



CORPORATE SOCIAL RESPONSIBILITY

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CORPORATE SOCIAL RESPONSIBILITY

The continuing commitment by business to contribute to economic development while improving the quality of life of the workforce, the community and society at large.

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MAKING AN IMPACT

While the California Lottery's core mission is to maximize supplemental funding for California public schools, we are committed to finding new ways to positively impact communities across the state of California. Since its inception, the California Lottery (Lottery) has adopted several initiatives that strive to positively impact and empower our consumers, employees, and stakeholders. Corporate Social Responsibility (CSR) is and remains an agency-wide priority that governs our daily operations.

Being a responsible corporate citizen is only achieved when it is a deeply rooted value for every employee, which is precisely the case at the Lottery. CSR is integrated into every division, with the goal of building mutual public trust and confidence by going above and beyond our mandate of sending enhancement dollars to education.

The California Lottery takes great pride in highlighting its Corporate Social Responsibility efforts in this report for Fiscal Year 2012-2013.

This report details our efforts in the areas of:

- Responsible Gaming
- Contribution to Education
- One Lottery Culture
- Consumer Protection and Security
- Integrity and Transparency
- Stakeholder Engagement
- Environmental Impact

The entire team at the California Lottery remains committed to improving our operations and running a socially responsible state agency.

Very truly yours,



PAULA D. LABRIE
ACTING DIRECTOR

We are committed to finding new ways to positively impact communities across the state of California.





RESPONSIBLE GAMING

Responsible Gaming is the foundation of the California Lottery's CSR program. While the Lottery recognizes that most consumers enjoy lottery games as a fun source of entertainment, we also recognize that a small percentage of players are at risk of developing a gambling problem.

As a member of the global lottery industry, we are committed to ensuring the highest standards of responsible gaming to prevent compulsive gambling problems which can adversely affect individuals and their families.

The Lottery has a long history of being a strong supporter, developer and promoter of Responsible Gaming. The Lottery has pioneered prevention and treatment efforts with the creation of the first problem gambling helpline in California. For us, responsible gaming is an agency-wide effort with safeguards, messages and warnings to our players intended to reduce and prevent problem gambling. These messages can be found in all Lottery public communication and through the sale of our products.

The Lottery has dedicated significant resources and staff time to better understand and develop policies that support responsible play. Additionally, the Lottery has partnered and supported Responsible Gaming advocates to help it become more knowledgeable about problem and pathological gambling, as well as publicize available support services.

The Code of Conduct on Responsible Gaming demonstrates the Lottery's pledge to incorporate responsible gaming programs into its daily operations and products while increasing awareness of problem gambling issues to consumers, retailers and other stakeholders.



On March 4, 2012, the California Lottery received the Responsible Gambling Award from the Office of Problem Gambling.

The California Lottery is one of two U.S. state lotteries to hold a WLA level three designation.

RESPONSIBLE GAMING AWARDS

The Lottery's Responsible Gaming programs are measured by the World Lottery Association's (WLA) level three certification standards. The WLA is a member-based organization that advances the interests of State-authorized lotteries. California is one of two U.S. state lotteries to hold a level three designation.

This prestigious recognition is measured by the WLA's Responsible Gaming Principles and Framework that consists of four levels of achievement and ten program elements. The Responsible Gaming Framework is designed to complement and improve the safeguards individual lottery operators have in place in the areas of: research, employee program, retailer program, game design, remote gaming channels, advertising and marketing communications, player education, treatment referral, stakeholder engagement and reporting and measurement.

The Lottery continues to look for new ways to improve its responsible gaming program and do its part in reducing and preventing problem gambling. During the FY 2012-2013, the Lottery began a process

of identifying new ways to further develop its responsible gaming program, making it a business goal for FY 2013-2014 where it will seek a level four certification from the WLA. This certification would make the California Lottery the first and only U.S. lottery to receive this recognition.

On March 4, 2012, the California Lottery received the Responsible Gambling Award from the California Office of Problem Gambling for the Lottery's strong and continued support of related programs that include the 1-800-GAMBLER hotline, the production of six public service announcements that were translated into 12 languages, participation in the annual National Problem Gambling Awareness Week, and joining forces with other state agencies to promote problem gambling awareness.

