



# **VIRGINIA LOTTERY GAMING COMPLIANCE**

## **STANDARD OPERATING PROCEDURES for ID BADGE ISSUANCE and RETURNS**

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## 1. INTRODUCTION

In accordance with Virginia's sports wagering and casino gaming laws and regulations, the Virginia Lottery (Lottery) will issue ID badges to individuals who have been approved for gaming licensure (Licensee). The purpose of this directive is to ensure ID badges are issued, maintained, and surrendered appropriately. This policy applies to licensees who have been issued an ID badge, the licensee's employer, and Virginia Lottery's Gaming Compliance employees.

## 2. RESPONSIBILITIES

### 2.1 Lottery Gaming Compliance - Licensing & Investigations

The Licensing & Investigations team is responsible for ensuring individuals approved for licensure are issued the appropriate license or permit. This team is also responsible for managing the ID badge printing, issuance, and return processes.

### 2.2 Lottery's Gaming Compliance – Casino Compliance

The Casino Compliance team is responsible for processing casino employee applicant fingerprinting and coordinating the secure transfer of printed ID badges between the casino's HR staff and the Lottery's Licensing & Investigations team ensuring the below tasks are completed:

- Reconcile the batch of printed ID badges with **Badging License Report** form list;
- Contact the Licensing & Investigations team at [gamingbadge@valottery.com](mailto:gamingbadge@valottery.com) or 804-692-7165 to address any discrepancies or ID badge printing issues;
- Sign the "Badge License Report" form along with the casino's HR team member acknowledging reconciliation and/or any noted discrepancies before turning over the printed ID badges;
- After delivering the ID badges to the HR team member, email the signed **Badge License Report** form to the Licensing & Investigations team at [gamingbadge@valottery.com](mailto:gamingbadge@valottery.com).

### 2.3 Licensed Employers - Human Resource Staff or Other Designee:

The licensee's employer is responsible for verifying an individual's identity prior to creating the applicant's profile in the Lottery's application portal. An appropriate passport style photo of the applicant must be uploaded to the applicant's profile. This photo will be used when creating the ID badge if the applicant is approved for licensure. All individual applicants are required to submit fingerprints for identity verification and a criminal history inquiry. The licensee's employer is responsible for retrieving any surrendered ID badges and securely returning the surrendered ID badges to the Lottery.

#### Casino Employees:

*Casino employee applicants* are to be directed to the Lottery's onsite Casino Compliance team with valid photo ID to be fingerprinted. The casino's HR team must provide the applicant employee with the "Applicant ID" number generated for that individual in the Lottery's application portal. The applicant will need to provide this "Applicant ID" number and a valid form of photo ID to the Casino Compliance Representative to be fingerprinted.

The casino's HR member and the Casino Compliance team will coordinate transfer ID badges between the Lottery's Licensing team and the Licensee. When receiving ID badges, the HR team member must reconcile the printed ID badges with the badges listed on the **Badging License Report**

form before signing the report to acknowledge receipt of the ID badges. Any discrepancies should be satisfied or noted on the form prior to signing. The HR team is responsible for distributing the ID badges to the respective employees and ensuring all licensed employees are made aware of their obligations as outlined in this policy.

#### **2.4 Licensees:**

Any individual issued an ID badge:

- Must always display the ID badge while working unless otherwise approved;
- May not allow another individual to possess the ID badge;
- Must comply with an order from the Lottery or employer to surrender the badge; and
- Must immediately report a loss, stolen, or temporary unavailable badge to the Lottery via the licensee's employer and complete an ID Badge Replacement form.

### **3. ADMINISTRATION**

#### **3.1 ID Badge Photo**

The employer will ensure a passport style photo of the applicant meeting the criteria below is uploaded to the applicant's profile in the Lottery's application portal:

- Front facing headshot in color;
- Plain white or neutral background;
- Taken within the last 90 days;
- No hat or head covering unless worn daily for religious purposes;
- No sunglasses or dark prescription eyeglasses; and
- Taken with sufficient lighting and undistorted.

#### **3.2 ID Badge & Certificate Printing**

The Lottery's Licensing & Investigation team will print all ID badges and company approval certificates using the following procedures:

1. Refer to the Badge and Certificate Printing Guideline for the internal printing instructions.
2. Generate a **Badging License Report** listing the printed badges when printing ID badges for casino licensees.
3. When printing ID badges remotely to the Casino Compliance offices, ensure the following tasks are completed:
  - Contact the respective Casino Compliance team to have them stand by to receive the printed ID badges prior to printing.
  - Once the Casino Compliance team member confirms the ID badges were successfully printed, email the Badge License Report form to the respective Casino Compliance team as appropriate.
  - Retain the signed **Badging License Report** forms as required.

