

**Terms and conditions for the remote Ordinary General Meeting of the shareholders of the societe
anonyme under the trade name
“ENTERSOFT SA OF SOFTWARE AND SERVICES PRODUCTION AND TRADE”
GENERAL COMMERCIAL REGISTRY NO: 122264001000**

The societe anonyme under the trade name “ENTERSOFT SA OF SOFTWARE AND SERVICES PRODUCTION AND TRADE” (hereinafter “the Company”) will hold an Ordinary General Meeting of Shareholders on 17th May 2024 and a potential Repetitive Meeting on 24th May 2024, remotely in real-time by teleconference without the physical presence of Shareholders.

Shareholders of the Company will participate at the General Meeting exclusively by electronic means.

Participation by Shareholders at the General Meeting is subject to the present terms and conditions for the remote General Meeting (hereinafter the “Terms for the remote General Meeting”). Capitalized terms used have the meaning as defined in the Appendix to the present.

Except for these Terms for the remote General Meeting, the Terms of Use by Third Party Suppliers also apply.

The Company reserves the right at any time to modify, suspend, cancel or limit the mechanisms for the electronic General Meeting and vote when necessary or appropriate for technical or security reasons.

1. Introductory remarks

1.1. How can I participate and vote at the General Meeting?

In order for Shareholders to participate and vote at the General Meeting or at the Repetitive Meeting, it is necessary that they, or their proxies, create and use an electronic account in the Internet Platform that has been developed by the Hellenic Exchanges-Athens Stock Exchange Group to provide remote General Meeting services, in real-time, by teleconference to listed companies on the website <https://axia.athexgroup.gr/en/home>.

The Internet Platform is provided by “Hellenic Central Securities Depository S.A.”, while the ZOOM set of tools / services, provided by Zoom Video Communications Inc., is used for the teleconference.

It is noted that the Internet Platform is available in English, on the website <https://axia.athexgroup.gr/en/home>.

1.2. How can I access the Internet Platform?

In order to access the Internet Platform a personal computer, a smartphone type mobile telephone or a tablet is required, with a browser application installed, and internet access.

1.3. How can I create an Account in the Internet Platform?

In order for a Shareholder or his/her representative to create an account in the Internet Platform, a valid electronic mail (email) account and a mobile telephone number are required by the Shareholder or his/her representative.

1.4. What do I do if the data entered in the Platform does not match the data registered in the Dematerialized Securities System (DSS)?

If, on accessing the Internet Platform the above information entered by the Shareholder does not match the data registered in the Dematerialized Securities System (DSS) and provided to the Company by the Hellenic Central Securities Depository as part of its services to facilitate shareholder identification for remote general meetings which are provided to listed companies in accordance with Decision No 8 of the BoD of Hellenic Central Securities Depository S.A., “Technical terms and procedures for the provision of the Registry, Corporate and Other Related Actions Service”, Shareholders must provide or/and update the information above through their Participants, in order to create the account.

1.5. How can I verify that I have successfully connected to the Internet Platform?

Shareholders that have successfully connected to the Internet Platform will be able to participate at the General Meeting by teleconference in real time via link that will be sent to them by email.

1.6. What rights may I exercise via the Internet Platform?

By activating the teleconference application (ZOOM) via the link at the start of the General Meeting, Shareholders will be able to:

- a) follow the proceedings of the General Meeting with electronic or audiovisual means,
- b) speak and address the General Meeting orally during the General Meeting, while at the same time, through the Internet Platform they will be able to:
- c) vote in real time on the item of the agenda,
- d) receive information on the recording of their vote.

The deadlines, during which the rights of Shareholders can be exercised are included in detail in the Invitation to the General Meeting and in the present Terms for the remote General Meeting, while the time period that will be provided for voting will be announced during the General Meeting.

1.7. Can I participate and vote remotely in real-time by proxy at the General Meeting via the Internet Platform?

Yes, Shareholders may participate in the Ordinary General Meeting and vote either in person or by representative.

Specifically, the participation to the Ordinary General Meeting on 17th May 2024, or to its repetitive held from a distance in real time via teleconference, or the participation of the shareholder by representative to the voting of the agenda items of the General Meeting taking place before the General Meeting (by vote letter), the shareholder can appoint only one (1) representative.