CALIFORNIA LOTTERY'S CODE OF CONDUCT ON RESPONSIBLE GAMING



*Lottery Sales staff
participates in Responsible
Gaming Training.*

Integrating Responsible Play Practices Into Daily Operations

- The Lottery will put in place safeguards, messages, and warnings to our players to help reduce and prevent problem gambling.
- The Lottery will make problem gambling information and resources available on our website for problem gamblers and their families.
- All Lottery products will promote the toll-free problem gambling hotline (1-800-GAMBLER) and responsible play messages on Scratchers® tickets and draw game play slips.

Employee Training

The Lottery will provide training to all employees to increase awareness of problem gambling and the existing resources available. The Lottery will also increase employees' understanding of the Lottery's responsible gaming efforts, programs, and related policies.



Lottery partners with the California Council on Problem Gambling (CCPG) and the California Office of Problem Gambling (OPG) to offer Responsible Gaming Training to Lottery employees.



Business Partners

- The Lottery will provide retailers with “Play Responsibly,” 1-800-GAMBLER signage and Point-of-Sale terminal messages at play centers.
- The Lottery will provide and replenish its retailer network with responsible gambling awareness brochures and related publications.
- The Lottery will increase responsible gaming awareness through retailer training.



SLED conducts undercover operations to prevent illegal and underage play.

Preventing Illegal Play

- The California Lottery’s Security and Law Enforcement Division (SLED) will conduct undercover operations among its retailer network to ensure they are not selling or cashing products from persons under 18 years of age.
- The Lottery’s social media websites and microsite promotions are age-gated to require users to verify that they are at least 18 years old.



Protecting and Educating Our Consumers

- The Lottery will offer “how to play” and other game information for all its products, including information on the overall estimated odds in brochures and online messages.
- In an effort to protect our players and their potential winnings, the Lottery will work with retailers to identify unclaimed prizes by providing the media with photos/video of the apparent winners one month before that prize is scheduled to expire.
- The Lottery will limit submissions for all 2nd Chance games, thereby deterring problem gambling, helping set a level playing field for consumers and upholding the integrity of all Lottery games and draws.
- The Lottery’s Security and Law Enforcement Division will work with other law enforcement agencies to uncover and investigate illegal lottery schemes or frauds.



Game Development

- The Lottery will incorporate an internal control process to review the game designs of its products for responsible gaming considerations.





The California Lottery is an active member of the California Council on Problem Gambling.

Advertising Responsibly

- The Lottery will adhere to a strict policy of conducting its advertising in the most professional and socially responsible manner to ensure under-age populations (under 18 years old) are not targeted with sales messages.
- The Lottery will abide by the California Lottery's Advertising and Marketing Communications Code of Ethics and the North American Association of State and Provincial Lotteries (NASPL) advertising standards.
- The Lottery will include "Play Responsibly" and "Must be 18 years or older to play" messages on all product advertising.

Stakeholder Engagement

- The Lottery will maintain good relations with the California Office of Problem Gambling (OPG) and other responsible gaming stakeholders to share information and promote responsible gaming while encouraging a better understanding of the social impact of gaming.
- When possible, the Lottery will provide resources to further promote responsible gaming stakeholders' problem gambling awareness campaigns.

The Lottery is a member of the California Office of Problem Gambling's advisory group.



CONTRIBUTION TO EDUCATION



The California Lottery was established to provide supplemental funding for public education in California. For the thirteenth consecutive year, the Lottery has contributed more than \$1 billion in public education funding.

Through the sale of lottery tickets, players help provide enhancement dollars that are distributed to public K-12 schools, community colleges, the California State University, the University of California, the Hastings College of the Law, and other specialized public school jurisdictions. Although the funding is nominal (approximately 1.3%) when compared to the state's overall education budget and the system's needs, these enhancement dollars help attract and retain quality teachers, buy classroom supplies and state-of-the-art equipment, and keep critical programs running.

In addition to issuing a quarterly public report that summarizes disbursements from the Lottery Education Fund to public education institutions, the Lottery has begun highlighting positive ways public schools utilize

funding received from the California Lottery. These stories include heartfelt accounts from teachers, administrators and students on how Lottery funds make a huge impact in their education.

A lack of school supplies is an issue that has affected thousands of classrooms across the state. We all know the teacher who has personally paid for crayons, pencils and erasers, or participated in a fundraiser to raise money for much-needed school supplies. The Lottery's supplemental funds for education helps make a slight dent in that effort.





