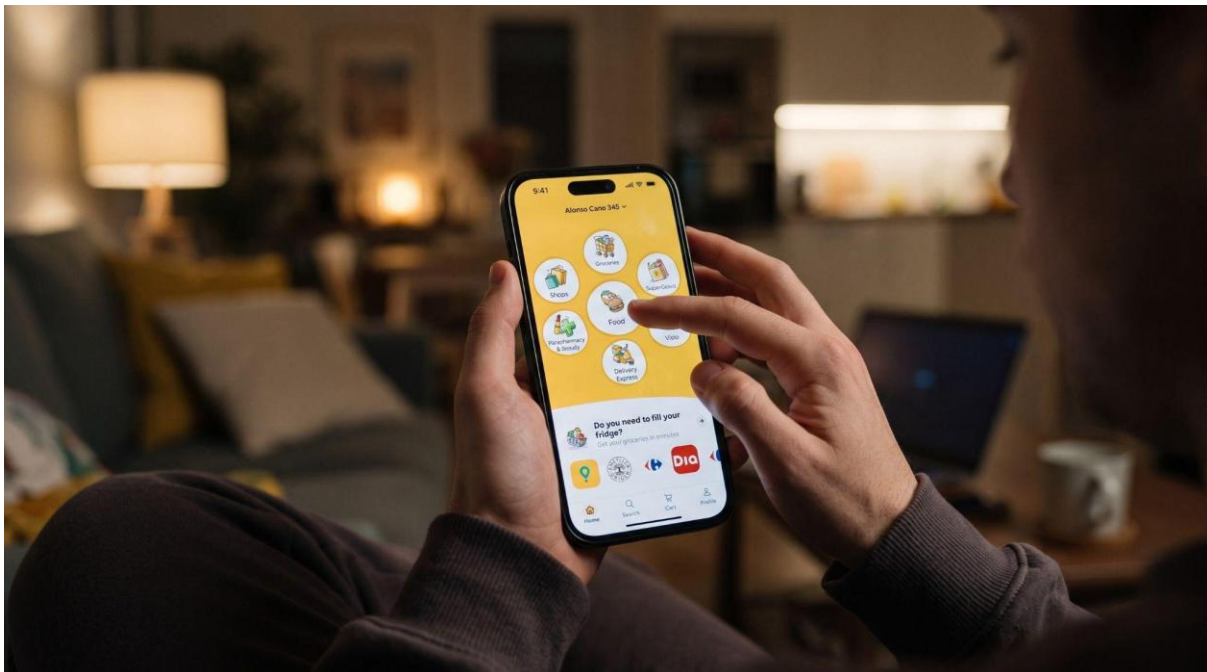


FOR IMMEDIATE RELEASE

Toku Deploys Contact Centre for Glovo Across 21 Markets in Seven Weeks

Four deployment waves in four days took Toku Contact Centre live for Glovo under a new order, in Toku's fastest deployment of this scale.



- **Scope:** Glovo's customer service operation across 21 markets in Europe, Central Asia and Africa, with 70 call flows
- **Delivery:** kick-off on 15 August 2026 and go-live on 2 October 2026; four deployment waves in four days, with a rehearsed rollback that was never needed
- **Context:** a new order separate from the sales operations agreement announced in February 2026, under which Glovo's sales teams went live on Toku in four markets in June 2026

SINGAPORE, 22 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, has deployed Toku Contact Centre for Glovo, the Barcelona-headquartered multicategory on-demand app, across 21 markets in Europe, Central Asia and Africa, under a new order covering Glovo's customer service operation. The

deployment is live, and Glovo's contact centre teams now handle calls on Toku in every market.

Glovo moved to Toku Contact Centre across all 21 markets, running on Toku's cloud-native platform, while its operations stayed live. Every country has its own operator, numbering and routing, so each market was effectively a separate deployment with its own requirements. The programme included 70 call flows, the routing rules that decide how each call is handled.

Toku has built its business in complex, fragmented markets like these, with customers across Asia Pacific, Latin America and the Middle East. The Glovo deployment draws on that experience.

Thomas Laboulle, Founder and CEO of Toku, said: "Deploying a contact centre across 21 countries while it is live is like changing the engines of a plane in flight, because you cannot land to do it. Our team and Glovo's worked as one across three continents to make that happen in about seven weeks. It shows what Toku Contact Centre and our delivery team can do at this scale."

Kick-off was on 15 August 2026 and go-live on 2 October 2026, seven weeks later. Enterprise contact centre migrations of this size are typically planned over six to twelve months, according to published industry guidance. Go-live week ran in four waves over four days, with a rollback path that was rehearsed in advance and never needed.

Aleix Capdevila, Senior Director Marketplace Experience at Glovo, added: "Scaling our customer operations across 21 diverse markets while keeping services live for our users is an incredible operational challenge. Toku's technical expertise and close collaboration with our IT and operations teams enabled us to execute this massive migration in just seven weeks without interruption. This deployment provides our teams with a robust, unified platform to deliver fast, reliable support as we continue to scale."

The customer service deployment is covered by a new order separate from the sales operations agreement announced in February 2026, under which Glovo's sales teams went live on Toku in Spain, Italy, Romania and Portugal in June 2026.

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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 Glovo

Glovo is a leading technological platform connecting customers, businesses, brands and riders, offering multicategory on-demand services from local restaurants, grocers, supermarkets, and high-street retail stores. As a frontrunner in Quick Commerce, the next generation of e-commerce, Glovo's vision is to build the largest online marketplace to give everyone access to anything in their city within minutes. Founded in 2015 in Barcelona, Glovo currently operates across 21 countries in Europe, Central Asia, and Africa.

For more information about Glovo, please visit: <https://about.glovoapp.com/>

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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