The representative's appointment form, fully completed should be sent to the Company as well as signed by the beneficiary to participate to the general meeting, along with the required documents for the legalization of the signatory, provided that the shareholder is a legal person or entity, in accordance with the specific instructions of completion, signature and submission included herein, either via e-mail to the e-mail address ir@entersoft.gr with subject “Representative Appointment – Extraordinary General Assembly 17.05.2024” or the original document must be sent to the Company (Investors Relations Department, 362 Syngrou Avenue & Evripidou str., GR 17674, Kallithea,

Attica, Greece) in any case at least forty eight (48) hours before the beginning of the meeting, i.e. until 15th May 2024, at 11:00 a.m. for the initial general meeting and until 22nd May, 2024, 11:00 a.m. for the repetitive general meeting.

Upon receipt of the information above by the Company and based on the email address and mobile telephone of the representative, as declared in the appointment of representative document, the Company creates an account for the representative on the electronic platform; the representative will be informed by email in order to activate the account in order to be able to exercise the rights of the shareholder in accordance with the instructions referred in the Invitation to the Extraordinary General Meeting.

1.8. Can I participate remotely, in person or by representative, in the vote before the General Meeting (mail vote)?

Yes, Shareholders have the option to participate remotely, in person or by representative, at the vote on the items of the General Meeting that will take place before the General Meeting.

Specifically, the shareholders may exercise their voting rights before the General Meeting via mail voting as follows:

a) Either by exercising the voting right before the Extraordinary General Meeting via the electronic platform <https://axia.athexgroup.gr> where they should have already created an account and be successfully registered according the above mentioned information in par. 1.7 hereto, during the time period from 13.05.2024 and time 11:00 a.m. and the latest until twenty four (24) hours prior to the date of the general meeting, i.e latest until 16th May 2024 at 11:00 a.m..

b) Or by completing and submitting to the Company a "Ballot Paper" that the Company have made available on the website of the company (<http://www.entersoft.gr>) and in hard copy, upon request of the shareholders, at the offices of the Investors Relation Department. The above mentioned document, fully completed should be sent to the Company as well as signed by the beneficiary to participate to the general meeting, in accordance with the specific instructions of completion, signature and submission included herein, either via e-mail to the e-mail address ir@entersoft.gr or the original document must be sent to the Company (Investors Relations Department, 362 Syngrou Avenue & Evripidou str., GR 17674, Kallithea, Attica, Greece) in any case at least twenty four (24) hours before the beginning of the meeting, i.e. until 16th May 2024, at 11:00 a.m..

c) Or by participating in the General Meeting according with the confirmations or notices of articles 5 and 6 of the Regulation (EU) 2018/1212 which are provided by the intermediaries.

Please note that the shareholders who wish to appoint a representative in order to participate via mail vote before the General Meeting, will be able to appoint up to one (1) representative, at least forty eight (48) hours before the general meeting's date, i.e. on 15th May 2024, at 11:00 a.m., as above mentioned in paragraph 1.7. hereto. Subsequent to this deadline, the participation via mail voting before the General Meeting won't be possible by a representative.

1.9. Until when can I vote before the General Meeting?

Shareholders that vote as above before the General Meeting are counted to form the quorum and majority, provided that the votes in question have been received by the Company the latest 24 hours before the General Meeting , i.e. until 16.05.2024 at 11:00 a.m. for the initial meeting and until 23.05.2024 at 11:00 a.m. for the Repetitive meeting.

2. Right to participate and vote at the General Meeting

2.1. When will the General Meeting commence its proceedings?

The General Meeting is considered to have begun its proceedings with the announcement of the start of the General Meeting by the Chairman of the Meeting to Shareholders.

Each Shareholder may participate, follow substantively the proceedings of the General Meeting and vote in real – time electronically, provided that he/she has taken the necessary steps mentioned in the Invitation to the General Meeting to create and use an electronic account in the Internet Platform according to the terms of the present document and the instructions provided in the Invitation.

2.2. How and when must I connect to the Internet Platform in order to participate in the General Meeting?

In order to participate at the General Meeting, Shareholders must connect through the Internet Platform, before the start of the General Meeting and declare that they intend to participate in the General Meeting.

Following the declaration of the intention to participate, Shareholders will receive a personalized information message by electronic mail with the link that must be followed to connect to the teleconference (video conference) of the General Meeting.

On the date of the General Meeting, in order to participate in the proceedings, Shareholders must connect in time through the Internet Platform, at least fifteen minutes (15') before the commencing time of the General Meeting that has been announced in the Invitation, and declare the number of voting rights with which they will participate and vote at the General Meeting, and, whether they wish to modify them (to a lower number).

