ZTO Express Q1 of Fiscal Year 2021 Investor Relations Presentation

May 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 first quarter of 2021, 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 first quarter of 2021 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

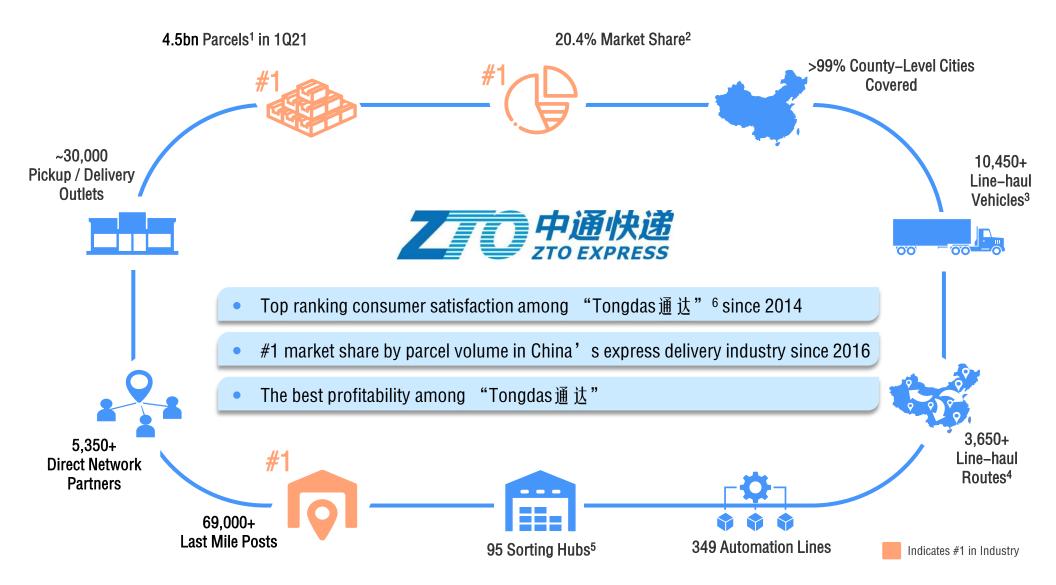
中通快递 ZTO EXPRESS

IIII

analy days

Leading Express Delivery Company in China





Notes: Data as of 1Q21 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 over 10,050 self-owned vehicles with over 8,100 high capacity 15-17 meter trailer trucks

4. Line-haul routes between sorting hubs only

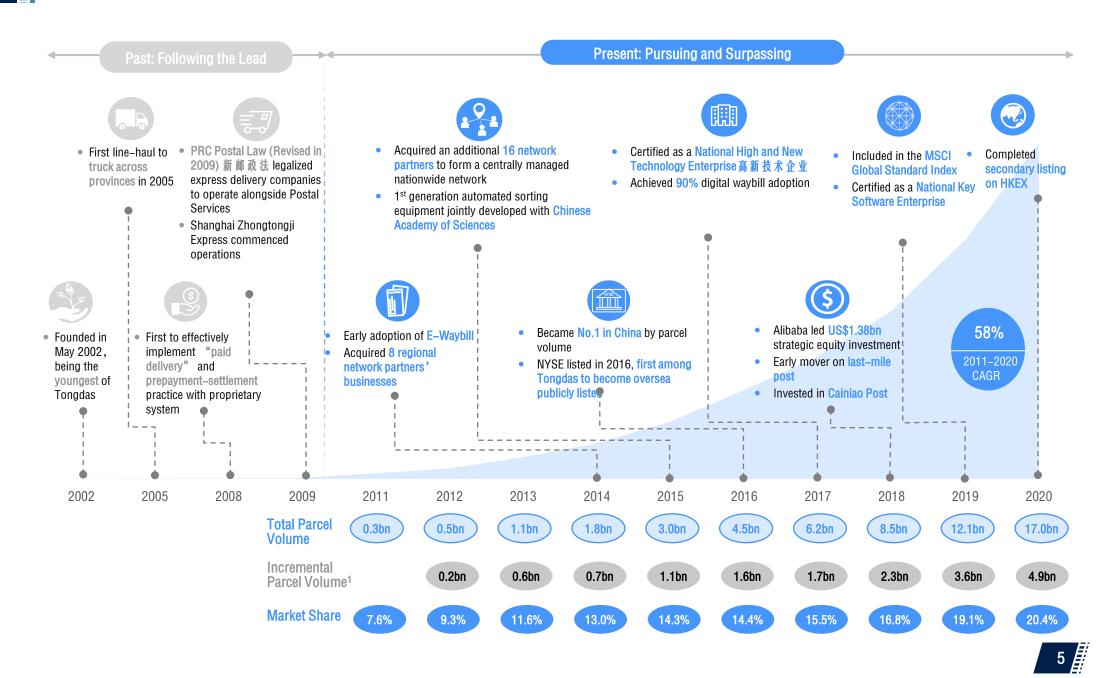
5. Includes 84 self-operated sorting hubs, and 11 sorting hubs operated by our network partners

