

RETAILER CODE OF CONDUCT

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

COMMITMENTS

Integrity and transparency

- I will abide by Loto-Québec's procedures and guidelines, in particular the conditions related to the sale, withdrawal and validation of lottery tickets, as well as prize payments.
- I will follow Loto-Québec's instructions on merchandising, receiving orders, returning tickets, activating booklets, and selling tickets only in the location associated with my retailer number, as well as all applicable procurement procedures.
- I will ask customers to sign their tickets after purchase, and, before validating a ticket, I will make sure that I have the original ticket, signed by the customer, in hand.
- 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 problems via the Loto-Québec hotline.
- I will keep equipment connected at all times and never relocate or alter said equipment without Loto-Québec's prior authorization. I will ensure that the consumer display unit is always in full view of customers making transactions at the lottery cash register. 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 ensure that the person in charge of lottery sales enrolls in and successfully completes the *Lotoventes* basic training course, as well as all required training courses, including *Accès+* and *Here, We Card!*, between April 1 and March 31.
- I will register all employees who sell lottery products on the training platform and have them enrol in and successfully complete the *Accès+* and *Here, We Card!* courses between April 1 and March 31.
- I will read any and all information issued by Loto-Québec or made available on the game terminal, including messages to retailers, the Code of Conduct, memos to retailers and the game terminal's S8 Operations Guide.

- I will state that I am a Loto-Québec retailer or retailer employee when I claim a prize, or a share of a prize, that is over \$600 and complete the questionnaire to that effect.
- I will cooperate with any enquiries 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.
- I will ensure that I am available for any over-the-phone meetings with my telesales operator and that I am familiar with 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 necessary tools 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 Loto-Québec's integrity or reputation.

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).

Any breach of the Code of Conduct
will result in the following remedial action:*

BREACHES

CONFIRMED BREACH	1ST BREACH	2ND BREACH	3RD BREACH	FURTHER BREACHES
Theft or fraud	Committed by the retailer: <ul style="list-style-type: none"> • Withdrawal of the right to sell lottery products 	Committed by the retailer: <ul style="list-style-type: none"> • N/A 	Committed by the retailer: <ul style="list-style-type: none"> • N/A 	Committed by the retailer: <ul style="list-style-type: none"> • N/A
	Committed by an employee: <ul style="list-style-type: none"> • Withdrawal of the right to sell lottery products, unless the retailer can prove that the employee involved no longer sells lottery products 	Committed by an employee: <ul style="list-style-type: none"> • Withdrawal of the right to sell lottery products, unless the retailer can prove that the employee involved no longer sells lottery products 	Committed by an employee: <ul style="list-style-type: none"> • Withdrawal of the right to sell lottery products, unless the retailer can prove that the employee involved no longer sells lottery products 	Committed by an employee: <ul style="list-style-type: none"> • 4th breach: Withdrawal of the right to sell lottery products
Problem with a sale, validation or prize payment that jeopardizes the integrity of a transaction with a customer	<ul style="list-style-type: none"> • Phone call 	<ul style="list-style-type: none"> • Written warning 	<ul style="list-style-type: none"> • Withdrawal of the right to sell lottery products 	<ul style="list-style-type: none"> • N/A
Refusal to cooperate with investigators or any other authorized agents	<ul style="list-style-type: none"> • Written warning 	<ul style="list-style-type: none"> • Written warning 	<ul style="list-style-type: none"> • 15-day suspension of the right to sell lottery products 	<ul style="list-style-type: none"> • 4th breach: Withdrawal of the right to sell lottery products
Behaviour at the time of sale or validation of a ticket or prize payment that is contrary to requirements and jeopardizes Loto-Québec's reputation or image	<ul style="list-style-type: none"> • Phone call 	<ul style="list-style-type: none"> • Written warning 	<ul style="list-style-type: none"> • Withdrawal of the right to sell lottery products 	<ul style="list-style-type: none"> • N/A
Refusal or omission to take the required training courses	<ul style="list-style-type: none"> • Phone call 	<ul style="list-style-type: none"> • Written warning 	<ul style="list-style-type: none"> • Withdrawal of the right to sell lottery products 	<ul style="list-style-type: none"> • N/A
Sales to a minor	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Written warning • Visit from a mystery shopper 	<ul style="list-style-type: none"> • 15-day suspension of the right to sell lottery products • Visit from a mystery shopper 	4th breach: <ul style="list-style-type: none"> • 30-day suspension of the right to sell lottery products • Visit from a mystery shopper 5th breach: <ul style="list-style-type: none"> • 1-year suspension of the right to sell lottery products
Misuse of Loto-Québec equipment or property	<ul style="list-style-type: none"> • Phone call 	<ul style="list-style-type: none"> • Phone call 	<ul style="list-style-type: none"> • Written warning 	<ul style="list-style-type: none"> • Withdrawal of the right to sell lottery products
Poor customer service	<ul style="list-style-type: none"> • Phone call 	<ul style="list-style-type: none"> • Phone call 	<ul style="list-style-type: none"> • Written warning 	<ul style="list-style-type: none"> • Withdrawal of the right to sell lottery products

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

RETAILER



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