

Full Truck Alliance Co. Ltd. Releases 2024 Environmental, Social and Governance Report

GUIYANG, China, July 15, 2025 [/PRNewswire/](#) -- Full Truck Alliance Co. Ltd. ("FTA" or the "Company") (NYSE: YMM), a leading digital freight platform, today announced the release of its 2024 Environmental, Social and Governance ("ESG") report. The report highlights FTA's ongoing efforts to integrate sustainability into its core strategies and operations, underscoring the Company's progress in strengthening its ESG infrastructure and creating enduring value for stakeholders.

Mr. Peter Hui Zhang, Founder, Chairman, and Chief Executive Officer of FTA, commented, "In 2024, we executed on our ESG priorities with focus and discipline, leveraging emerging technologies such as AI, big data and cloud computing to drive operational efficiency and accelerate innovation across our platform. Amid a dynamic market backdrop, we remained committed to our long-term strategy of using technology to support sustainable growth. Our strong technological foundation and culture of innovation position us well to scale efficiency, deepen our digital capabilities and move the freight logistics industry toward a greener future."

Highlights of FTA's 2024 ESG Achievements:

Advancing Green Freight Operations

In 2024, FTA addressed the pressing challenge of carbon emissions from road transportation by leveraging intelligent freight-matching technology to optimize vehicle dispatch and reduce inefficiencies associated with "Empty Hauling, Empty Loads, and Empty Waiting" ("3E"). The platform's 3E rate decreased from 38.97% in 2020 to 34.92% in 2024, contributing to an estimated 32 million tCO₂e in carbon reductions and generating approximately RMB83 billion in economic value.

Cultivating a Safer, Smarter Freight Ecosystem

FTA strengthened freight safety and operational standards through a three-tier management system, rapid-response protocols, and stricter controls on hazardous materials and illicit activity. These measures resulted in a 100 % complaint resolution rate and a 90.35 % customer satisfaction rate following complaint handling^[1]. To further support truckers, the Company launched 12 safety education courses, attracting 780,000 participants in 2024, bolstered platform governance and expanded access to legal assistance. A new homepage cargo-recommendation tool also helped reduce average empty-haul distances by 12.25 km per order, significantly improving freight matching efficiency.

Empowering Talent for Sustainable Growth

FTA views employee development as a cornerstone of sustainable corporate growth. In 2024, the Company strengthened its end-to-end talent development framework, expanded employee benefits, and established an open communication platform to foster a respectful and inclusive workplace culture. Notably, an internal employee satisfaction survey, covering 78% of its full-time workforce, yielded an average score of 4.52 out of 5, reflecting year-over-year improvement and ongoing progress in building a more engaged, empowered and satisfied workforce.

Strengthening Governance for Sustainable Value Creation

FTA considers strong governance essential to its ability to create lasting, long-term value. In 2024, the Company reinforced its modern corporate governance framework with an emphasis on data security and privacy protection. Core operational systems achieved Level III Information Security Protection Certification, and no major data breaches were reported. All employees completed annual business ethics and compliance training, achieving a 100% participation and pass rate. FTA strengthened its risk management capabilities by implementing institutional safeguards, adopting advanced technologies and conducting internal audit oversight. These efforts highlight FTA's commitment to transparent, accountable and resilient governance practices.

For more information on FTA's sustainability initiatives and to access the full report in English, please visit the ESG section of the Company's investor relations website at ir.fulltruckalliance.com.

[1] Complaint resolution rate = Total complaints resolved and responded to in the year / Total customer complaints received. Customer satisfaction rate following complaint handling is based only on complaints filed in December 2024.

About Full Truck Alliance Co. Ltd.

Full Truck Alliance Co. Ltd. (NYSE: YMM) is a leading digital freight platform connecting shippers with truckers to facilitate shipments across distance ranges, cargo weights and types. The Company provides a range of freight matching services, including freight listing, freight brokerage and transaction services. The Company also provides a range of value-added services that cater to the various needs of shippers and truckers, such as financial institutions, highway authorities, and gas station

operators. With a mission to empower enterprises with greater logistics competitiveness, the Company is shaping the future of logistics with technology and aspires to revolutionize logistics, improve efficiency across the value chain and reduce its carbon footprint for our planet. For more information, please visit ir.fulltruckalliance.com.

Safe Harbor Statement

This press release contains statements that may constitute "forward-looking" statements, which are made 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 "may," "will," "expect," "anticipate," "aim," "estimate," "intend," "plan," "believe," "potential," "continue," "is/are likely to," and similar statements. Statements that are not historical facts, including statements about the Company'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: FTA's goal and strategies; FTA's expansion plans; FTA's future business development, financial condition and results of operations; expected changes in FTA's revenues, costs or expenses; industry landscape of, and trends in, China's road transportation market; competition in FTA's industry; FTA's expectations regarding demand for, and market acceptance of, its services; FTA's expectations regarding its relationships with shippers, truckers and other ecosystem participants; FTA's ability to protect its systems and infrastructures from cyber-attacks; PRC laws, regulations, and policies relating to the road transportation market, as well as general regulatory environment in which FTA operates in China; the results of regulatory review and the duration and impact of any regulatory action taken against FTA; the impact of health epidemics, extreme weather conditions and production constraints brought by electricity rationing measures; general economic and business condition; and assumptions underlying or related to any of the foregoing. Further information regarding these and other risks is included in the Company's filings with the SEC. All information provided in this press release is as of the date of this press release, and the Company does not undertake any obligation to update any forward-looking statement, except as required under applicable law.

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