Natomas Pacific Pathways Preparatory Middle and High School (NP3), Sacramento County

Advanced placement books and full novels.

Thurgood Marshall Academic High School, San Francisco County

Purchase technology components needed to bring textbooks to life and assist in the instruction of students, the majority of which are English Learners.

Luther Burbank Middle School, Los Angeles County

Consumable books and computers purchased to engage the largely GATE student population.



Johanna Boss High School (CDC) O.H. Close Youth Correctional Facility, San Joaquin County

Art program/supplies used to help students become engaged in school and express themselves in a positive and constructive manner.



California State University, Fullerton Orange County

Purchase of state-of-the-art sound board equipment for nationally recognized Theater and Dance Program.

Walt Disney Elementary School, Los Angeles County

Textbooks, workbooks and other instructional materials.



For more information on how much your county, school or district receive from the California Lottery, please visit www.calottery.com/giving-back. To view the Education Funding videos visit www.calottery.com/happenings/lottery-tv/funding-education-videos.

4TH QUARTER EDUCATION ALLOCATIONS FOR FY 2012–2013

Type of Recipient	Fourth Quarter	Average Daily Attendance (ADA)	Year to Date (YTD) Total	Percent of YTD Funding	Cumulative Total (1985 to Present)
K-12	\$ 307,161,854	6,661,629	\$1,038,022,637	80.88%	\$ 21,359,433,980
Community Colleges	\$ 54,534,758	1,183,037	\$ 168,593,996	13.14%	\$ 3,636,546,592
CSU Chancellor's Office	\$ 7,904,230	355,609	\$ 46,172,739	3.60%	\$ 985,724,688
University of California	\$ 5,269,116	237,056	\$ 29,893,447	2.33%	\$ 595,340,054
Other Public Colleges and Universities	\$ 28,829	1,297	\$ 163,813	0.01%	\$ 4,740,494
Miscellaneous Educational Institutions	\$ 101,223	5,127	\$ 518,994	0.04%	\$ 41,292,949
Grand Total	\$ 375,000,011	8,443,755	\$1,283,365,626		\$26,623,078,756



Sara Henderson, Intervention Specialist at Glenwood Elementary describes what a difference a simple supply box can make for students.

Glenwood Elementary School

Glenwood Elementary School in Sacramento has purchased many of their basic school supplies using the enhancement funding it receives from the California Lottery. The school makes sure that each student has their own pencil box that's filled with necessary school supplies like glue sticks, scissors, even pencil sharpeners.

Glenwood Elementary is just one example of the many school funding videos the Lottery has begun to produce—highlighting the many uses of Lottery enhancement dollars and how California students benefit from these funds.



4TH QUARTER EDUCATION ALLOCATIONS FOR FY 2012-2013 (BY COUNTY)

County	Year to Date (YTD) Total	Cumulative Total (1985 to Present)
Alameda	\$ 44,126,872	\$ 936,909,708
Alpine	\$ 20,497	\$ 681,826
Amador	\$ 662,670	\$ 16,257,605
Butte	\$ 6,766,872	\$ 152,343,502
Calaveras	\$ 971,933	\$ 23,882,013
Colusa	\$ 687,639	\$ 14,707,516
Contra Costa	\$ 32,885,403	\$ 666,052,936
Del Norte	\$ 658,102	\$ 16,384,462
El Dorado	\$ 5,071,899	\$ 104,842,582
Fresno	\$ 36,371,749	\$ 732,912,651
Glenn	\$ 954,137	\$ 22,104,268
Humboldt	\$ 3,766,691	\$ 95,934,602
Imperial	\$ 6,679,489	\$ 138,608,807
Inyo	\$ 683,277	\$ 12,950,805
Kern	\$ 31,662,410	\$ 597,359,224
Kings	\$ 4,749,097	\$ 91,607,365
Lake	\$ 1,465,235	\$ 34,175,496
Lassen	\$ 1,041,616	\$ 26,851,650
Los Angeles	\$ 319,551,707	\$ 6,979,241,990
Madera	\$ 5,000,924	\$ 91,844,726
Marin	\$ 6,001,619	\$ 125,995,886
Mariposa	\$ 283,215	\$ 8,465,308
Mendocino	\$ 2,630,692	\$ 65,889,796
Merced	\$ 10,459,328	\$ 211,078,837
Modoc	\$ 240,971	\$ 7,485,561
Mono	\$ 316,182	\$ 6,595,795
Monterey	\$ 14,455,647	\$ 305,630,364
Napa	\$ 4,258,066	\$ 89,253,653
Nevada	\$ 1,773,950	\$ 46,327,276
Orange	\$ 101,722,574	\$ 2,087,296,956

