



RETAILER CODE OF CONDUCT

As an authorized retailer or retailer employee, I understand the importance of my role in lottery sale operations. I promise to read the Code of Conduct once a year and comply with its conditions, and in so doing, support 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 agree to 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 promise to follow Loto-Québec's instructions regarding marketing products, 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 once they've purchased them, and, before validating a ticket, I will make sure that I have the original ticket in hand, signed by the customer.
- I promise to follow validation slip instructions and to 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 promise to immediately report any lottery tickets (including replacement tickets, free plays, etc.) that are lost or found in my establishment via the Loto-Québec hotline.
- I promise to pay out prizes of \$600 or less and to 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 them the amount owed at a later time.
- I promise to immediately report any equipment failure or printing problems via the Loto-Québec hotline.
- I promise to keep equipment connected at all times and to never relocate or alter said equipment without Loto-Québec's prior authorization. I will ensure that the consumer display unit is always positioned in full view of customers making transactions at the lottery cash register. I will also make sure that the ticket checker is always easily accessible.
- I promise to 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 individual in charge of lotteries takes the *Lotoventes* basic training course, as well as all required training courses every year, including the *Accès+*, *Merchandising*, and *Here, We Card!* training courses.
- I promise to register all employees who sell lottery products on the training platform and to have them take the *Accès+* and *Here, We Card!* courses every year.
- I promise to 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 S8 Operations Guide.

- I promise to 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 to complete the questionnaire to that effect.
- I promise to cooperate in 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 not already checked them using the ticket checker.
- I will make all game rules available to the public and keep the public informed of current policies and procedures.
- 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 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 disciplinary action (see reverse).

RETAILER



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

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Any breach of the Code of Conduct will result in the following disciplinary action.

BREACHES

CONFIRMED BREACH	1ST BREACH	2ND BREACH	3RD BREACH	OTHER BREACHES
Theft or fraud	Committed by the retailer: <ul style="list-style-type: none"> • Revocation 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"> • Revocation 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"> • Revocation 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"> • Revocation 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: Revocation 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"> • Revocation 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: Revocation of the right to sell lottery products*
Behaviour that is contrary to requirements and jeopardizes Loto-Québec's reputation or image at the time of a sale, ticket validation or prize payment	<ul style="list-style-type: none"> • Phone call 	<ul style="list-style-type: none"> • Written warning 	<ul style="list-style-type: none"> • Revocation of the right to sell lottery products* 	<ul style="list-style-type: none"> • N/A
Refusal 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"> • Revocation 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 	<ul style="list-style-type: none"> • 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"> • Revocation 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"> • Revocation of the right to sell lottery products*

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*Repeated breaches will incur further written warnings and, if there is no improvement, progressive disciplinary action ending in the revocation of the retailer's right to sell lottery products.