CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

Issue 10 - August 18, 2022

NEWSLETTER

View the online version at **www.vending-cama.com/newsletter**

Issue 10 - August, 2022 *- Jim Jackson, President*

August 2022 - Message from Your CAMA President

It's time to climb out of our shell

After more than 2 long years of living through the pandemic we now must deal with what I refer to as the "turtle effect". When turtles feel threatened, they climb into their shell to hide from their surroundings. This provides them with a feeling of security and safety. In the past 2 years much of our workforce has resorted to the "turtle effect" by not going into the office and working from the comfort and safety of their home. For operators like ourselves this poses a major concern as it has a huge negative impact on our business and the services that we provide. Our services are not required if our customers are not at work to use them. It will take some time but I feel confident that people will once again feel the need to socialize and will want to get back to the old normal of actually going to work!

Our association can also relate to the "turtle effect" as well, as CAMA had cancelled all in person events for the past 2 years. But now it is time to climb out of our shells and start meeting face-to-face in person and not on a zoom call or even worse a phone call!

I have been in this industry a very long time and strong relationships between operators and suppliers are developed at in-person events, not online or by a phone call. Being able to meet face-to-face, shake hands, or sitting down and having a drink together only strengthens the relationship between operators and suppliers. I have been attending our CAMA events for decades and I know that it has been an investment in our business that has provided us with financial and business rewards many times over.

Our first post-pandemic trade show will be held this September 13th and 14tth at the Toronto Congress Centre. I encourage everyone to climb out of their shell and make plans to attend and start networking and reinvesting back into your business. We all want to get back to a pre-pandemic business model and this will be a great opportunity to start rekindling our business relationships or for some to start developing new business relationships.

For those of you that attended our CAMA golf tournament this past June, it was great to see all of you there and it provided encouragement and an optimistic outlook to a

post pandemic world. If you were unable to attend, then please keep it in mind for next year as it was a good time for all.

Through E- Blasts and previous communications, you should all be aware of our CAMA financial recovery program. The program is now live and is loaded with great prizes that were donated by our supplier members. I encourage you to help support CAMA and buy your tickets now.

Take care and I hope to see you all at our Trade Show in September.

Regards

Jim Jackson
CAMA President

Issue 10 - August, 2022 - *WFGIS*

Western Financial Group Insurance Solutions (WFGIS) is proud to partner with CAMA

The Canadian vending and coffee service industry provides its own unique challenges when it comes to insurance and protection.

For over 40 years, Western Financial Group Insurance Solutions has provided various industry-tailored programs explicitly designed to protect its members with commercial and employee benefit solutions that offer competitive rates, coverage, and in-house risk management and claims services.

Western Financial Group Insurance Solutions (WFGIS) is proud to partner with the Canadian Automatic Merchandising Association (CAMA) to provide its members with a specialized commercial insurance program, that offers best-in-class coverage and significant value-added services.

We have put together various products to ensure that your business has multiple

options for protection and is covered when issues arise. Our focus is to provide your business with a sustainable insurance program that fits your needs while also delivering tools and strategies to properly manage your unique risks.

Each prospective participant will have a detailed review of their business operations. By understanding the intricacies of your operations, we can better protect against various types of potential claims, so you can have peace of mind that your business insurance needs are met. For example, machine manufacturers will have different exposures instead of strictly a business leasing vending machines out to businesses.

In addition, participants can count on receiving competitive rates per dollar of insurance purchased. WFGIS provides 24/7 in-house claims examination to ensure you are supported if a claim happens at any hour.

Risk Management remains essential to providing all program participants with tools to help mitigate against potential losses. The CAMA Insurance Program is a value-added member benefit in which coverage is contingent upon active membership through CAMA.

