

SERVICETITAN, INC.
CODE OF ETHICS AND CONDUCT
Adopted December 11, 2024

The Titan Way

Titans,

At ServiceTitan, we live and breathe our values and principles. Our Titans come to work with a passion to help the underserved, hardworking people in the trades reach the success they deserve. Our culture is key to our success, and is encapsulated in these three values:

Change Lives. Our customers', our teammates', our partners', our communities' and our own lives. Because that's the biggest impact we can make. Because we find that to be the most fulfilling investment of our time.

Achieve the Extraordinary. Because life is too short- and the opportunity cost for our time is too high to settle for the ordinary. Because we want to make history. Because we want to achieve something very few get to achieve.

Be a Dream Team. Because we can make a bigger mark collectively than individually. Because we don't want to celebrate on top of the mountain alone. Because we want to share the journey, the battles, the setbacks, the successes and the memories together.

Our culture requires Titans to conduct our business with honesty and integrity and in full compliance with the law. This applies to everything we do, every decision we make and with everyone with whom we interact – our customers, suppliers and business partners as well as each other.

Each of us is responsible and accountable for understanding and meeting these standards. Our reputation and our success depend upon each of our personal commitments to uphold these values.



Ara Mahdessian & Vahe Kuzoyan

Introduction - Why do we have a Code and to whom does it apply?

Our Code of Ethics and Conduct (this “*Code*”) was adopted by the senior management and Board of Directors (the “*Board*”) to further the commitment of ServiceTitan, Inc. (together with its controlled affiliates and subsidiaries, the “*Company*” or “*ServiceTitan*”) in conducting its business with honesty and integrity. All directors, officers, and employees of the Company, as well as workers who are employed by an employer of record and providing services to the Company (each a “*Titan*” or “*you*” and, collectively, “*Titans*”) are expected to be familiar with the Code and to adhere to those principles and procedures set forth below.

This Code is intended to ensure and promote:

- Honest and ethical conduct, including fair dealing and the ethical handling of actual or apparent conflicts of interest;
- Full, fair, accurate, timely and understandable disclosure in reports and documents we file with or submit to the U.S. Securities and Exchange Commission (the “*SEC*”) and in our other public communications
- Compliance with applicable governmental laws, rules and regulations;
- A culture of honesty and accountability;
- Prompt internal reporting of any violations of law or the Code;
- Accountability for adherence to the Code, including fair process by which to determine violations;
- Consistent enforcement of the Code, including clear and objective standards for compliance;
- Protection from retaliation for persons reporting in good faith any suspected violations of law or the Code;
- The deterrence of wrongdoing;
- The protection of the Company’s legitimate business interests, including its assets and corporate opportunities; and
- Confidentiality of information entrusted to directors, officers and employees by the Company and its customers and other business partners.

In addition, we expect anyone who works with us (including our contractors, consultants, merchants, vendors, suppliers, distributors, agents, representatives, and subcontractors) to share in our commitment to the highest degree of integrity and ethical standards and to operate in compliance with all applicable laws. As a result, everyone from Titans to vendors will be held accountable for complying with our Code.

This Code serves as a source of guiding principles, and the Company expects Titans and all associated parties to use their own judgment at all times to follow the high ethical standards to which the Company is committed. While the Code covers multiple topics in detail, it cannot cover every situation. To live up to the spirit of the Code, ask yourself the following questions when determining your actions:

- Is it legal?
- Is it consistent with the spirit and letter of the Code?
- Can you justify it to our customers, coworkers, and family?
- Would you feel comfortable if it ended up on the front page of the newspaper?

If the answer to any of those questions is ‘no,’ then you should not do it! Titans are expected to exhibit the highest standard of business and professional integrity, and seek to avoid even the appearance of improper behavior. If you have any doubt, ask for support before you act. Ask your manager for advice before moving forward if you are unsure of the right course of action or have questions about this Code or compliance with the law. In addition to your manager, you can also speak with our Chief Legal Officer or anyone else on the legal team.

You are expected to read the policies set forth in this Code and ensure that you understand and comply with them. The Company’s Legal Department is responsible for applying these policies to specific situations in which questions may arise and has the authority to interpret these policies in any particular situation. Any questions about this Code or the appropriate course of conduct in a particular situation should be directed to the Company Legal Department via CodeofConduct at ServiceTitan dot com, who may consult with the Company’s external legal counsel or the Board, as appropriate.

This Code is not the exclusive source of guidance and information regarding the conduct of our business, nor does it constitute a complete list of the types of conduct that can result in disciplinary action, up to and including termination or discharge. This Code should be read in conjunction with other policies applicable to a Titan, contractor or consultant. Any determination with respect to the applicability of the provisions of this Code with respect to officers or directors of the Company may be made only by the Board. This Code is intended to supplement, not replace, the Company’s policies, guidelines, and employment handbook.