All other ID badges will be printed at the Lottery's headquarters and mailed to the employer's representative for distribution to the licensee. The Licensing & Investigations team will verify the mailed ID badges have been received. Company approval certificates will be forwarded to the employer's representative.

### 3.3 Replacement Badges

#### a. Lost & Stolen ID Badges

Licensees are required to immediately report any lost, stolen, or temporarily unavailable ID badge to Lottery via their employer using the Lottery's **ID Badge Replacement Form**. The employer's HR team or designee is responsible for providing the employee with this form and submitting the completed form to the Lottery.

Casino employee replacement request forms must be initially submitted to the onsite Casino Compliance team who will process the request and forward the form to the Licensing and Investigations team at [gamingbadge@valottery.com](mailto:gamingbadge@valottery.com). All other employer designees must email the completed form directly to this email address. The licensee may be required to obtain a temporary ID badge for duty while the replacement badge request is being processed.

#### b. Temporary ID Badges

Any licensee whose issued ID badge is temporarily unavailable when reporting to work at a casino site must complete the **ID Badge Replacement Form** to obtain a temporary ID badge to be worn during the work shift. The employee will require an escort from a casino member to the Casino Compliance office to complete this process. The employee will be required to surrender a valid form of photo identification to be retained by the Casino Compliance staff during the work shift. The licensee must display the temporary badge as required while working and then return the temporary badge to the Casino Compliance office at the end of the work shift. The licensee will retrieve the temporarily surrendered photo ID in exchange for the temporary ID badge at that time.

#### c. Name or Job Position Changes

Any employee requesting a replacement ID badge due to a name change will be required to complete the replacement ID form and provide verification of the name change as required by Virginia Lottery.

The employer must advise the Lottery's Licensing Investigations team whenever a licensee's job duties or position changes to ensure the individual is licensed appropriately.

### 3.4 Returned ID Badges

The employer of an individual issued an ID badge must ensure that the employee's ID badge is surrendered and returned to the Virginia Lottery if the:

- a. Individual's license or permit is suspended or revoked;
- b. License or permit is not renewed;
- c. Individual separates from employment;
- d. Individual obtains an upgraded or downgraded license or permit (including temporary to permanent permits); or
- d. The Virginia Lottery orders the individual's badge to be surrendered.

Employers must complete the **Gaming Compliance ID Badge Return and Destruction Log** form to return surrendered ID badges to Virginia Lottery. *Casino employers* will provide the Lottery's onsite Casino Compliance team with this completed form and the surrendered ID badges. All

other employers can mail the surrendered badges directly to Virginia Lottery's headquarters location:

**Virginia Lottery – Gaming Licensing & Investigations**  
**600 E. Main Street**  
**Richmond, Virginia 23219**

If an ID badge is not surrendered as required, the licensee's employer may be subject to enforcement action.

### **3.5 Rehired Employees Previously Licensed:**

An employer must contact the Virginia Lottery's Licensing team via email at [gaminglicensing@valottery.com](mailto:gaminglicensing@valottery.com) for instructions when hiring an individual requiring licensure who has previously surrendered an ID badge to Virginia Lottery. An individual will only be issued another ID badge if:

- The employer provides an offer letter or ***Certificate of Business Relationship*** form; conditions;
- The employer submits a completed **ID Badge Reprint Request for Rehires** form;
- The individual's permit or license term has not expired;
- The individual's identity has been verified; and
- The individual's license or permit status is in good standing.

### **3.6 Badge Fees**

An individual's employer shall pay any ID badge related costs:

- a. \$40 for each replacement ID badge; and
- b. \$20 for each temporary ID badge.
- c. No fee for badges printed for name changes and rehires.

