



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 2021, our management quotes and our financial outlook for 2022.

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 2021 are preliminary, unaudited and subject to audit adjustment. In addition, we may not meet our financial outlook for 2022 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.



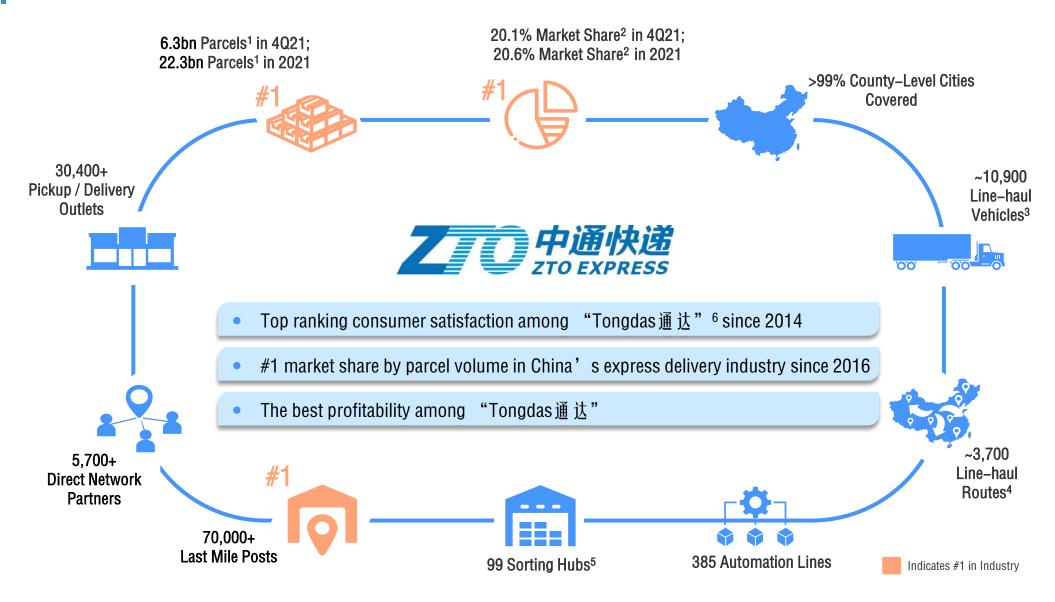
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Leading Express Delivery Company in China





Notes: Data as of 4Q21 unless otherwise indicated

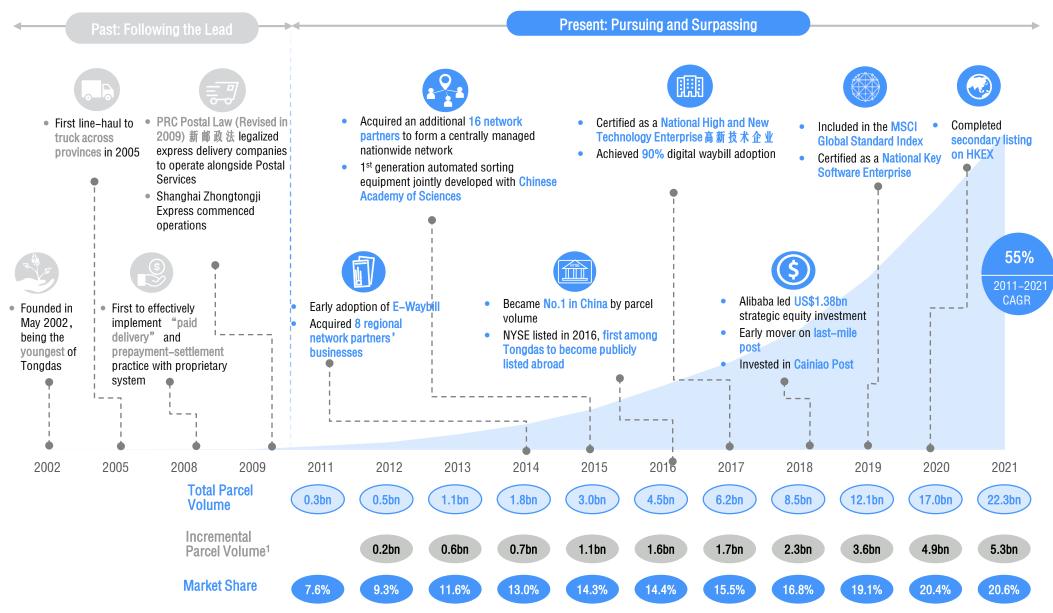
Source: 1. "Parcels" or "Parcel volume" in any given period is defined as the number of parcels picked up using ZTO waybills

