

## Documentation Checklist for DMCs

The documentation checklist aims to clarify what is to be presented at application stage and what is to be readily available during the audit.

### Documents to be presented at application stage

CODE	CRITERIA	DOCUMENTATION	Y/N
102	The DMC operates in compliance with all applicable laws and regulations.	Scan of declaration by Directors/Management or Memorandum of Companies.	
105	The DMC or the division within a parent company employs a minimum of 2 full-time employees to cover the areas of sales, operations and administration effectively.	Scan of Jobsplus records indicating the employee's job title.	
106	The human resources engaged by the DMC must be sufficient to meet the size of the jobs that are undertaken.	Scan of Jobsplus records indicating the employee's job title.	
108	The DMC must provide a minimum of 1 recent (last 12 months) bank reference.	Request from bank copying MTA	
109	The DMC must provide a minimum of 3 recent client references.	3 recent client references (not older than 2 years)	
110	The DMC must provide a minimum of 3 recent references (not older than 2 years) from suppliers offering different services (e.g. accommodation, transport, entertainment, caterers).	3 recent references (not older than 2 years) from suppliers offering different services (e.g. accommodation, transport, entertainment, caterers)	
111	The DMC must provide the financial statements of the last full year of operations together with a confirmation by the auditors that DMC is in a sound financial situation, with adequate liquidity, as per last audited accounts.	Scan of statement by the DMC auditor as indicated in the guidance notes. Full accounts on site to be confirmed that they are signed.	

<b>112</b>	The DMC must maintain comprehensive insurance which includes but not solely third-party liability claims by clients for a minimum of € 1.2 million from a licensed insurance company.	Send scan of insurance certificate.	
<b>114</b>	A minimum of one member of staff must be adequately trained as a DMC operator or holds a relevant form of qualification from a recognised training institution or at least 4-year experience in the management of a similar business activity, when holding a middle to senior management position.	Scan of employment training templates for new employees. Ensure these are well filled in.	
<b>118</b>	The DMC is a member of a recognised international/local association/chamber, etc.	Send scan of receipt or certificate.	

### **Documents to be prepared and at hand during the audit**

#### **Mandatory Criteria**

<b>CODE</b>	<b>CRITERIA</b>	<b>DOCUMENTATION</b>	<b>Y/N</b>
<b>103</b>	The DMC handles a minimum of 5 events per year and a minimum of 500 delegates per year.	Spreadsheet of invoice database. Also, to provide list of groups MICE/Leisure as applicable, indicating name of group and date of stay, country, name of PCO and number of pax. Excel is preferable as auto-sum can be used for delegate numbers.	
<b>113</b>	The DMC must maintain current insurance certificates of all suppliers for the audit period (excluding those licensed by the MTA and Transport Malta) for adequate General Liability coverage.	Online folder for the 2 years or filed hardcopies of each service provider.	
<b>115</b>	The DMC must enter into written agreements (contracts) with each client stating, at a minimum, the services to be provided, fees and billing procedures, the term and termination aspects of the contracts and the	Each group must have a signed copy on file (both signatures). This will be checked via the 3 random groups selected.	

	procedures in the event of a complaint. (e.g. 'This Agreement is governed by Maltese Law and any dispute arising as a result of this agreement shall be referred to the Malta Arbitration Centre.')		
<b>117</b>	A person is available 24 hours a day during programme events.	To be confirmed during audit; this will be checked by seeing correspondence for the 3 random groups, the working order or any other manner deemed suitable.	

### **Pass or Fail Criteria**

<b>CODE</b>	<b>CRITERIA</b>	<b>DOCUMENTATION</b>	<b>Y/N</b>
<b>203</b>	The DMC provides induction training programmes on MICE and related skills for new members of staff and ongoing training for long-standing employees.	Emails, calendars, manuals, invoices, etc. Refer to guidance notes.	
<b>208</b>	The DMC handles complaints in an effective manner and keeps some record of these complaints.	To be confirmed during audit. Email correspondence or memos need to be presented for any complaints.	
<b>209</b>	The DMC acts on its sustainable development through environmental and CSR initiatives.	Emails, photos, receipts, etc.	