

# Lottery Line

ISSUE 3

DECEMBER 2016

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Toronto, Ontario  
M2N 0A4



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## Registrar's Message



JEAN MAJOR

It is a real pleasure for me, on behalf of the Board and the staff of the AGCO, to have this opportunity to once again thank all of our clients and stakeholders for their contribution and cooperation as another business year comes to a close.

The sale of lottery products remains high throughout the province. This ongoing participation in the gaming sector by our population helps considerably towards financing Ontario's educational, health and social programs.

There are about 9,700 registered lottery ticket sellers in Ontario.

In this year-end edition of Lottery Line, we draw attention to the importance of Retailer Identification and what our inspectors focus on during a visit to your operation.

During the past fiscal year, AGCO inspectors were active conducting over 11,400 lottery compliance inspections at retail

locations. Approximately 1,800 infractions were cited and 1,000 warnings were issued. This is about the same as last year.

Six monetary penalties and 21 Notices of Proposal to suspend or revoke a registration were issued last year. All in all, a very busy time, both in the retail selling market and from a regulatory perspective.

At this time, we at the AGCO would like to wish all of our stakeholders and clients the very best for a healthy, productive and happy new year! We look forward to working with you in the coming year.

Season's Greetings!



**Jean Major**  
Registrar of Alcohol,  
Gaming and Horse Racing

## Focus of an AGCO inspection

AGCO inspectors carry out routine inspections of retail locations that sell OLG lottery products and break-open tickets. They have responsibility for ensuring that lottery ticket sellers are operating in compliance with the regulations and laws relating to the sale of lottery products in Ontario.

During an inspection, an AGCO inspector will focus on a number of areas regarding the overall operation of the business.

These include:

- ✓ Ensuring the lottery seller's registration is current
- ✓ Ensuring that all lottery ticket sellers are properly identified
- ✓ Checking lottery seller's knowledge of lottery regulations
- ✓ Checking for damaged or scratched lottery tickets
- ✓ Verifying the lottery terminal is free of clutter
- ✓ Checking that ticket sellers know how to properly validate a lottery ticket
- ✓ Ensuring that counterfeit DVD's are not being sold
- ✓ Verify that illegal tobacco products are not available on the premises
- ✓ Confirming illegal gaming machines are not present



## Code of Conduct

All lottery ticket sellers are expected to follow the **OLG Retailer Code of Conduct**. Retail operators must also cooperate with AGCO inspectors who visit a location to carry out an inspection with the purpose of ensuring that lottery ticket sellers comply with their legal obligations. It is very important that lottery ticket selling operations are conducted with honesty and integrity, and in the public interest.

