

Retailers' [Code of Conduct]



As an authorized retailer or retailer employee, I understand the important role I play in lottery sale operations. I agree to completely familiarize myself with the Code of Conduct and to comply with its conditions and in so doing, support Loto-Québec in its commitment to demonstrate integrity, respect and social responsibility.

Integrity and transparency

- I agree to follow Loto-Québec's procedures and directives, in particular the conditions related to validating lottery tickets.
- I will report all lost lottery tickets belonging to consumers to the Loto-Québec Retailer Assistance Line.
- I undertake to never modify or alter lottery products and gaming equipment belonging to Loto-Québec without prior authorization, and to immediately report any equipment failure to Loto-Québec's Hot line.
- I undertake to leave the terminal customers message display connected and turned on at all times, even outside store business hours. I will also, at all times, position the display in full view of clients doing transactions at the lottery cash register (applicable as soon as the new S8 terminal is installed).
- I agree to pay prizes that are within the authorized payment limit.
- I will identify myself as a Loto-Québec retailer or retailer employee whenever I claim a prize worth \$10,000 or more. I will complete the questionnaire and fully collaborate in the applicable verification process.
- I will collaborate with all investigations made by Loto-Québec investigators and I will provide them with all relevant information they may require.
- I agree to take and pass the mandatory on-line training that will be available when I register on the S8 game terminal or on the Internet. I will ensure that all employees who sell lottery products register and pass the training (applicable as soon as the new S8 terminal is installed).

Respect

- I will maintain a respectful service to clients who purchase lottery products and will at all times provide them with adequate help.
- I will make game rules available for viewing and will inform the public about current policies and procedures.
- At no time will I conduct myself in a way that is contrary to public interest or harmful to the integrity or reputation of Loto-Québec.
- I will ensure that consumers properly sign their lottery tickets. I will provide them with all necessary explanations if asked.

Social Responsibility

- I will not sell any lottery tickets nor pay any prize to minors and will display Loto-Québec publicity to this effect. I will require any individuals appearing to be under the age of 25 to present a proof of age with a photo.
- I will make Loto-Québec information on responsible gaming available to consumers.

I acknowledge that failure to comply with the above-stipulated conditions will result in progressive administrative sanctions, as indicated on the back of this Code.

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Telephone assistance

Retailer Assistance Line: 514 499-5211 or 1 800 363-9568
Hot line: 514 873-7300 or 1 800 361-8267
Customer Service: 1 866 611-LOTO (5686)
Service_clientele@loto-quebec.com

The following corrective measures will be applied
in case of violations to the Code of Conduct*.

(*If a violation occurs more than one year after the last violation, it will be treated as a 1st violation)

| CONFIRMED VIOLATION | 1 st VIOLATION | 2 nd VIOLATION | 3 rd VIOLATION | OTHER VIOLATIONS |
|--|---|--|---|---|
| Theft or fraud | <p>Committed by retailer:</p> <ul style="list-style-type: none"> • Withdrawal of right to sell <p>Committed by an employee:</p> <ul style="list-style-type: none"> • Withdrawal of right to sell, unless retailer demonstrates that the employee in question no longer operates the terminal. | <p>• Not applicable</p> <p>Committed by an employee:</p> <ul style="list-style-type: none"> • Withdrawal of right to sell, unless retailer demonstrates that the employee in question no longer operates the terminal. | <p>• Not applicable</p> <p>Committed by an employee:</p> <ul style="list-style-type: none"> • Withdrawal of right to sell | <ul style="list-style-type: none"> • Not applicable • Not applicable |
| Sales, validation or prize payment problem that casts doubt on the integrity of the consumer transaction | <ul style="list-style-type: none"> • Warning letter | <ul style="list-style-type: none"> • Warning letter | <ul style="list-style-type: none"> • Withdrawal of right to sell | <ul style="list-style-type: none"> • Not applicable |
| <p>Behaviour at time of sale, validation or prize payment that is contrary to directives and prejudicial to the reputation or image of Loto-Québec</p> <p>Refusal to collaborate with investigators</p> <p>Refusal to follow mandatory training</p> | <ul style="list-style-type: none"> • Warning letter | <ul style="list-style-type: none"> • Warning letter | <ul style="list-style-type: none"> • Warning letter | <p>4th violation:</p> <ul style="list-style-type: none"> • 15-day suspension of right to sell <p>5th violation:</p> <ul style="list-style-type: none"> • 30-day suspension of right to sell <p>6th violation:</p> <ul style="list-style-type: none"> • Withdrawal of right to sell |
| Sales to minors | <ul style="list-style-type: none"> • Letter confirming a training session • In-store training session • Visit by a mystery major-aged shopper | <ul style="list-style-type: none"> • Warning letter • Visit by a mystery minor-aged shopper | <ul style="list-style-type: none"> • 15-day suspension of right to sell • Visit by a mystery minor-aged shopper | <p>4th violation:</p> <ul style="list-style-type: none"> • 30-day suspension of right to sell • Visit by a mystery minor-aged shopper <p>5th violation:</p> <ul style="list-style-type: none"> • One year suspension of right to sell |
| <p>Poor customer service</p> <p>Improper use of Loto-Québec equipment or property</p> | <ul style="list-style-type: none"> • Telephone call | <ul style="list-style-type: none"> • Warning letter | <ul style="list-style-type: none"> • Warning letter | <p>Repeated violations will result in further warning letters, and if there is no improvement, in progressive suspensions of right to sell and eventually, in the withdrawal of right to sell.</p> |