

Serviceware SE

Idstein

Commercial Register of the Wiesbaden Local Court, HRB 33658

Announcement regarding the 2026 Share Buyback Programme

pursuant to Art. 5(1)(a) of Regulation (EU) No. 596/2014 and Art. 2(1) of Delegated Regulation (EU) No. 2016/1052

The Board of Directors of Serviceware SE ("**Company**") resolved on 21 May 2026, to carry out a share buyback programme ("**2026 Share Buyback Programme**"). The 2026 Share Buyback Programme is scheduled to commence on 1 June 2026 and be completed by 31 May 2027 (inclusive). Up to 300,000 shares (ISIN DE000A2G8X31, "**Serviceware Shares**") may be acquired on the stock exchange in a maximum total volume of up to EUR 5,000,000.00. The acquisition of Serviceware Shares is based on the authorization granted by the Annual General Meeting on 22 May 2025 ("**Authorization**").

The acquisition is carried out in accordance with the Authorization and Article 5 of Regulation (EU) No. 596/2014 in conjunction with the provisions of Commission Delegated Regulation (EU) No. 2016/1052 of the Commission of 8 March 2016, supplementing Regulation (EU) No. 596/2014 with technical regulatory standards regarding the conditions applicable to buyback programs and stabilization measures ("**Delegated Regulation (EU) 2016/1052**").

The acquisition shall be carried out on behalf of and for the account of the Company through an independent credit institution. Following Authorization, the Company may, until 21 May 2030, acquire and use treasury shares - including through the use of derivatives - amounting to up to 10 % of the Company's share capital as of the date of the Annual General Meeting on 22 May 2025, in accordance with the resolutions on agenda items 10 and 11 of the Company's Annual General Meeting on 22 May 2025. The purchase price paid per Serviceware Share (excluding incidental acquisition costs) may not exceed the average of the opening auction prices in XETRA® trading on the Frankfurt Stock Exchange (or a successor system designated by Deutsche Börse AG) on the last ten trading days prior to the acquisition ("**Relevant Price**") by more than 10 % and may not fall below the Relevant Price by more than 10 %.

The credit institution makes its decisions regarding the timing of the acquisition of Serviceware Shares in accordance with Article 4(2)(b) of Delegated Regulation (EU) 2016/1052 independently and without influence from the Company. The Board of Directors may terminate the 2026 Share Buyback Programme at any time, in compliance with the insider trading provisions of Regulation (EU) No. 596/2014.

The share acquisition will be carried out in particular in accordance with the trading conditions of Article 3 of Delegated Regulation (EU) 2016/1052 and in accordance with the provisions of the 2026 Share Buyback Programme. In particular, Serviceware Shares will not be acquired at a price higher than that of the last independent trade or (if higher) the current highest independent bid on the trading venue where the acquisition takes place. No orders will be placed during an auction phase, and orders placed before the start of an auction phase will not

be modified during that phase. Furthermore, no more than 25 % of the average daily trading volume on the trading venue where the acquisition takes place will be acquired on any given trading day. The average daily trading volume is calculated based on the average daily trading volume during the twenty trading days preceding the respective acquisition date.

All transactions will be disclosed in accordance with the requirements of Delegated Regulation (EU) 2016/1052. The Company will provide regular updates on the progress of the 2026 Share Buyback Programme at www.serviceware.de and ensure that the information remains publicly available for at least five years from the date of disclosure.

Idstein, May 2026

Serviceware SE

The Board of Directors