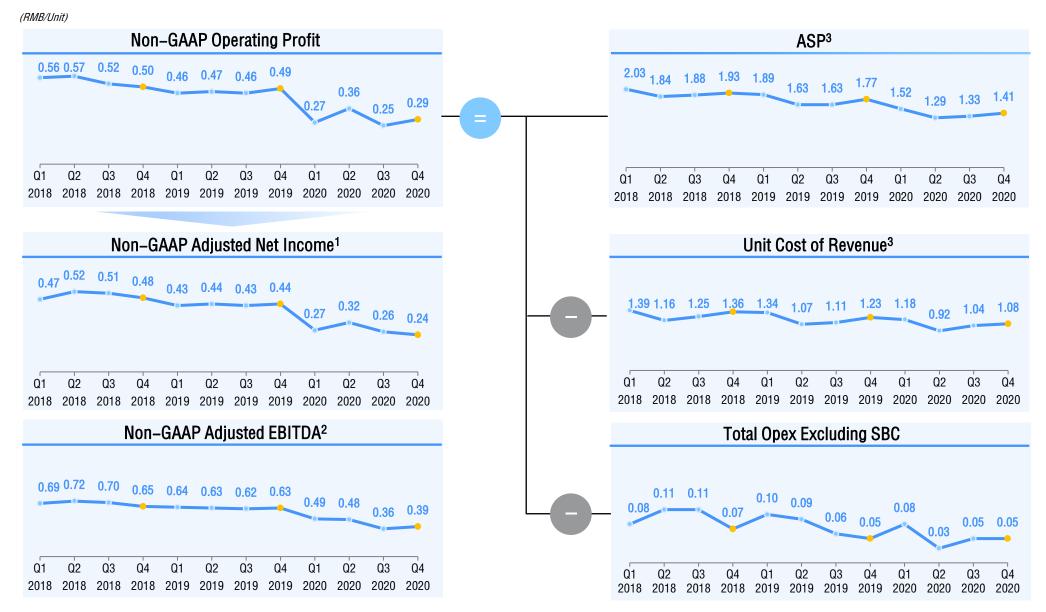
- 1. ESG data as of fiscal year end of 2019; full 2019 ESG report can be downloaded from http://zto.investorroom.com
- Note:

# FINANCIAL OVERVIEW



# **Strong Unit Economics**





Note: Results of 1Q20 are affected by the impact of COVID-19

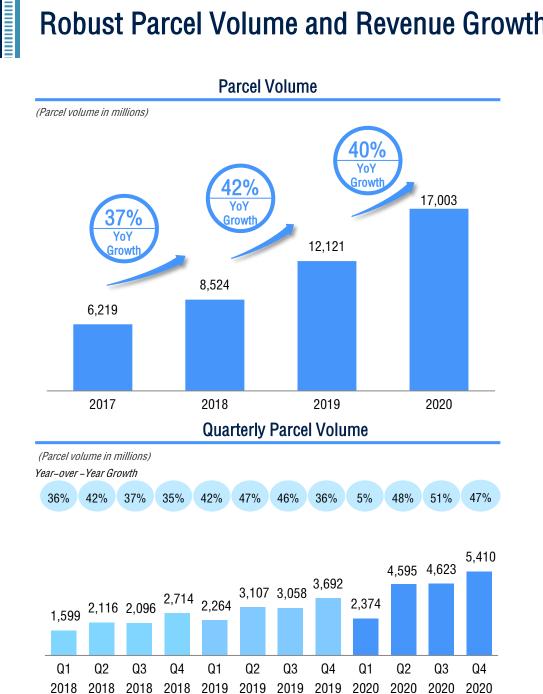
Source: 1. Adjusted net income is defined as net income before (i) share-based compensation expense, (ii) gain on disposal of equity investees and (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investee

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
 Excluding freight forwarding business

