CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

. - October 20, 2022

NEWSLETTER



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

Issue 11 - October, 2022 *- Jim Jackson, President*

October 2022 - Message from Your CAMA President

There is Strength in Numbers

I think we can all agree that our lives are starting to feel normal again. Our association has held two live events this year and although participation was lower than usual, the overall vibes were positive and most of us felt that we are back on the road to business as usual.

Our latest in-person event which was our annual trade show in September was held in a totally different format than in previous years. This year our show co-located with the annual Convenience U CARWACS shows. There is a lot of crossover amongst all three industries, and I believe that the shared concept brought significant value to both our operators and suppliers that attended this year. It also provided stakeholders with an opportunity of being involved in a much larger event. Everyone that we have spoken to is in agreement that this is a concept that should be pursued for future events.

Tickets for the awesome prize draws that were put together to help replenish CAMA's financial resources are still available. The deadline to purchase these tickets is November 30th, so don't hesitate and buy now. CAMA needs your support and the odds of winning are great. More information on the draw, prizes and purchase information can be found in this newsletter and our website.

Fall is a busy time for everyone and the struggle with labour shortages as well as product shortages has added another level of stress to everyone's life. Just hang in there and remain optimistic as it will improve, it always has in the past. We are a strong and resilient Industry and we must support each other and grow together. The saying "there is strength in numbers" has never rang more truly.

As always, please reach out and support our advertising suppliers as they are the backbone of our association. On another note, we always need to grow the membership in our association for the benefit of everyone. If you know of an operator or supplier that would be a good fit for membership then please promote our association to them and have them contact our office info@vending-cama.com

On a closing note, take care and we hope to see you at our next event.

Regards

Jim Jackson
CAMA President

Diversify Your Business and Reach New Goals

U-Select-It understands the importance for operators to diversify their offerings and adapt to r technology. Our goal is to provide operators with the most profitable and dependable equipm and resources in the industry. Meal Delivery and Retail Lockers, the Evoke Market and flex financing programs are a few ways U-Select-It is leading the industry in helping opera diversify and grow their business.

U-Select-It has partnered with Retail 365 Markets to produce new Meal Delivery Locke Insulated to keep food fresh, our meal pick-up solutions provide contactless meal pick keeping your customers' employees productive and on-site. Scan, load and repeat. It's easy. Customers use the Connect and Pay app to order meals and scan to pick up their m from the lockers. It's simple, fast, fresh and the future of meal pick up.

Retail Lockers can expand a store's physical footprint and increase brand awareness with adding overhead labor costs. Our retail sales solutions can improve customer engagem streamline operations, and boost security, as well as increase profitability by increas transaction size and sales volumes. Retail Lockers are a great way to meet customers wh they live, work and play every day!

The Evoke Market is a satellite merchandise cooler connected to a host USI Evoke Sn vending machine. The level of inventory control offered by the Evoke Market is a hy approach. This approach combines a level of product security similar to a vending mach along with the flexibility and product accessibility of a retail micro-market. The Evoke Marke ideal for offering snacks, cold drinks and refrigerated food in a single solution.

Another exciting resource U-Select-It can provide to operators looking to diversify is financ Through our in-house financing service, we can provide financing for new equipment, cashl

devices, route acquisition, parts, debt consolidation and much more. designed to help customers grow their business and thrive in the current industry climate. Financing equipmen a great way to gain momentum for your business. U-Select-It is offering financing contracts allow you to wait 90 days until your first payment. Plus, contracts are available from 2-5 ye with **Prime Plus 2% APR financing**, with approved credit. Fill out our safe and secure financ application to get approved today!

For Operators, Remote Price Change is th Future

The U-Select-It team is here to help you diversify your business and reach new goals. We l forward to speaking with you about helping further your ideas or assisting with our resour Don't hesitate to call us at 1-800-247-8709.