2.3. If I do not connect on time, will I be able to vote?

No, Shareholders that do not connect to the Internet Platform on time before the start of the General Meeting as above and up until the announcement of the start of the proceedings by the Chairman of the General Meeting, will not be counted among the Shareholders present at the General Meeting, they will not be able to exercise the right to vote or to take the floor and submit questions to the General Meeting, and will only be able to follow the live feed of the General Meeting by teleconference (video conference).

2.4 What will happen if I have not appointed a representative?

Shareholders who have not appointed representative by the deadline (i.e. at least 48 hours before the date of the General Meeting), but who, however, have connected on time through the Internet Platform before the start of the General Meeting will participate at the General Meeting, unless the General Meeting refuses for good reason and justifies its refusal.

In that case (i.e. if the General Meeting refuses on the basis of good reason), they will not be counted among the Shareholders that are present at the General Meeting, and they will only be able to attend the live feed of the General Meeting by teleconference (video conference).

2.5. What are my rights after I have connected on time and in compliance with the formalities?

Shareholders who have complied with the formalities above and have connected on time through the Internet Platform before the start of the General Meeting:

(i) are considered to be present in person at the General Meeting;

- (ii) are included in the calculation of the quorum of shareholders present or represented at the General Meeting and the in calculation of the percentage of the issued share capital of the Company present or represented at the General Meeting based on the number of voting rights they stated they would exercise,
- (iii) will be able to follow with electronic or audiovisual means the proceedings of the General Meeting;
- (iv) will have the right to vote in real-time during the General Meeting on the item of the agenda at the point in time announced by the Chairman of the General Meeting;
- (v) will be able to speak and address the General Meeting during the General Meeting;
- (vi) will receive information on the registration of their vote.

2.6 How will I be registered?

The names of Shareholders that have been registered as participants in the General Meeting through the Internet Platform will be included in the list of Shareholders that are present at the General Meeting, in person or by representative (if there is one).

2.7. What will happen if I disconnect earlier?

Any early disconnection by Shareholders, who had connected on time in accordance with the above, before the end of the General Meeting does not affect the calculation of the quorum of Shareholders present or represented at the General Meeting for the time they are connected.

Shareholders can connect again to the Internet Platform and continue to follow the remaining time of the General Meeting and exercise all of their rights to participate and vote electronically. In all other cases, Shareholders will only be able to follow the live stream of the Meeting through teleconference (video conference).

2.8 How can I speak during the General Meeting?

Shareholders wishing to speak through the Internet Platform during the Meeting will have to press the respective sign in the middle, on the down side of the screen, when this option is provided.

2.9. At which point during the General Meeting will I be able to vote?

Shareholders will be able to vote electronically from the time the Chairman of the General Meeting announces the start of voting on the item/items of the agenda, following the completion of the proposal and discussion on the item/items of the agenda, and up until the time the Chairman of the General Meeting announces the end of voting.

The Chairman of the General Meeting may, at his/her absolute discretion, decide that voting can take place for all the agenda items from the start of the General Meeting up until the time when he/she announces the end of voting.

2.10. What applies for mail vote?

On entering the Internet Platform, Shareholders declare the number of voting rights with which they wish to participate at the General Meeting and vote, and, if they wish, they can amend that number (to a lower one).

For Shareholders that participate in the voting on the items of the General Meeting that takes place before the General Meeting (mail vote), voting on the items of the agenda will be possible exclusively and only for the time period indicated

in term 1.8 herein and in the Invitation to the General Meeting. Following that time point, it will not be possible for Shareholders to participate in the voting on the items of the agenda that takes place before the General Meeting by mail vote.

Shareholders that vote on time as above can follow the live feed of the General Meeting by teleconference (video conference).

2.11. Can I withdraw my mail vote?

Shareholders that voted on time as above before the General Meeting by mail vote will be able to withdraw it, as follows:

- a) If they voted before the General Meeting through the Internet Platform, they will be able to withdraw their vote through the Internet Platform, up until the start of the General Meeting.
- b) If they voted before the General Meeting by sending to the Company the “Ballot Paper”, they will be able to withdraw their vote in the same manner in which they submitted it, by no later than 16.05.2024 at 11:00 a.m. for the initial meeting and by 23.05.2024 at 11:00 a.m. for the Repetitive meeting.

Shareholders above may, if they wish, participate in person at the General Meeting under the provisions of the present.

3. Vote confirmation and voting results

3.1. I submitted my vote through the Internet Platform. Can I withdraw it?

No, submission of the vote by the Shareholder through the Internet Platform during the General Meeting is final and cannot be withdrawn, subject to the conditions herein.

