

RETAILER CONDUCT POLICY



Policy Type

BOARD

Version #

3

Policy #

O - 118

Version Date

August 4, 2025

NOTHING CONTAINED IN THIS POLICY IS INTENDED TO CREATE A CONTRACT OF EMPLOYMENT, EXPRESS OR IMPLIED, OR TO ALTER THE AT-WILL NATURE OF EMPLOYMENT.

The NMLA, Lottery, or Authority refer to the New Mexico Lottery Authority, established and operated pursuant to the New Mexico Lottery Act, NMSA 1978, Sections 6-24-1 through 6-24-34, as may be amended from time to time.

The NMLA Chief Executive Officer (CEO) or designee may approve exceptions to this policy.

This policy is adopted by the New Mexico Lottery Authority Board of Directors (Board) to prohibit certain conduct on the part of lottery retailers and their agents and employees regarding their interactions with and treatment of NMLA employees and representatives, and members of the public who are purchasing or redeeming lottery tickets.

Prohibited Conduct toward NMLA Employees and its Representatives

The safety and security of the NMLA's employees and representatives are of utmost importance to the NMLA. Actual or threatened violence, intimidation, harassment, physical altercation, or abusive or unprofessional conduct on the part of a lottery retailer or its agents or employees to whom NMLA employees, representatives, and members of the public are subjected will not be tolerated.

Sexual harassment of the NMLA's employees or representatives by a lottery retailer or its agents or employees will not be tolerated. Sexual harassment includes unwelcome sexual advances, suggestions of or requests for sexual favors, sexual relations, sexual contact, graphic or degrading comments about an individual or appearance, and other verbal or physical conduct of a sexual nature which has the purpose or effect of interfering with an NMLA employee's or its representative's work performance or which creates an intimidating, hostile, or offensive working environment. Such conduct can be verbal, in person, through electronic communication, or by other written communication.

The NMLA may suspend, cancel, or terminate the contract and Certificate of Authority of any lottery retailer that violates this policy, as determined by the CEO and the Executive Vice President for Security.

Complaints from the Public: Complaints which the NMLA receives from members of the public, who are subjected to any of the types of conduct described herein by a retailer or its agents or employees, while such members of the public are purchasing or redeeming lottery tickets, may, where substantiated, result in the suspension, cancellation, or termination of the lottery retailer's contract and Certificate of Authority as determined by the CEO and the Executive Vice President for Security.

Authority of the CEO: The CEO is authorized by the Board to take such actions as are deemed necessary or appropriate to implement and enforce this policy, including suspending, cancelling, or terminating the lottery retailer's contract and Certificate of Authority.