



Adding Smiles To Life

To,
Listing Department,
National Stock Exchange of India Limited,
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex, Bandra (E), Mumbai - 400051
Symbol: QMSMEDI

Subject: Intimation under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 – Receipt of SOC 2 Type II Certificate by Saarathi Healthcare Private Limited, a Subsidiary of the Company.

Dear Sir / Madam,

Pursuant to Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations"), we wish to inform you that Saarathi Healthcare Private Limited ("the Subsidiary") of QMS Medical Allied Services Limited ("the Company"), has received a System and Organization Controls (SOC) 2 Type II Certificate based on the AICPA Trust Services Criteria, issued by Mr. Pradeep Kumar Moharana for a period of 5 years. The SOC 2 Type II Certificate provides independent assurance on the design and operating effectiveness of the Subsidiary's controls relating to Trust Services Criteria and reaffirms the Subsidiary's commitment to maintaining robust information security and data protection standards. This intimation is being furnished in compliance with the requirements of the Listing Regulations.

Kindly take the above information on record.

Thanking you,

Yours truly,

FOR QMS MEDICAL ALLIED SERVICES LIMITED

TORAL BHADRA
COMPANY SECRETARY AND COMPLIANCE OFFICER
MEMBERSHIP NO.: A56927
DATE: JULY 21, 2026
PLACE: MUMBAI

QMS Medical Allied Services Ltd.

📍 1A-1B / 2A-2B, Navkala Bharati Building, Plot No. 16, Prabhat Colony, Road No. 3, Santacruz (East), Mumbai - 400 055.

☎ +91-022 - 6288 1111 🌐 www.qmsmas.com

CIN: L33309MH2017PLC299748; Email Id: mm@qmsmas.com



QMS CERTIFICATE (ISO CERTIFICATION SERVICES)



BALASORE, ODISHA, INDIA - 756042

info@qmscertificate.in

+91 9337104429

Reference No.: SOC2/2026/260135269

Date: 14 July 2026

TO

THE MANAGEMENT, SAARATHI HEALTHCARE PRIVATE LIMITED

1st Floor & 2nd Floor, 1B/101/201, Navkala Bharati CHS Ltd., CTS-113, F.P.-16 TPS-V, Road No. 3, Prabhat Colony, Santacruz East, Mumbai Suburban, Maharashtra – 400055, India

Subject: SOC 2 Type II Certification

Dear Sir/Madam,

We are pleased to confirm that **SAARATHI HEALTHCARE PRIVATE LIMITED** has successfully completed an independent assessment of its controls relevant to the **SOC 2 Type II Framework** based on the **AICPA Trust Services Criteria**.

The audit confirmed that the organization has designed, implemented and operated effective controls over the reporting period to safeguard customer information, maintain system availability, protect confidential information, ensure processing integrity and preserve privacy throughout its healthcare support operations.

The assessment covered patient support operations, healthcare CRM platforms, digital workflow systems, cloud applications, data management processes, call centre operations, vendor management and information security controls.

Trust Services Criteria Covered

- ☒ Security
- ☒ Availability
- ☒ Processing Integrity
- ☒ Confidentiality
- ☒ Privacy

We congratulate the management and employees of **SAARATHI HEALTHCARE PRIVATE LIMITED** on successfully achieving **SOC 2 Type II Certification**.

For QMS CERTIFICATE

Authorized Signatory

Date: 14 July 2026



Pradeep
QMS CERTIFICATE
Lead Auditor/ Certification Manager



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SOC 2 TYPE II AUDIT REPORT

SYSTEM AND ORGANIZATION CONTROLS (SOC 2 TYPE II)

Based on AICPA Trust Services Criteria

1. ORGANIZATION DETAILS

Particular	Details
Organization	SAARATHI HEALTHCARE PRIVATE LIMITED
Standard	SOC 2 Type II
Certificate Number	260135269
Registered Office	1st Floor & 2nd Floor, 1B/101/201, Naykala Bharati CHS Ltd., CTS-113, F.P.-16 TPS-V, Road No. 3, Prabhat Colony, Santacruz East, Mumbai Suburban, Maharashtra – 400055, India
Contact	9335791991
Email	Gaurav@qmsmas.com
Initial Registration	14 July 2026
First Surveillance	15 July 2027
Second Surveillance	15 July 2028
Re-certification	15 July 2029

