

NSURE PRIVATE LIMITED

APPEALS PROCEDURE

Challenging Certification Decisions Hotel & Accommodation

Document Reference	NSR-PROC-006
Version	1.0
Issue Date	01.09.2026
Review Date	01.09.2027
Document Owner	General Manager, Nsure Private Limited
Availability	Publicly available at www.nsure.com.mv/policies
Compliance References	ISO/IEC 17065:2012 Clause 7.13.3; GSTC-AM v5.0 Clause 8.6.1.3

1. PURPOSE

This procedure establishes the right of applicants and certified clients to appeal certification decisions made by Nsure Private Limited, and defines the process for handling such appeals fairly, impartially, and within defined timeframes. It fulfils the requirements of ISO/IEC 17065:2012 Clause 7.13.3 and GSTC Accreditation Manual v5.0 Clause 8.6.1.3.

2. SCOPE WHAT CAN BE APPEALED

The following certification decisions may be appealed:

- Denial of initial certification;
- Denial of recertification;
- Suspension of certification;
- Reduction of certification scope;
- Withdrawal of certification;
- Classification of a nonconformity (Major vs. Minor); and
- Any other formal decision by Nsure that adversely affects the applicant's or client's certification status.

Decisions that are not appealable under this procedure include: fee disputes (which are governed by the Certification Agreement), and general dissatisfaction with the audit process where no specific certification decision is at issue. Such matters may be raised as complaints under NSR-PROC-007.

3. KEY PRINCIPLES

- Appeals are handled impartially the person reviewing the appeal must not have been involved in making the original decision or conducting the underlying audit;
- The appeal process does not impede Nsure's ongoing certification activities;

- Where an appeal results in a changed decision, Nsure reviews its processes to understand how the original decision was made and whether corrective action is needed;
- The outcome of the appeal is communicated to the appellant in writing; and
- If the appellant is dissatisfied with the outcome, they may escalate to the GSTC.

4. APPEALS PROCEDURE STAGE BY STAGE

Stage 1: Lodge the Appeal

The appellant submits a formal written appeal to Nsure within thirty (30) calendar days of the date of notification of the certification decision being appealed.

The appeal must be submitted in writing to: General Manager, Nsure Private Limited, babli@nsure.com.mv.

The appeal submission must include: the decision being appealed (with reference number); the grounds for the appeal; the outcome the appellant is seeking; and any supporting evidence the appellant wishes to submit.

Late appeals may be accepted at the General Manager's discretion where exceptional circumstances are demonstrated in writing.

Stage 2: Acknowledgement

Nsure acknowledges receipt of the appeal in writing within five (5) working days.

The acknowledgement confirms: receipt of the appeal; the name of the person who will handle the appeal review; the expected timeline for a decision; and the appellant's right to submit additional evidence during the review period.

Stage 3: Appoint Appeal Reviewer

The appeal is reviewed by a person who was not involved in the original certification decision and did not conduct the audit that led to the decision.

Given Nsure's current two-person certification team structure: where the original decision was made by Babli Jahau (General Manager), the appeal review is conducted by a suitably qualified external reviewer. Nsure shall engage an external GSTC-qualified reviewer for this purpose where no internal alternative is available.

The appointment of the appeal reviewer is documented on NSR-FORM-026 (Appeal Record). The reviewer must complete NSR-FORM-009 (COI Declaration) before undertaking the review.

Stage 4: Appeal Review

The appeal reviewer conducts an independent review of:

- (a) The original certification decision and the reasoning supporting it;
- (b) The audit report and all evidence on which the decision was based;
- (c) All nonconformity records and corrective action evidence relevant to the decision;
- (d) The grounds submitted by the appellant; and
- (e) Any additional evidence submitted by the appellant.

The reviewer may request additional information from the auditor or the General Manager. The reviewer may also request additional information or clarification from the appellant. The review is completed within thirty (30) calendar days of the appeal being accepted.

Stage 5: Appeal Decision

The appeal reviewer makes one of the following determinations:

UPHELD The original decision was incorrect or not adequately justified. The reviewer recommends a revised decision to the General Manager.

PARTLY UPHELD The original decision was partially correct. The reviewer recommends a modified outcome.

NOT UPHELD The original decision was correct and properly made. The original decision stands.

The appeal decision is documented on NSR-FORM-026 with full written reasoning. The General Manager reviews the recommendation and implements it unless there is a procedural reason not to do so, which must be documented and communicated to the reviewer.

Stage 6: Notification of Outcome

The appellant is notified of the appeal outcome in writing within five (5) working days of the decision being made.

The notification includes: the outcome (upheld, partly upheld, or not upheld); the full written reasoning of the appeal reviewer; details of any revised certification decision; and information on escalation to the GSTC if the appellant remains dissatisfied.

Stage 7: GSTC Escalation (if applicable)

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

Nsure provides the GSTC with all relevant records upon request.

5. TIMEFRAMES SUMMARY

Activity	Timeframe
Deadline for lodging appeal	30 calendar days from date of original decision notification
Acknowledgement by Nsure	5 working days from receipt
Appeal review completion	30 calendar days from appeal acceptance
Notification of outcome	5 working days from appeal decision
Total maximum receipt to outcome	Approximately 45 working days

6. EFFECT OF APPEAL ON CERTIFICATION STATUS

The lodging of an appeal does not automatically suspend any certification decision already in effect. Where a client has lodged an appeal against a suspension or withdrawal decision, Nsure considers on a case-by-case basis whether it is appropriate to put the sanction on hold pending the appeal outcome, and documents this decision.

7. RECORDS

Record	Form Reference
Appeal Record (full all stages)	NSR-FORM-026
COI Declaration Appeal Reviewer	NSR-FORM-009
Appeal correspondence	Filed in client certification file

All appeal records are retained for six (6) years from the date of the appeal decision, in accordance with NSR-PROC-010.

8. RELATED DOCUMENTS

Reference	Document
NSR-PROC-007	Complaints Procedure
NSR-PROC-003	Certification Decision Procedure
NSR-FORM-009	Conflict of Interest Declaration
NSR-FORM-026	Appeal Record
ISO/IEC 17065:2012	Clause 7.13.3
GSTC-AM v5.0	Clause 8.6.1.3 and GSTC Grievance Procedure v3.0

Approved by General Manager

Name: Babli Jahau Title: General Manager, Nsure Private Limited Signature:  Date: 01.09.2026	<i>This procedure is reviewed annually and is publicly available at www.nsure.com.mv</i>
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9. REVISION HISTORY

Version	Date	Author	Description
1.0	01.09.2026	General Manager	Initial issue GSTC accreditation application

*NSR-PROC-006 | Version 1.0 | Nsure Private Limited
Compliant with ISO/IEC 17065:2012 Clause 7.13.3 and GSTC-AM v5.0 Clause 8.6.1.3*