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



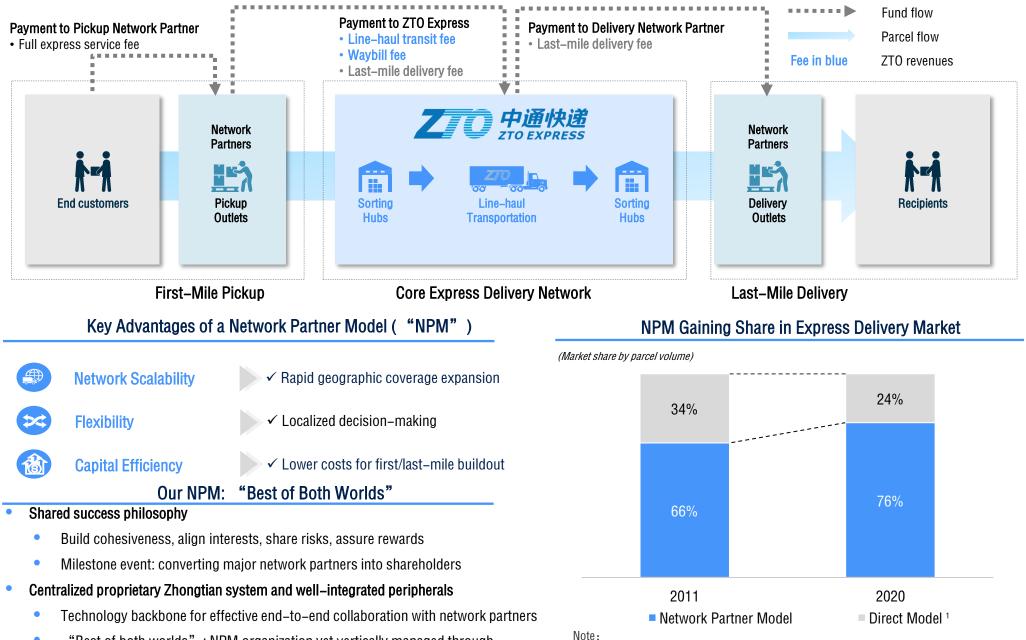
Our Business: Past and Present



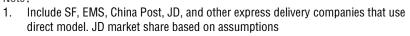


Our Distinct Network Partner Business Model ("NPM")





