

As an authorized retailer or retailer employee, I understand the importance of my role in lottery sale operations. I commit to reading the Retailer Code of Conduct once a year and complying with its conditions to support Loto-Québec in its responsible commercialization efforts and commitment to integrity, respect and corporate social responsibility. I also agree to do all that is necessary to promote Loto-Québec products.

Integrity and Transparency

- I will abide by Loto-Québec's procedures and guidelines, in particular the conditions related to the sale, removal and validation of lottery tickets, as well as prize payments.
- I will follow Loto-Québec's instructions on merchandising tickets, receiving orders, returning tickets, activating booklets, and selling tickets only in the location associated with my retailer number or the retailer number of my employer, as well as all applicable procurement procedures.
- I will ask customers to sign their tickets after purchase, and, I will ensure that I have in hand the original ticket signed by the customer before validating it.
- I will follow validation slip instructions and give the validation slip and validated ticket back to the customer, regardless of whether or not it is a winning ticket, with the replacement ticket if necessary.
- I will immediately report any lottery tickets (including replacement tickets, free plays, and any other type) that are lost or found in my establishment via the Loto-Québec hotline.
- I will pay out prizes of \$600 or less and never exceed this limit. In the event that I do not have the cash assets needed to pay the prize for a ticket that has already been validated, I will return the ticket, intact, to the customer and make arrangements with them to pay out their prize at a later time.
- I will immediately report any equipment failure or printing issue via the Loto-Québec hotline.
- I will keep equipment connected at all times and never relocate or alter said equipment without prior authorization. I will ensure that the consumer display screen is always in full view of customers making transactions at the lottery cash desk. I will also make sure that the self-serve ticket checker is always easily accessible.
- I will never edit or alter lottery products, or use any logo or trademark related to Loto-Québec lottery products in a way that may harm the corporation's reputation. I will ask Loto-Québec for authorization before using such logos or trademarks.
- I will ensure that, as soon as they are hired, the person in charge of lottery sales enrolls in and successfully completes the mandatory training course required for their duties as well as all other mandatory training courses between April 1 and March 31 of the following year.
- I will register all employees who sell lottery products in the training platform and ensure that they enrol in and successfully complete the mandatory training course for employees as soon as they are hired. I will also ensure that they take all other mandatory training courses between April 1 and March 31 of the following year.
- I will read any and all information issued by Loto-Québec or made available on the gaming terminal, including messages to retailers, the Retailer Code of Conduct, memos to retailers and any information on gaming terminal management.

- I will state that I am a Loto-Québec retailer or retailer employee when I claim a prize or a share of a prize worth \$2,000 or more and complete the questionnaire to that effect.
- I will cooperate with any inquiries Loto-Québec may conduct, including those involving investigators or any other authorized agents.

Respect

- I will treat customers who purchase lottery products with respect and provide them with adequate help at all times. If needed, I will refer them to the Loto-Québec Customer Service team.
- I will ensure that I am available for any over-the-phone meetings with my telesales operator and that I know the procedure for scratch ticket orders.
- I will validate tickets even if customers have already checked them using the self-serve ticket checker.
- I will provide customers with information on Loto-Québec products and the tools they will need to make a claim, when required.
- I will at no time conduct myself in a way that is contrary to public interest or harmful to the integrity or reputation of Loto-Québec.

Corporate Social Responsibility

- I will neither sell lottery tickets nor pay out any prizes to minors and will display Loto-Québec advertising to this effect. I will ask any customer who looks under 25 to produce a valid piece of government-issued photo ID.
- I will make any information on responsible gambling produced by Loto-Québec available to customers.
- I will exercise caution when using social media and ask for prior authorization from Loto-Québec before promoting lottery products in any way.

I acknowledge that failure to comply with the above-stipulated conditions may result in progressive remedial action (see reverse).

For assistance

Retailer Assistance: 514-499-5211 or 1-800-363-9568
Hotline: 514-899-7900 or 1-800-361-8267
assistanceauxdetailants@loto-quebec.com

March 2024
Version 17.0



Any breach of the Retailer Code of Conduct will result in remedial action, as follows:*

CONFIRMED BREACH	1ST BREACH	2ND BREACH	3RD BREACH	FURTHER BREACHES
Misappropriation of lottery products	Committed by the retailer: • Right to sell lottery products revoked	Committed by the retailer: • N/A	Committed by the retailer: • N/A	Committed by the retailer: • N/A
	Committed by an employee: • Right to sell lottery products revoked, unless the retailer can prove that the employee involved no longer sells lottery products	Committed by an employee: • Right to sell lottery products revoked, unless the retailer can prove that the employee involved no longer sells lottery products	Committed by an employee: • Right to sell lottery products revoked, unless the retailer can prove that the employee involved no longer sells lottery products	Committed by an employee: • Right to sell lottery products revoked, unless the retailer can prove that the employee involved no longer sells lottery products
Problem with a sale, validation or prize payment that jeopardizes the integrity of a transaction with a customer	• Phone call	• Written warning	• Right to sell lottery products revoked	• N/A
Refusal to cooperate with investigators or any other authorized agents	• Written warning	• Written warning	• 15-day suspension of the right to sell lottery products	4th breach: • Right to sell to sell lottery products revoked
Behaviour at the time of ticket sale or validation ticket or prize payment that is contrary to requirements and jeopardizes Loto-Québec's reputation or image	• Phone call	• Written warning	• Right to sell lottery products revoked	• N/A
Refusal or omission to take the required training courses	• Phone call	• Written warning	• Right to sell lottery products revoked	• N/A
Sales to a minor	• Written warning to the retailer regarding the need to take the <i>Here, We Card!</i> online course and to ensure that their employees take it • Visit from a mystery shopper	• Written warning • Visit from a mystery shopper	• 15-day suspension of the right to sell lottery products • Visit from a mystery shopper	4th breach: • 30-day suspension of the right to sell lottery products • Visit from a mystery shopper 5th breach: • 1-year suspension of the right to sell lottery products
Misuse of Loto-Québec equipment or property	• Phone call	• Phone call	• Written warning	• Right to sell to sell lottery products revoked
Poor customer service	• Phone call	• Phone call	• Written warning	• Right to sell to sell lottery products revoked

4720.7110.14

*Repeated breaches will entail further written warnings and, if there is no improvement, progressive remedial action that will result in the retailer's right to sell lottery products being revoked.