3.2. Can I receive confirmation of my vote?

Yes, each Shareholder who voted at the General Meeting (including by mail vote) will receive from “Hellenic Central Securities Depository S.A.” confirmation of registration of their vote on the item/items of the agenda through the Internet Platform after the end of the General Meeting according to article 7 of Regulation (EU) 2018/1212.

3.3. What happens if I do not exercise the voting rights that I declared?

If during voting the voting rights which were declared for participation at the General Meeting, are not fully exercised by the Shareholder, then, following the end of the General Meeting, he/she will receive confirmation by the “Hellenic Central Securities Depository S.A.” according to article 7 of Regulation (EU) 2018/1212 that the remaining rights were noted as “ABSTAIN”.

3.4. Will I be informed about the results of the vote?

The results of the vote on the items of the General Meeting will be published on the website of the Company in accordance with the law.

4. Technical infrastructure

The Company ensures, insofar as possible, that the technical infrastructure to conduct the remote General Meeting is accurate, secure and accessible to Shareholders with compatible devices.

The Company will cooperate and make use of the services of reliable Third Party Suppliers to provide the technical infrastructure required to conduct the General Meeting.

4.1. What risks are there with regards to the technical infrastructure of the General Meeting?

Shareholders should know that certain residual risks associated with the technical infrastructure used for the remote General Meetings will always exist.

The Company, through Third Party Suppliers, takes all measures, technical and organizational, and makes every possible effort to ensure as much as possible the continuous and uninterrupted operation of the Internet Platform and the teleconference application, so that the services provided through it are available continuously and uninterruptedly with an acceptable response time without interruption to Shareholders with compatible devices.

However, due to the nature of the Internet and web applications, the Company and the Third Party Suppliers cannot guarantee the absolute completeness, correctness or continuity of their operation and they may not be available to part or all of the Internet, or may respond with interruptions, or, finally, respond in times longer than usual. In cases such as the above, the Company and the Third Party Suppliers will make every possible effort to restore its operation, however beyond that, the Company and the Third Party Suppliers cannot be held responsible or become legally accountable for their availability or response time.

4.2. What measures should I take with regards to information systems' security?

It is recommended that Shareholders take all measures to protect the integrity and security of their information systems, hardware and software, in order to adequately protect the access data and the usage data of the Internet Platform that are stored on the local storage systems of the devices of Shareholders, portable and non-portable.

Any failure in Shareholders' systems or connection or usage data leak due to an intrusion by malicious software in the operating systems of Shareholders, does not relieve the latter from their obligations under the present terms, does not constitute force majeure or exceptional condition, nor does it imply any liability of the Company or the Hellenic Central Securities Depository S.A. as provider of the platform for any damages suffered by Shareholders.

Furthermore, Shareholders are solely responsible for their personal equipment and the required technical means which will allow access to the Internet Platform.

4.3. What must I ensure prior to the General Meeting?

Shareholders must, prior to the start of the General Meeting, check their connection and ensure that they have access to the Internet Platform and have correctly installed and configured the teleconference application (ZOOM).

The Company, through Third Party Suppliers, has ensured the timely implementation of the technical infrastructure for the Internet Platform in order to allow Shareholders to control their access and to verify that they can participate substantively in the General Meeting.

4.4. Will there be a help desk available?

Yes, information will be provided for the support of the shareholders and their representatives on the telephone number +30 2103366426 or by email at AXIAeShareholdersMeeting@athexgroup.gr.

4.5. Can I notify about any failure in the technical infrastructure?

Yes, shareholders can notify any failure in the technical infrastructure through the abovementioned technical support line.

Any failure or deficiency in the equipment of Shareholders, software, network infrastructure, servers, connection to the Internet or telephone, video or voice equipment, power outage, any kind of mechanical failure during the General Meeting or similar events, including data security instances (which includes any unauthorized use, piracy, denial-of-service attack, access denial, potential failure, or intrusion that arises from the theft or illegal interception of a password or a network password or any other attack), which may prevent the remote participation of Shareholders at the General Meeting, will, in any case, be in the sole responsibility of those Shareholders.

Inability by one or more Shareholders to follow the proceedings and participate at the General Meeting or to vote electronically during (any part of) the General Meeting, does not affect the validity of the General Meeting, or any work carried out therein.

