



## CODE OF RESPONSIBLE COMMERCIALIZATION

The Code of Responsible Commercialization aims to promote the responsible management of video lottery terminals in order to offer customers a quality product in a safe, pleasant and fun environment for all to enjoy.

To that end, this establishment's retailer commits to:

1. Complying with the provisions of the laws, rules and directives governing the operation of video lottery terminals.
2. Ensuring that no banking machine is installed in the vicinity of the area where video lottery terminals are operated. The retailer must meet all criteria established by the Société des établissements de jeux du Québec inc. (hereinafter "the Société") with regard to banking machine placement.
3. Neither grant, nor tolerate the granting of, a loan, credit or cash advance in any form whatsoever to customers for the purpose of playing video lottery terminals in their establishment.
4. Ensuring that only people of legal age - play on video lottery terminals. To that end, the age of customers who appear to be under 25 must be checked.
5. Never allowing a customer whose faculties are manifestly impaired to play on video lottery terminals.
6. Ensuring that customers only play on one video lottery terminal at a time.
7. Ensuring that an employee is always present in each room in the establishment where video lottery terminals are located.
8. Following the responsible commercialization training required by the Société and providing that training to the establishment's staff.
9. Ensuring that an employee who has taken responsible commercialization training is always present in the establishment so that they may direct customers seeking help to appropriate resources and relevant materials.
10. Never personally playing or allowing staff to play on the establishment's video lottery terminals.
11. Paying customers in full when they present their cash-out coupons.
12. Never arranging any promotion that encourages customers to play or to continue to play.
13. Never providing information on past or anticipated video lottery terminal outcomes, such as "this terminal is about to pay a jackpot," since the outcome of games is random.
14. Always keeping the gaming environment clean, including the video lottery terminals.
15. Ensuring that the establishment's staff reads and complies with this Code of Responsible Commercialization.
16. 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 Société.

**A breach of Code provisions will result in the application of measures by the Société. These could include, among other things, the permanent removal of the establishment's terminals.**