



# 4Q 2024 Operational Update

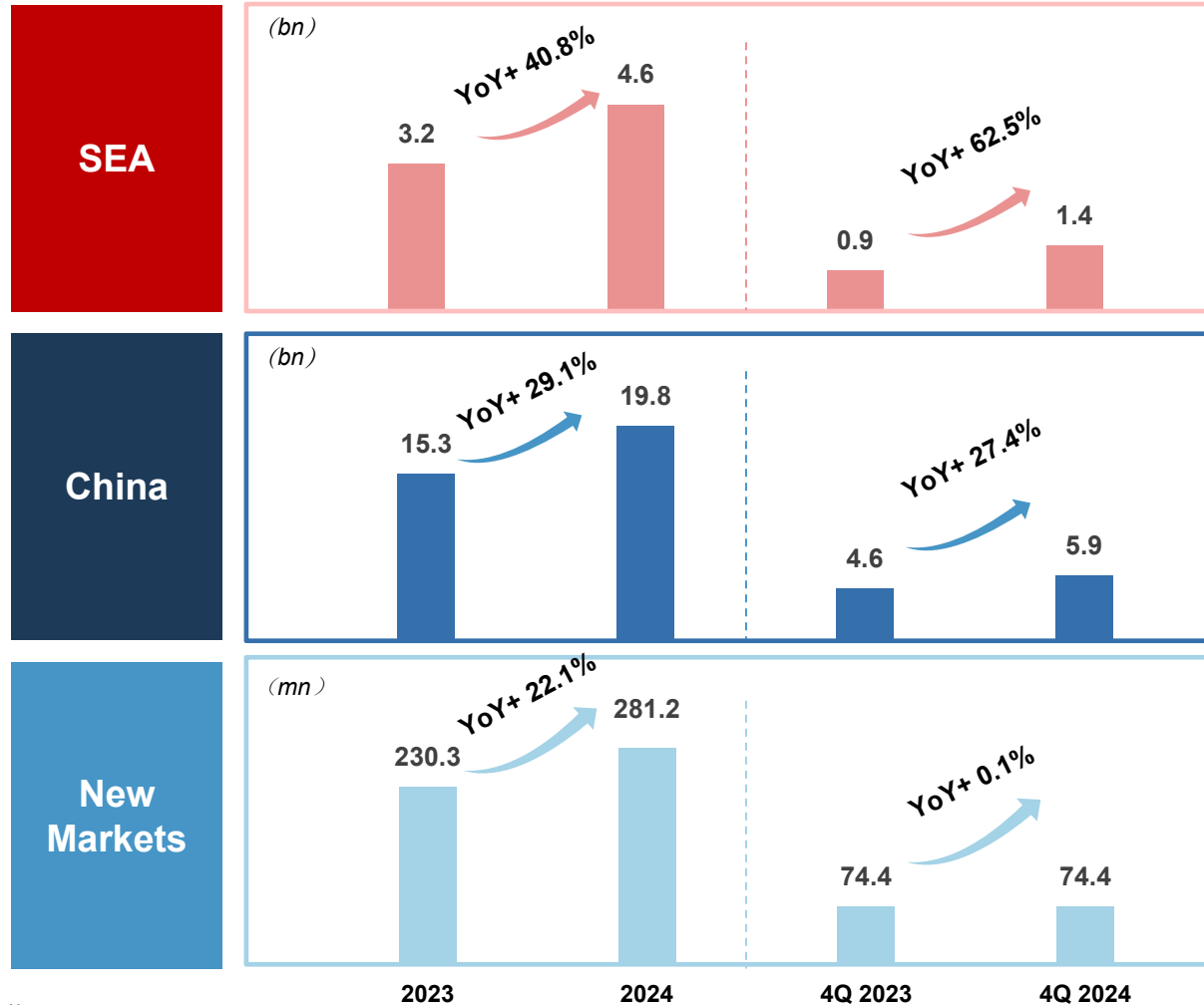
Jan. 2025



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# Business Highlights



## Company and Industry Growth Rate

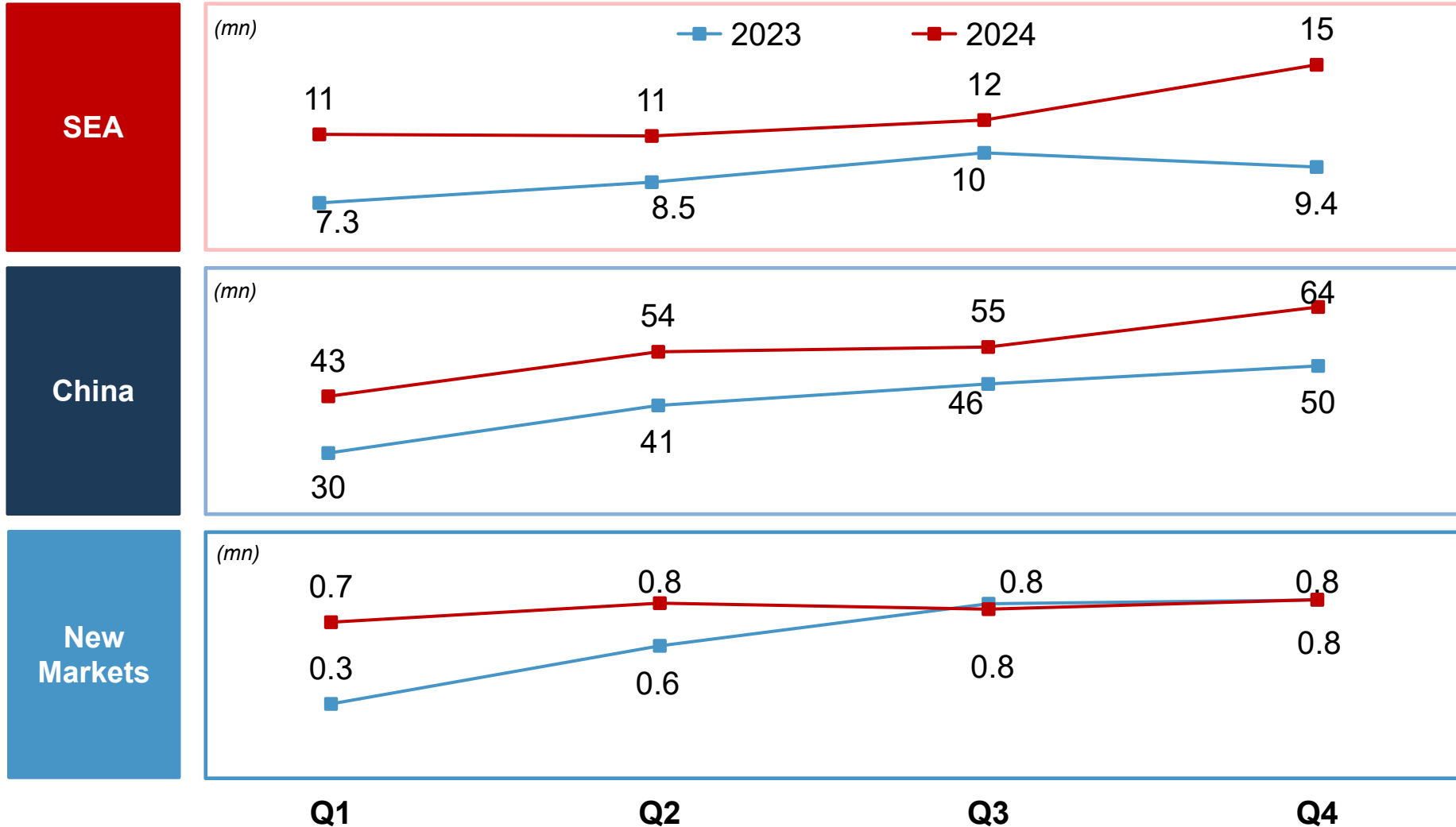
2024		2024E <sup>(1)</sup>
<b>40.8%</b>	>	~17%
Company Growth Rate		Industry Growth Rate

2024		11M2024 <sup>(2)</sup>
<b>29.1%</b>	>	21.4%
Company Growth Rate		Industry Growth Rate

2024		2024E <sup>(1)</sup>
<b>22.1%</b>	>	~21%
Company Growth Rate		Industry Growth Rate

Notes:  
 1. Source: Frost & Sullivan  
 2. Industry data sources from the State Post Bureau of the PRC

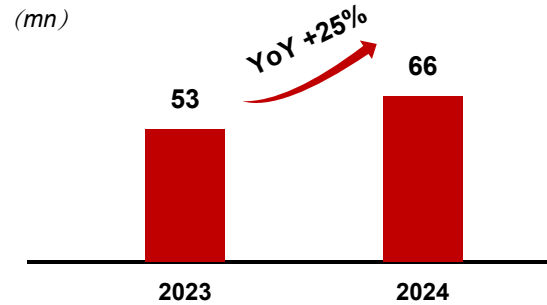
# Quarterly Average Daily Parcel Volume Trend