4.6. What will happen if there is a failure in technological infrastructure during the General Meeting?

In the event that during the General Meeting the Chairman of the General Meeting becomes aware of any failure in the technological infrastructure that may have occurred during the General Meeting and which materially impacts the proceedings of the General Meeting, the Chairman of the General Meeting informs Shareholders that are participating at the General Meeting.

The Chairman of the General Meeting may decide, at their absolute discretion, taking into consideration the possible impact in the decision making process at the General Meeting, whether the General Meeting should be postponed or adjourned due to this failure, or to proceed with the proceedings even though some Shareholders may not have the ability to participate and/ or vote and/or follow the General Meeting.

In the event that, at the discretion of the Chairman, the Internet Platform or the teleconference application no longer allows all (or some) Shareholders to follow the proceedings of the General Meeting, to vote electronically during (any part) of the General Meeting and to submit questions, then the Chairman may, at their absolute discretion, continue, adjourn, postpone the General Meeting, change the order of discussion and / or decision on the items of the General Meeting or to proceed with the General Meeting without the ability for some or all of the Shareholders that participate remotely at the General Meeting through the Internet Platform and the teleconference application to follow the proceedings of the Meeting and/ or to vote electronically during (any part) of the General Meeting. The Chairperson of the Meeting notifies this decision, to the extent possible, to Shareholders present at the General Meeting.

If the Chairman of the General Meeting decides to suspend or postpone the General Meeting, then the whole process that has taken place up to the point of suspension or postponement will be valid.

5. Contact Information

For any further questions and information as regards the present terms and conditions, the shareholders may contact the Investors Relations Department of the Company (Mrs Ioanna Krasopoulou) by telephone on +30 211.1015.000 and fax +30 211.1015.005, during business hours and days or via e-mail ir@entersoft.gr.

Until the end of the general meeting information will be provided for the support of the shareholders and their representatives on the telephone number +30 2103366426 or by email at AXIAeShareholdersMeeting@athexgroup.gr.

Appendix - Definitions

Company refers to the société anonyme under the trade name “ENTERSOFT SA OF SOFTWARE AND SERVICES PRODUCTION AND TRADE”.

General Meeting refers to the Ordinary General Meeting of Shareholders of the Company, which has been convened for 17.05.2024, as well as to the potential Repetitive Meeting, that will take place remotely in real time by teleconference and the use of electronic means, without the physical presence of the shareholders at the venue, under the conditions of articles 125 and 126 of Law 4548/2018.

Internet Platform refers to the internet platform www.athexgroup.gr/AXIAeShareholdersMeeting that has been developed by the Hellenic Exchanges – Athens Stock Exchange Group and is available by the “Hellenic Central Securities Depository” for the provision of General Meeting services to issuing companies that take place remotely, in real-time by teleconference without the physical presence by shareholders.

Teleconference application / teleconference refers to the ZOOM set of tools / services that are provided by Zoom Video Communications Inc., through which the teleconference (video conference) is provided.

Mail vote refers to the remote participation of Shareholders in the vote on the items of the General Meeting that will take place before the General Meeting.

Shareholder of the Company refers to any person registered in the Dematerialized Securities System (“DSS”) of the Hellenic Central Securities Depository S.A. (“ATHEXCSD”) or any person identified as such through registered intermediaries or other intermediaries, in line with the legislative provisions (Law 4548/2018, Law 4569/2018, Law 4706/2020 and Regulation (EU) 2018/1212), as well as the Rulebook of the Hellenic Central Securities Depository (Government Gazette B/1007/16.03.2021), on the start of the fifth (5th) day before the date of the initial meeting of the Extraordinary General Assembly, i.e. on the start of 12.05.2024 (“Record Date”) and has the right to vote. Furthermore, the Shareholders’ proxies and representatives or representative of persons otherwise exercising the voting rights of a legal entity. It is noted that the said Record Date will also apply to the potential Repetitive meeting of the General Shareholders’ Meeting, as the Registration Date is not more than thirty (30) days apart from the date of the potential Repetitive Meeting (24.05.2024).

Terms for the remote General Meeting refers to the present terms and conditions.

Chairman of the General Meeting refers to the Chairman of the Ordinary General Meeting of the Company which has been convened for 17.05.2024 (and of the potential Repetitive meeting to be held on 24.05.2024) and that will take place remotely in real-time by teleconference and the use of electronic means, without the physical presence of shareholders at the venue.

Third Providers refers to the “Hellenic Central Securities Depository S.A.”, with registered seat in Athens and “Zoom Video Communications Inc” with registered seat in San Jose California.

Hours: All the hours presented herein refers to Greek time (GMT +2)