

## Introduction

The Company has a strict Lottery and Scratch Cards Policy in which all employees must adhere to at all times. This company policy outlines what employees' responsibilities are. The following policies adheres to UK and Scottish law and therefore a breach of this policy can have further consequences if not followed. This policy will be updated as the law changes and/or introduces new legislation. All employees will be notified of this. However, it is the responsibility of the employee to ensure that they are up to date with these changes and developments.

## Scope

This policy applies to all of our employees. Even if you do not work on a till point you may be approached by a customer and asked for information relating to our products. Therefore, it is vital that all employees read this policy.

## Policy Elements

The following rules always apply;

- Challenge 25! If a customer looks younger than 25 you must ask for ID. If you ever have doubts then ask anyway there is no harm. If a customer does not have ID once asked then no sale should be made.
- Do not ask another member of staff for their advice on a customer's age. This is your responsibility. If an employee asks you for advice then politely remind them of this policy.
- Any customer you ask for ID must be recorded in the Challenge 25 book (sometimes referred to as a Refusal Book'). If you do not know where this is at your site then ask a manager. At the beginning of your shift you should know where this is.
- Acceptable ID – Passport, Driver's License, Provisional Driver's License and Student Cards (as long as this has a photograph and hologram). You can ask for advice when it comes to ID verification. Do not take the risk.
- Customers who state they will come back to the site with ID should not be sold the product until verification is complete.
- Customer who state they are a regular to the site do not get a free pass. Politely inform them that you are following company procedure and require ID.
- If for any reason you are required to enter numbers manually through the lottery machine then it is essential that those numbers are checked by the customer before they leave the site.
- Any winning scratch cards or lottery ticket should firstly be put through the lottery machine in order to verify the amount and then put through the expenses button on the till.
- If you need further training or do not feel that you are fully knowledgeable on this then you should ask your line manager for support.
- Any errors on pay outs will be the responsibility of the individual who processed the transaction.

## Disciplinary Consequences

When an employee disregards this Policy, the appropriate disciplinary action will be taken. In the first instance you will be (depending on what element of the policy you have disregarded) given a verbal reminder of the Policy. This will be kept on file and could be used as further evidence if employees continue to repeat this failure to comply. Should there be any recorded repeat of this conduct, this may be subject to formal disciplinary action.