County	Year to Date (YTD) Total	Cumulative Total (1985 to Present)
Placer	\$ 13,371,737	\$ 231,155,331
Plumas	\$ 645,081	\$ 16,273,321
Riverside	\$ 74,359,679	\$ 1,258,722,932
Sacramento	\$ 47,005,225	\$ 938,697,005
San Benito	\$ 1,743,935	\$ 35,239,828
San Bernardino	\$ 72,406,743	\$ 1,417,341,694
San Diego	\$ 96,550,886	\$ 2,010,104,480
San Francisco	\$ 13,733,063	\$ 340,655,867
San Joaquin	\$ 24,901,597	\$ 476,491,318
San Luis Obispo	\$ 6,924,376	\$ 150,753,939
San Mateo	\$ 18,605,748	\$ 396,625,500
Santa Barbara	\$ 14,477,303	\$ 301,183,517
Santa Clara	\$ 56,066,224	\$ 1,174,301,109
Santa Cruz	\$ 8,385,499	\$ 179,435,315
Shasta	\$ 5,348,394	\$ 128,827,730
Sierra	\$ 64,887	\$ 3,221,824
Siskiyou	\$ 1,243,742	\$ 34,814,556
Solano	\$ 11,644,178	\$ 270,520,863
Sonoma	\$ 14,276,305	\$ 312,640,873
Stanislaus	\$ 19,168,728	\$ 387,005,898
Sutter	\$ 3,547,528	\$ 61,421,098
Tehama	\$ 1,713,902	\$ 38,369,858
Trinity	\$ 263,693	\$ 8,039,533
Tulare	\$ 17,741,039	\$ 346,102,652
Tuolumne	\$ 1,014,389	\$ 26,341,674
Ventura	\$ 27,456,169	\$ 572,509,980
Yolo	\$ 4,778,904	\$ 95,580,416
Yuba	\$ 3,257,218	\$ 73,929,294
Statewide Entities	\$ 76,748,993	\$ 1,627,098,184

ONE LOTTERY CULTURE

COLLABORATION
COOPERATION
COMMUNICATION

Every day we work together to provide more funding for California's public schools. Here at the California Lottery, we rally behind the "One Lottery" motto that emphasizes teamwork, underscores the importance of every employee and highlights their contributions to meeting our agency's mission of maximizing funding to public education.

Breaking down "silos" and building a culture of cross-divisional collaboration has been a major focus for the Lottery. Reaching our strategic goals and increasing sales can only be met by collaboration, cooperation, and communication.

The Lottery is constantly looking for new ways to grow a positive work culture and invest in the productivity of its workforce. The Lottery has initiated several new programs to help employees grow and advance while promoting collaboration, as well as an appreciation and understanding of individual objectives that align with the Lottery's goals.

Above: Kori Lin Arbis, 2013 recipient of the Sustained Superior Accomplishment Award.



Rewarding Hard Work

The Lottery Recognition Award Program recognizes the hard work of exemplary employees who are nominated by management and peers on an annual basis. The program consists of two components: The Superior Accomplishment Award and the Sustained Superior Accomplishment Award.

- **The Superior Accomplishment Award** recognizes employees whose performance has resulted in an exceptional contribution to the Lottery. Employees may be eligible for a Silver or Gold award, each of which can be awarded either individually or as part of a team.



Business Planning Division and Enterprise Project Management Office pose for the kick-off of the Powerball® campaign.

- **The Sustained Superior Accomplishment Award**

recognizes an employee's sustained act of superior job performance over a two-year period which directly results in an exceptional contribution to the efficiency of the Lottery. These awards can also be awarded individually or as part of a team.

Awardees are recognized throughout the year in a photo display case in the lobby at Lottery headquarters. Both nominees and awardees receive a personalized certificate and are invited to a congratulatory lunch by their supervisor.

