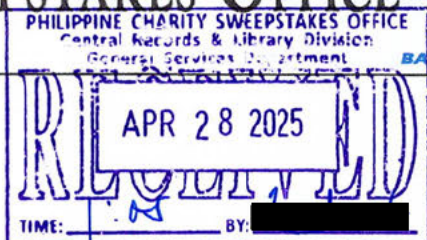




PHILIPPINE CHARITY SWEEPSTAKES OFFICE



Memorandum Order No. 2025-107
23 April 2025

POLICY ON RESPONSIBLE GAMING RETAILERS PROGRAM

I. BACKGROUND

This policy outlines the standards, expectations, and responsibilities for Lotto Agents, STL-AACs and/or their sales representatives participating in the Responsible Gaming Retailer Program (RGRP). The program ensures that all retail partners promote safe, transparent, and ethical gaming practices, helping to protect players and uphold the integrity of the gaming industry.

II. CORE PRINCIPLES

The following are the core principles that shall guide all actions emanating from this program policy:

- 2.1. **Player Protection**
PCSO formulated measures to ensure that players are safe from harm associated with legal, social and psychological effects to protect their well-being.
- 2.2. **Transparency and Integrity**
PCSO maintains transparency and integrity in all its dealings to foster mutual trust among all stakeholders and protect the credibility of its lottery games.
- 2.3. **Social Responsibility**
PCSO is committed in contributing positively to the well-being of the community in general through the conduct of responsible gaming.
- 2.4. **Compliance and Accountability**
PCSO ensures that all stakeholders are complaint to applicable laws, rules and regulations, including ethical considerations.
- 2.5. **Fairness and Inclusivity**
PCSO ensures that all lottery players are given equitable opportunity to participate in the gaming activities aimed to provide a unique and enjoyable experience taking into account the context of responsible gaming.

III. RETAILER EXPECTATIONS AND RESPONSIBILITIES

- 3.1. **Responsible Gaming Promotion**
 - 3.1.1. Lotto and STL sales outlets must display approved responsible gaming materials, including posters, and, made available brochures, informing the playing public about the concept and mechanics of responsible gaming.



3.1.2. Advertisement/gaming promotions initiated by lotto agents/STL-AACs must include contents conveying the significance of responsible gaming.

3.2. Retailers' Training

3.2.1. All retailers (lotto agents and STL-AACs) are required to attend and complete the responsible training program to be implemented by PCSO.

3.2.2. Regular/periodic training, as well as refresher courses, for responsible gaming are conducted continuously throughout the year whenever changes are to be introduced.

3.2.3. Informative materials are provided by the PCSO and distributed to all Lotto Agents and STL-AACs, whenever necessary, to be kept abreast with updates and changes in policies, rules and regulations, particularly those affecting the conduct of responsible gaming.

3.3. Age Verification

3.3.1. Lotto Agents and STL-AACs shall implement strict compliance with minimum age laws and actively verify the age of customers.

3.3.2. Lotto Agents and STL-AACs shall prohibit players below the legal age to play/place bets for the games being sold and shall neither allow them to claim prizes for winning lottery tickets.

3.3.3. Lotto Agents and STL-AACs shall prohibit minors from staying within the sales outlet or within its proximity.

3.4. Problem Gambling Awareness

3.4.1. PCSO, its Lotto Agents and STL-AACs, are able to recognize signs of problematic gambling behavior and offer information to address this concern.

3.4.2. PCSO-developed materials are displayed on Lotto and STL sales outlets which serve as reminders to prevent problem gambling.

3.4.3. PCSO, its Lotto Agents and STL-AACs are encouraged to conduct social media, mass media campaigns and/or engage influencers to channel informative content promoting awareness on this matter.

3.5. Ethical Sales Conduct

3.5.1. Lotto Agents and STL-AACs must avoid encouraging excessive play or creating misleading impressions about odds and outcomes of the gaming products.

3.5.2. Lotto Agents and STL-AACs must promote the gaming products using truthful and accurate information.

3.5.3. Lotto Agents and STL-AACs must not use manipulative tactics to misrepresent the mechanics of the gaming products in conducting their sales operation.

3.5.4. Lotto Agents and STL-AACs must observe decency and avoid offensive/discriminative language/materials in advertising the game products.

3.6. Reporting Obligations

3.6.1. Stakeholders must report suspected underage play, fraud, or player distress to the appropriate Committee designated by the PCSO.

3.6.2. Lotto Agents and STL-AACs must report the presence of illegal number games operating in their area or in other areas known to them.

3.6.3. Lotto Agents and STL-AACs must report illegal number games operating online or thru electronic platforms to the appropriate Committee designated by the PCSO.

IV. BUDGET PROVISIONS

An annual budget is provided to carryout the activities entailed under the Responsible Gaming Retailer Program, particularly on the following items:

4.1. Training and Development

This cover the cost for the periodic conduct of regular/refresher/updated *training of stakeholders responsible for the conduct of sales operation and implementation of responsible gaming.*

4.2. Promotion/Informative Materials

This covers the cost of production and distribution of posters, brochures, signage, and digital content promoting responsible play.

4.3. Program Evaluation and Research

This covers the cost of conducting assessment of the program's effectiveness and survey of developing trends/practices in the market.

4.4. Community Engagement

This covers the cost for responsible gaming campaigns, seminars, and partnered initiatives/programs.

4.5. Periodic conference with Retailers

4.5.1. Annual summit meeting with Lotto Agents and STL-AACs.

4.5.2. Quarterly meeting with Lotto Agents at the PCSO Branch level.

V. MONITORING COMPLIANCE

5.1. Audit Inspections

Lotto and STL sales outlet shall be subject to periodic/unannounced site visits to verify compliance with responsible gaming policies or to investigate reports regarding alleged violations.

5.2. Test-buy operation

PCSO personnel may conduct undercover compliance checks to assess age verification, signage display, and staff response to responsible gaming inquiries.

5.3. Self-Assessment and Reporting

Lotto Agents and STL-AACs and/or their sales representatives may be required to complete an annual survey/checklist and submit proof of compliance to PCSO.

5.4. Corrective Action Framework

Any Lotto Agent, STL-AAC and/or their sales representative found in violation of this policy shall be dealt with in accordance with the following:

- (1) Issuance of warnings or mandatory re-training for minor infractions;
- (2) Temporary suspension of sales operation for non-compliance of policies;
- (3) Termination of the agency agreement for severe violations; and
- (4) Filing of appropriate criminal and civil case/s in Court.

5.5. Performance Assessment

Lotto Agents and STL-AACs shall be evaluated periodically to ensure their alignment with the Responsible Gaming Retailer Program's direction and to encourage continuous improvement.

VI. PROGRAM COMMITMENT

All Lotto Agents and STL-AACs shall sign the Responsible Gaming Retailer Agreement, affirming their commitment to:

- (1) Uphold responsible gaming principles at all times;
- (2) Actively participate in training, seminars, refresher and update courses provided by the PCSO;
- (3) Support monitoring and compliance processes of the PCSO; and
- (4) Foster a safe and respectful gaming environment in accordance with the core principles of this program.


MELQUIADES A. ROBLES
General Manager 