## SAMPLE ID BADGE DIAGRAM

### ID Badge Front:



### ID Badge Back:

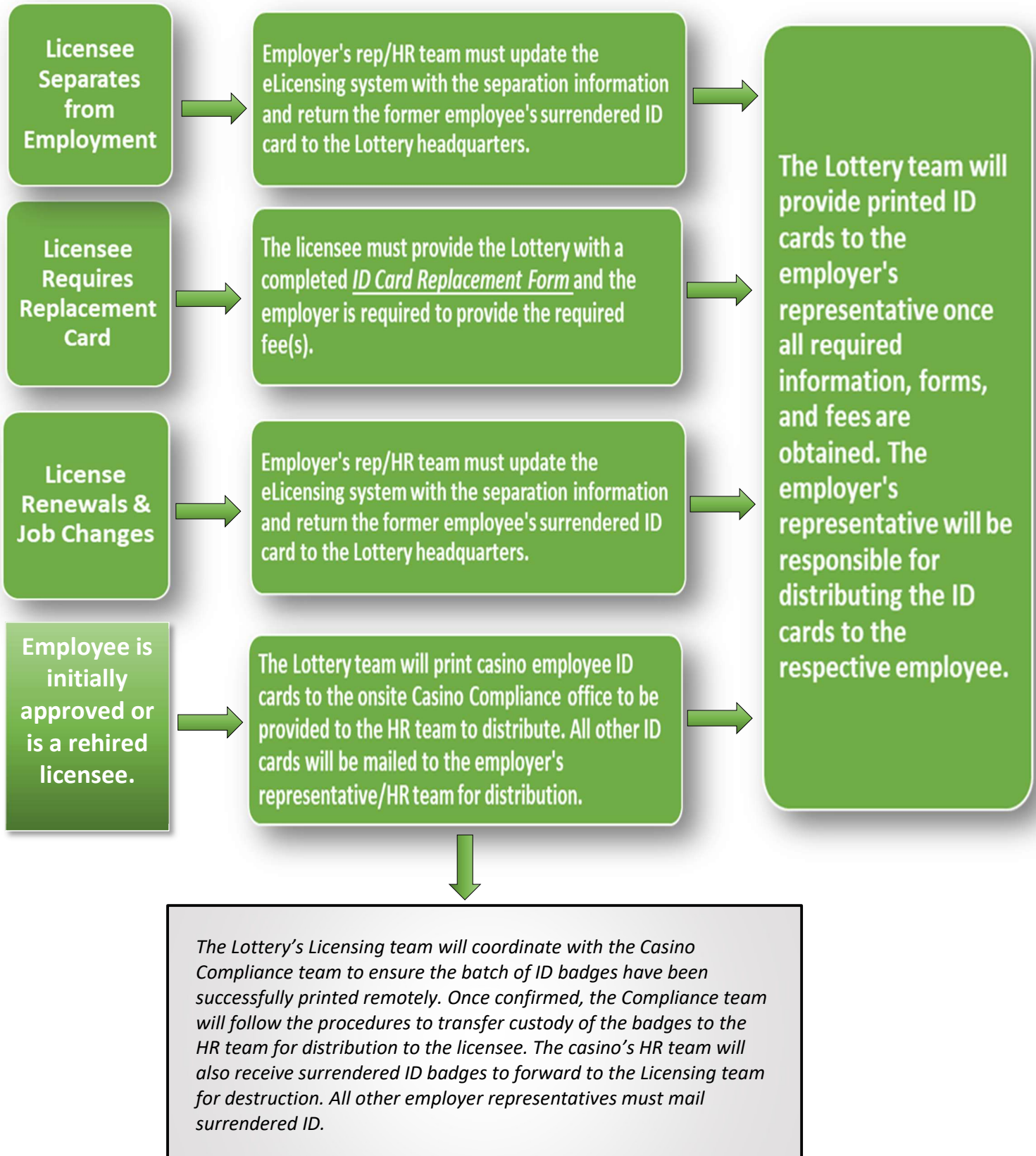
This license is the property of the Commonwealth of Virginia and has been issued for the exclusive use of the person whose name and photograph appears on the front. It is not transferable and must always be worn while working in a facility that has been licensed by the Commonwealth of Virginia for the purpose of Gaming.

If found, please remit to:  
Virginia Lottery, Licensing and Investigations Division  
600 East Main Street, Richmond, VA 23219

**John Doe**



## **BUSINESS PROCESS TO OBTAIN ID BADGES**





## **APPENDECES**

**Appendix 1:      Badging License Report Sample**

**Appendix 2:      ID Badge Replacement Form**

**Appendix 3:      Gaming Compliance ID Badge Return and Destruction Log**

**Appendix 4:      Certificate of Business Relationship**

**Appendix 5:      ID Badge Reprint Request for Rehires**

## REVISION HISTORY

Revision	Date	Name	Comments
1.0	7/11/2022	Gaming Compliance	Badge return procedures for casino AR
1.1	5/4/2023	Gaming Compliance	Minor Edits
1.2	4/114/2025	ID Badge Issuance & Returns SOP	SOP revision & consolidation.