2026 RETAILER CODE OF CONDUCT

COMMITMENTS

The Retailer Code of Conduct aims to foster responsible commercialization and ensure that authorized retailers and their staff conduct the operations related to Loto-Québec products with integrity, transparency and respect.

As an authorized retailer, I undertake to uphold the commitments below and ensure that my staff do the same.

1. Abide by the procedures and guidelines, in particular those pertaining to the sale, removal, cancellation and validation of lottery tickets and to prize payments.
2. Follow the instructions on merchandising tickets, 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.
3. Ask the customer to sign their ticket upon purchase, validate only the original signed tickets, follow validation slip instructions and give the customer this slip as well as the validated original ticket, regardless of whether it is a winning ticket, with the replacement ticket, if applicable.
4. Report to Retailer Assistance any fraud or theft committed by my staff.
5. Pay out prizes of $600 or less and never exceed this limit. Should the cash assets required to pay the prize for a validated lottery ticket be insufficient, I will return the intact lottery ticket to the customer and make arrangements with them to pay out their prize at a later time.
6. Immediately report any equipment failure, printing issue or tickets (including replacement tickets, free plays and any other type) that are lost or found in my store via the hotline.
7. Keep equipment connected at all times and never relocate, modify or alter said equipment without prior authorization from Loto-Québec. Ensure the customer display screen is always in full view of customers making transactions at the lottery cash register, and the self-serve ticket checker is always easily accessible.
8. Never edit or alter Loto-Québec products, or use any logo or trademark related to Loto-Québec lottery products in a way that may harm the corporation's reputation. Ask Loto-Québec for authorization before using such logos or trademarks.
9. Ensure that all persons in charge of the lottery and all members of my staff who sell lottery products or use the gaming terminal enrol in and successfully complete, upon hiring, the mandatory training course and all other training courses required by Loto-Québec between April 1 and March 31 of the following year.
10. Review and implement all communications and information provided by Loto-Québec or accessible via the gaming terminal, including messages communicated to retailers, training courses and any information related to the management of gaming terminals.
11. State that I am a Loto-Québec retailer when I claim a prize or a share of a prize worth $2,000 or more and complete the questionnaire to that effect. Ask my staff to do the same (as an employee of a retailer).
12. Cooperate with any inquiries Loto-Québec may conduct involving investigators or any other authorized agents.
13. Conduct myself with the utmost professionalism at all times when selling Loto-Québec products to preserve Loto-Québec's reputation and provide respectful service and appropriate support to customers.
14. Never sell lottery tickets or pay out prizes to a minor. Ask any customer who appears to be under 25 for a valid government-issued photo ID.
15. Provide customers with information about products, responsible gambling and the Wise Play Program.
16. Exercise caution when using social media and ask Loto-Québec for authorization before promoting lottery products in any way.

I acknowledge that non-compliance with the commitments outlined above may result in progressive remedial action as shown on the next page.

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

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BREACHES

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 to sell lottery products revoked
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	• 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 equirements 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 • Training course • Visit from a mystery shopper	• Written warning • Training course • Visit from a mystery shopper	• **2-day** suspension of the right to sell lottery products • Visit from a mystery shopper	• **5-day** 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**

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