For more information on the CAMA Insurance Program, please get in touch with Western Financial Group Insurance Solutions at 1-800-665-8990, or log on to www.westernfgis.ca

CAMA ACAD
Insurance Program

Western FINANCIAL GROUP
Canada's Insurance Broker

A Better Back to the Office Experience with Nayax

According to Vending Market Watch, 24% more employees returned to the office in Q2 2022 compared to Q1. This trend is taking place around the world, as employers are requesting that employees work in a hybrid model or go back to working full time from the office. After two years of many workers working from home, companies have to rebuild their company culture to help employees readjust to working from the office. This creates an interesting opportunity for unattended retail merchants.

An important part of working at the office is the relationships that are built with coworkers. One of the best parts of going back to work after years of meeting over Zoom is seeing colleagues and making small talk with them over a cup of coffee. Office Coffee Services (OCS) are an important part of office culture, as they give workers a sense of community and boost employee satisfaction.

Not only will employees appreciate the hot cup of coffee, but with Nayax's VPOS Touch or Onyx devices, you can offer them a great payment experience. Onyx accepts all contactless, cashless payment methods as well as Interac, and also offers great incentives and loyalty benefits. With Nayax's Monyx Wallet app, you can allow your workers to make payments via a prepaid card or provide them with a closed-loop employee card which they can buy coffee with via a monthly allotment. You can also create punch card campaigns and other incentives, boosting their back to work experience.

Coffee is one of the solutions to making the workplace more pleasant, but if you're thinking even bigger, go with vending machines and micro markets. With vending machines, you can offer snacks and drinks to workers and visitors in your building. With Nayax devices providing a quick and seamless shopping experience, and accepts both contact and contactless payment services.

Micro markets sell goods to consumers via a self-checkout kiosk. Operators can provide consumers with a wide variety of products in a micro market: from drinks to snacks and even prepared meals. If you offer salads, sandwiches, and other nutritive meals at your micro markets, employees will have access to quick and healthy meals right in their office. This will boost their productivity as it there is no need to leave the

facility to find food.

With Nayax's Nova Market, you can keep track of your sales, inventory, and more, while boosting consumer experience. The Nova Market's interactive interface makes it easy for customers to use. You can gather data to learn what items are bought together to create personalized deals for your clients. For example, if you notice that a lot of people buy iced tea with their tuna sandwich, you can offer a discount on those two items when bought together, encouraging even more people to buy there.

With Nayax, you can improve employees' back to work experience by delivering easily accessible food and beverages, while building loyalty for your products.

Issue 10 - August, 2022 - *Victoria Verhaeghe, Complete Purchasing Services*

Food Labelling Changes: What You Need to Know

What's one thing almost all our vending products have in common? A food label. Most products contain both nutrition fact tables and an ingredient list so that consumers can make an informed decision about the food they are eating. You may have already noticed a change to food labels, but if you haven't, you will by December; Health

Canada has announced that starting December 15, 2022, the Canadian Food Inspection Agency (CFIA) will start to enforce a new nutrition fact table and ingredient list.

What Are the Changes:

1. **Font**: Serving sizes and calories will be displayed more prominently with a larger font and more surrounding white space; **calories will also be underlined and bolded**.
2. **Serving Sizes**: Serving sizes will be more consistent across similar food items, making it easier to compare products. For example, all yogurt will have the same serving size of 3/4 a cup, instead of one yogurt brand using 1/3 a cup, and another brand using 1/2 a cup serving size. The serving size will also reflect a realistic amount that Canadians would consume in one sitting.
3. **Order of Nutrients**: Fat, carbohydrates, and protein are all nutrients that contribute to calories, and will be displayed directly underneath calories.
4. **Vitamins and Minerals**: Potassium will now be a required nutrient on labels, displacing Vitamins A and C. Potassium is a nutrient Canadians do not typically get enough of and is important for maintaining a healthy blood pressure; iron and calcium will continue to be listed. It is now required that these nutrients are displayed in both mg and a percentage (%) daily value rather than just as a percentage.
5. **Daily Values**: There will now be a footnote at the bottom of each nutrition fact label, helping consumers interpret % daily values. The foot note will read: “5% or less is a little, 15% or more is a lot.” Sugar will also now have a % daily value to help consumers determine whether the food they are consuming contains a little or a lot of sugar.
6. **Ingredients**: Will now be shown on white background in black font, so that it is more legible. It will also be listed in descending order by weight, and separated by bullet point or comma. Food colours will be listed by common name, rather than just listing the word “colour”. And sugar-based ingredients will be grouped together with the type of sugar listed in brackets after the term “sugar.” For example, “sugar (brown sugar, cane sugar).”

