



Draw Incidents Risk

WHAT IS THIS RISK ABOUT?

The draw is not done on time and/or the draw is not done correctly.

The draw is done correctly but the communication of images, results, and/or prize payouts is delayed, incorrect or missing.

WHY SHOULD YOUR LOTTERY BE CONCERNED?

- Reputational impact: Draw incidents can damage image of the lottery as a trusted operator of games of chance in the eyes of the public.
- Financial impact: No impact for the players as the stakes are still valid until the draw takes place. However, the lottery may register a (temporary) decrease in revenues.
- Political impact: Draw incidents may result in questioning the reliability of the lottery as a public service and reviewing operator's monopoly status (if applicable).

HOW TO MINIMISE THIS RISK?

Actions (best practices) presented herein could be implemented to minimise this risk and ensure more effective risk management.

This risk can arise from various factors, such as: materials; (controls of) draw machines/balls/recording devices/access to devices; back-up draw machines/balls/devices; physical and logistical security; etc.

Considerations related to human aspect

- Develop draws planning and follow up on them
- Organise a pool of back-up personnel (on call in case of need)
- Train employees in charge of the draws

Premises-related considerations

- Access control (physical and logistical)
- Physical security: alarm systems, anti-burglary, fire protection, back up diesel generator, UPS general or local, recording
- Temperature and hygrometric control of the draw room

Organisational considerations

- Document draw process, including the "what if" situations & "four eyes" principle



MAIN QUESTIONS TO KNOW THE STATUS OF YOUR LOTTERY IN RELATION TO THIS RISK

Questions/Answers

- *YES: It is implemented in your lottery*
- *NO: It is not implemented in your lottery*
- *PARTIALLY: It is partially implemented*

Do you have a description of roles and responsibilities in draw procedures?	Yes/partially/No
Do you have a procedure for machine maintenance?	Yes/partially/No
Do you have a procedure for balls maintenance?	Yes/partially/No
Do you have a business continuity plan?	Yes/partially/No
Do you have a checklist for draw materials?	Yes/partially/No
Do you have a record of incidents?	Yes/partially/No
Do you have a planning?	Yes/partially/No
Is there a timely communication of the planning?	Yes/partially/No
Do you have education, training, and skills development programmes?	Yes/partially/No
Are there any specific rules or policies in place for the audience to follow?	Yes/partially/No
Do you have a physical security policy?	Yes/partially/No
Do you carry out periodical controls and maintenance of the installations?	Yes/partially/No
Do you have (procedures for) evacuation exercises?	Yes/partially/No
Do you have a local checklist?	Yes/partially/No
Do you have draw procedures (draws/IT/MAS)?	Yes/partially/No
Do you have communication procedures?	Yes/partially/No
Is there a checklist for daily IT draw operations?	Yes/partially/No
Do you have back-up procedures?	Yes/partially/No
Do you have incident procedures (crisis included)?	Yes/partially/No
Have you made a risk assessment of the draw process?	Yes/partially/No