



LOTTERY LOSS PREVENTION

RETAILER TIPS

Preventing Crime is Everyone's Business

[MISSION]

To ensure the security and integrity of the operation of the Florida Lottery.

[GUIDING PRINCIPLES]

INTEGRITY • Maintaining and promoting personal and institutional integrity.

RESPECT • Treating those we protect and serve with dignity and respect.

FAIRNESS • Ensuring that everyone is treated fairly and professionally.

KNOWLEDGE • Constantly enhancing and sharing our base of knowledge.

TEAMWORK • Promoting opportunities to work closely with all our partners.

SECURITY • Maintaining the appropriate level of security to ensure success.

EXCELLENCE • Constantly striving to improve every aspect of our performance.

[SECURITY]

It is important to keep overall security of the entire retail area in mind.

- Bright lighting in and around your location will make it more difficult for a crime to be committed.
- Unobstructed windows give clear visibility to the street, sidewalk and parking areas.
- In-store camera surveillance not only inhibits criminal acts but also provides tremendous assistance in solving criminal acts. Surveillance also provides tremendous assistance in solving criminal activity if your business is a victim.
- Whether the surveillance cameras use tape or digital medium to record, the recordings should be retained for at least 30 days before reusing.
- Recordings should be date and time stamped.
- Recordings should be stored in a secure location.

[TICKETS]

Florida Lottery tickets should be protected to prevent loss.

- Accept delivery of tickets and ticket stock, and immediately place them in a safe and secure location.
- Display your tickets out of customers reach.
- Contact the Division of Security and local law enforcement immediately to report stolen/ missing tickets.
- Never display a winning ticket without defacing it.
- Know what games you are selling.
- Keep an inventory of all books in your store and the status of each book.
- Inventory ticket numbers at each shift change.
- Regularly inventory your un-activated ticket books.

[INTERNAL THEFT]

Internal theft causes significant loss in retail business.

- Hire reputable employees.
- Conduct pre-employment screening.
- Hire employees through a reputable staff leasing service.
- Check employment history with previous employers.
- Fingerprint employees through your local law enforcement agency.
- Request criminal history record checks through Florida Department of Law Enforcement.
- Conduct regular criminal history checks on your employees.

**For more information regarding these and other services, please contact the
Florida Lottery Division of Security**

**Florida Lottery, Division of Security
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