2. AUDIT TEAM DETAILS

Role	Auditor	Qualification	Auditor Code	Experience
Lead Auditor	Mr. Pradeep Kumar Moharana	SOC 2 Lead Auditor / ISO 27001 Lead Auditor (UKIAF Certified)	UKQM-LA-102	5 Years

3. AUDIT STANDARD

Audit performed in accordance with:

☒ SOC 2 Type II Framework

☒ AICPA Trust Services Criteria

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☑ ISO 19011:2018 Audit Guidelines

☑ Information Security & Privacy Best Practices

4. AUDIT OBJECTIVES

- Evaluate design and operating effectiveness of internal controls.
- Verify implementation of Security, Availability, Processing Integrity, Confidentiality and Privacy controls.
- Assess healthcare information security controls.
- Review logical and physical access controls.
- Evaluate vendor and third-party risk management.
- Verify incident response, monitoring and business continuity arrangements.

5. AUDIT CRITERIA

- Security Policies
- Information Security Manual
- Data Protection Policy
- Privacy Policy
- Access Control Policy
- Vendor Management Procedure
- Incident Response Procedure
- Backup & Recovery Procedure
- Business Continuity Plan
- HR Security Procedure
- Asset Management Procedure
- Change Management Procedure

STAGE 1 AUDIT

Documentation Review

Document	Status
Information Security Policy	☑
Privacy Policy	☑
Risk Assessment	☑
Asset Register	☑
Vendor Register	☑
Business Continuity Plan	☑
Incident Response Plan	☑

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Backup Procedure



HR Security Controls



Findings

- ☒ Organization scope defined
- ☒ Assets identified
- ☒ Risks evaluated
- ☒ Controls documented
- ☒ Ready for Operational Assessment

STAGE 2 OPERATIONAL AUDIT

Operational Areas Audited

Process	Status
Patient Support Operations	☒
CRM Platform	☒
ERP System	☒
Mobile Applications	☒
Patient Database	☒
Call Centre Operations	☒
WhatsApp/SMS Platform	☒
Vendor Management	☒
Cloud Infrastructure	☒
Backup & Recovery	☒

TRUST SERVICES CRITERIA ASSESSMENT

Criteria	Status
Security	☒ Effective
Availability	☒ Effective
Processing Integrity	☒ Effective
Confidentiality	☒ Effective
Privacy	☒ Effective

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INFORMATION SECURITY CONTROLS

Control	Status
User Access Management	☒
Password Policy	☒
MFA Controls	☒
Data Encryption	☒
Endpoint Protection	☒
Firewall Security	☒
Vulnerability Management	☒
Log Monitoring	☒

PRIVACY CONTROLS

Requirement	Status
Consent Management	☒
Patient Privacy	☒
Personal Data Handling	☒
Data Retention	☒
Secure Disposal	☒

BUSINESS CONTINUITY

Control	Status
Backup	☒
Disaster Recovery	☒
High Availability	☒
Incident Response	☒
Recovery Testing	☒

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VENDOR MANAGEMENT

Activity	Status
Vendor Evaluation	☒
NDA Controls	☒
Third-party Risk Assessment	☒
SLA Monitoring	☒

RISK REGISTER

Risk	Control
Unauthorized Access	MFA + RBAC
Data Leakage	Encryption
Malware	Endpoint Security
Service Outage	Redundancy
Privacy Breach	Privacy Controls
Vendor Failure	Vendor Assessment

AUDIT FINDINGS

Finding	Result
Major Nonconformity	None
Minor Nonconformity	None
Observations	None
Opportunities for Improvement	Continuous Security Monitoring

AUDIT CONCLUSION

The audit confirmed that **SAARATHI HEALTHCARE PRIVATE LIMITED** has designed and operated effective controls throughout the assessment period.

The organization demonstrated effective governance over healthcare information, cybersecurity, operational resilience, privacy protection and customer data management.

Date: 14 July 2026



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The implemented control environment satisfies the applicable **SOC 2 Type II Trust Services Criteria**.