Changing coil prices is one of the tedious realities of running a vending business. It goes this:

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1. Print out a giant Excel file of current machine prices and new prices to update.
2. Determine a road map of machines that need price changes.
3. Hand off to an experienced tech.
4. The tech drives around to visit as many machines as they can in one day.

Even if you've moved away from using price stickers, you're still relying on one perso physically key in the new price for **each** product in **each** machine. That means time and mone

As other operators can attest, implementing Remote Price Change within Seed® has transformed their processes and increased their revenue.

Switching from reactive to proactive

Inflation happens. Vendors raise their prices. Fuel costs fluctuate.

Which makes price changes across machines a necessity.

"It used to be two price changes per year was the max, and it would take us three or four mon to get all our machines updated. Now, we're getting 10+ price increases from the same supp just this year. The old way of doing things just doesn't work anymore," according to Tim McA Senior VP of Refreshment Services at Continental Services.

Whether you have a fleet of several hundred or several thousand vending machines to mana Remote Price Change (RPC) lets you update the coil prices in your vending machines dire within Seed Pro or Seed Cashless+ — from any computer, phone, or tablet. Rather than tryin plan out routes for a tech that include machine servicing and price changing, you can just upd coil prices from the office whenever you need or want.

For Joseph Barnett, branch manager with Refresh Sips & Eats in Mississippi, running R "saves a lot of man-hour expenses. Instead of sending a tech out there to do a physical cha

on a machine, it's an instant, overnight change.

Doing the math

Issue 11 - October, 2022 - *Nutrabolt*

Issue 11 - October, 2022 - *Brokerhouse Group*

RPC can make a huge impact on the time investment needed to change product prices acr
machines. So how often are operators changing prices and how long does it take?

C4 - Committed to Making Fitness Accessible

Meet the Crane COTI

Brian Potts, Data Analyst and Systems Administrator at Continental Services, found that "bef
a bank of 15 machines used to take 30 minutes. Now, we can do 100 machines in 30 minu
without putting any trucks in the field."

Now available at Brokerhouse Dist. Inc. and André Labbée Inc.

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

Since its launch in 2011, C4® has become the unrivaled pre-workout champ, with over 2 bi
consumers looking for more.

Today, Nutrabolt makes a full range of high-performance sports nutrition supplements and ath
products for athletes of all levels and goals.

You can find C4® in some of the world's largest specialty, big box, and online retailers includ
Walmart, GNC, Amazon, Vitamin Shoppe, Bodybuilding.com, Target, and many more.

Now, Nutrabolt is bringing the C4® experience to the vending machine with the launch of C4
COTI.

The Crane COTI seamlessly integrates with existing Crane Merchandising Systems platforms
now instead of months in the future?

GROWTH designed for both stand-alone and system integration use. Pair COTI with your existi
BEVMAX, MEDIA2, and Ambient Merchant and Combo machines for a streamlined display a
the efficiency of a single platform.

As an operator, you know how to calculate your business costs against the revenue from y
machines. And for a business that runs on tight margins, you can't afford to rely on these la
intensive, manual processes anymore.

Features:

Ready to explore all the benefits of Remote Price Change?

Get started with RPC

- ***21" Full capacity touchscreen*** and intuitive workflow to actively engage customers wit
  modern user experience

- ***Extensive drink menus*** offering up to 25 fresh brew coffee and tea beverages to
  command an increased price point

- ***Customizable beverage options*** with a "Save my Drink" feature to encourage return custom

- ***Flexible* user interface** allows operators to customize the drink menu, drink names, an
  screen content and images, plus enable full HD video content

- ***Instant, fresh brew, and bean-to-cup*** variants are available

Upgrade your customer's experience by pairing your COTI machine with a cashless payment
system to better deliver products with a more intergraded solution. Ask us today about volume
purchase pricing and our financing options.

Contact us for more information:

Brokerhouse Group:

Issue 11 - October, 2022 - *Nayax*

Brokerhouse Dist. Inc. – www.brokerhousedist.com

André Labbée Inc. – www.andrelabbeeinc.com

Vending Products of Canada – www.vendproductscan.com

Vending is no longer just waiting for customers to make their purchases.