- 2. In terms of parcel volume calculated based on data from State Post Bureau
- 3. Includes approximately 10,900 self-owned vehicles with over 9,000 high capacity 15-17 meter trailer trucks
- 4. Line-haul routes between sorting hubs only
- 5. Includes 88 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")





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

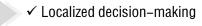


Network Scalability

Rapid geographic coverage expansion

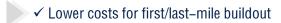


Flexibility





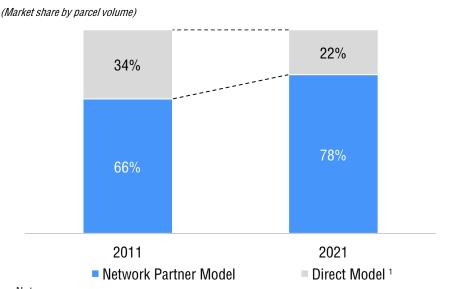
Capital Efficiency



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 Zhongtian system 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



Note:

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

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







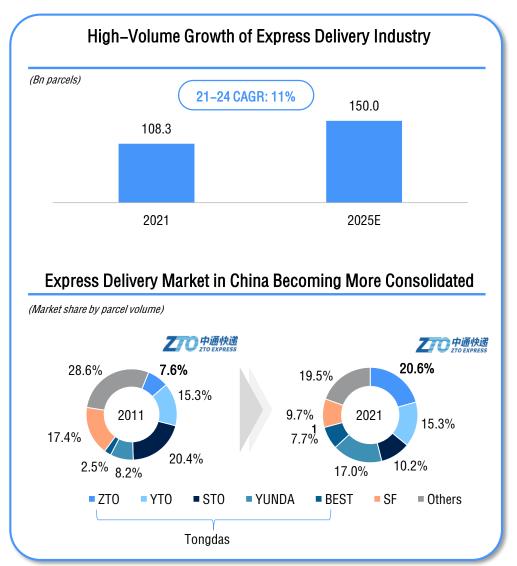
1 Significant Market Growth Opportunities



Market Opportunities

Sustainable Growth Prospect of Express Delivery Industry **High Internet and Digital Commerce Penetration** 1,032mm Internet users in China Online shoppers in China as of Jun 2021 as of Dec 2021 E-Commerce as a Major Growth Driver for Express Delivery (RMB trn) 24.5% 21-24 CAGR: 20.9% 32.4% 19.1 10.8 2021 2024E E-Commerce Penetration Rate Online Retail Sales of Physical Goods

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

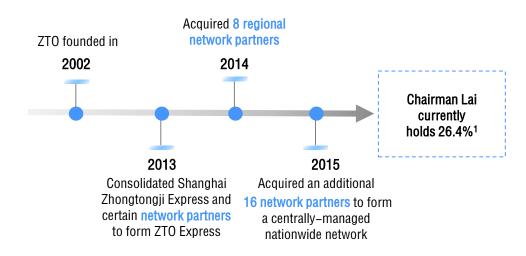
- Outlets only relied on pickup fee to operate
 - Outlets with higher delivery volumes relative to pickup volumes (e.g. due to geographic disparity, uneven nature of economic development) are less sustainable
- Negatively impacted outlets' service quality and network stability

