



California Lottery®

Retailer Code of Conduct

In support of the California Lottery's commitment to ensuring integrity, honesty, and fairness in its operations, Lottery Retailers agree that they and their employees, agents, and representatives will:

- Adhere to the Lottery's commitment to maintaining a positive brand image and positive playing experience for its customers.
- Comply with all laws and regulations that apply to the Lottery's products.
- Follow all Lottery procedures and Retailer Contract requirements, including those relating to Lottery terminal security, establishing and maintaining effective inventory control, and immediate reporting of lost or stolen Lottery tickets.
- Comply with the Lottery's prize cashing policies and never pay a prize that exceeds the \$599 cashing limit, even for the convenience of customers, friends, or family.
- Cooperate with all investigative, security, inspection, and enforcement activities conducted by Lottery personnel or any other law enforcement or regulatory agency.
- Never charge a fee or require a purchase from customers in exchange for assistance with Lottery products or prize cashing.
- Promote fair, honest, respectful, professional, and courteous treatment of all customers and Lottery representatives at all times.
- Answer all reasonable customer questions, or direct customers to contact the Lottery as necessary.
- Sell Lottery products only to individuals who are 18 years of age or older.
- Fully pay for Lottery tickets and products before playing Lottery games.
- The California Lottery is committed to providing a safe, healthful work environment that is free from threats, intimidation, derogatory remarks, insults, bullying, harassment; including sexual harassment, acts of violence or any form of discrimination. All allegations and or reports of offensive behavior occurring while State duties were being provided will be investigated and appropriate action taken to protect Lottery employees, to the extent possible.

Failure to comply with this Lottery Retailer Code of Conduct may result in termination of your California Lottery Retailer Contract.

Revision History:

Action Date	Action	Section(s) Revised	Effective Date
3-2014	Approval	All	6-2014
2-2015	Revision	Added Lottery commitment bullet-point	2-2015