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







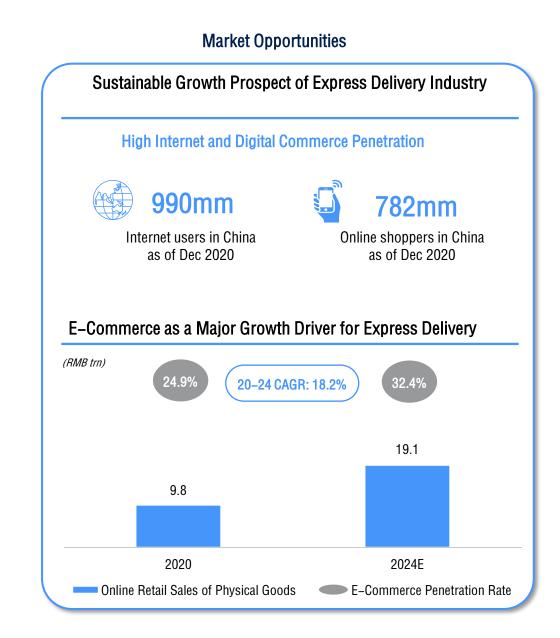


COMPETITIVE ADVANTAGES

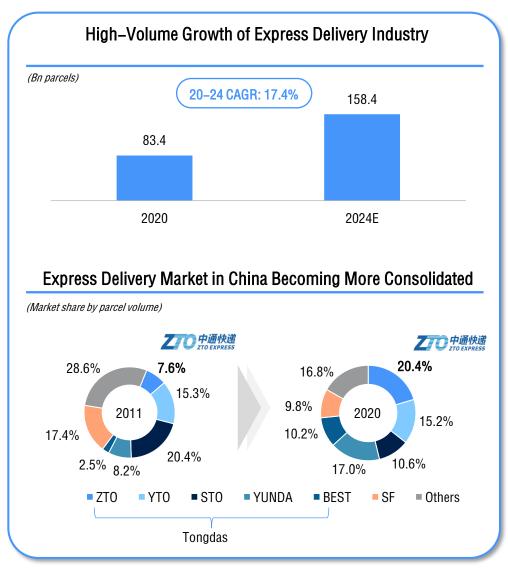


Significant Market Growth Opportunities





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

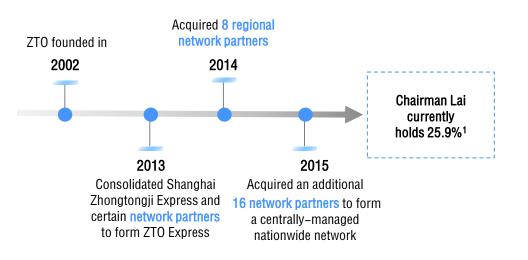
• Outlets only relied on pickup fee to operate

- 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

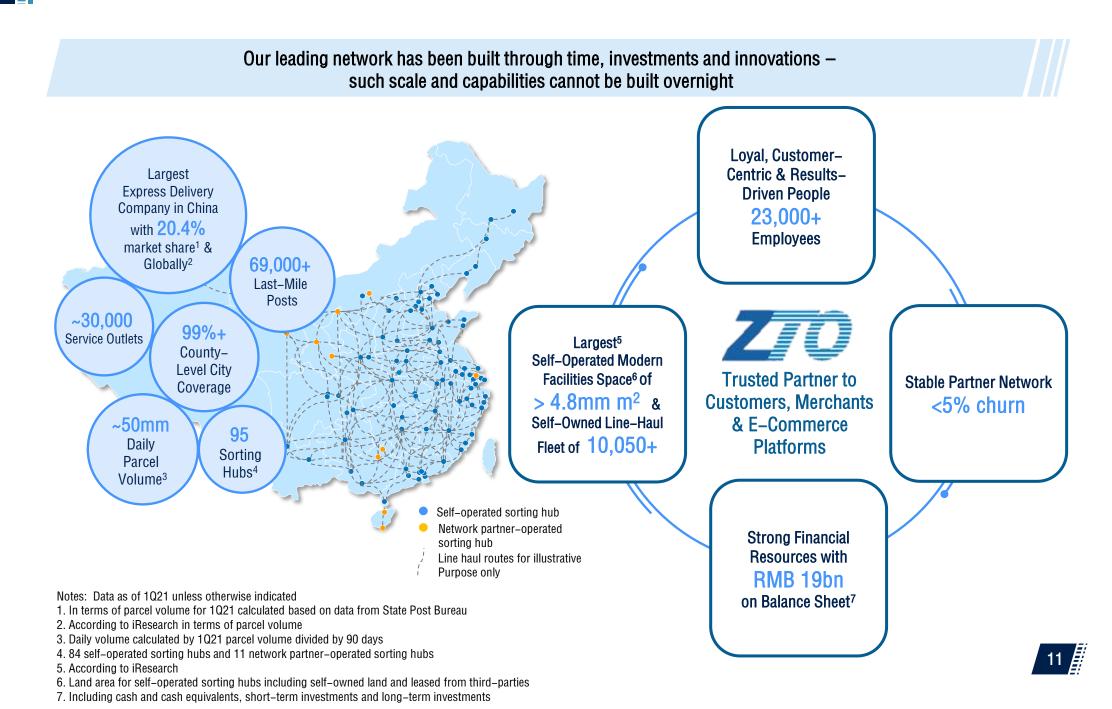


- Certain major network partners became shareholders of ZTO and united under a common goal
- Share-swap transactions fairly priced and with transparency
- The reorganization has aligned interests, built trust and forged loyalty, and laid the foundation for network stability