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

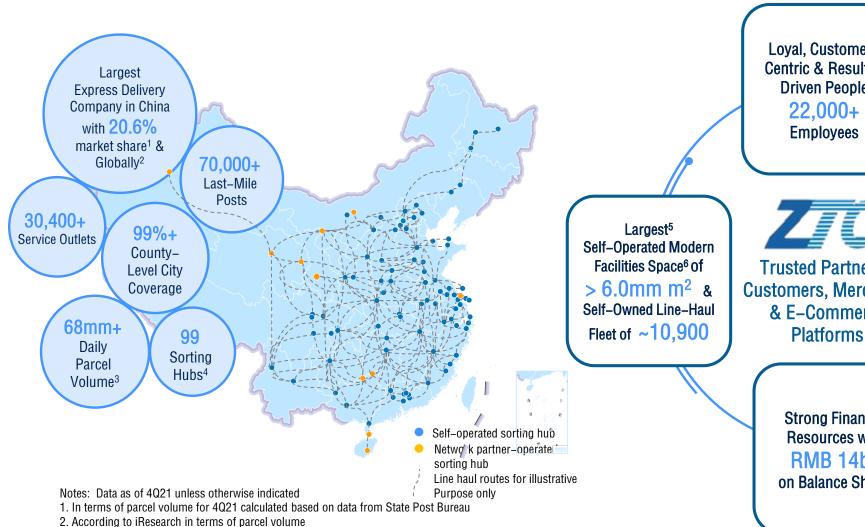


- Certain major network partners became shareholders of ZTO and united under a common goal
- Share-swap transactions fairly priced and with transparency
- The reorganization has aligned interests, built trust and forged loyalty, and laid the foundation for network stability

Superior Scale & Reach



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



Loyal, Customer-Centric & Results-**Driven People** 22,000+ **Employees**

Trusted Partner to Customers, Merchants & E-Commerce

Stable Partner Network <5% churn

Strong Financial Resources with RMB 14bn on Balance Sheet⁷

- 3. Daily volume calculated by 4Q21 parcel volume divided by 92 days
- 4. 88 self-operated sorting hubs and 11 network partner-operated sorting hubs
- 5. According to iResearch
- 6. Land area for self-operated sorting hubs including self-owned land and leased from third-parties
- 7. Including cash and cash equivalents, short-term investments and long-term investments



Superior Scale & Reach (Cont'd)



Our Multi-Functional Last-Mile Posts













Applications





Retail **Training**

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

Largest

number of posts among peers¹

Early-Mover Lead in

establishing last-mile posts in strategic locations with customer access

70,000+ As of 4021

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



Best-in-Class Operational Capabilities and Cost Efficiencies Enabled 2007 by Technology



Cost leadership with high operational efficiencies driven by continuous innovations

Line-Haul Transportation

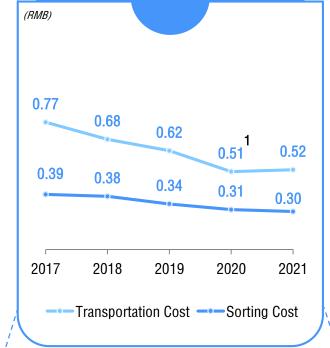


- Largest self-owned line-haul fleet of ~10,900 vehicles
- Systematic upgrade with high-capacity trailers
- Data-driven route planning and safety monitoring



- 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

DECREASING COST PER PARCEL



Sorting Technologies



- 385 automated sorting lines in service as of 4Q21
- 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 E

Best-in-Class Operational Capabilities and Cost Efficiencies Enabled 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"

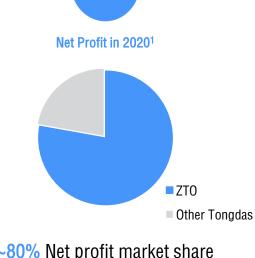




Strong In-house R&D Capabilities

- Certified as "High and New Technology Enterprise" since 2017 with significant tax benefits
- 1,400+ tech talents
- 258 software copyrights
- 491 trademarks
- 134 patents

INDUSTRY LEADING PROFITS



~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 Al 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

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



Jianfa Lai Director and Vice President of Operations

20 years of experience in express delivery industry



Jilei Wang
Director and
Vice President of
Infrastructure
Management

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



Huiping Yan Chief Financial Officer

- Over 30 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



Performancebased KPIs

Results-oriented performance metrics



Advancements & Eliminations

- Emphasis on internal promotion
- Fair competition for true talents



Incentive Programs

Equitable management incentives to reward performance



Talent Development

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

Consistent Achievements in Corporate Strategy



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

Superior Service Quality



Leading Position in Cainiao Index¹ in 4Q21



#1 Highest
Customer satisfaction (2014 – 4021) amongst Tongdas²

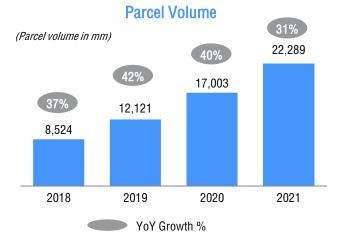


per million
Monthly average effective complaint rate ² in three consecutive years

