

LOTTERY RETAILER CODE OF CONDUCT



As an authorized lottery retailer or lottery retailer employee, I understand the integral role I play in instilling player and public confidence in BCLC's lottery products and services and, therefore, I pledge to safeguard BCLC's commitment to integrity, respect and social responsibility by committing to the following conduct, rules and practices:

INTEGRITY

- I will not, at any time, purchase, play or validate my personal lottery tickets at my place of employment
- I will comply with BCLC rules, regulations, instructions, directives and operating manuals, and will pay particular attention to follow all validation procedure requirements when validating players' tickets
- I will report any lost or unattended lottery tickets or self-serve terminal vouchers to BCLC Hotline immediately
- I will not tamper with lottery products or equipment in any manner and I will immediately report all equipment malfunctions to BCLC Hotline
- I will honour all prize claims within my prize payout limit
- I will not sell lottery products outside of my regular business hours
- I will declare myself as a lottery retailer when claiming a prize at any BCLC Prize Payout Office or other Regional Prize Payout locations and I understand that my prize claim will be subject to a detailed security investigation
- I will only operate lottery equipment when trained to do so, and I will participate in additional training and certification programs as required by BCLC
- I will cooperate with all investigative, security inspection and enforcement activities conducted by BCLC, including detailed security investigations into my prize claims
- I will cooperate and comply with all Gaming Policy Enforcement Branch (GPEB) registration requirements

RESPECT

- I will provide high quality, respectful service to all lottery players
- I will not engage in conduct that is contrary to the public interest or harmful to the integrity or reputation of BCLC and BCLC's products or services
- I will always ask players to sign the back of their tickets at the time of purchase

SOCIAL RESPONSIBILITY

- I will not sell or validate lottery tickets to anyone under 19 years of age
- I will display all information materials provided by BCLC relating to responsible gaming
- I will not personally loan money or advance credit to players for the purchase of lottery products (credit cards are permitted)

I acknowledge that failure to comply with the above conduct, rules and practices will result in progressive disciplinary action, up to and including termination of the Lottery Operations Agreement (LOA).

IMPORTANT CONTACT INFORMATION:

- BCLC Hotline: 1-800-667-1649
- BCLC Consumer Services Toll Free Number: 1-866-815-0222
- BCLC Responsible Gaming Toll Free Number: 1-888-795-6111

