

## [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.

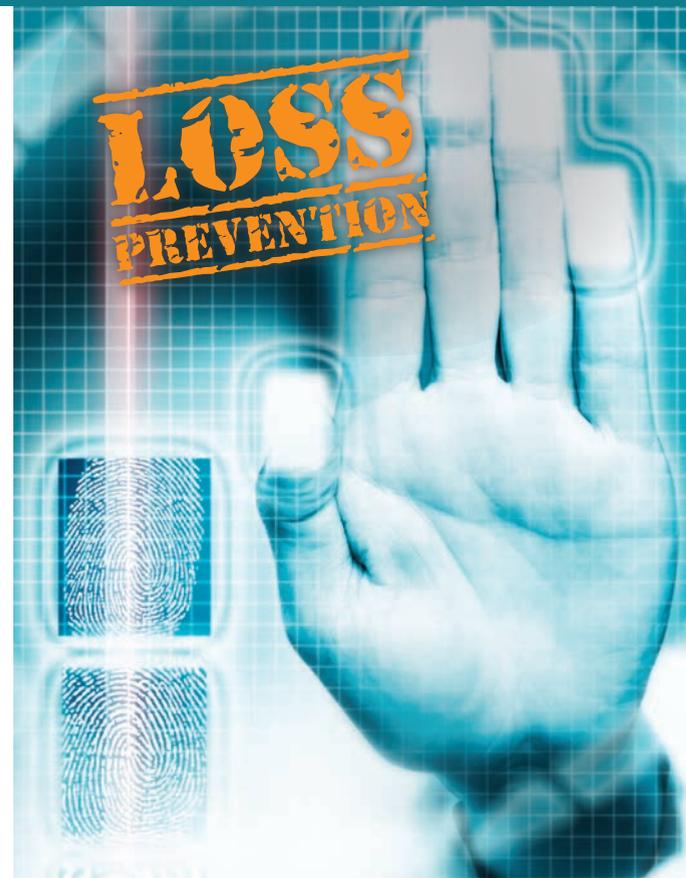
**EXCELLENCE** | Constantly striving to improve every aspect of our performance.



## [DIVISION OF SECURITY]

Florida Lottery, Division of Security  
250 Marriott Drive, Tallahassee, FL 32301

**850.487.7730**  
**flalottery.com**



# Lottery Loss Prevention

Retailer Tips



# LOSS PREVENTION TIPS

Preventing Crime is Everyone's Business



## [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.

## PREVENTING CRIME IS COST EFFECTIVE

For more information regarding these and other services, please contact the Florida Lottery Division of Security at  
**850.487.7730**  
**flalottery.com**

## [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.