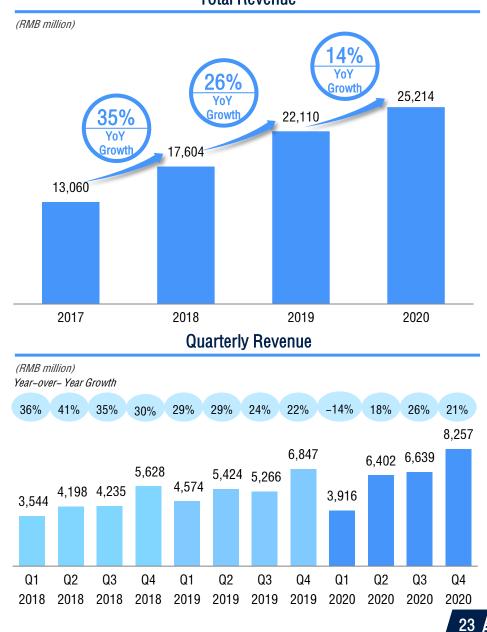


# **Robust Parcel Volume and Revenue Growth**





2018



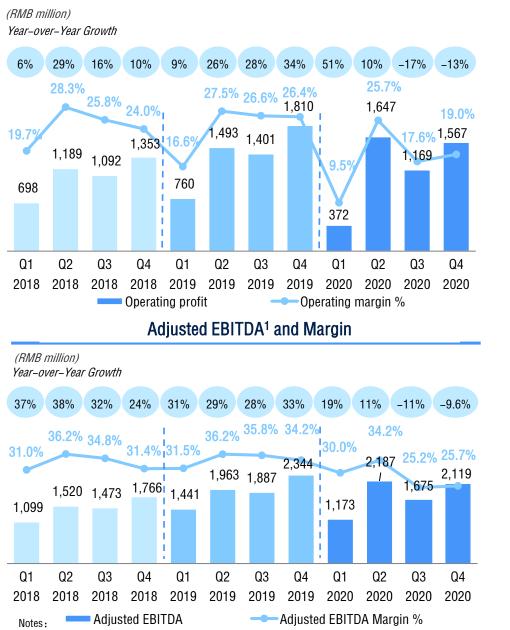
**Total Revenue** 

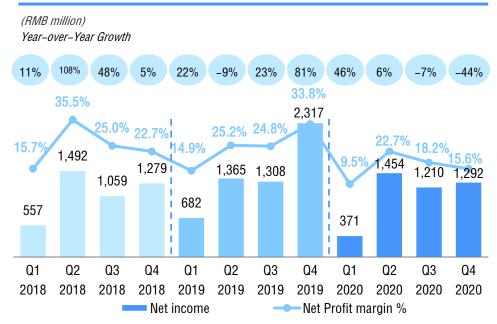
### **Strong Profitability and Margins**



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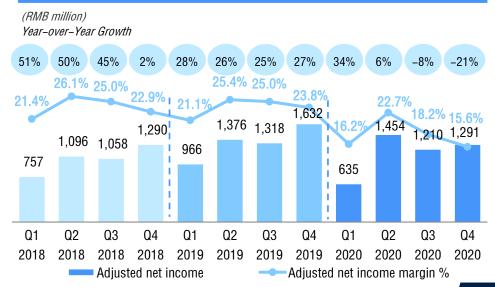






Net Income and Margin

#### Adjusted Net Income<sup>2</sup> 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

Adjusted net income is a non–GAAP financial measure, which is defined as net income before (i) share–based compensation expense, (ii) gain on disposal of equity investees and (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investee

### **Continuous Cost Efficiencies and Productivity Gains**

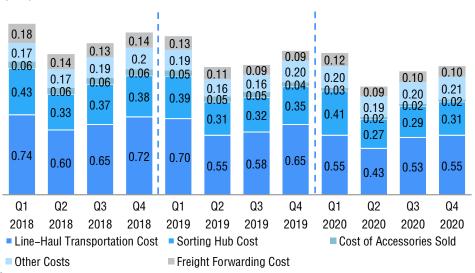


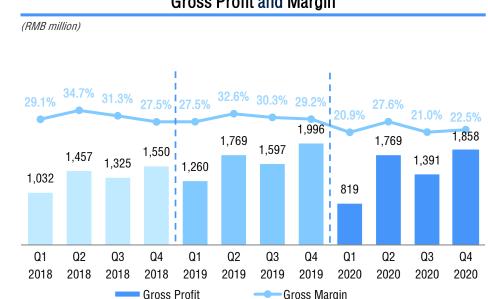
(RMB million) 561 1,121 447 316 109 417 905 726 385 95 853 .65 130 265 345 112 504 138 504 156 .354 158 ,286 288 472 427 282 388 119 ,254 043 352 126 702 978 954 966 766 686 2,956 2,447 2,393 .997 ,948 .783 .696 .594 .354 .272 ,29 .184 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 2018 2018 2018 2019 2019 2019 2019 2020 2020 2020 2020 2018 Line-Haul Transportation Cost Sorting Hub Cost Cost of Accessories Sold Other Costs Freight Forwarding Cost

Cost of Revenues – Breakdown

Cost of Revenues per Parcel<sup>1</sup>

(RMB)





#### Key Observations on 4Q 2020 Results

- Line–haul transportation cost
  - Higher usage of self–owned vehicles
  - Increasing proportion of higher-capacity trailer trucks
- Sorting hub cost
  - Increased number of automated sorting equipment with higher utilization
  - Optimize the allocation of human resources in sorting centers and reduced the proportion of temporary workers
- Cost of accessories sold per parcel
  - Increased usage of lower-cost single-sheet digital waybills
- Gross margin decrease

due to the comprehensive influence of the following factors: (1) the rapid growth of business volume; (2) the improvement of production and operation efficiency; (3) competition-led ASP decline