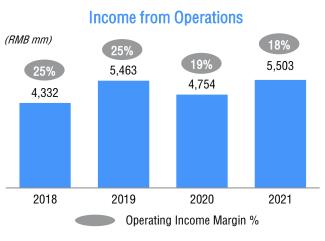
(%) 1.3% 19.1% 20.4% 20.6% 2018 2019 2020 2021

% Increase in Market Share

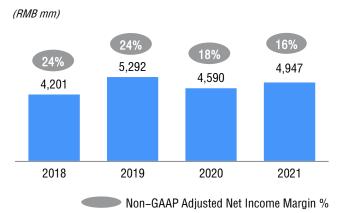
Increasing Market Share



Sustained Profitability



Non-GAAP Adjusted Net Income³



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

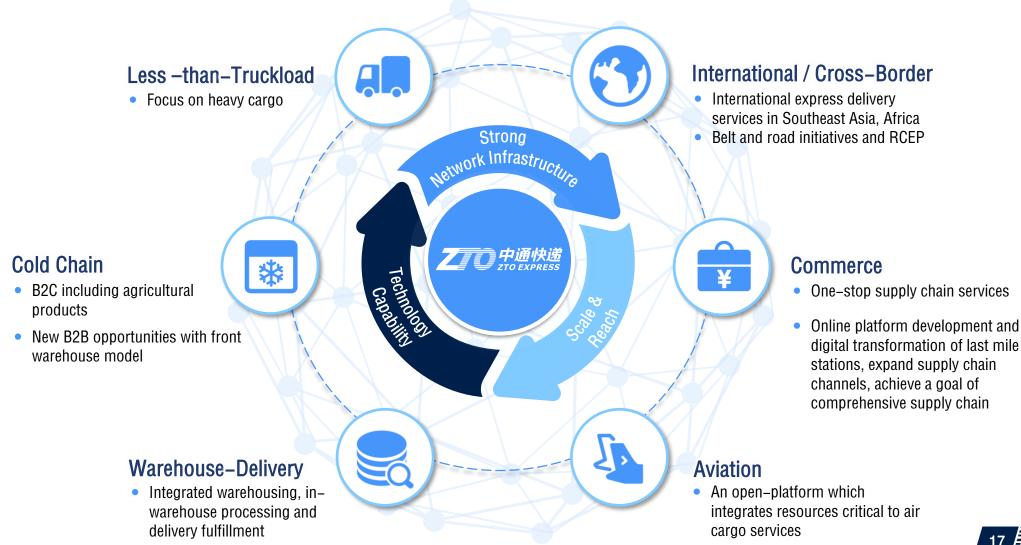




Adjacent Expansion Beyond Express Delivery



We will continue to differentiate and enrich our service offerings, and leverage our core capabilities to consolidate resources in the logistics space



8

Sustainability Through Continuous ESG Practices¹



Green Packaging

Green Development

E-waybills



A single-sheet e-waybill can save ~45% thermal paper consumables compared with a two-sheet e-waybill

 By 2020, the adoption rate of e-waybills in the whole network had reached 99.93%

 Single–sheet e–waybill was introduced in 2019 and its adoption rate reached 91.4% by 2020

equivalent to reducing the felling

of 520,000 fast–growing eucalyptus trees in 2020

Eco-friendly Packaging Bags

 The green recyclable transit bags can be used for over 100 times.
 ZTO can replace the use of about 900 million disposable woven bags annually, and reduce about 81,000 tons of garbage By 2020, ZTO put in use nearly million green recyclable transit bags



Reduced Use of Consumables and Secondary Recovery

ZTO continues to promote the "Recycling Program", covering over 20,000 outlets



- ZTO actively promotes the use of recyclable packaging and filling materials to improve resource recycling
- The Company encourages the secondary use of idle packaging, and gradually guides outlets and consumers to increase environmental awareness

Green Transportation

- ZTO increases use of high capacity trailer trucks with better fuel efficiency, reducing fuel consumption per parcel by ~55% and pollutant emissions by ~70%
- Green fleet powered by electricity and liquefied natural gases (LNGs) are used across the whole network