Every Lottery Employee Is An Ambassador

In an effort to improve communication and awareness, the Lottery has increased the number of staff orientation sessions that offer employees a forum to learn about agency goals and direction, and a sneak peak at new and exciting Lottery campaigns before the general public.

Investing In Our People

Through workforce planning the Lottery is able to identify future workforce needs and develop solutions—such as training and employee development strategies

to address the gaps between the current workforce and future needs. Workforce and succession planning activities are necessary to systematically address changes in the business environment and the workforce that potentially impacts the operational efficiency and success of the Lottery.

Lottery Employees Like to Work Out

The Lottery encourages a healthy lifestyle and supports employees in their efforts to stay active. On any given day you can find staff biking to work, walking during their lunch hour, and supporting local farmers' markets. The Lottery understands that healthy employees promote a positive and productive work environment.



Ultra marathoners David Peña and Derek Thai opt to run during their lunch hour.

CONSUMER PROTECTION & SECURITY

Consumer confidence and trust is critical for any lottery. At the California Lottery, we strive to ensure the highest level of operational integrity, honesty, and fairness. Through our consumer protection initiatives, we are able to prevent fraud and reduce unfair practices so that players may enjoy lottery games and feel confident that prizes are fairly awarded.

Protecting your winnings

The Lottery's Unclaimed Prize Winner Program—a new consumer protection initiative that sparked immediate media interest—has helped turned anonymous players into millionaires. With the help of our retailers, the Corporate Communications and SLED divisions have begun to release photos and video of apparent Lottery winners to news media outlets. Our first photo release secured a \$52 million jackpot for Marita and Bladimir Agnite of Fremont. Thanks to the help of news media outlets, the couple's family called Bladimir to tell him that they saw his picture on the news and to check his ticket. Bladimir did not realize he was holding onto a multi-million dollar winning ticket.

Our first photo release secured a \$52 million jackpot for Marita and Bladimir Agnite of Fremont.





Ensuring a level playing field for our consumers

In an effort to ensure fairness for our players, the Lottery began to limit 2nd Chance submissions last October to 1,000 per calendar month. Any person who enters more than 1,000 combined submissions in a month during the entry period for any Scratchers® 2nd Chance or Fantasy 5 2nd Chance draw will be disqualified from that 2nd Chance draw. The policy change also compliments our responsible gaming efforts to help prevent problem gambling.

Educating winners

What would you do if you won the Lottery? Most players have a prepared laundry list of luxury purchases and philanthropic causes they would contribute to, but very few of those lists include hiring an attorney, accountant and a financial planner. These are just some helpful suggestions the Lottery offers new millionaires in its Winner's Handbook. This handbook is designed to answer commonly asked questions about prize payments, taxes, public disclosure and other important topics that help prizewinners manage their winnings and learn about the available resources.

You can find a copy of the Winner's Handbook at: www.calottery.com/win/winners-handbook



Protecting Our Players and Retailers

A big part of this program falls under the jurisdiction of our seasoned Security and Law Enforcement Division (SLED) that investigates and prevents crimes against our retailers and players.



Investigate winner claims on tickets and other credible evidence to ensure that Lottery prizes are rightfully awarded



Investigate claims involving altered, forged, counterfeit, or stolen tickets



Investigate burglaries and employee embezzlement cases when Lottery products are stolen



Investigate player reports of stolen tickets



Conduct background checks on all prospective retailers



Reduce under-age gambling via the Minor Decoy Enforcement Program



Provide superior customer service to the general public and retailer network



Work with other law enforcement agencies to uncover and solve crimes

INTEGRITY AND TRANSPARENCY

Upholding the integrity of our games is critical. Our goal is for all our players, and potential players to understand that every Californian has an equal and fair chance of winning.