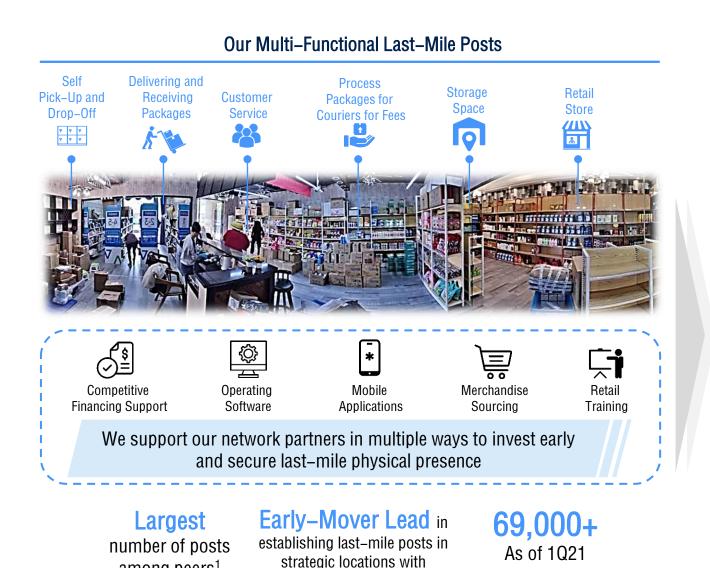












customer access

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 peers¹

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

Cost leadership with high operational efficiencies driven by continuous innovations

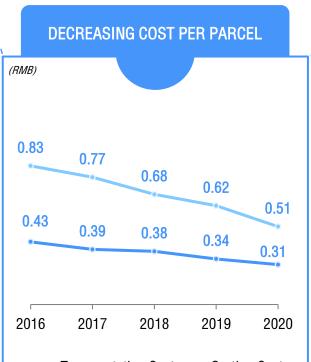
Line-Haul Transportation



- Largest self-owned line-haul fleet of 10,050+ 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



- 349 automated sorting lines in service as of 1Q21
- 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

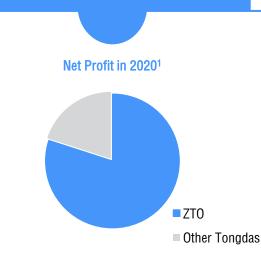
- Establish data-driven and value-add operational management framework; digitize business know-how and make processes calculable
- "Problem-solving" to "Problem Prevention"



Strong In-house R&D Capabilities

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





~80% Net profit market share among Tongdas in 2020

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



Notes: Data as of 1Q21 unless otherwise indicated

1. According to public filings. Net profit for ZTO and Best is adjusted net income, for others is net profit after deducting nonrecurring profit or loss attributable to shareholders of the parent company

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

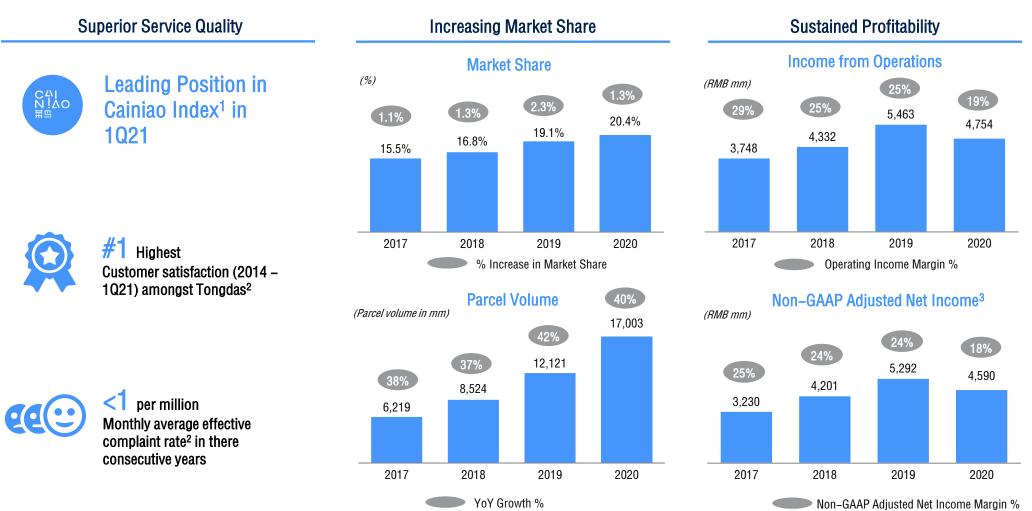






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We have simultaneously maintained our superior service quality, grown our market share, and sustained our profitability



Source:

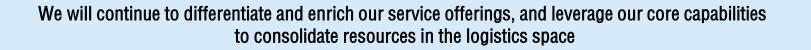
1. Cainiao Index is a highly regarded set of metrics in the express delivery industry