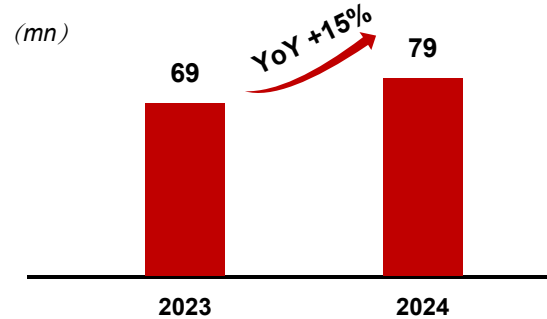
# Strong Growth in Major Shopping Festivals

## Double 11<sup>(1)</sup> Promotion Period in China

### Average Daily Volume During the Period

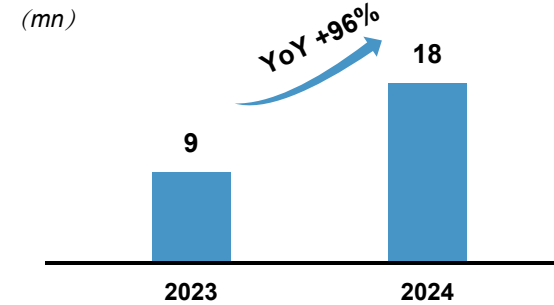


### Double 11 Period Peak Volume

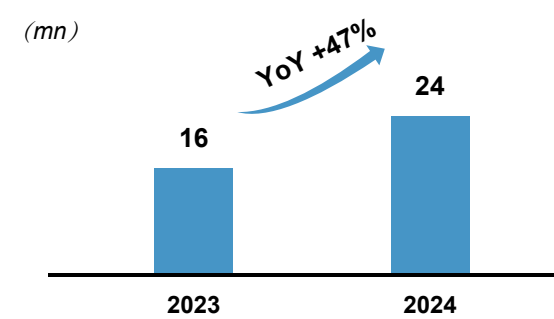


## Double 12<sup>(2)</sup> Promotion Period in SEA

### Average Daily Volume During the Period



### Double 12 Period Peak Volume



1. Double 11: 10/20-11/12

2. Double 12: 12/1-12/14

# Continuous Expansion of Non-eCommerce Platform Customer Base



- Top 2 Express Partners



- Largest Express Partner



- Collaborations in CN and SEA
- High quality customer



- Awarded '2023 Outstanding Express Partner' Prize



- Express Partner for the debut launch of iPhone 15 and 16 in TH and VN



- 4 yrs of Collaboration in TH
- Offering fast Return Service



- Well-Known Retail Brand in TH
- Collaborating for 3 yrs



- Satisfied with our service in SG
- Offering priority Pickup and Sorting service



- SEA Insurance Company
- Delivers Insurance Documents for SEA Insurers



- Brazilian Fashion Chain Stores and Independent Websites
- High Service Standard for High-Value Customers



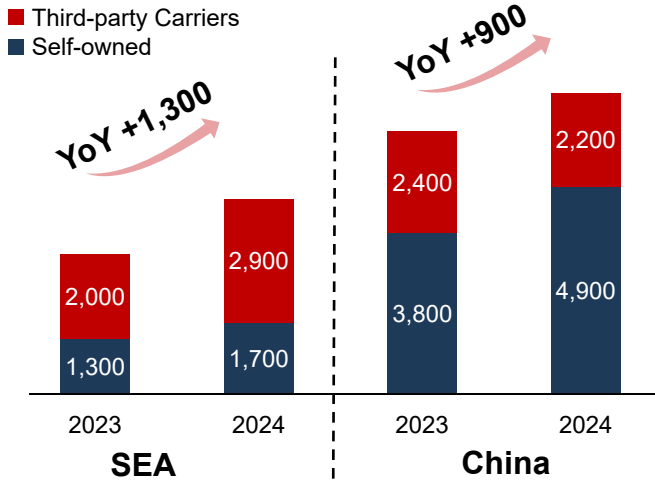
- New Client in Brazil
- Fast Customer Conversion



- Major Client in Mexico
- Provide Last Mile Service for Cross Border Parcels and Local Parcels

