



Alcohol and Gaming Commission of Ontario  
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## AGCO Moving to “Standards-Based” Approach to Regulation *This change will apply to Lottery Retailers effective June 30, 2017*

The AGCO is modernizing its approach to the regulation of gaming in Ontario by adopting a risk-based and outcomes-focused approach.

The *Registrar’s Standards for Gaming: Lottery Sector* (The Standards) will come into effect on June 30, 2017. The Standards set clear expectations for the fair, honest and responsible sale of OLG lottery products.

The Standards will apply to the OLG (the Operator), and 21 Standards will also apply to Sellers (Lottery Retailers). Most Lottery Retailers will not experience any changes to their day-to-day operations.

As a Lottery Retailer, your obligation to conduct your business with honesty, integrity and in the public interest will not change. You must continue to comply with all of the relevant provisions of the *Gaming Control Act*, as well as the terms of your *OLG Retailer Agreement* and the policies and procedures outlined in the *OLG Retailer Policy Manual*.

The AGCO will continue to conduct inspections of your business and will assess your compliance with the provisions of the *Gaming Control Act* as well as the 21 Standards which apply to Lottery Retailers in the new *Registrar’s Standards for Gaming: Lottery Sector*.

For example, inspectors will be checking that Lottery Sellers are ensuring that i) only eligible individuals are permitted to play, ii) an accurate and complete list of all individuals involved in the handling of lottery tickets is maintained and iii) access to gaming supplies and sensitive inventories is appropriately controlled.

The move to a standards-based approach to regulation will allow for greater efficiency and consistency, including streamlined inspections and a compliance focus to proactively educate and work with Lottery Retailers. This new regulatory approach focuses on achieving

outcomes to ensure that the highest standards of integrity for gaming in Ontario are maintained and the public interest is protected.

The *Registrar’s Standards for Gaming: Lottery Sector* will be available for download from the AGCO’s website at [www.agco.ca](http://www.agco.ca).

### What is new?

- The AGCO is modernizing its approach to regulation with a standards-based approach.
- The objective of this approach is to shift the regulatory focus toward broader outcomes that Lottery Retailers are expected to achieve.

### What will it mean to my business?

- Lottery Retailers must comply with the new *Registrar’s Standards for Gaming: Lottery Sector* when they take effect on June 30, 2017.
- Only 21 Standards in the new *Registrar’s Standards for Gaming: Lottery Sector* will apply to Lottery Retailers.
- Retailers must continue to comply with the *OLG Retailer Agreement* and *OLG Retailer Policy Manual*.
- AGCO will continue to conduct inspections.
- Those who sell lottery products are still expected to act with honesty and integrity, and in the public interest.

### Who do I contact for more information or help?

Call or email AGCO Customer Service

General telephone: **416-326-8700** Toll free in Ontario: **1-800-522-2876**  
[customer.service@agco.ca](mailto:customer.service@agco.ca)

## AGCO has responsibility for registration and regulation of lottery ticket retailers

In 2007, the Alcohol and Gaming Commission of Ontario (AGCO) was given responsibility for the registration and regulation of lottery tickets retailers.

This included;

- Determining who can be registered as a lottery ticket retailers
- Inspections to ensure that ticket selling operations are in compliance with the law
- Checking to ensure illegal products are not sold on retail premises
- Imposing monetary penalties, suspensions and or revoking registrations for illegal business practices

- Assure that no illegal gambling activities takes place on the retail premises

There were about 10,000 lottery ticket retailers registered in Ontario in 2016.

AGCO inspectors conducted 11,400 lottery compliance inspections at registered lottery retailer locations last year. During the year, 1800 infractions were cited and 1000 warnings were issued by AGCO inspectors.

# Acting Chair of AGCO appointed



**Grace Kerr** (London, Ontario) has been appointed Acting Chair of the AGCO. She replaces Eleanor Meslin who has retired after serving as chair since 2013.

Ms. Kerr holds a Master of Law degree from the London School of Economics. She has been an AGCO Board member for the last ten years.

## NEW MEMBERS

**Jane Holmes** (Mississauga) and **Linda Nagel** (Toronto) have been appointed for two years as part-time members of the Board of the AGCO.

Both new members bring to the AGCO extensive experience in organizational management and regulatory affairs.



Ms. Holmes brings to the AGCO extensive experience in government and public relations with a background that includes strategic planning, operational and policy development. She was previously VP Corporate Affairs at Woodbine Entertainment Group and was Executive Director of the Ontario Horse Racing Industry Association.



Ms. Nagel has wide experience in organizational management, government relations and regulatory affairs in both Canada and the United States. She was President and CEO of Advertising Standards Canada for over 20 years.

## REMINDER

# Renew your lottery registration before it expires

We remind lottery ticket retailers to ensure they renew their registration before the expiry date. Registrants are responsible for making sure that the registration does not expire. If a registration expires, you cannot sell OLG lottery products or BOTs on behalf of a charity. In the case of OLG lottery products, the AGCO will advise the OLG and the lottery terminal will be immediately turned off until the registration is renewed. The AGCO will send out a notice or renewal application form (Form 6179E) 60 days prior to the expiry date. This form must be completed and returned to the AGCO before the expiry date. **There is no fee for this renewal.**

However, the onus is still on the lottery ticket retailer to ensure that their registration as a seller under the Act remains current and is renewed. Please also ensure that any individuals who are not the owner of the business that are carrying out responsibilities of a lottery retailer manager and have been given authority to act on behalf of the owner /operator are registered as a Category 1 Gaming Assistant.

# Top tips for lottery ticket retailers

## KEEPING YOUR LOTTERY RETAILERS REGISTRATION IN GOOD STANDING

- Make sure lottery products are not sold to persons under the age of eighteen
- Do not allow illegal gaming machines, counterfeit DVDs or illegal TTC tokens/tickets on your premises
- Make sure your lottery ticket retailer registration is available for inspection at all times
- Do not buy or redeem lottery tickets for yourself or family members at your own store



- Always rip through the barcode of winning tickets
- Do not validate lottery tickets unless they are signed
- Advise the AGCO of any changes that occur in the registration
- Do not let your lottery retailer registration expire



# AGCO website has lots of information

Please visit us at [www.agco.ca](http://www.agco.ca)



**AGCO**  
Alcohol and Gaming  
Commission of Ontario

## Contact Us

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## Other Languages

Pour lire la version française de ce bulletin, veuillez consulter le site Web de la CAJO à <https://www.agco.ca/fr/ressources-utiles-lettres-dinformation>

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