By 2020,~7,900 high–capacity trailer trucks had been put in use

Over 86% of the self-own fleet are National V & VI standards



Environmental Protection

Green Equipment

By 2020, 339 sets of large/small automated sorting equipment were put in use





- ZTO uses a large number of automated sorting equipment, which saves time and labor costs, while reducing the rate of damage to express items and the amount of consumables. This facilitates the recycling and reuse
- ZTO Express has gradually replaced iron truck bodies with aluminum alloy arc bodies to reduce fuel consumption

Sustainability Through Continuous ESG Practices¹ (Cont'd)



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)

Ratio of e-commerce postal/express items without repackaging

70%

Newly added packaging wastes recycling devices

21,000

Environmental
Protection &
Corporate
Governance

Carbon Intensity Unit: kg CO₂/RMB 10,000 revenue 442 428 412 2018 2019 2020

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

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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 Academy, the company organized a series of talent echelon training and business support training, and initiated the Management Trainee Program to cultivate future leaders



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



LTIR

Unit: per 200,000 labor–hours
1.28

0.91

0.68

2018
2019
2020

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 years

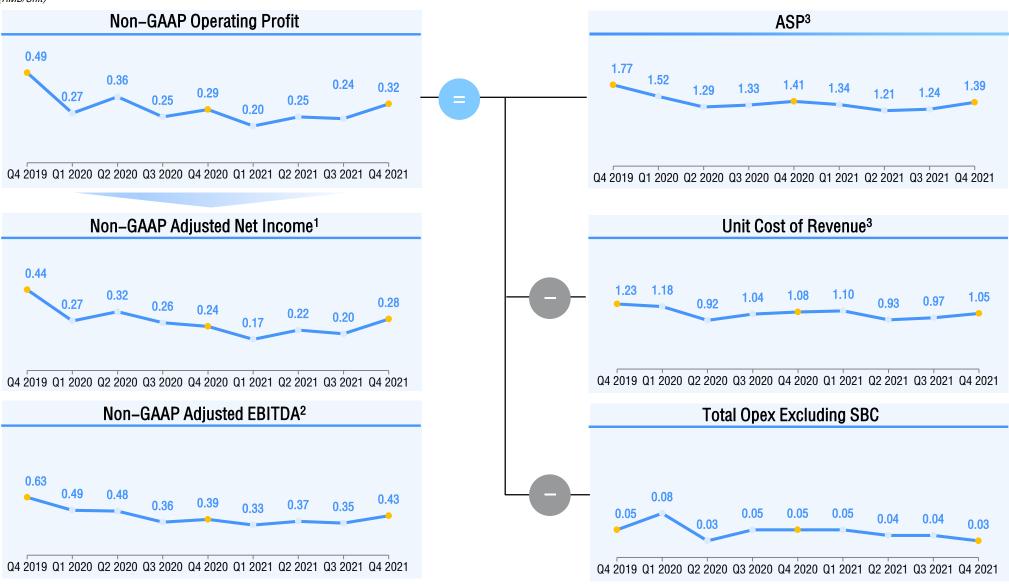




Strong Unit Economics

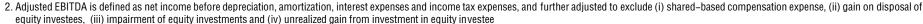


(RMB/Unit)