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

7 Adjacent Expansion Beyond Express Delivery









Sustainability Through Continuous ESG Practices¹



Green Packaging Green Development E-waybills **Green Transportation** • ZTO increases use of high A single-sheet e-waybill can By 2020, the adoption rate of By 2020,~7,900 capacity trailer trucks with e-waybills in the whole high–capacity trailer trucks save $\sim 45\%$ thermal paper better fuel efficiency, reducing network had reached 99.93% had been put in use consumables compared with a fuel consumption per parcel by Over 86% of the self-own two-sheet e-wavbill Single-sheet e-waybill was ~55% and pollutant emissions fleet are National V & VI introduced in 2019 and its bv ~70% standards adoption rate reached 91.4% equivalent to reducing the felling Green fleet powered by by 2020 of 520,000 fast-growing electricity and liquefied natural eucalyptus trees in 2020 gases (LNGs) are used across the whole network **Eco-friendly Packaging Bags** • The green recyclable transit bags By 2020, ZTO put in use nearly Environmental can be used for over 100 times. 9 million green recyclable Protection ZTO can replace the use of about transit bags **Green Equipment** 900 million disposable woven bags annually, and reduce about By 2020, 339 sets of large/small • ZTO uses a large number of 81,000 tons of garbage automated sorting equipment were put in use automated sorting equipment, **Reduced Use of Consumables and Secondary Recovery** which saves time and labor costs. while reducing the rate of damage ZTO continues to promote the • ZTO actively promotes the use of to express items and the amount "Recvcling Program", covering over recyclable packaging and filling of consumables. This facilitates 20.000 outlets materials to improve resource the recycling and reuse recycling The Company encourages the ZTO Express has gradually secondary use of idle packaging, replaced iron truck bodies with and gradually guides outlets and aluminum allov arc bodies to consumers to increase reduce fuel consumption environmental awareness

Note:

1. ESG data as of fiscal year end of 2020; full 2020 ESG report can be downloaded from http://zto.investorroom.com



Sustainability Through Continuous ESG Practices¹ (Cont'd)

Ratio of e-commerce

postal/express items

without repackaging

Newly added packaging

wastes recycling devices

21,000

70%



Green Objectives

 ZTO takes an active role and has set up the overall green development objective based on the requirements of State Post Bureau. In 2020, ZTO took concrete actions to promote the green development of the express delivery industry

> Ratio of packaging with "slim tape" below 45mm

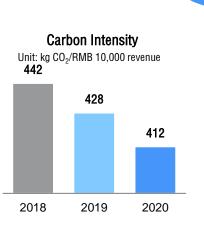
90%

By 2020

The use of recyclable transfer bags

95.2%

- Carbon Intensity has been consistently decreasing in the past 3 years
- ZTO continues to promote low-carbon development. In Jan 2021, ZTO officially joined the Science-Based Targets initiative (SBTi)



Environmental

Protection &

Corporate

Governance

Stringent Corporate Governance

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
- ESG Committee, established under the Board of Directors, will formulate and review ESG-related policies and provide advice. ESG Committee shall make corresponding ESG indicators as a whole and link the completion of the indicators with management compensation
- 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 management of investor relations, and strictly abides by the information disclosure obligations under the U.S. securities and exchange rules, Hong Kong Listing Rules, the NYSE Listing Requirements and other applicable laws and regulations
- In 2020, the Company published over 80 press releases, announcements and related documents, hosted meetings with over 1000 institutional investors, and participated in more than 40 roadshows. The stock was covered by over 40 major domestic and foreign securities firms and investment banks

Note:

1. ESG data as of fiscal year end of 2020; full 2020 ESG report can be downloaded from http://zto.investorroom.com

Sustainability Through Continuous ESG Practices¹ (Cont'd)



Consolidating Business Management and Governance

Strengthening Procurement **Management**

ZTO attaches great importance to the compliance management of suppliers. It published the Code of Conduct for Partners. In 2020, ZTO launched the supplier portal system, admitting 22 suppliers and involving 165 enterprises



Safeguarding Labor Rights

Equality & Diversity

By referring to International Labour Organization conventions, ZTO' s employee policy promotes:

- Equal & diversified employment
- Equal pay for equal work
- Gender equality
- Trade union for democracy
- No child labor or forced labor



Protecting Intellectual Property ZTO formulated the IP

development strategy. constructed the IP management system, and introduced the supporting system. By 2020, ZTO applied for 389 patents and 195 software copyrights



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

Social





Working Safety

ZTO firmly implemented work safety policy with excellent results:

- Fully execute real-name delivery, pickup inspection, and machine inspection policies;
- Lost time incident rate (LTIR) has declined for 3 consecutive vears

