

# Retailers' [ Code of Conduct ]



As an authorized retailer or retailer employee, I understand the important role I play in lottery sale operations. I agree to completely familiarize myself with the Code of Conduct and to comply with its conditions and in so doing, support Loto-Québec in its commitment to demonstrate integrity and respect and assume its social responsibility.

## Integrity and transparency

- I agree to follow Loto-Québec's procedures and directives, in particular the conditions related to the sale and validation of lottery tickets as well as prize payments.
- I will report all lost lottery tickets belonging to consumers to Loto-Québec.
- I agree to never modify or alter lottery products and gaming equipment belonging to Loto-Québec and to immediately report any equipment failure to Loto-Québec's Hot Line.
- I agree to always leave Loto-Québec equipment connected. I will, at all times, position the consumer display in full view of clients doing transactions at the lottery cash register. I will also ensure that they have easy access to the ticket checker.
- I agree to pay prizes of \$600 or less and to never exceed this limit.
- I will identify myself as a Loto-Québec retailer or retailer employee whenever I claim a prize or share of a prize worth more than \$600 and I will complete the questionnaire to that effect.
- I will collaborate with all investigations made by Loto-Québec investigators and I will provide all relevant information required.
- I agree to follow or have one or more of my employees who sell lottery products follow the basic training developed and provided by Loto-Québec that is available through the game terminal or on the Internet.
- I agree to register all employees who sell lottery products and have them follow annual mandatory training developed and provided by Loto-Québec that is available through the game terminal or on the Internet.
- I agree to return every validated ticket to the client whether it is winning or not, along with the corresponding validation coupon and, if applicable, the replacement ticket.

## Respect

- I will maintain a respectful service to clients who purchase lottery products and will at all times provide them with adequate help.
- I will validate tickets even if the consumer has not already checked them with the ticket checker.
- I will make game rules available for viewing by the public and will inform them about current policies and procedures.
- At no time will I conduct myself in a way that is contrary to public interest or harmful to the integrity or reputation of Loto-Québec.
- I ask consumers to sign their tickets upon purchase and always ensure that the tickets are signed before validating them.

## Social Responsibility

- I will not sell any lottery tickets nor pay any prize to minors and will display Loto-Québec publicity to this effect. I will require clients appearing to be under the age of 25 to present photo I.D. proof of age.
- I will make Loto-Québec information on responsible gaming available to consumers.

I acknowledge that failure to comply with the above-stipulated conditions could result in progressive corrective measures, as indicated on the back of this Code.

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## Assistance

Retailer Assistance: 514-499-5211 or 1-800-363-9568  
Enligne@loto-quebec.com  
Hot Line: 514-899-7900 or 1-800-361-8267  
Customer Service: 1-866-611-LOTO (5686)  
Service\_clientele@loto-quebec.com

The following corrective measures will be applied  
in case of violations to the Code of Conduct\*.

(\*If a violation occurs more than one year after the previous violation, it will be treated as a 1<sup>st</sup> violation)

CONFIRMED VIOLATION	1 <sup>st</sup> VIOLATION	2 <sup>nd</sup> VIOLATION	3 <sup>rd</sup> VIOLATION	OTHER VIOLATIONS
<b>Theft or fraud</b>	<p><b>Committed by retailer:</b></p> <ul style="list-style-type: none"> <li>• Withdrawal of right to sell</li> </ul> <p><b>Committed by an employee:</b></p> <ul style="list-style-type: none"> <li>• Withdrawal of right to sell, unless retailer demonstrates that the employee in question no longer sells lottery products.</li> </ul>	<p>• Not applicable</p> <p><b>Committed by an employee:</b></p> <ul style="list-style-type: none"> <li>• Withdrawal of right to sell, unless retailer demonstrates that the employee in question no longer sells lottery products.</li> </ul>	<p>• Not applicable</p> <p><b>Committed by an employee:</b></p> <ul style="list-style-type: none"> <li>• Withdrawal of right to sell</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable</li> <li>• Not applicable</li> </ul>
<b>Sales, validation or prize payment problem that casts doubt on the integrity of the consumer transaction</b>	<ul style="list-style-type: none"> <li>• Warning letter</li> </ul>	<ul style="list-style-type: none"> <li>• Warning letter</li> </ul>	<ul style="list-style-type: none"> <li>• Withdrawal of right to sell</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable</li> </ul>
<p><b>Behaviour at time of sale, validation or prize payment that is contrary to directives and prejudicial to the reputation or image of Loto-Québec</b></p> <p><b>Refusal to collaborate with investigators</b></p> <p><b>Refusal to follow mandatory training</b></p>	<ul style="list-style-type: none"> <li>• Warning letter</li> </ul>	<ul style="list-style-type: none"> <li>• Warning letter</li> </ul>	<ul style="list-style-type: none"> <li>• Warning letter</li> </ul>	<p><b>4<sup>th</sup> violation:</b></p> <ul style="list-style-type: none"> <li>• 15-day suspension of right to sell</li> </ul> <p><b>5<sup>th</sup> violation:</b></p> <ul style="list-style-type: none"> <li>• 30-day suspension of right to sell</li> </ul> <p><b>6<sup>th</sup> violation:</b></p> <ul style="list-style-type: none"> <li>• Withdrawal of right to sell</li> </ul>
<b>Sales to minors</b>	<ul style="list-style-type: none"> <li>• Letter confirming a training session</li> <li>• In-store training session</li> <li>• Visit by a mystery shopper</li> </ul>	<ul style="list-style-type: none"> <li>• Warning letter</li> <li>• Visit by a mystery shopper</li> </ul>	<ul style="list-style-type: none"> <li>• 15-day suspension of right to sell</li> <li>• Visit by a mystery shopper</li> </ul>	<p><b>4<sup>th</sup> violation:</b></p> <ul style="list-style-type: none"> <li>• 30-day suspension of right to sell</li> <li>• Visit by a mystery shopper</li> </ul> <p><b>5<sup>th</sup> violation:</b></p> <ul style="list-style-type: none"> <li>• One year suspension of right to sell</li> </ul>
<p><b>Poor customer service</b></p> <p><b>Improper use of Loto-Québec equipment or property</b></p>	<ul style="list-style-type: none"> <li>• Telephone call</li> </ul>	<ul style="list-style-type: none"> <li>• Warning letter</li> </ul>	<ul style="list-style-type: none"> <li>• Warning letter</li> </ul>	<p>Repeated violations will result in further warning letters, and if there is no improvement, in progressive suspensions of right to sell and eventually, in the withdrawal of right to sell.</p>

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