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While vending is traditionally attractive for generating passive income, by embracing ongo technology advancements, operators can actively increase revenue, decrease opera expenses and grow their business. Nayax is a technology-driven company with the in-ho R&D department, allowing the development of features in our products to meet the needs demands of consumers and operators.

For example, when COVID-19 hit, consumers eschewed touching public surfaces, due hygienic reasons. With Nayax's digital app, Monyx Wallet, we provide our operators consumers a touch-free solution for purchasing from vending machines using protocol 4.3 M and above. Monyx Wallet allows for directly choosing the product and paying directly from app, without the need to touch anything, except for the final product. Vending operators easily configure this feature using Nayax's management suite with product mapping. W consumers choose the machine within the app, they see a product map display to easily cho the desired product. Once the product is chosen, payment is performed within the app. product is then released from the machine. With Monyx Wallet, operators can also cre promotions and loyalty programs designed to encourage returning customers.

Monyx Wallet is suitable for closed and open environments. In addition to the touch-free feat Monyx Wallet lets the operator digitize the refund process, thereby reducing operational co Monyx Wallet also improves customer retention and increases sales by enabling customiza digital loyalty programs to enrich the customer experience by providing happy hour sa cashback, gamification and more.

Both the touch-free solution and Monyx Wallet work with Nayax devices, including the VP Touch, for EMV-certified contact and contactless transactions, as well as swipe transactions prepaid cards in closed environments. The Onyx device enables EMV-certified contact transactions. Both devices provide an end-to-end, complete cashless solution payment (for most popular payment methods, such as Interac, Visa, Mastercard, Apple Pay, Google P management suite and telemetry and customer engagement.

As the industry continues to evolve, working with a company that has the ability to leverage features and upgraded technology will allow operators to meet customers' demands and g their business. Vending is no longer just waiting for customers to make their purchases.

important for businesses to keep up with the changing times, meet the challenges head on, partner with a company that is forward looking and is working to ensure that any paym solution is future-proof.

Issue 11 - October, 2022 *- Adam Pesce, Reunion Coffee Roasters*

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Coffee Corner: Sustainability in coffee, our future depends on it.

If you asked ten experts on sustainability to define it, you would get ten very different answers. This is particularly true when talking about sustainability within the context of the coffee industry where there are so many ways to approach it and measure our impact. Coffee has a dark history of exploitation and harmful effects on its producers and communities, so it critical to the longevity of our industry that we rectify those past mistakes and create a more positive path forward.

Most would start with and focus on the supply chain – looking to financially support farmers to grow coffee with the climate and environment in mind and rewarding those who participate in social programs to benefit their workers and community. As with most sustainability efforts, there truly is no ‘perfect’ way to support this kind of work, and thankfully coffee has many different options to work with.

Fair Trade Certified products are produced according to rigorous standards that protect the livelihoods of farmers and producer communities, and the environment. Through the use of a guaranteed minimum price mechanism, secured even when market prices are low, fair and consistent compensation can be achieved for the producers, giving those that support the certification a level of comfort in what they are choosing to support. Rigorous standards ensure safe and healthy working conditions, the elimination of forced/child labor, environmental protections and product traceability. Producer communities also receive additional compensation through Community Development Funds, which are generated through the premiums paid for certified products.

Rainforest Alliance Certification is awarded to farms that meet rigorous environmental and social standards, while producing economic benefit for those that participate. It is a wholistic approach to sustainability at the farm level, which creates a level of transparency, organization and process that is of profound impact all,

throughout the supply chain. The Rainforest Alliance seal reinforces the beneficial impacts of responsible choices, from farms and forests all the way to the supermarket checkout.

Issue 11 - October, 2022 - *Loyalty Markets*

Tech Corner: Hot Tips for Keeping Things Cool

Saving money on expensive cooling unit repairs and helping the environment.

