



Loss & Theft Prevention – Lottery Products

March 20, 2017

BCLC has experienced an increase in theft reports of high value lottery products, including Keno and Scratch & Win (S&W) tickets, within the Retail environment.

In these incidents, thieves will target lottery products that are loose on the counter, contained in a display case, stored under a counter or within quick reach. ***It is critical that you and your staff process every lottery transaction diligently and maintain awareness at all times to reduce the risk of these activities.***

The following theft incidents have been occurring:

1. Attempting to gain possession of the lottery products prior to payment being successfully confirmed.
2. Requesting a S&W ticket and snatching the entire sleeve of S&W tickets as the clerk retrieves it from the display case.
3. Requesting a Keno lottery ticket and reaching over to snatch/grab the ticket(s) from the clerk and running away.
4. Distracting the clerk for access to the S&W display case or area where loose inventory was left, for merchandising or inventory count, then snatching the S&W tickets or packages.
5. Breaking & entering situations where entire display cases or unsecured excess inventory is targeted for theft.

As BCLC recommends steps to avoid theft, we are mindful of workplace safety. Please do not risk the chance of violence and ensure your employee's and customer's safety is your first priority.



THEFT PREVENTION

To help, we are asking you to please be aware of the theft incidents and tactics to reduce risk.

Tactics to Reduce Risk:

- ✓ **Payment Processing Procedure** - Collect payment and ensure any credit/debit transactions complete successfully, BEFORE giving the lottery ticket(s) to, or even placing the lottery ticket(s) in reach of the customer.
 - Make sure you observe the customers completing the payment transactions on your point of sale terminal from start to finish.
- ✓ **Secure Extra Inventory** - Extra stock of S&W tickets should always be secured in a locked safe and an updated inventory count of S&W tickets should always be maintained.
- ✓ **Secure Display Cases** – S&W display cases should not be easily accessible by outsiders or movable. Display cases should be secured/fastened to the counter.
- ✓ **Secure Tickets in Display Case** – S&W inventory should be secure in the display case prior to turning your back to service a customer.
- ✓ **Security Camera Placement & Lighting** – Effective placement of security camera can support BCLC's investigation and may lower the likelihood of theft.
- ✓ **Suspicious Behaviour Awareness** – Watch for customers loitering close to the S&W inventory, Lottery Terminal or payment terminal.



If you encounter any fraud or theft:

- Call your **local police** and get a file #
- Call **Hotline** (1-800-667-1649) to create a work order
- Report the fraud / theft to **GPEB** (1-877-660-8850)