



## CODE OF RESPONSIBLE COMMERCIALIZATION

The Code of Responsible Commercialization aims to promote the responsible management of video lottery terminals to offer customers a quality entertainment product in a pleasant environment.

This establishment's retailer commits to:

1. Complying with the provisions of the laws, rules and directives controlling video lottery terminal operation.
2. Never displaying commercial advertising or posters about video lottery terminals that are visible from outside the establishment, other than posters provided by the Société des loteries vidéo du Québec (SLVQ).
3. Ensuring that no automated teller machine is installed in the vicinity of the area where video lottery terminals are operated.
4. Never providing credit or advances to customers, or tolerating loans made by third parties in the establishment to allow customers to play on video lottery terminals.
5. Ensuring that only persons of legal age use video lottery terminals.
6. Ensuring that customers play on only one video lottery terminal at a time.
7. Taking the training offered by the SLVQ as part of excessive gaming prevention programs and providing that training to establishment staff.
8. Ensuring that an employee having taken the *Taking Risks Is No Game* training is always present at each establishment site to refer those customers wishing help to specialized organizations.
9. Ensuring that flyers providing information on excessive gaming are always available in the video lottery terminals' flyer racks.
10. Paying customers in full when they present their cash-out coupons.
11. Never encouraging customers to continue playing.
12. Never arranging any promotion that encourages customers to play.
13. Never allowing a customer whose faculties seem to be impaired to play on video lottery terminals.
14. Never providing information on prior or anticipated results of video lottery terminals, such as "this terminal is about to pay a jackpot," since games' results are random.
15. Never personally using or allowing staff to use the establishment's video lottery terminals.
16. Assisting customers when they have questions on game sequence and ensuring that establishment staff does the same.
17. Maintaining a clean gaming environment and performing daily maintenance of the video lottery terminals.
18. Arranging the area where the video lottery terminals are operated so as to avoid isolating players, while complying with the criteria established by the Régie des alcools, des courses et des jeux.
19. Ensuring that establishment staff is aware of and complies with this Code of Responsible Commercialization.
20. Displaying this Code of Responsible Commercialization next to the video lottery terminals so that it is visible at all times, to the satisfaction of the SLVQ.

**In the event of failure to comply with the provisions of this Code, progressive measures will be enforced by the SLVQ.**

*Responsible gaming: Everybody wins!*