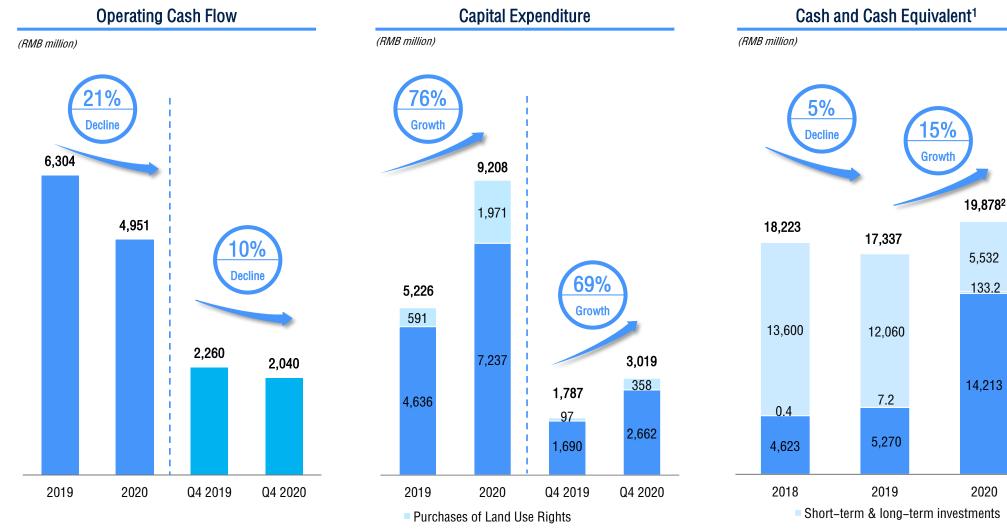
Note:

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

Gross Profit and Margin

### Abundant Cash Reserves Supports Continued Investment in Growth





- Purchases of Property, Equipment and Vehicles
- Cash and cash equivalents

Restricted cash

Notes:

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

2. On September 29, 2020, ZTO completed secondary listing in Hong Kong, net proceeds were HK \$9.71 billion (equivalent to RMB8.53 billion; excluding over allotment, underwriting fees and other listing expenses)



### **Reconciliation of GAAP to Adjusted / Non–GAAP Measures**



	Dec 31, 2017	Mar 31, 2018	Jun 30, 2018	Sep 30, 2018	Dec 31, 2018	Mar 31, 2019	Jun 30, 2019	Sep 30, 2019	Dec 31, 2019	Mar 31, 2020	Jun 30, 2020	Sep 30, 2020	Dec 31, 2020
Adjusted EBITDA	RMB '000												
Net Income	1,221,874	557,455	1,492,227	1,059,377	1,278,854	681,647	1,365,095	1,307,681	2,316,844	370,973	1,453,572	1,210,290	1,291,613
Add: Depreciation	135,002	176,197	186,200	202,669	243,940	271,423	283,409	288,818	366,459	392,580	408,426	453,818	503,814
Add: Amortization	12,760	10,670	12,693	11,709	9,641	11,293	14,676	13,882	14,606	15,648	17,602	25,390	23,184
Add: Interest Expenses	2,452	773	3	4	-	-	-	-	-	291	9,134	13,707	12,174
Add: Income Tax Expenses	8,759	154,280	350,858	201,355	222,639	191,858	288,803	266,297	331,337	129,772	298,302	(27,845)	289,605
EBITDA	1,380,847	899,375	2,041,981	1,475,114	1,755,074	1,156,221	1,951,983	1,876,678	3,029,246	909,264	2,187,036	1,675,360	2,120,390
Add: Share–based Compensation Expense	13,492	199,744	27,983	10,876	10,876	284,264	10,800	10,800	10,800	264,154	_	-	-
Add: Impairment of the investments	30,000	-	_	_	-	-	-	-	56,026	-	-	-	-
Less: Gain on Deemed Disposal of Equity Method Investments	_	_	549,733	12,904	-	-529	-	_	-2,330	-	-	-	1,086
Unrealized gain from investment in equity investee	_	_	_	_	_	-	_	-	754,468	_	_	-	-
Adjusted EBITDA	1,424,339	1,099,119	1,520,231	1,473,086	1,765,950	1,441,014	1,962,783	1,887,478	2,343,934	1,173,418	2,187,036	1,675,360	2,119,304
Adjusted EBITDA margin	32.89%	31.01%	36.21%	34.79%	31.38%	31.50%	36.19%	35.84%	34.24%	30.00%	34.16%	25.24%	25.67%
Adjusted Net Income	RMB '000												
Net Income	1,221,874	557,455	1,492,227	1,059,377	1,278,854	681,647	1,365,095	1,307,681	2,316,844	370,973	1,453,572	1,210,290	1,291,613
Add: Share–based Compensation Expense	13,492	199,744	27,983	10,876	10,876	284,264	10,800	10,800	10,800	264,154	-	-	-
Add: Impairment of the investments	30,000	_	_	_	-	-	-	_	56,026	-	-	-	-
Less: Gain on Deemed Disposal of Equity Method Investments	_	_	424,520	11,756	-	-529	-	_	-2,330	-	-	-	1,086
Unrealized gain from investment in equity investee									754,468		_	-	-
Adjusted Net Income	1,265,366	757,199	1,095,689	1,058,497	1,289,730	966,440	1,375,895	1,318,481	1,631,532	635,127	1,453,572	1,210,290	1,290,527
Adjusted Net Margin	29.22%	21.36%	26.10%	25.00%	22.92%	21.13%	25.37%	25.04%	23.83%	16.22%	22.70%	18.23%	15.63%



# **THANK YOU**

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奉福都是奋斗出来的!