CERTIFICATION RECOMMENDATION

Standard Result

SOC 2 Type II **APPROVED**

Lead Auditor Recommendation

SOC 2 TYPE II CERTIFICATION APPROVED

ANNEXURES A-H

ANNEXURE A – DOCUMENT REVIEW

Requirement	Status
Security Policies	✓
Privacy Policy	✓
Risk Register	✓
Asset Register	✓
Vendor Register	✓

ANNEXURE B – OPERATIONAL CONTROL REVIEW

Control Area	Status
Access Control	✓
Change Management	✓
Backup	✓
Incident Management	✓
Vendor Controls	✓

ANNEXURE C – SYSTEM PROCESS FLOW

Input	Process	Output	Status
Patient Request	CRM Processing	Service Delivery	✓
Patient Data	Secure Storage	Protected Records	✓
Support Activity	Workflow Management	Patient Assistance	✓

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ANNEXURE D – RISK REGISTER

Risk	Control	Status
Cyber Attack	Firewall & MFA	☒
Data Breach	Encryption	☒
Downtime	DR Plan	☒
Insider Threat	RBAC	☒

ANNEXURE E – SECURITY AWARENESS

Training	Status
Information Security	☒
Privacy	☒
Incident Reporting	☒
Social Engineering Awareness	☒

ANNEXURE F – INTERNAL AUDIT & MANAGEMENT REVIEW

Activity	Status
Internal Audit	☒
Corrective Action	☒
Management Review	☒

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ANNEXURE G – SURVEILLANCE PLAN

Activity	Date
First Surveillance	15 July 2027
Second Surveillance	15 July 2028
Re-certification	15 July 2029

ANNEXURE H – CERTIFICATION DECISION

Requirement	Status
Control Design Effective	☒
Control Operation Effective	☒
Trust Services Criteria Met	☒
Certification Recommended	☒

FINAL DECISION

- ☐ SOC 2 Type II Controls Successfully Assessed
- ☐ Trust Services Criteria Satisfied
- ☐ Certification Recommended

Certificate No.: 260135269

Date: 14 July 2026



Pradeep
QMS CERTIFICATE
Lead Auditor/ Certification Manager



QMS CERTIFICATE

CERTIFICATE

This is to certify that the Information Security Management System and Controls of

SAARATHI HEALTHCARE PRIVATE LIMITED

1ST FLOOR & 2ND FLOOR, 1B/101/201, NAVKALA BHARATI CHS LTD., CTS-113, F.P.-16 TPS-V, ROAD NO. 3, PRABHAT COLONY, SANTACRUZ EAST, MUMBAI SUBURBAN, MAHARASHTRA – 400055, INDIA.

has been assessed and found to be in compliance with the requirements of

SOC 2 Type II

(System and Organization Controls Report based on Trust Services Criteria)

Applicable Trust Services Criteria, Security, Availability, Processing Integrity, Confidentiality, Privacy

Scope of Activities

PROVISION OF PATIENT SUPPORT PROGRAM MANAGEMENT, PATIENT ASSISTANCE PROGRAM ADMINISTRATION, PATIENT ENGAGEMENT AND ADHERENCE SUPPORT THROUGH PHONE, SMS, WHATSAPP, EMAIL AND DIGITAL PLATFORMS, PATIENT DATA COLLECTION, PROCESSING, STORAGE, RETRIEVAL AND RECORD MANAGEMENT, COORDINATION WITH HEALTHCARE PROFESSIONALS, PHARMACIES, LABORATORIES AND FIELD TEAMS, SCHEDULING OF FOLLOW-UPS, SCREENING CAMPS, COUNSELING AND TREATMENT SUPPORT, CALL CENTER AND HELPLINE OPERATIONS, DIGITAL WORKFLOW MANAGEMENT FOR PATIENT JOURNEYS, VENDOR AND THIRD-PARTY COORDINATION UNDER DEFINED DATA PROTECTION CONTROLS, CONDUCT OF SCREENING CAMPS USING POINT-OF-CARE DEVICES, AND DEVELOPMENT, DEPLOYMENT AND MANAGEMENT OF CRM, ERP, WEB, MOBILE APPLICATION AND PORTAL SOLUTIONS.

Certificate Number - 260135269

Date of initial Registration : 14 July 2026
First Surv. Audit on or Before : 15 July 2027
Second Surv. Audit on or Before: 15 July 2028
Re-certification Due : 15 July 2029

Important Note:

This certificate is based on an independent assessment of the organization's controls relevant to SOC 2 Trust Services Criteria. SOC 2 is a report-based certification, and validity depends on continuous compliance and periodic assessment of controls.



Director

Verification of Certificate at:
qmscertificate.in / www.ukiaf.uk

Declaration

This certificate remains the property of QMS CERTIFICATE and shall be returned upon request if found invalid or withdrawn for any reason. Information about this certificate can be verified at the official website of accreditation body: www.ukiaf.uk
QMS CERTIFICATE: Plot No. 201D, 2nd Floor, Fakirmohan Gulei, Near Railway Station, Odisha 756001, India