

REGISTRAR'S STANDARDS FOR GAMING: LOTTERY SECTOR

What you need to Know

AGCO | Alcohol and Gaming
Commission of Ontario

Alcohol and Gaming Commission of Ontario

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What you need to Know

The Alcohol and Gaming Commission of Ontario (AGCO) is continuing its modernization of the regulation of gaming and lotteries in Ontario by adopting a risk-based, outcomes-based and compliance focused approach.

This regulatory framework applies to OLG Lottery retailers as of June 30, 2017.

Why Are We Doing This?

- The goal is to deliver a more modern, effective regulatory structure.
- This approach ensures that the highest standards for integrity for Lottery Gaming in Ontario are maintained and the public interest is protected.

What Does This Mean To You?

The *Registrar's Standards for Gaming: Lottery Sector* set clear expectations for the outcomes you must achieve as they relate to the fair, honest and responsible sale of OLG lottery tickets.

- Replaces the more rigid, rules-based approach to regulation.
- You must continue to comply with all of the relevant provisions of the *Gaming Control Act*, as well as the terms of the *OLG Retailer Agreement* and the policies and procedures outlined in the *OLG Retailer Policy Manual*.
- Most Lottery Retailers will not experience significant changes to their day-to-day operations.

What Will Remain The Same?

- You and your staff will continue to sell and redeem lottery products with the highest degree of honesty and integrity.

- The AGCO's registration processes for OLG lottery sellers and managers will not change.
- The AGCO will continue to conduct inspections of your business and will assess your compliance with the legislation and these new standards.
- For example, inspectors will be checking that sellers are ensuring that only eligible individuals are permitted to play, that an accurate and complete list of all individuals involved in the handling of lottery tickets is maintained and that access to gaming supplies and sensitive inventories is appropriately controlled.

What Will Change?

- The *Registrar's Standards for Gaming: Lottery Sector* will include a greater focus on responsible gambling.
- For example, you must have responsible gambling brochures available.
- The *Retailer Policy Manual* will be updated, specifying that you may not extend or lend credit – such as fronting cash or starting a lottery 'tab' – to customers purchasing lottery tickets.

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

Email:
customer.service@agco.ca

The *Registrar's Standards for Gaming: Lottery Sector* is available for download from the AGCO's website at www.agco.ca