

NSURE PRIVATE LIMITED

GSTC CERTIFICATION GUIDE

Hotel & Accommodation: Republic of Maldives

A Guide for Applicants and Stakeholders

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1. ABOUT NSURE PRIVATE LIMITED

Nsure Private Limited is an applicant for GSTC accreditation as a Certification Body, pending completion of the GSTC accreditation process. Nsure is registered in the Republic of Maldives (C-0486/2013) and has been operating in the hospitality assurance sector since 2013.

Nsure's registered office is at 6th Floor Haivakaruge, Dhanburuh Magu, Male 20164, Republic of Maldives.

Contact	Details
General Manager	Babli Jahau
Email	babli@nsure.com.mv
Website	www.nsure.com.mv
Telephone	+960-7977978

2. SCOPE OF CERTIFICATION SERVICES

Parameter	Nsure Scope
Reference Standard	GSTC Standard for Hotel and Accommodation (current version)
Tourism Activity Category	Hotels and Accommodation: all types and sizes, including resorts, guesthouses, boutique hotels, and serviced apartments
Geographic Scope	Republic of Maldives (all atolls and administrative divisions)
Accreditation Body	Global Sustainable Tourism Council (GSTC)
Accreditation Type	GSTC Type 1 Accreditation (ISO/IEC 17065:2012)

3. ELIGIBILITY FOR CERTIFICATION

Any organisation that operates a hotel or accommodation property within the Republic of Maldives may apply for GSTC certification from Nsure, subject to the following minimum eligibility criteria:

- The applicant must be a legally registered business entity operating within the Republic of Maldives;
- The property must have been operational for a minimum of twelve (12) months prior to the initial certification audit (in accordance with GSTC Accreditation Manual Clause 8.7.1);
- The applicant must agree to the terms and conditions of the Nsure Certification Agreement (NSR-CERT-AGR-001); and
- The applicant must provide access to all areas, records, documents, and personnel required for the audit.

No eligibility restriction is imposed based on the size of the property, its star classification, its brand affiliation, or membership of any association. See Nsure's Non-Discrimination Policy (NSR-POL-002) at www.nsure.com.mv/certification-policies.

4. THE CERTIFICATION PROCESS: STEP BY STEP

The following is a summary of the certification process from initial enquiry to the issuance of the GSTC certificate. The full certification cycle is three (3) years, as required by the GSTC Accreditation Manual.

Step 1: Application

The applicant contacts Nsure and submits a completed Application Form (NSR-FORM-001). The application includes basic property information, a description of the scope of certification sought, and confirmation that the eligibility criteria are met. The General Manager conducts an application review to confirm eligibility, identify the audit scope, and prepare a cost proposal.

Step 2: Agreement and Scheduling

Upon acceptance of the cost proposal, both parties sign the Nsure Certification Agreement (NSR-CERT-AGR-001). The General Manager assigns a qualified auditor, verifying that no conflict of interest exists. An audit plan is prepared and shared with the applicant in advance of the audit date.

Step 3: Initial Certification Audit (On-Site)

The initial certification audit is conducted on-site at the applicant's property. The audit includes: an opening meeting, a document review, interviews with management and operational staff, site inspection of all relevant areas, stakeholder consultation where appropriate, and a closing meeting. Travel time is not included in the calculation of audit duration. The audit is conducted against all applicable criteria of the GSTC Standard for Hotel and Accommodation.

Step 4: Audit Report and Nonconformity Management

Following the on-site audit, the auditor prepares a written audit report documenting findings, nonconformities (if any), and observations.

Nonconformities are classified as Major or Minor.

The applicant has ninety (90) calendar days from the date of issuance of the nonconformity to submit a root cause analysis, correction, and corrective action with supporting evidence.

Failure to close a Major Nonconformity within the specified timeframe may result in denial of certification.

Step 5: Certification Review and Decision

The audit report and any corrective action evidence are reviewed by a person who was not involved in conducting the audit.

This independent review ensures objectivity in the certification decision.

The certification decision is based solely on objective evidence of conformity with the Reference Standard.

The formal certification documentation is issued within six (6) months of the last day of the audit, provided all requirements are met.

Step 6: Certificate Issuance and Logo

Upon a positive certification decision, Nsure issues the formal GSTC certificate, which includes: the client's name and property details, the certification scope, the Reference Standard, the date of the certification decision, the expiry date, and a unique GSTC identification code.

The client receives the GSTC-certified Logo and the GSTC Logo Terms of Use, and may begin displaying the logo in accordance with those terms.

Nsure adds the client to its publicly accessible Certified Clients Register.

Step 7: Annual Surveillance Audits

A surveillance audit is conducted annually within twelve (12) months of the previous audit.

Surveillance audits may be conducted on-site or, where GSTC rules permit, remotely.

The surveillance audit verifies continued conformity with the Reference Standard and closure of any prior nonconformities.

The certification remains valid throughout the cycle provided surveillance requirements are met.

Step 8: Recertification Audit (Year 3)

Prior to the expiry of the three-year certification, a full recertification audit (on-site) is conducted.

The recertification audit covers all applicable criteria of the Reference Standard.

Upon a positive recertification decision, a new three-year certification cycle begins.

5. CERTIFICATION FEES

Nsure's certification fees are based on the scope and complexity of the certification, including:

- The size of the property (number of rooms, facilities, and operational areas);
- The geographic location of the property (travel requirements for on-site audits);
- The number of audit days required; and
- The type of audit (initial, surveillance, or recertification).