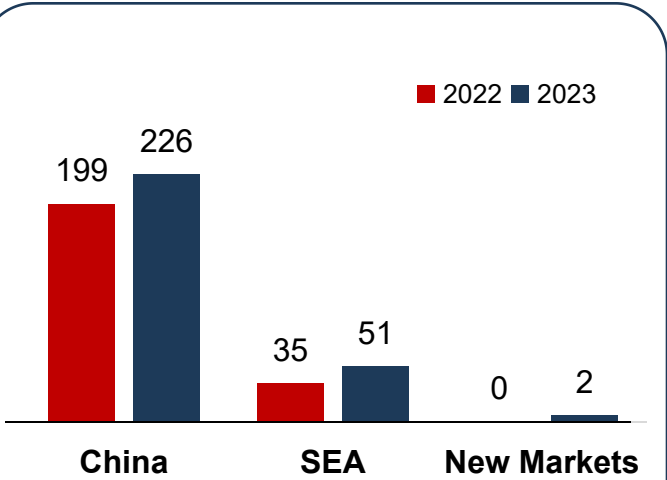
# Continuous Investment In Infrastructure

## Build an Efficient Fleet



(High-capacity vehicles)

## Continuous Investment in Automated Sorting Machines



(Automated Sorting Machines)

## Upgrade Sorting Centers

- Strategic selection of prime locations to build sorting centers to enhance network capacity and logistics efficiency
- The Yangzhou Sorting Center was put into operation before the Double 11 in 2024
- The Guangzhou Sorting Center is scheduled to commence operation in 2025.



(Yangzhou Sorting Center, China)

## Provide customers with high quality service

### International E-commerce customers



### Regional E-commerce customers



### Branded Accounts



## Equipment

- Leverage China know-how to **improve operational efficiency and reduce sorting costs**
- Added 16 sets of automated sorting machines, now total 51
- Hanoi sorting center upgraded, and 2 sets of automated sorting machines were added. The capacity was 1.5 million/day, **one of the largest and most advanced in VN**



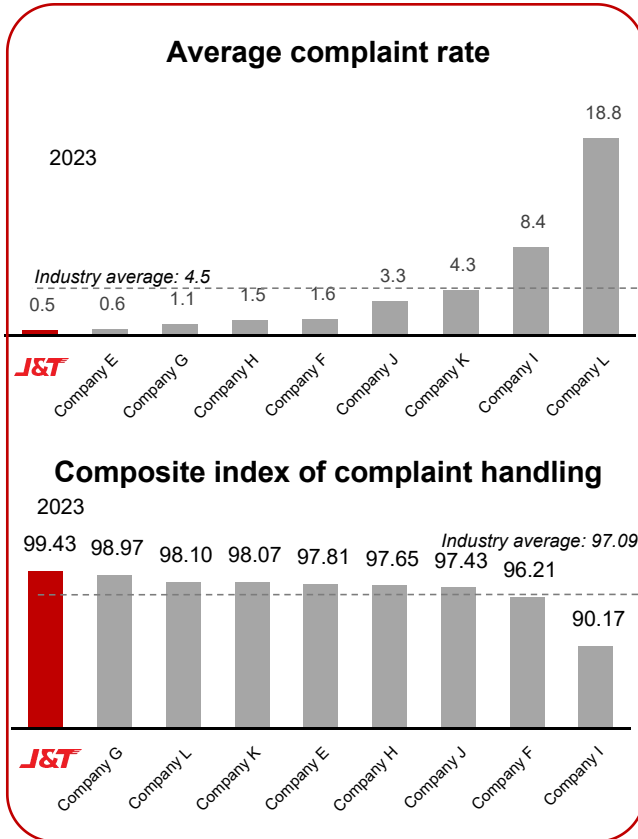
## Fleet

- Customize high-capacity and low-energy vehicles
- Introduce Chinese suppliers to open up sales channels and maintenance networks
- **Reduce transportation costs**





## Best-in-class Service Quality



## Significant Growth of Branded Customers

- Established a **special plan for branded customer development** to enhance the Company's brand image
- In Fujian, where the shoes and clothing industry is well developed, the Company has established partnership with a number of renowned shoes and clothing brands through visits and exchanges, and has gained recognition from brand customers, thereby the customers taking the initiative to promote to the whole country

## Breakthrough in Key Projects

Continuously penetrating the lower-tier markets:

(1) **Parcel aggregating business:** Cooperating with e-commerce platforms to consolidate parcels and then deliver to remote areas, such as Gansu, Qinghai and Ningxia

(2) **Assisting agriculture:** Setting up green channels for parcels of agricultural products to reduce delivery time



Notes:

1. Complaint rate refers to the number of complaints received from customers per million orders, and the data sources from the State Post Bureau of PRC

2. The evaluation parameters of the comprehensive complaint handling indicator include one-time resolution rate, overdue rate, enterprise non-standard response rate, enterprise false response rate and job satisfaction. And the data sources from the State Post Bureau of PRC

# J&T EXPRESS