These amendments aim to improve consumers understanding of the nutrition facts table and ingredients, ultimately helping Canadians to make more informed choices when it comes to food. For more information regarding food labeling changes visit: https://www.canada.ca/en/health-canada/services/food-labelling-changes.html

Need assistance finding healthier options? Let Complete Purchasing Services (CPS) vending (formerly Univend) help you to find the perfect supplier partners to ensure that your offering includes healthier options that your customers will crave.

About the Author:

Victoria Verhaeghe is a nutrition graduate from the University of Western Ontario currently interning with CPS as part of her practice-based internship to prepare in becoming a Registered Dietitian.

Issue 10 - August, 2022 - *Brian Martell, Heritage Coffee*

Coffee Corner - The Early Era of OCS

We've come a long way in our industry. For those of us who are getting long in the tooth, witnessing the evolution of Office Coffee Service has been impressive, not only from an offerings point of view, but also technologically. While doing some cleanup in my office recently, I came across a brochure from an old OCS provider in Montreal known at the time as Executive Coffee. The brochure dated back to the 70s when OCS was still in its formative years and extolled the virtues of maintaining a happy, productive work force (some things do not change!). Beyond the 1970s styling, they worked hard on educating their prospective customers on what an OCS was with emphasis on free equipment, delivery and quality coffee. Today's OCS customers are savvier, having the benefit of being exposed to our industry for almost 60 years. They come to expect what we have built as table stakes and some, even beyond. For those of us who were not part of the industry "back in the day" here is a partial exposé of what the world was like during the early era of OCS.

The brewing equipment used in OCS was dominated by a few companies that

aggressively competed against each other for dominance. Bloomfield, Bunn, Corey & Diplomat; all had equipment designed for the office which typically were 120V pour-over machines. Compared to contemporary equipment, these were easy to install, easy to fix (no boards!) and were relatively inexpensive. It was not uncommon for sales reps to have a few brewers in the trunks of their cars, along with cases of coffee so that they could make the sales pitch, sign the customer up, install and deliver the first order all in the same visit. Of the various types of equipment used in the early days, Diplomat pioneered the 310 filter, a response to the cost of coffee going up to over $3.40/lb. green in the mid-70s (in 1970s dollars – this would be the equivalent of about $16.00/lb. USD on the ICE today!). As coffee prices reached these astronomical peaks, the weights per bag dropped, some as low as 0.9 oz for a 64 oz. pot. The solution was to make the brew basket narrower so that the coffee bed in the bottom of the basket would not be so shallow with an eye to get a better tasting cup than a 450 filter basket (the typical brew basket filter used today). While the attempt was valiant the results fell flat; silk purses could not be coaxed out of 0.9 oz sow ears.

The idea of thermal servers had not caught on yet with OCS operators, thus all services operated with glass bowls. Inexpensive, but highly fragile, the glass bowl was the mainstay of all services and often were printed with the OCS's name. Those that remain have become collectors' items as most rarely survived more than 6 months before breaking.