In these trying times it is important to keep expenses in check. Simple planned maintenance can go a long way in helping you curb repair and replacement costs. Refrigeration systems are common in all vending companies that sell fresh food or cold beverages. They can be found in assets such as Vending Machines, Micro-market fridges, Water Coolers and Ice Machines. Refrigeration systems need proper air flow to keep compressor temperature to factory specification. Having a cooling unit that is not circulating air correctly is like driving your car with a piece of cardboard stuck on your radiator or a fan not working correctly...eventually the car will overheat causing major damage to the engine. These same principles apply to air circulation in the refrigeration units that we see in most Market Fridges and Cold Drink Vendors.

3 Simple steps should be used for cooling best practices.

Ensuring all beverage coolers and drink vendors are spaced at least 4 inches from walls, boxes and or clutter. A good way to prevent machines from being pushed up tight against a wall is by simply placing a short piece of 2 X 4 behind the cooler.

Scheduling a clean up every 4 to 6 months to help the compressors run cooler. An easy way to clean off a condenser is by simply using a stiff paint brush to sweep away any accumulated dust and lint particles. Once the compressor area has been swept, using a vacuum is recommended to finish the job, it's also important to inspect the evaporator fan(s) and condenser fan(s) at this time to ensure longevity of your investment.

A quick look at all the door seals to make sure they don't have any cracks or gaps is highly recommended when doing preventative maintenance. Can Vendor, delivery doors must operate correctly...you want them to be closing tight thereby keeping warm air out and cold air in to ensure best performance.

All these simple tasks will help prolong the life of your expensive investments by allowing your cooling unit to run more efficiently. It's an easy task for the operator and should not be overlooked.

Grounds for Health is a mission-driven, international non-profit organization, born out of and with enduring ties to the coffee industry, and focused on increasing coverage of cervical cancer screening and prevention services.

What is the relationship between coffee and cervical cancer you might ask? A recent International Coffee Organisation (ICO) report shows that **women contribute 70% of the global coffee production workforce.** In coffee-growing countries, cervical cancer kills more women than any other cancer. Over 80% of women newly diagnosed with cervical cancer live in these countries. Most have never been screened, and many are diagnosed too late for recovery. Grounds for Health uses co-ops to reach rural women, who typically have very little access to any medical treatment, let alone cancer-screening.

Cervical cancer is one of the easiest cancers to detect, treat, and cure *when caught early*. If every woman were screened just once in her lifetime, global cervical cancer rates would drop by 30%; screened twice, rates drop by 60%.

To date over 160,000 women have been tested and over 13,000 have been treated.

Beyond the green coffee aspect, sustainability in the OCS industry can take on many different forms. Biodegradable and compostable packaging materials, reducing plastic waste through use of more sustainable materials, recycling programs, supporting renewable energy through partners like Bullfrog Power and the elimination (or reduction) of single use cups, to name a few. Similar to the coffee sourcing challenge, a multi-faceted approach will render the best results and ensure that your sustainability program is not just something to mention on your website, but one that you can speak proudly of knowing that what you are doing is making a difference.

Organic certification ensures that coffee, or any agricultural product, is grown without chemicals, petroleum-based fertilizers, pesticides, herbicides, or fungicides, for a minimum of 3 years. Properly organic coffee is roasted in a facility certified by an organic body, to ensure no cross contamination with non-organic products, and that verifies the providence of the coffee, all the way back to the farm it was grown on.

This is a republication of an article originally released in CAMA Newsletter Issue 2 April 2021
Issue 11 - October, 2022 *- Workplace Safety & Prevention Services (WSPS)*

Have employees that drive for work? Here's how to reduce their risk

Driving is an activity many of us do every day. But it comes with many risks - at work and off the clock - that are often overlooked.

"Most of us drive so often and have been driving for so long, complacency takes over," says Pamela Patry, Workplace Safety & Prevention Services (WSPS) Health and Safety Consultant. Every time you get in the driver's seat of a vehicle -whether it's a car, truck, forklift, or mobile crane-you need to be aware of the hazards in order to protect yourself and others. And when you have employees who drive for work, the employer must go one step further.

