



Retailer Communication
25 March 2020

The Lott's response to the latest government directions 25 March 2020

Dear Retailers,

Firstly, I hope you, your families and teams are well.

We are emailing you to help keep you up to date with the most current information following the Federal Government's COVID-19 announcement last night. Further business restrictions will take effect from midnight tonight for auctions, open house inspections, non-food markets, beauty therapy, tattoo parlours and spa and massage parlours. To find out more information, please [click here](#).

At this stage, these new restrictions do not apply to our lotteries retail network. However, please note that the previous business restrictions announced on Sunday 22 March 2020, still apply.

The Federal Government also announced that all retail outlets will need to display a sign that advises customers how many people can be in an outlet at any one time. This is to be applied with a rule of one person for every four square metres (two metres x two metres).

As a result, and to help all outlets comply with this new rule, please [click here](#) (scroll to 'Health and Safety Resources > Social Distancing Resources') for a new customer notice for you to display in-store. Please note, you will need to work out how many square metres your outlet is (if you are unsure, check your lease contract) and fill in the number of people that can be in your outlet on the customer notice. For example, if your outlet is a total area of 100 square meters, then this means you can have 25 people in your outlet at one time (100m² divided by 4m² = 25). Please note this includes both customers and staff.

We will also be supporting DigiPOS outlets with social distancing messaging content to internal and external screens.

For the safety of you and your teams, please make sure you are following the current social distancing requirements at all times. New social distancing resources were added to [Retailers Web](#) under 'Health and Safety Resources'

yesterday. To help you and your staff remind customers about the one and a half metres distance rule, here are some prompter lines that may assist:

- Thank you for waiting, due to social distancing requirements, please take a step back to make sure we are following the one and a half meters distance rule.
- Please help us stay safe during these uncertain times. Can you please make sure you stand one and a half meters away from the next person.
- Let's work together and all stay safe, please stand one and a half meters away from each other.

On another note, we have great news! Retail outlet sales for this week's \$80 Million Powerball draw are performing well in comparison to the two prior \$80 Million Powerball draws. Keep up the great work and make sure you, your teams and customers follow the strict government-issued social distancing rules.

To keep up to date with the latest information and Frequently Asked Questions (FAQs), please visit [Retailers Web > Urgent Information > Coronavirus \(COVID-19\)](#).

Many thanks once again for your support during this challenging time.

Best wishes,

Antony Moore
General Manager Lotteries Retail