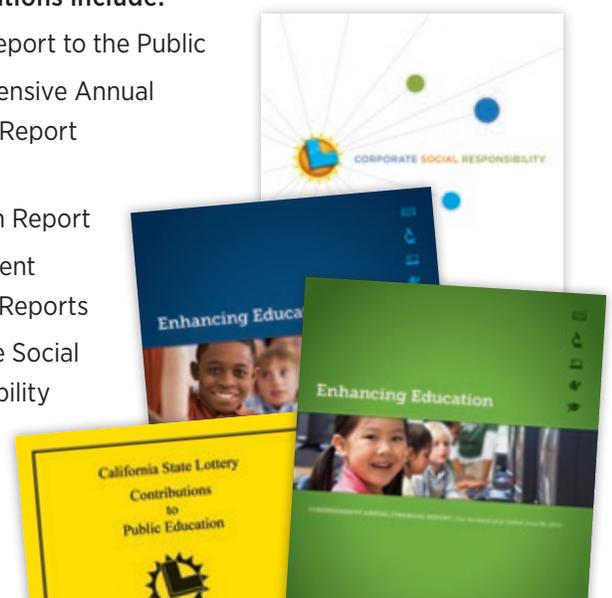
The Lottery does this through a series of regulations, procedures and internal controls that ensure all draw machines are working properly and that numbers are being selected in a random manner. Selecting winning numbers is an elaborate process that includes an independent auditor who witnesses the draw process from beginning to end, pre-and-post-testing of all draw equipment, and a review of draw results by an independent statistician who analyzes this information to ensure statistical randomness. Corporate Communications began a video project called the “Integrity Series.” Several reports highlight the security, fairness and randomness of all draws, as well as a two-part feature detailing the strict requirements necessary to become a Lottery retailer.

Transparency and integrity go hand-in-hand. The Lottery takes great pride in providing accurate and complete information to our stakeholders and the general public. All drawn numbers are made available shortly after the draw on the public website. The Lottery produces several reports on our financial and business operations,

timely notification of prizewinners and remaining top prizes for our Scratchers® and 2nd Chance games. As testament to our success in this area, the Lottery was awarded the prestigious Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association of the United States and Canada for the sixth time.

Our publications include:

- Annual Report to the Public
- Comprehensive Annual Financial Report
- Quarterly Education Report
- Independent Auditor’s Reports
- Corporate Social Responsibility Report





For more information on the California Lottery's draw procedures, please visit www.calottery.com/happenings/lottery-tv/integrity-series-videos to check out our Integrity series.

STAKEHOLDER ENGAGEMENT



This CSR element strives to strengthen the Lottery's relationship with key stakeholders by increasing the overall understanding of the Lottery's objectives, legislative proposals and business operations that advance a positive image of the Lottery and its mission.

New collaboration

This year the Lottery embarked on a new collaboration with the office of Assemblymember Rudy Salas (D-Bakersfield) by co-hosting our first Retailer Workshop in the city of Bakersfield. This is a collaboration we plan to continue with other legislative offices. The event was successful in attracting local business owners interested in selling Lottery products. Participants learned about our products and the exciting business incentives that can help grow California businesses.

Improving our dialogue with retailers

The Lottery considers its retailer network as "mission critical" partners that help us meet our mandate to maximize contributions to California public schools. Together, we work to ensure a successful sales year that in the end benefits public education. In order to better understand issues affecting Lottery retailers and improve dialogue with our network, the Lottery has reinstated its Retailer Advisory Board where the Board and management can discuss a wide range of issues. These periodic meetings also help shape the development and execution of Lottery strategic plans, marketing programs, product development and field sales service levels.



1. American Legion High School student Elijah Muhammad receives certificate of appreciation for his art that is displayed at Lottery headquarters in Sacramento.
2. Sacramento Supervisor Phil Serna presents certificates of appreciation to American Legion High School student Carlos Lastra and his art instructor Pamela Bryan.
3. Jeff Snadow, CEO and President of the California Independent Grocers Association, presents the "Retailer of the Year" award to Del Clegg from Cookie Crock Markets during the 2013 California Independent Grocers Association Installation Dinner.
4. The California Lottery proudly supports the California Department of Education's Teachers of the Year program.
5. Marian Salzman CEO of Havas PR discusses trends at the California Grocers Association Conference.

Raising awareness of how the Lottery works to support schools

The Lottery's mission to maximize funding to public education has a strong presence at our Lottery headquarters—you can see it in our display cases! Instead of spending money on pricey professional artwork, the Lottery is displaying public school student artwork at our headquarters in Sacramento—highlighting one way Lottery enhancement dollars are used. Students, parents, teachers, school administrators and elected officials are invited to our facility where students receive certificates of recognition for their art pieces and artistic talent.

Supporting our stakeholders

In FY 2012–2013 the Lottery supported stakeholder events and campaigns that are aligned with our mission and strategic goals. Part of this funding supported National Problem Gambling Awareness Week with advertisement purchases in four major regional newspapers that help raise awareness of problem gambling issues and the resources available.