I. Conflicts of Interest

A conflict of interest occurs when the private interests of a Titan interfere, or appear to interfere, with the interests of the Company as a whole.

For example, a conflict of interest can arise when a Titan takes actions or has personal interests that may make it difficult to perform his or her Company duties objectively and effectively. A conflict of interest may also arise when a Titan, or a member of his or her immediate family,¹ receives improper personal benefits as a result of his or her position at the Company.

Conflicts of interest can also occur indirectly. For example, a conflict of interest may arise when a Titan is also, or has an immediate family member who is, an executive officer, a major shareholder or has a significant financial or other interest in a company or organization doing business with the Company.

Each Titan has an obligation to conduct the Company’s business in an honest and ethical manner, including the ethical handling of actual or apparent conflicts of interest between personal and professional relationships. Any situation that involves, or may reasonably be expected to involve, a conflict of interest with the Company, should be disclosed promptly in writing to CodeofConduct at ServiceTitan dot com or such other procedures as may be set forth in a Conflicts of Interest Policy. Potential conflicts of interest should be disclosed and approved in advance of the activity that may give rise to the conflict whenever possible; if disclosed after the activity has already occurred or is in process, Titans should be aware that the Company may prescribe steps to mitigate the impact of the conflict of interest that have significant consequences, including the divestiture of assets or investments, adjustments to job responsibilities or, if such adjustments are not feasible, termination of employment.

¹ “Immediate family member” means a person’s child, stepchild, parent, stepparent, spouse, sibling, mother-in-law, father-in-law, son-in-law, daughter-in-law, brother-in-law or sister-in-law, or any person (other than a tenant or employee) sharing the person’s household.

This Code does not attempt to describe all possible conflicts of interest that could develop. Other common conflicts from which Titans must refrain are set out below:

- Titans may not engage in any wrongful or unlawful conduct or activities that disrupt or impair the Company's relationship with any person or entity with which the Company has or proposes to enter into a business or contractual relationship.
- Titans may not accept compensation, in any form, for services performed for the Company from any source other than the Company.
- No Titan may take up any management or other employment position with, or have any material interest in, any firm or company that is in direct or indirect competition with the Company. Note that whether a firm or company is competitive with the Company may evolve over time, and it is your responsibility to keep the Company apprised of any relationships that may result in a conflict of interest.

II. Disclosures

The information in the Company's public communications, including in all reports and documents filed with or submitted to the SEC, must be full, fair, accurate, timely and understandable.

To ensure the Company meets this standard, all Titans (to the extent they are involved in the Company's disclosure process) are required to maintain familiarity with the disclosure requirements, processes and procedures applicable to the Company commensurate with their duties. Titans are prohibited from knowingly misrepresenting, omitting or causing others to misrepresent or omit, material facts about the Company to others, including the Company's independent auditors, governmental regulators and self-regulatory organizations.

III. Compliance with Laws, Rules and Regulations

The Company is obligated to comply with all applicable laws, rules and regulations. It is the personal responsibility of each Titan to adhere to the standards and restrictions imposed by these laws, rules and regulations in the performance of his or her duties for the Company.

The Chief Executive Officer, Chief Financial Officer and Chief Accounting Officer or Controller (or persons performing similar functions) of the Company (together, the "**Senior Financial Officers**") are also required to promote compliance by all employees with the Code and to abide by Company standards, policies and procedures.

Titans located outside of the United States must comply with laws, regulations, rules and regulatory orders of the United States, including the Foreign Corrupt Practices Act ("**FCPA**") and U.S. export control laws, in addition to applicable local laws, in performing their duties for the Company.

IV. Insider Trading

Trading on inside information is a violation of federal securities law. Titans in possession of material non-public information about the Company or companies with whom we do business must abstain from trading or advising others to trade in the respective company's securities from the time that they obtain such inside information until adequate public disclosure of the information. Material information is information of such importance that it can be expected to affect the judgment of investors as to whether or not to buy, sell, or hold the securities in question. To use non-public information for personal financial benefit or to "tip" others, including family members, who might make an investment decision based on this

information is not only unethical but also illegal. Titans are expected to maintain compliance with federal securities laws and the Company's Insider Trading Policy at all times.

V. Reporting, Accountability and Enforcement

The Company promotes ethical behavior at all times and encourages Titans to talk to supervisors, managers and other appropriate personnel, including the officers and Board members when in doubt about the best course of action in a particular situation.

Titans should promptly report suspected violations of laws, rules, regulations or the Code to appropriate personnel, including officers and Board members. Reports may be made anonymously, including through the Company's whistleblower hotline. If requested, confidentiality will be maintained to the extent possible, subject to applicable law, regulations and legal proceedings.