Anti-corruption

ZTO developed and issued the Code of Conduct for Honest Practice and strengthened anti-corruption training, creating a good environment of diligence, integrity, and honesty

Note:

1. ESG data as of fiscal year end of 2020; full 2020 ESG report can be downloaded from http://zto.investorroom.com

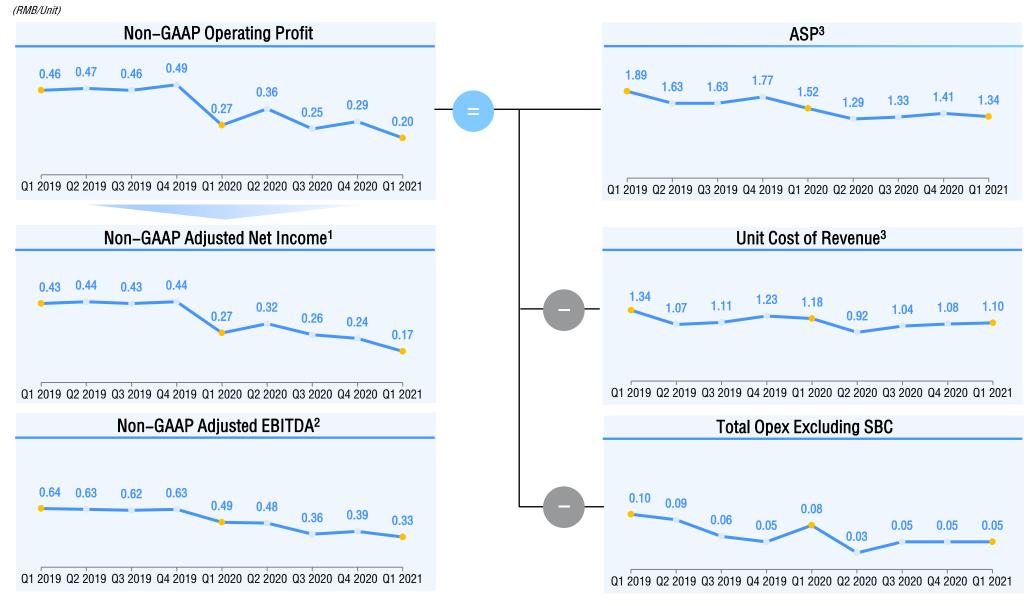


FINANCIAL OVERVIEW



Strong Unit Economics





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

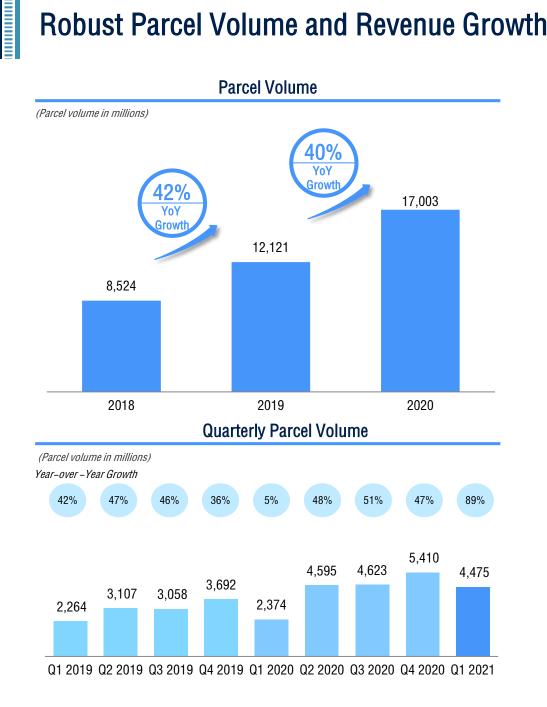
Source: 1. Adjusted net income is defined as net income before (i) share-based compensation expense, (ii) gain on disposal of equity investees , (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investee

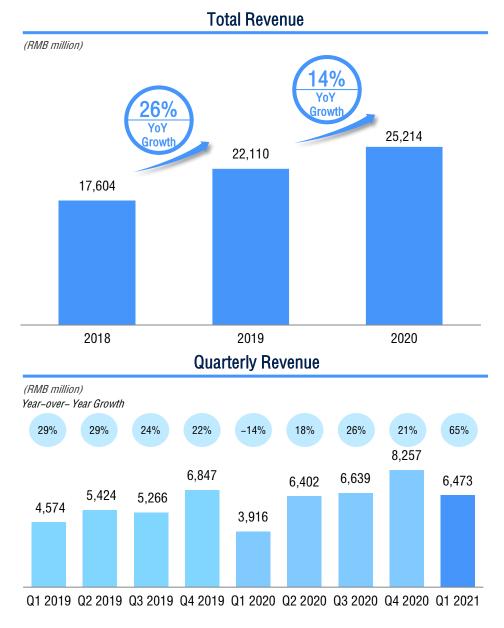
Adjusted EBITDA is defined as net income before depreciation, amortization, interest expenses and income tax expenses, and further adjusted to exclude (i) shared-based compensation expense, (ii) gain on disposal of equity investees, (iii) impairment of equity investments and (iv) unrealized gain from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