The Lottery has enjoyed a long-standing partnership with the California Department of Education, and it remains a strong supporter of its annual Teachers of the Year Awards that recognizes outstanding teachers and pays tribute to California's strong teaching force. The Lottery's sponsorship of this program, along with the Distinguished School Awards which is a program that honors those schools that have demonstrated educational excellence by narrowing the achievement gap, has helped support regional ceremonies throughout the state.

The Lottery also supports organizations like trade associations and business chambers that represent the interests of many of its retailers. Last year the Lottery sponsored the California Independent Grocers Association's annual installation banquet that honors independent grocers for their business accomplishments. The California Independent Grocers Association is a non-profit trade association representing over 300 independent grocery stores since the late 1800's.

ENVIRONMENTAL IMPACT



The Lottery's LEED Gold (Leadership in Energy and Environmental Design) headquarters building has many "green" features that help reduce energy usage and water consumption.

Reducing our carbon footprint

A major part of the Lottery's business operations depends on providing in-store customer service to Lottery retailers while getting tickets out to locations throughout the state. One of the new ways the Lottery continues to do its part in reducing CO2 emissions is through the replacement of older vehicles with energy efficient cars. Ten Toyota Prius sedans are replacing model year 2007 Chevrolet Impalas, which should save the Lottery approximately \$2,800 per year on fuel based on 15,000 miles driven and current fuel prices.

The Lottery recently implemented a new ticket return process for District Sales Representatives and Route Sales Representatives. They are now shipping ticket returns to the Northern Distribution Center from UPS Stores or Drop Boxes. This eliminates having to go back to the district office throughout the month to deliver tickets, reduces travel time and gas consumption and the wear and tear on vehicles.



And, finally,
on a smaller
note, all Lottery
Scratchers tickets
are recyclable!



WATER EFFICIENCY

- Water use has been reduced by the installation of high performance plumbing fixtures which reduce the water use in all restrooms by 35%.
- The irrigation system may reduce water consumption by 58% over typical installations.

SUSTAINABLE SITE

- More than 17% of the cost of the materials used in the construction of the building contained recycled content and nearly all of the wood products installed in this building were harvested from sustainable forests.
- A vegetated “green roof” was installed to help keep the roof cool, thereby using less energy to cool the building. The roof also reduces and filters storm water run-off and reuses that water to keep the “green roof” irrigated.
- Water quality basins that act as planter boxes are filled with plants that are watered by storm water runoff.
- Alternate transportation (two bus lines and a light rail station) are within one quarter mile from the site encouraging employees to carpool. There are also on-site bicycle lockers and showers for employees who bike to work.

ENERGY SAVINGS

- High performance windows were installed to keep heat out and a system with thermal ice storage helps cool the building—energy usage projected to be lowered by 32%.
- The adhesives, sealants, paints and carpets had no fumes and very low volatile organic compounds (VOCs). The space plan has cubicles on the perimeter of the building with offices on the interior. This helps to maximize natural day lighting.
- The building also has a daylight harvesting system that automatically controls the light fixtures and perimeter window shades. This daylight harvesting system is projected to reduce energy costs by \$36,000 per year.
- Solar panels installed on the roof of the Pavilion offset another 7% of the total energy cost of the building.

The Lottery replaced older vehicles with 10 Toyota Prius sedans for District Supervisors and Key Account Specialists





Important Phone Numbers

Customer Service

1-800-LOTTERY
TDD 1-855-591-5776

Corporate Communications

(916) 822-8131

DISTRICT OFFICES

San Francisco

(650) 875-2200

Sacramento

(916) 830-0292

East Bay

(510) 670-4630

Central Valley

(559) 449-2430

Van Nuys

(818) 901-5006

Inland Empire

(909) 806-4126

Santa Fe Springs

(562) 906-6356

Santa Ana

(714) 708-0540

San Diego

(858) 492-1700

The California Lottery helps fund a toll-free help line for individuals, providing counseling and assistance for problem gambling through the California Office of Problem Gambling.

PROBLEM GAMBLING HOTLINE

1-800-GAMBLER

CALIFORNIA LOTTERY

700 North 10th Street
Sacramento, CA 95811
www.calottery.com