The coffee itself was sold in a kit, designed to provide all the necessities for the office employees. Typically, the kits were packed in cases of 42 bags with a creamer canister, sugar shaker, filters, and stir sticks all in the same box (some services provided these items separately to cut down on waste, but they were still "free"). The idea of a 42-count box was promoted two ways; a typical month represents 21 working days so each case would provide for 2 pots of coffee per day for the month. The second was that coffee cups were a lot smaller than what we are currently used to, with a 64 oz bowl producing 12 cups of coffee. This would mean that a kit of coffee would yield about 500 cups making it easier for the sales rep to point out that a case costing $50.00 would represent only 10 cents per cup; a bargain compared what you'd pay in a restaurant, even in the 70s.

While we have come a long way (bean-to-cup, micro markets, etc.) the essence of our industry remains the same; we are Service based (perhaps we should write it as ocS). There will be more evolution, more technological gains and our offerings will change to reflect demand, whatever that may be.

Issue 10 - August, 2022 *- Mother Parker's Tea and Coffee*

71% of Consumers Prefer Bean-to-Cup Beverages

NEW! Bean-To-Cup Programs From Mother Parkers

We have partnered with a trusted Canadian manufacturer to provide a quality bean-to-cup solution for fresh coffee and coffeehouse favourites at the touch of a button. Or no touch at all.

> TASTE?: Delivers slightly bolder cup of coffee?.
>
> FRESHNESS?: Ground and brewed on demand perceived as fresher?.
>
> AROMA?: A much stronger and preferred aroma relative to drip brewed coffee??.
>
> VARIETY?: Small footprint with 11+ beverage options?.

- **Sustainability** is at the forefront;?-100% compostable organic waste?-Biodegradable paper filter?-Energy saving mode?
- **User-friendly digital interface** to make fresh beverages with the option to order touchless through an app on the customer's phone?.
- **Easy to maintain equipment.** We provide an equipment service package with preventative maintenance and a 24/7 equipment hotline for troubleshooting and support?With notifications for maintenance and low product? and the ability to upload video and screen saver content to market your business?
- **Full portfolio** of wholebean and soluble powders to create a variety of beverages made with quality ingredients

QUALITY. VARIETY. SUSTAINABILITY.

For more information on our **lease-to-own program***, please contact your Mother Parker's Tea & Coffee representative today: www.mother-parkers.com.

Mother parkers is a **proud Canadian company** that has been roasting quality coffees and blending teas, since 1912?.

*Terms and conditions apply.

Issue 10 - August, 2022 *- Nutrabolt*

Committed to Making Fitness Accessible

As the makers of America's best-selling pre-workout brand C4® and a global leader in sports nutrition, Nutrabolt has been committed to making fitness accessible to all since 2002.

Since its launch in 2011, C4® has become the undisputed pre-workout champ, with over 2 billion servings sold.

Today, Nutrabolt makes a full range of clinically studied, cutting-edge supplements and on-the-go drinks for athletes of all levels and goals.

You can find C4® in some of the world's largest specialty, big box, and online retailers including Walmart, Costco, Amazon.com, GNC, Vitamin Shoppe, Bodybuilding.com, Target, and a rapidly growing list of convenience stores.

Issue 10 - August, 2022 *- Brokerhouse Group, Vending Products of Canada*

The New Innovative LAViT Single Serve Drink System

We are excited to introduce the new innovative LAViT single serve drink system that will be arriving to Brokerhouse Groups national warehouses soon! LAVit equipment will be available for purchase nationally at Brokerhouse Dist. Inc. and André Labbée Inc. and the single serve recyclable EcoCaps™ will be available for purchase at Vending Products of Canada.

See how Lavit can generate more revenue from your customer base!

What is LAViT?

LAViT is a still and sparkling water cooler that offers 25+ flavours in 100% recyclable EcoCaps™. It takes plastic bottles out of your office fridge and puts fun and sustainability back on the table.

Magic in a Capsule

At the center of the LAViT magic is the EcoCap™. They work hard to pack all the good stuff into one little capsule. The potency of vitamins and minerals deteriorate over time when bottled in plastic. With EcoCaps™, it is ensured the vitamins and minerals in your drink do their jobs as efficiently as ever. The crack and peel technology of the EcoCaps™ ensure no cross-contamination between drinks.