Robust Parcel Volume and Revenue Growth





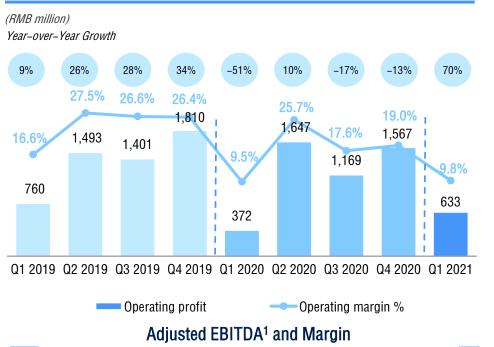




Strong Profitability and Margins





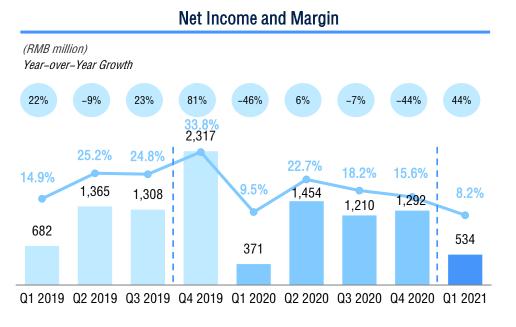


(RMB million) Year-over-Year Growth 31% 29% 28% -19% 11% -11% 24% I I 34.2% 36.2% 35.8% 34.2% 31.5% 30.0% 25.7% 25.2% 2.187 2.34422.4% 2,119 1,963 1,887 1.6751,450 1,441 1,173 Q1 2019 Q2 2019 Q3 2019 Q4 2019 Q1 2020 Q2 2020 Q3 2020 Q4 2020 Q1 2021

Notes: Adjusted EBITDA

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



Adjusted Net Income² and Margin

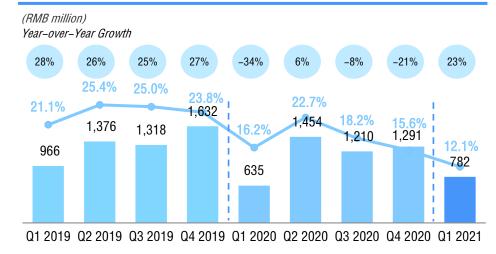
---- Net Profit margin %

-----Adjusted net income margin%

24

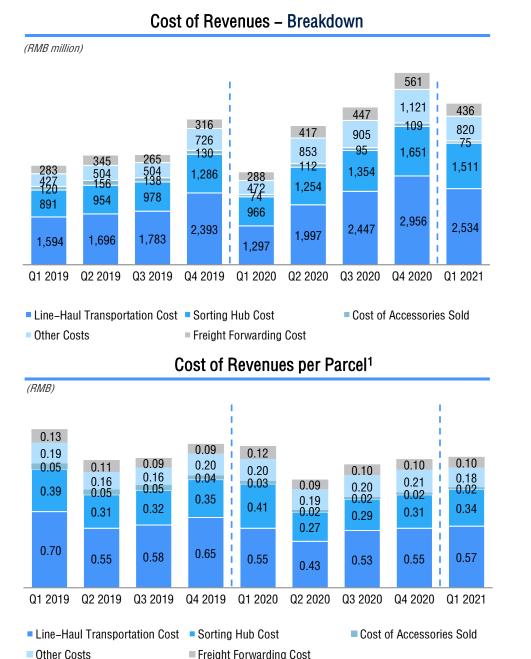
Net income

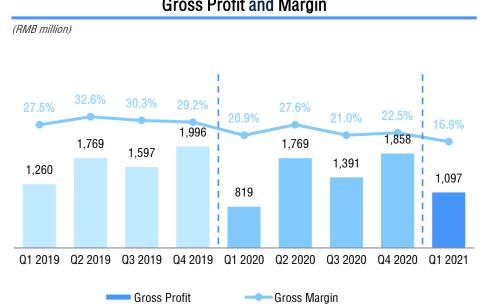
Adjusted net income



Continuous Cost Efficiencies and Productivity Gains







Key Observations on 1Q 2021 Results

Line-haul transportation cost

- Expiration of federal toll road fee waiver policy from mid–February to early May 2020 during the pandemic
- Lower domestic diesel price during the pandemic outbreak last year
- Increased usage of more self-owned higher-capacity
- Sorting hub cost
 - Increased number of automated sorting equipment with higher utilization
- Cost of accessories sold per parcel
 - Increased usage of lower-costed single-sheet digital waybill
- 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