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



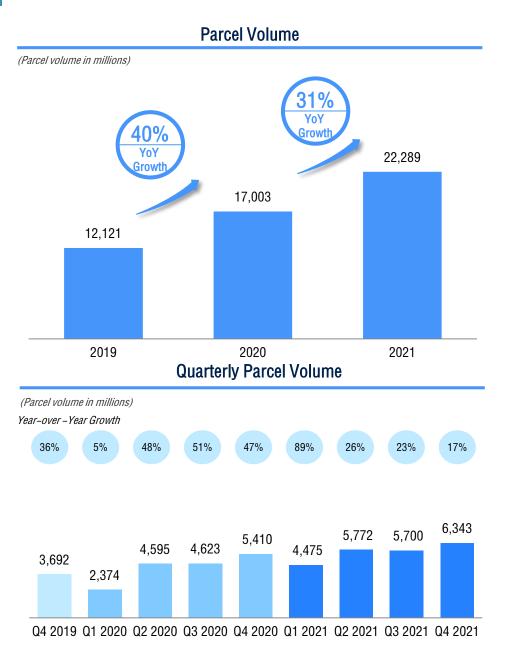


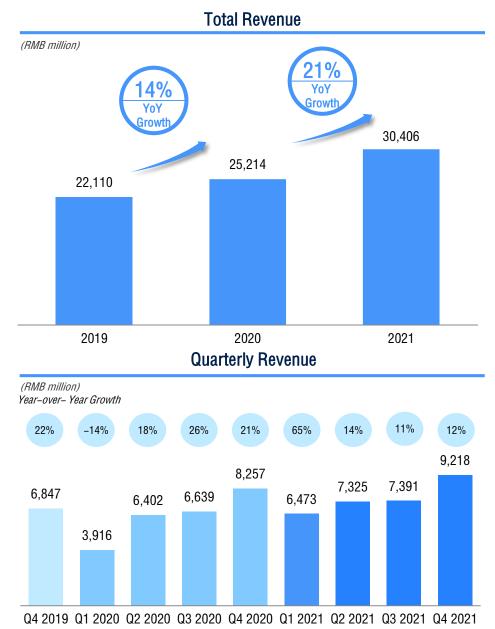




Robust Parcel Volume and Revenue Growth



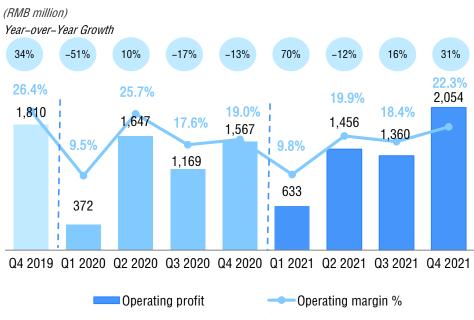




Strong Profitability and Margins



Income from Operations and Margin



Adjusted EBITDA¹ and Margin

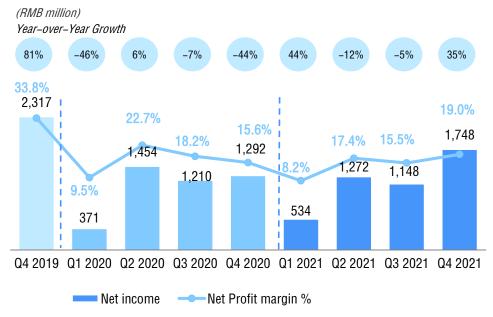


----Adjusted EBITDA Margin %

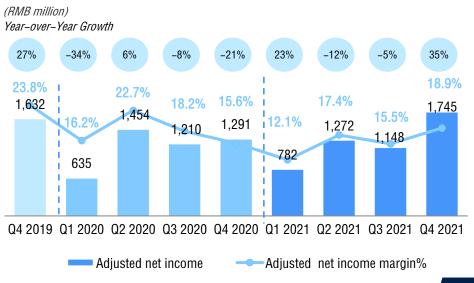
Adjusted EBITDA

Notes:

Net Income and Margin



Adjusted Net Income² and Margin



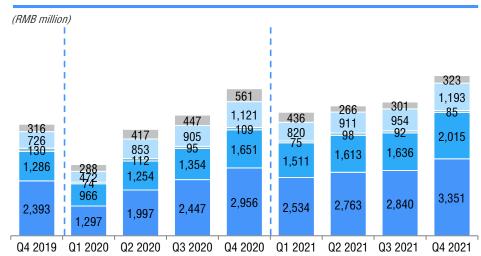
- Adjusted EBITDA is a non-GAAP financial measure, which is defined as net income before depreciation, amortization, interest expenses and income tax expenses, and further adjusted to exclude (i) shared-based compensation expense; (ii) gain on disposal of equity investees, (iii) impairment of equity investments and (iv) unrealized gain from investment in equity investee
- 2. 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



Continuous Cost Efficiencies and Productivity Gains



Cost of Revenues - Breakdown



■ Line-Haul Transportation Cost ■ Sorting Hub Cost

Cost of Accessories Sold

Other Costs

Freight Forwarding Cost

Cost of Revenues per Parcel¹



Line-Haul Transportation Cost
Sorting Hub Cost

Sorting Hub Cost

Cost of Accessories Sold

Other Costs

Freight Forwarding Cost

Gross Profit and Margin





Key Observations on 4Q 2021 Results

Line-haul transportation cost

- Increased usage of more self-owned higher-capacity vehicles
- Improved load rate
- Diesel price continued to rise

Sorting hub cost

- Increased automation–driven headcount productivity
- Increased depreciation and amortization costs from greater number of installed automated sorting equipment and facilities
- Increased labor-associated costs during peak season