Drop, Click and Drink

The EcoCaps™ are low calorie drinks that are 100% recyclable. The machine consists of one CO2 tank that allows you to make 400+ carbonated drinks. It has options of a 5L cold tank and a 1L CO2 tank or it can be connected directly to a water line. Enjoy serving EcoCaps™ from trusted brands like AriZona teas, Bigelow teas, Arnold Palmer and much more!

Drink Well.

LAViT drinks are either completely unsweetened or low calorie, it helps eliminate unhealthy, sugary drinks from your office break room, keeping everyone happy and hydrated.

Do Well.

LAViT believes environmental friendliness is just as important as workplace wellness, and they have worked hard to make sure their EcoCaps™ leave zero plastics and almost no carbon footprint.

This space saving, ultimate beverage system will be a hit in any office and we look forward to sharing more information about the offering to you today! Contact us for more information!

BROKERHOUSE GROUP

Brokerhouse Distributors Inc. | www.brokerhousedist.com

Andre Labbee Inc. | www.andrelabbeeinc.com

Vending Products of Canada | www.vendproductscan.com

Issue 10 - August, 2022 *- Jerome Vos, CPA, CMA | President Canteen*

Tech Corner: Are You Capitalizing on Technology?

Let's start by going back in time, 2002, when Research In Motion released the first Blackberry. Five years later Apple released the first iPhone. If you are like me, we thought this is amazing, I'll get so much more work done now that I can access my email anywhere! Did that happen? For me, the answer is, heck no! We all just found more things to do given the benefits of technology. The same applies to technology in our industry.

Let's start with payments, vending has evolved from 100% coin to bill validators, to credit/debit, to mobile wallets and bitcoin pay. In Canada, cash is used in one out of three transactions and represents 15% of the value of goods and services purchased. Micro markets behave like vending and therefore the same applies. We get afraid of the costs to accept various forms of payment, but need to shift our thinking to the lost opportunity of not accepting various payment forms that are on point with how consumers want to pay. I ask , do you want 90-95% of the revenue made through a sale by accepting credit/debit/etc or the lost sale because the consumer doesn't carry cash?

Secondly, 2001 was the onset of GPS in vehicles and shortly thereafter we could track phones. My question is; are you using this technology? Drivers are the revenue generators in our industry. An excessive lunch break or a zigzag drive are revenue killers. The technology exists to 'see' your drivers when you can't 'see' your drivers. Are you capitalizing on this technology? Additionally, this ensures that as your rolling billboards aren't speeding down the road damaging your companies reputation or potentially resulting in injury to your drivers.

The last topic on technology is related to your knowledge of what sells and doesn't. There is an age old adage that knowledge is power. This applies to our industry, in that in most situations we are confined by space. The easy part is to remove the Big Turk and Mirage, but as you continue to improve you will need the data to decide between a Skittles bag and Mars bar. When evaluating systems, it is important to evaluate both cost and benefit, without data, the benefit diminishes far more rapidly than the cost decreases.

In summary, technology is an enabler to do more with less, generate increased revenue, empower you to see what you couldn't see before, and give you the knowledge you need to accelerate your business. It comes at a cost, but as said, you need to spend money to make money and technology is an investment that will pay

dividends.

Issue 10 - August, 2022 *- Workplace Safety & Prevention Services (WSPS)*

Prepare now: 9 steps to get ready for a fall COVID surge

As Ontario rides Wave 7 of the pandemic, the province's chief medical officer is already warning the public that "We may ask Ontarians to wear masks as we go indoors into the fall, and we may mandate it if our health system has too many people getting admitted."

