



The Code of Responsible Commercialization aims at promoting the responsible management of video lottery terminals to offer customers a quality entertainment product in a pleasant environment.

As a retailer, I commit to:

1. Conforming myself to the laws, rules and directives controlling video lottery terminal operation.
2. Never display visible publicities such as posters promoting video lottery terminals outside the establishment other than those advertisings provided by the Société des loteries vidéo du Québec (SLVQ).
3. Ensuring that no automated teller machine is installed in the vicinity of the area where video lottery terminals are operated.
4. Never provide credit or advances to customers, or tolerate loans made by third parties to allow customers to play on the establishment's video lottery terminals.
5. Ensuring that only persons of legal age use video lottery terminals.
6. Ensuring that customers only play with one video lottery terminal at a time.
7. Acquire the training that are part of the Responsible Gaming Programs offered by SLVQ and consequently train my personnel accordingly.
8. Ensuring there is always at least one employee having had the *Au hasard du jeu* training present on each establishment site to direct those customers wishing help towards specialized organizations.
9. Ensuring that flyers on responsible gaming are always available in the video lottery terminals' flyer rack.
10. Fully pay customers when they present their cash out coupons.
11. Never encourage customers to continue playing.
12. Never arrange promotion encouraging customers to play.
13. Never allow a customer whose faculties seem to be impaired to play on video lottery terminals.
14. Never provide information on prior or anticipated results of a given terminal such as "this terminal is about to pay the jackpot", as games' results are random.
15. Never personally use or allow my staff to use the establishment video lottery terminals.
16. Assisting customers when they have questions on game sequence and ensuring my staff does as well.
17. Maintaining a clean gaming environment and daily cleaning the video lottery terminals.
18. Arranging the area where video lottery terminals are operated in order to avoid isolating players, while respecting the criteria set forth by the Régie des alcools, des courses et des jeux.
19. Ensuring that my staff is aware of the present Code of Responsible Commercialization and comply with it.
20. Displaying this Code of Responsible Commercialization next to video lottery terminals so it's visible at all times, to the satisfaction of SLVQ.

I understand that in accordance with the agreement binding me with the Société des loteries vidéo du Québec inc. (SLVQ), I must comply with the present directive or else, SLVQ will take the measures I was informed about.