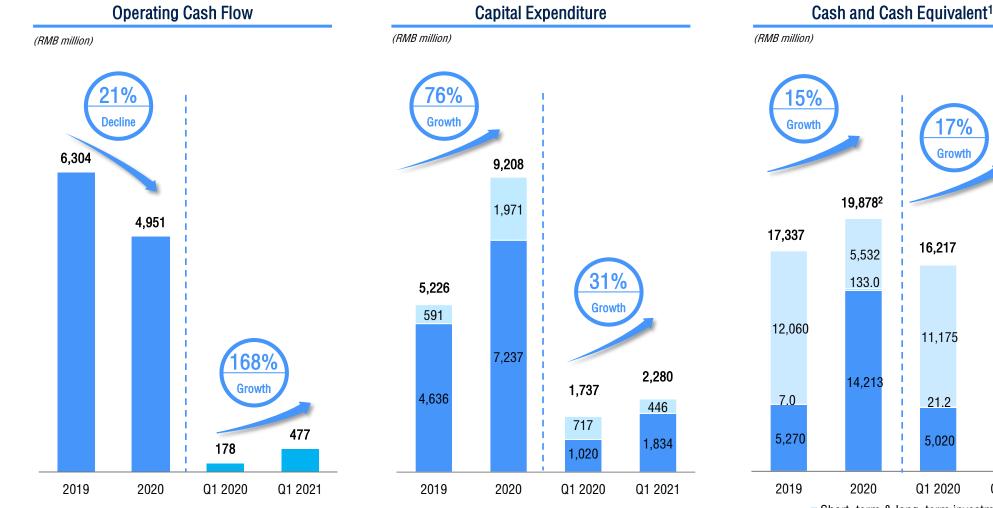
1. Cost of revenues per parcel is calculated based on costs of revenues divided by the number of parcels handled in a given quarter

Gross Profit and Margin

Abundant Cash Reserves Supports Continued Investment in Growth



18,981



Purchases of Land Use Rights

Purchases of Property, Equipment and Vehicles



Notes:

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

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



Reconciliation of GAAP to Adjusted / Non–GAAP Measures												通快递 EXPRESS	
	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	Mar 31, 2021
Adjusted EBITDA	RMB '000												
Net Income	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	533,52
Add: Depreciation	176,197	186,200	202,669	243,940	271,423	283,409	288,818	366,459	392,580	408,426	453,818	503,814	477,24 ⁻
Add: Amortization	10,670	12,693	11,709	9,641	11,293	14,676	13,882	14,606	15,648	17,602	25,390	23,184	25,65
Add: Interest Expenses	773	3	4	-	-	-	-	-	291	9,134	13,707	12,174	15,58
Add: Income Tax Expenses	154,280	350,858	201,355	222,639	191,858	288,803	266,297	331,337	129,772	298,302	(27,845)	289,605	149,638
EBITDA	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	1,201,638
Add: Share–based Compensation Expense	199,744	27,983	10,876	10,876	284,264	10,800	10,800	10,800	264,154	_	_	_	248,027
Add: Impairment of the investments	_	_	_	-	-	-	-	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	1,099,119	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	1,449,665
Adjusted EBITDA margin	31.01%	36.21%	34.79%	31.38%	31.50%	36.19%	35.84%	34.24%	30.00%	34.16%	25.24%	25.67%	22.40%
Adjusted Net Income	RMB '000												
Net Income	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	533,526
Add: Share–based Compensation Expense	199,744	27,983	10,876	10,876	284,264	10,800	10,800	10,800	264,154	-	-	_	248,027
Add: Impairment of the investments	-	_	-	-	-	-	-	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	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	781,553
Adjusted Net Margin	21.36%	26.10%	25.00%	22.92%	21.13%	25.37%	25.04%	23.83%	16.22%	22.70%	18.23%	15.63%	12.07%



THANK YOU

4.5m

奉福都是奋斗出来的!