Unlike our first two pandemic summers, when outdoor living helped reduce the transmission of COVID-19, weekly caseloads have steadily increased since June. The number of cases is projected to fall in August but surge again in the fall as summer vacations end, schools reopen, and people spend more time indoors. These factors are expected to contribute:

- the new Omicron variants BA.5 and BA.4 variants, now dominant in Ontario, are believed to be the most transmissible variant so far, leading to high levels of community transmission.
- immunity from previous infections and vaccinations diminishes with time, leaving previously protected people vulnerable to infection and re-infection.
- vaccinations provide the best protection against severe outcomes, yet only 50% of Ontarians have received their third dose, let alone their fourth. As of July 14, all Ontarians aged 18 and older are eligible for a fourth dose, making continued immunization a public health priority.

What does this mean for workplaces? Omicron generally causes less severe illness than prior variants, but the higher transmission rate means more people may get sick. With labour shortages a top business concern, workplaces can't afford to ignore any threat to employee health and productivity.

"Anticipating and preparing now for a fall surge could have significant benefits for your employees, your customers and your business," says Wagish Yajaman, Workplace Safety & Prevention Services' (WSPS) Manager of Technical Services.

9 steps to take before the fall surge

- **Check your local public health unit website and provincial sources** regularly for COVID-19 updates. Keep senior management and supervisors informed.
- **Review your COVID-19 hazard assessment**. Given BA.5 and BA.4's higher risk of transmission in mind, are your existing controls sufficient? Could you implement new requirements?
- **Establish metrics and thresholds that would trigger new COVID-19 measures**. Among the possibilities: community transmission rates, wastewater surveillance results, hospital capacity, positivity rates, and vaccination rates.
- **Prepare employees for the prospect of renewed precautions**. Communicate your plans and explain why implementing more precautions may be necessary.
- **Dispel any illusions among employees that COVID-19 is no longer a threat** to them and their families. Use local public health data to keep employees up to date on infection rates, caseloads, and fatalities.
- **Anticipate resistance**. We're all feeling COVID fatigue. What can you put in place to help employees overcome fatigue and buy into any new requirements?
- **Promote vaccinations and booster shots**. Vaccines continue to offer protection against severe illness, hospitalization and death.
- **Encourage employees to take precautions when away from work**, such as choosing outside activities over inside, wearing a mask in indoor public settings, maintaining physical distance from people outside their household, ensuring good ventilation at home, and practising proper hand hygiene.
- **Advise any employees feeling unwell to stay home and get tested**. If feasible, supply employees with rapid antigen test kits.

Resources and more information

Videos

- COVID-19 and getting back to work (video series)
- 60-second Safety Tips: Air Quality and Ventilation

Product and service resources

- COVID-19 Mental Health Resources
- Workplace PPE Supplier Directory

Free downloads

- Ventilation Checklist (COVID-19) (Occupational Health Clinics for Ontario Workers)
- 10 ways to reduce COVID-19 exposure with better ventilation (article)
- Conducting a COVID-19 risk assessment before bringing employees back (article)
- A new approach to hazard controls at work (article)

Training

- COVID-19 Workplace Risk Assessment and Safety Plan (20-minute eCourse)
- Return to Work During COVID-19 (30-minute eCourse)
- Return to Work During COVID-19: Preparing Workers (30-minute eCourse)
- Pandemic Planning: Reopening for Business (30-minute eCourse)

Have health and safety questions? Please contact Denise Lam, WSPS Account Manager, Small Business at Denise.Lam@wsps.ca.

About Workplace Safety & Prevention Services (WSPS)

Workplace Safety & Prevention Services (WSPS) is a not-for-profit organization committed to protecting Ontario workers and businesses. A proud partner in Ontario's occupational health and safety system and a trusted safety advisor since 1917, WSPS has a rich history of making Ontario workplaces safer. WSPS serves the manufacturing, agricultural and service sectors. WSPS offers unparalleled health and safety expertise, consulting, training and resources for businesses of any size. For more information visit WSPS.ca.

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