



ALERT

The Office of the Arkansas Lottery is closely monitoring the Coronavirus (COVID-19) outbreak. We remain focused on the safety of our employees and customers and we are doing our part to slow the spread of the virus throughout our communities.

The Office of the Arkansas Lottery and our gaming vendors have continuity plans in place to continue the distribution of lottery products, serving of our retail partners and to carry out daily draws for our players.

We have been proactively managing those items within our control and will continue to do so if possible, during the outbreak. Our goal is to continue lottery operations until such time as this outbreak is under control.

To this end, we have or will be implementing numerous measures, including:

- Ensuring that our employees can continue communications and operations regardless of circumstance to ensure continued services to our retailers and players.
- Disseminating the latest employee safety information, including education on hygiene and attendance policies.
- Anticipating potential personnel issues, supply chain impacts and multi-state game interruptions to ensure continuity of operations, services and deliveries to our customers.
- Investigating remote work environments and preparing for increased remote work activities.
- Preparing for continuity of critical business functions by enacting business continuity plans.

We are confident we will continue to provide you with uninterrupted services. We ask for your support as well as your input to help us contribute to limiting the spread of the virus. In return we make the following requests to our retailers:

- Please make sure all lottery POS is current, visible and prominently displayed.
- Be vigilant to ensure that lottery instant ticket games are activated and, in the bins, ready for sale.
- Please ensure that you have adequate cash on hand to pay prizes.
- Please regularly check your instant ticket inventory to ensure that you have enough inventory to meet potential demand.
- Please regularly check your stock of ticket stock paper supply and your draw game play slip supply to ensure that you are adequately prepared.

We continue to monitor the situation daily and we will continue to provide communications to you. Please feel free to contact our office or your direct lottery representative if you have any questions or suggestions. We truly appreciate your support and partnership.