The Chief Legal Officer shall investigate and determine, or shall designate appropriate persons to investigate and determine, the legitimacy of such reports. The Chief Legal Officer, alone or in consultation with other members of senior management as necessary or advisable, will then determine the appropriate disciplinary action. Certain investigations may also be reported to, and disciplinary action determined by, the Audit Committee of the Board. Such disciplinary action may include, but is not limited to, written warning, termination or discharge, and possible civil and criminal prosecution.

To encourage employees to report any and all violations, the Company will not tolerate retaliation for reports made in good faith. Retaliation or retribution against any Titan for a report made in good faith of any suspected violation of laws, rules, regulations or this Code is cause for appropriate disciplinary action.

VI. Corporate Opportunities

All Titans owe a duty to the Company to advance the legitimate interests of the Company when carrying out their job duties. Titans are prohibited from directly or indirectly (a) taking personally for themselves opportunities that are discovered through the use of Company property, information or positions; (b) using Company property, information or positions for personal gain; or (c) competing with the Company for business opportunities; provided, however, if the Company's disinterested directors of the Board determine that the Company will not pursue an opportunity that relates to the Company's business, a Titan may do so, after notifying the disinterested directors of the Board of intended actions in order to avoid any appearance of conflict of interest.

VII. Confidentiality

In carrying out the Company's business, Titans may learn confidential or proprietary information about the Company, its customers, or partners. Confidential or proprietary information includes all non-public information relating to the Company, or other companies, that would be harmful to the relevant company or useful or helpful to competitors if disclosed.

Titans must maintain the confidentiality of all confidential information so entrusted to them, except when disclosure is authorized or legally mandated. Titans must safeguard confidential information by keeping it secure, limiting access to those who have a need to know in order to do their job, and avoiding discussion of confidential information in public areas. This prohibition includes, but is not limited to, inquiries made by the press, analysts, or investors, or customers or partners who should not otherwise be privy to the confidential information. Titans also may not use such information for personal gain. These confidentiality obligations continue even after employment with the Company ends.

The following procedures are designed to maintain confidentiality with respect to the Company's business operations and activities. Titans should take all steps and precautions necessary to restrict access to, and secure, material, non-public information by, among other things:

- maintaining the confidentiality of Company-related transactions;
- conducting their business and social activities so as not to risk inadvertent disclosure of confidential information. Review of confidential documents in public places should be conducted so as to prevent access by unauthorized persons;
- restricting access to documents and files (including computer files) containing material, non-public information to individuals on a need-to-know basis (including maintaining control over the distribution of documents and drafts of documents);
- promptly removing and cleaning up all confidential documents and other materials from conference rooms following the conclusion of any meetings (including erasing any whiteboards or other viewable information);
- disposing of all confidential documents and other papers, after there is no longer any business or other legally required need, through shredders when appropriate;
- restricting access to areas likely to contain confidential documents or material, non-public information, including individual offices that may contain such information;
- safeguarding laptop computers, mobile devices, tablets, memory sticks and other items that contain confidential information, including complying with the Company's information technology policies to prevent unauthorized access to devices and/or electronic information to which Titans have access;
- avoiding the discussion of material, non-public information in places where the information could be overheard by others such as in elevators, restrooms, hallways, restaurants, airplanes or taxicabs; and
- abiding by the terms of the Titan's confidentiality agreement with the Company.

Titans involved with material, non-public information, to the extent feasible, should conduct their business and activities in areas separate from other Company activities.

VIII. Fair Dealing

Each Titan should endeavor to deal fairly with the Company's customers, service providers, suppliers, competitors and employees. No Titan should take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any unfair dealing practice. Inappropriate use of proprietary information, misusing trade secret information that was obtained without the owner's consent, or inducing such disclosures by past or present employees of other companies is also prohibited.

IX. Protection and Proper Use of Company Assets

All Titans should protect the Company's assets and ensure their efficient use. Theft, carelessness, and waste have a direct impact on the Company's profitability. All Company assets should be used only for legitimate business purposes. The obligation of employees to protect the Company's assets includes its proprietary information. Proprietary information includes intellectual property such as trade secrets, patents, trademarks and copyrights, as well as business, marketing and service plans, engineering and

manufacturing ideas, designs, databases, records, salary information of other Titans, and any unpublished financial data and reports.

X. Waivers

Before an employee, or an immediate family member of any such employee, engages in any activity that may be prohibited by the Code, the employee should disclose the activity and seek prior written approval by contacting CodeofConduct at ServiceTitan dot com; in certain cases, a written waiver from the Board may be required.

Before a director or executive officer, or an immediate family member of a director or executive officer, engages in any activity that would be otherwise prohibited by the Code in provisions I through IX above, he or she must obtain a written waiver from the disinterested directors of the Board. Such waiver may be required to be disclosed to the Company's shareholders, along with the reasons for granting the waiver.