Gross margin

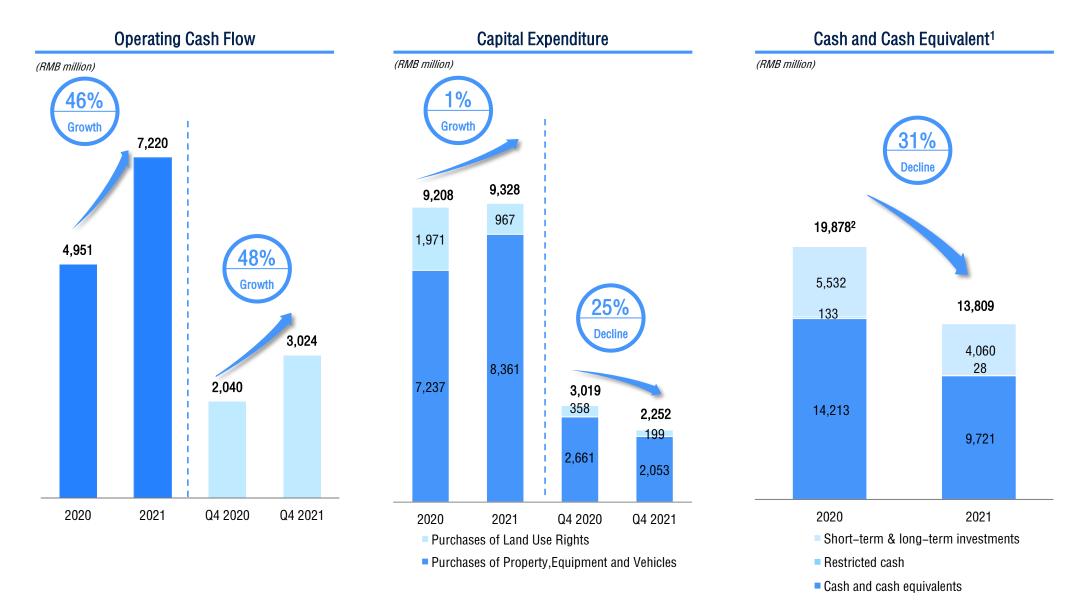
Increased due to the comprehensive influence of the following factors: (1) narrowed ASP decline, (2) cost productivity gain





Abundant Cash Reserves Supports Continued Investment in Growth





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, 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	Jun 30, 2021	Sep 30, 2021	Dec 31, 2021
Adjusted EBITDA	RMB '000												
Net Income	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	1,272,223	1,147,890	1,747,686
Add: Depreciation	243,940	271,423	283,409	288,818	366,459	392,580	408,426	453,818	503,814	495,708	530,874	508,464	567,265
Add: Amortization	9,641	11,293	14,676	13,882	14,606	15,648	17,602	25,390	23,184	25,651	33,928	29,525	30,353
Add: Interest Expenses	_	-	-	-	-	291	9,134	13,707	12,174	15,582	33,798	52,271	24,852
Add: Income Tax Expenses	222,639	191,858	288,803	266,297	331,337	129,772	298,302	(27,845)	289,605	149,638	254,859	229,525	371,429
EBITDA	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	1,220,105	2,125,682	1,967,675	2,741,585
Add: Share-based Compensation Expense	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	-	-529	-	-	-2,330	-	-	-	1,086	-	-	-	2,357
Unrealized gain from investment in equity investee	_	-	_	_	754,468	-	-	-	-	-	-	-	-
Adjusted EBITDA	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	1,468,132	2,125,682	1,967,675	2,739,228
Adjusted EBITDA margin	31.38%	31.50%	36.19%	35.84%	34.24%	30.00%	34.16%	25.24%	25.67%	22.68%	29.02%	26.62%	29.72%
Adjusted Net Income	RMB '000												
Net Income	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	1,272,223	1,147,890	1,747,686
Add: Share-based Compensation Expense	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	-	-529	-	-	-2,330	-	-	-	1,086	-	-	-	2,357
Unrealized gain from investment in equity investee					754,468	-			-	-	-	-	
Adjusted Net Income	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	1,272,223	1,147,890	1,745,329
Adjusted Net Income Margin	22.92%	21.13%	25.37%	25.04%	23.83%	16.22%	22.70%	18.23%	15.63%	12.07%	17.37%	15.53%	18.93%