Fee Component	Description
Application fee	A one-time fee payable upon submission of the application form. This covers the application review and eligibility assessment.
Initial certification audit fee	Based on the number of audit days and auditor travel requirements. Quoted individually upon application review.
Annual surveillance audit fee	Payable annually. Based on the scope and audit day requirements.
Recertification audit fee	Payable in Year 3. Based on the scope and audit day requirements.
Administrative fee	A nominal fee covering document review, certificate issuance, and registry maintenance.

A detailed fee proposal is provided to the applicant following the application review, prior to the signing of the Certification Agreement. All fees are communicated transparently and in advance. Nsure does not charge hidden or undisclosed fees.

For further information on certification fees, please contact babli@nsure.com.mv.

6. RIGHTS AND DUTIES OF APPLICANTS AND CERTIFIED CLIENTS

6.1 Rights

All applicants and certified clients have the right to:

- Access Nsure's certification services on a non-discriminatory basis, in accordance with NSR-POL-002;
- Receive clear and transparent information about the certification process, requirements, and fees before entering into any agreement;
- Request a change to the assigned auditor if a conflict of interest is identified;
- Receive a written audit report documenting all findings;
- Be informed of all nonconformities and be given a defined timeframe to respond;
- Appeal any certification decision through Nsure's Appeals Procedure (NSR-PROC-006);
- Submit a complaint through Nsure's Complaints Procedure (NSR-PROC-007); and
- Refer any unresolved complaint or appeal to the GSTC in accordance with the GSTC Grievance Procedure v3.0.

6.2 Duties

All applicants and certified clients are required to:

- Provide truthful, accurate, and complete information throughout the certification process;
- Facilitate access to all documentation, records, areas, and personnel required for audit activities;
- Comply with all requirements of the Reference Standard and the Certification Agreement;
- Address nonconformities within the specified timeframes;
- Use the GSTC-certified Logo strictly in accordance with the GSTC Logo Terms of Use;
- Not make misleading claims regarding certification status;
- Promptly notify Nsure of any changes affecting conformity; and
- Pay all agreed certification fees in accordance with the agreed payment schedule.

7. COMPLAINTS AND APPEALS

7.1 Complaints

Any person or organisation may submit a complaint regarding Nsure's certification activities, the conduct of Nsure's personnel, or the certification status of a Nsure-certified client.

Complaints must be submitted in writing to:

General Manager, Nsure Private Limited

Email: babli@nsure.com.mv | Post: 6th Floor Haivakaruge, Dhanburuh Magu, Male 20164

All complaints are acknowledged within five (5) working days and investigated in accordance with Nsure's Complaints Procedure (NSR-PROC-007). Nsure is committed to resolving complaints fairly, objectively, and free from conflict of interest.

The full Complaints Procedure is available at www.nsure.com.mv/policies or upon request.

7.2 Appeals

A client has the right to appeal any certification decision including refusal, suspension, reduction, or withdrawal of certification. Appeals must be submitted in writing within thirty (30) calendar days of notification of the decision.

Appeals are handled in accordance with Nsure's Appeals Procedure (NSR-PROC-006) by a person or persons who were not involved in the original certification decision.

The full Appeals Procedure is available at www.nsure.com.mv/certification-policies or upon request.

7.3 Referral to GSTC

If a complainant or appellant is dissatisfied with Nsure's resolution, they may refer the matter to the GSTC in accordance with the GSTC Grievance Procedure v3.0, available at www.gstcouncil.org.

8. REGISTER OF CERTIFIED CLIENTS

In accordance with GSTC Accreditation Manual Clause 8.17.4, Nsure maintains a publicly accessible register of all valid certifications. The register is updated within five (5) working days of any certification decision, including the granting, suspension, withdrawal, or termination of certification.

The register is available at:

www.nsure.com.mv

The register contains the following information for each certified client:

No.	Client Name & Address	Property / Site Name	Certification Scope	Cert. Date	Expiry Date	GSTC ID Code
1						

This register is current as of the date shown on the website. No certifications have been issued to date, as Nsure is currently in the initial accreditation phase.

9. KEY POLICIES: PUBLIC ACCESS

The following Nsure policies are publicly available at www.nsure.com.mv/certification-policies:

Policy	Document Reference
Non-Discrimination Policy	NSR-POL-002
Confidentiality Policy	NSR-POL-003
Impartiality Policy	NSR-POL-001
Complaints Procedure (summary)	NSR-PROC-007
Appeals Procedure (summary)	NSR-PROC-006
GSTC Certification Guide (this document)	NSR-DOC-001
Certified Clients Register	www.nsure.com.mv/policies

10. REFERENCE STANDARD INFORMATION

The GSTC Standard for Hotel and Accommodation is developed and maintained by the Global Sustainable Tourism Council (GSTC). It covers four pillars of sustainable tourism management:

- Sustainable management including sustainability policies, legal compliance, and staff engagement;
- Socio-economic impacts including community benefits, fair employment, and cultural heritage;
- Cultural impacts including cultural heritage protection, visitor guidance, and authentic experiences; and
- Environmental impacts including resource conservation, pollution reduction, and biodiversity protection.

The full text of the GSTC Standard for Hotel and Accommodation is available at www.gstcouncil.org.