XI. Accuracy of Business Records

All financial books, records and accounts must accurately reflect transactions and events, and conform both to generally accepted accounting principles ("**GAAP**") and to the Company's system of internal controls. No entry may be made that intentionally hides or disguises the true nature of any transaction. Titans should therefore attempt to be as clear, concise, truthful and accurate as possible when recording any information.

XII. Corporate Loans or Guarantees

Federal law prohibits the Company from making loans and guarantees of obligations to directors, executive officers, and members of their immediate families.

XIII. Gifts and Favors

The purpose of business gifts and entertainment in a commercial setting is to create goodwill and sound working relationships, not to gain unfair advantage with customers. Titans must act in a fair and impartial manner in all business dealings. Gifts and entertainment should further the business interests of the Company and not be construed as potentially influencing business judgment or creating an obligation.

The FCPA prohibits giving anything of value, directly or indirectly, to officials of foreign governments or foreign political candidates in order to obtain or retain business. It is strictly prohibited to make illegal payments to government officials of any country. In addition, the promise, offer or delivery to an official or employee of the U.S. government of a gift, favor or other gratuity in violation of these rules would not only violate Company policy but could also be a criminal offense. State and local governments, as well as foreign governments, may have similar rules.

XIV. Antitrust Laws and Competition

The purpose of antitrust laws is to preserve fair and open competition and a free market economy, which are goals that the Company fully supports. Titans must not directly or indirectly enter into any formal or informal agreement with competitors that fixes or controls prices, divides or allocates markets, limits the production or sale of products, boycotts certain suppliers or customers, eliminates competition or otherwise unreasonably restrains trade.

XV. Political Contributions

Titans may participate in the political process as individuals on their own time. However, Titans must make every effort to ensure that they do not create the impression that they speak or act on behalf of the Company with respect to political matters. Company contributions to any political candidate or party or to any other organization that might use the contributions for a political candidate or party are prohibited. A Titan may not receive any reimbursement from corporate funds for a personal political contribution.

XVI. Discrimination and Harassment

The Company is an equal opportunity employer and will not tolerate illegal discrimination or harassment of any kind. The Company is committed to providing a workplace free of discrimination and harassment based on race, color, religion, age, gender, national origin, ancestry, sexual orientation, disability, veteran status, or any other basis prohibited by applicable law. Examples include derogatory comments based on a person's protected class and sexual harassment and unwelcome sexual advances. Similarly, offensive or hostile working conditions created by such harassment or discrimination will not be tolerated. Company employees should refer to the Company's Employee Handbook for further detail on the Company's policies prohibiting discrimination and harassment.

XVII. Environmental Protection

The Company is committed to managing and operating its assets in a manner that is protective of human health and safety and the environment. It is our policy to comply with both the letter and the spirit of the applicable health, safety and environmental laws and regulations and to attempt to develop a cooperative attitude with government inspection and enforcement officials. Titans are encouraged to report conditions that they perceive to be unsafe, unhealthy or hazardous to the environment, which may be reported to CodeofConduct at ServiceTitan dot com.

XVIII. Social Media Policy

Titans should take care when presenting themselves in public settings, as well as online and in web-based forums or networking sites. The Company understands that Titans may wish to create and maintain a personal presence online using various forms of social media. However, in so doing Titans should be clear that the views expressed therein do not necessarily reflect the views of the Company. Titans should be aware that even after a posting is deleted, certain technology may still make that content available to readers.

Titans are prohibited from using or disclosing confidential, proprietary, sensitive or trade secret information of the Company, its partners, vendors, consultants or other third parties with which the Company does business. Harassment of other Titans will also not be tolerated. A Titan may not provide any content to Company social media sites that may be construed as political lobbying or solicitation of contributions, or use the sites to link to any sites sponsored by or endorsing political candidates or parties, or to discuss political campaigns, political issues or positions on any legislation or law. Employees of the Company should refer to the Company's Social Media Policy for more information.

XIX. No Rights Created

This Code is a statement of certain fundamental principles, policies and procedures that govern Titans in the conduct of the Company's business. It is not intended to and does not create any rights in any employee, customer, client, visitor, supplier, competitor, shareholder or any other person or entity. It is the Company's belief that this Code is robust and covers most conceivable situations.

XX. Amendments

We are committed to continuously reviewing and updating our policies and procedures. The Company therefore reserves the right to amend, alter or terminate this Code at any time and for any reason, subject to applicable law. It is your responsibility to ensure that you are consulting the latest version of this Code to guide your conduct in the course of our business. Any amendments to this Code (other than technical, administrative, or other non-substantive amendments) made in the 12 months preceding the most recent effective date of this Code will be summarized in this section of this Code.