

FOR IMMEDIATE RELEASE

Toku to Deploy its AI-powered Customer Experience Platform on Core42 Sovereign Enabled Public Cloud in the UAE

Toku's proven model for Singapore's public sector will run on Core42 Sovereign Enabled Public Cloud, the platform behind the Abu Dhabi Government's sovereign enabled cloud system

SINGAPORE, 08 October 2026 – Toku Ltd. (SGX: TKU) ("Toku" or the "Company", and together with its subsidiaries, the "Group"), a Singapore-headquartered AI-powered customer experience (CX) platform, today announced that its UAE subsidiary, Toku Technology L.L.C., has entered into an agreement with Core42, a G42 company specialising in sovereign enabled cloud and AI infrastructure, to host the Toku platform on Core42 Sovereign Enabled Public Cloud in the United Arab Emirates (UAE). The agreement was marked at a signing ceremony in Abu Dhabi on 2 October 2026.



From left to right: Thomas Laboulle, Founder and CEO of Toku Ltd. and Ahmed Labib, Vice President, Partnerships and Ecosystems, Core42 at the signing ceremony in Abu Dhabi, 2 October 2026.

Public-sector bodies and regulated enterprises in the UAE increasingly need customer interactions, recordings and platform data to remain in-country and under local jurisdiction. To support these requirements, Toku has begun onboarding its platform onto Core42 Sovereign Enabled Public Cloud, which combines Microsoft Azure infrastructure deployed within the UAE with Core42 sovereign controls, governance mechanisms, compliance monitoring capabilities and sovereign landing zone architectures,

with centralised oversight through the Core42 Insight platform. This provides Toku with the in-country infrastructure needed to support public-sector and regulated customers in the UAE.

Toku also draws on its experience in public-sector deployments in sovereign-controlled cloud environments. Singapore's Government on Commercial Cloud and Abu Dhabi's sovereign enabled cloud system share a similar principle of enabling government entities to maintain data sovereignty while harnessing hyperscale innovation. In Singapore, Toku delivered the first large-scale contact centre on that platform, for the Inland Revenue Authority of Singapore (IRAS). It serves the national taxpayer base with AI transcription and summarisation now supporting agents and supervisors. Together with Toku's UAE subsidiary and its Arabic-language AI partnership with SESTEK, both announced in September 2026, the collaboration further strengthens Toku's local capabilities in the region.

In March 2025, the Department of Government Enablement – Abu Dhabi (DGE), on behalf of the Abu Dhabi Government, announced an agreement with Microsoft and Core42 to implement a sovereign enabled cloud system. Core42's cloud environment currently supports more than 47 Abu Dhabi government entities, in line with the Abu Dhabi Government's ambition to become the world's first fully AI-native government by 2027. Powered by Microsoft Azure, Core42 Sovereign Enabled Public Cloud provides the sovereign enabled cloud environment through which Toku can apply the technology, deployment experience, and operating standards developed through its work in Singapore to public-sector institutions in the UAE.

Thomas Laboulle, Founder and CEO of Toku, said: "The Middle East shows why we built Toku for complex, fragmented markets, where regulation, language, and infrastructure requirements change from one jurisdiction to the next, and where data residency is not negotiable. In Singapore, our work with IRAS set the standard for how we deliver to government through national scale, government-grade controls, and AI that agents use every day. Abu Dhabi has chosen the path Singapore took, government services on hyperscale cloud, under sovereign controls, and Core42, as part of G42, is building that foundation. This agreement puts Toku's platform on it, so public-sector and regulated customers can adopt it without compromising on where their data sits."

Ahmed Labib, VP Partnerships and Ecosystems, Core42, added: "Government contact centres handle large volumes of personal data, and in the UAE that data belongs on sovereign enabled infrastructure. Toku brings a customer experience platform with a track record in Singapore's public sector. Core42 Sovereign Enabled Public Cloud gives it a home in the UAE, with data residency controls and sovereign governance managed through Core42 Insight. Government entities and regulated industries now have a practical, in-country route to modernise how they serve citizens and customers."

The agreement supports the Group's expansion in the Middle East, identified in its Offer Document as one of its principal growth levers, where coverage has grown from two markets to eight since December 2025. It also advances Toku's "infrastructure without boundaries" approach, enabling customers to deploy the platform across commercial cloud, government and sovereign enabled cloud, private data centres or hybrid environments, according to their regulatory requirements and without dependence on a single cloud provider. The Group is also participating in several public-sector tenders with partners in the region.

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About Toku

Headquartered in Singapore, Toku Ltd. (SGX Catalist: TKU) is a cloud-native, AI-powered customer experience platform purpose-built for enterprises operating in complex, multi-market environments. With

deep roots in the APAC region and an expanding global footprint, Toku's modular 360° CX Platform orchestrates customer interactions across voice, chat, email and digital channels while managing regulatory, linguistic and infrastructure complexity at scale.

Built on end-to-end ownership of its technology stack, from carrier-grade connectivity to AI applications, Toku delivers enterprise-grade security, reliability and deployment flexibility across commercial cloud, private data centres and hybrid environments. Its AI capabilities include transcription, summarisation, sentiment analysis, conversation analytics and governed virtual agents, designed to integrate seamlessly with enterprise systems and customer data.

Trusted by leading enterprises and public-sector organisations, Toku helps organisations streamline operations, scale customer engagement and deliver consistent experiences in fragmented markets worldwide.

For more information about Toku, visit toku.co.

About Core42

Core42, a G42 company, empowers individuals, enterprises, and nations to unlock the full potential of AI through its comprehensive enablement capabilities. As a leading provider of sovereign enabled cloud, AI infrastructure, and services, our mission is to accelerate the achievements of others and help them reach their most ambitious goals. We are building the digital backbone that powers AI-native societies. We operate the G42 Intelligence Grid that turns compute into tokens at massive scale and functions as a global factory for manufactured intelligence. These foundations are essential to deploy advanced AI, unlock proprietary data, and drive real outcomes. To learn more, please visit www.core42.ai and follow [Core42 LinkedIn](#), [Core42 Instagram](#) and [Core42 X](#).

For more information press@core42.ai

Forward-Looking Statements

This press release contains forward-looking statements regarding Toku's expansion plans and business strategy. These statements are based on current expectations and assumptions and are subject to risks and uncertainties that could cause actual results to differ materially. Toku undertakes no obligation to update these statements to reflect subsequent events or circumstances.

Sponsor's Statement

Toku Ltd. (the "Company") was listed on Catalist of the Singapore Exchange Securities Trading Limited (the "Exchange") on 22 January 2026. The initial public offering of the Company was sponsored by PrimePartners Corporate Finance Pte. Ltd. (the "Sponsor"). This press release has been reviewed by the Sponsor. It has not been examined or approved by the Exchange and the Exchange assumes no responsibility for the contents of this press release, including the correctness of any of the statements or opinions made or reports contained in this press release. The contact person for the Sponsor is Ms. Ng Shi Qing, 16 Collyer Quay, #10-00 Collyer Quay Centre, Singapore 049318, sponsorship@ppcf.com.sg.

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