We all know distracted and impaired driving are dangerous. As an employer, you need to do more than simply acknowledge these hazards. You need to have an explicit policy in place, and you need to enforce it," says Pamela.

Driving for work is when an employee must drive to a location other than the one where they normally work, to complete their assigned tasks (the common commute to and from work is generally not considered part of the workday). It also includes driving mobile equipment, such as power elevated lifts, snowmobiles, golf carts, and mobile cranes.

"The hazards related to driving mobile equipment are the same hazards you see on roads," explains Pamela, which are impaired driving, distracted driving, working alone, and mechanical failures. As an employer, you should have policies and safe work procedures in place to address each of these hazards.

Protect your employees: What to include in your policy

- **Fit for duty is an important concept to include in any health and safety policy** related to driving a vehicle or operating equipment. Alcohol and cannabis use are the obvious things to look out for when it comes to impaired driving. However, fatigue is a significant cause as well. "As a supervisor, build a relationship with your employees, know their behaviours, so that you know when something doesn't seem right," advises Pamela. As with all policies, it's important to include the disciplinary consequences of driving or operating

equipment while impaired at work.

- **When a new hire is going to drive as part of their job, it's common to get a driver's abstract**, a copy of their license, and proof of insurance. However, it's much less common to ask for those items again at a later date to ensure nothing has changed. It's a good idea to include in your policy that employees must provide an abstract and license annually, for example, or every three years.
- **Mobile devices are usually the focus when discussing distracted driving**. Most workplaces have clear policies stating that employees cannot use mobile devices while driving or operating equipment, but make sure your policy addresses the organization's position on hands-free use as well. "Some organizations don't allow phone calls while driving at all, even if the driver is using Bluetooth", says Pamela. The same can be said for voice-to-text features. For equipment operators, many organizations have a zero-tolerance, no-phone policy.
- **If your employees drive for work, you need to know that their vehicles are mechanically sound**. The best way to do that is to require employees to complete a pre-trip inspection. A daily or weekly checklist that ensures employees check things such as gas levels, wiper functionality, brakes, headlights, etc. can go a long way towards avoiding a mechanical failure on the road. Having this documentation also shows the employer's due diligence.
- **Pedestrian safety plans are a must when your business involves warehousing and distribution**, so make sure they are part of your safety policy and procedures. When you have forklifts and trucks operating in areas where people are working, it poses a significant hazard.
- **Employees who travel for work often do it alone**. According to Pamela, a good working alone policy includes a regular check-in plan between the employee and their supervisor, a planned route that is clearly communicated to the supervisor, and a back-up route. "You never know when you'll encounter a road closure, so it’s good to have a back-up route," says Pamela. "Your policy should also require a road-side emergency kit."

How WSPS Can Help

Consulting

Connect with a consultant to find out more about these services from WSPS' Pedestrian Safety and Traffic Management specialists

Training

- The Effective Supervisor (2 days, in-person or virtual)
- Safe Driving and Backing Up

Resources

- Safety Check: Working Around Traffic
- We Do Not Text poster
- Distracted Driving is Costly
- Job Aid - Motor Vehicles

Issue 11 - October 2022

Renew Your Membership for 2023!

The information in this article is accurate as of its publication date.

Membership renewals will be released in November 2022 for the coming year.

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

Thank you for your ongoing support of CAMA - our mission is to advance and promote the vending, office coffee service & micro market industries in Canada and we are proud of the work we have achieved in the last year.

We were excited to welcome members back for our first live events since 2019: first, the Golf Tournament in June, and second, the CAMA Show at the Toronto Congress Centre in September.

CAMA also launched two new training programs to support companies in the industry.

Copyright information

This article was prepared by Workplace Safety & Prevention Services (WSPS). At WSPS we are committed to helping businesses understand their risks and legal obligations to stay in compliance and build safer workplaces. If you would like permission to republish or use information in this article, please contact Jessica Bowes, Content Development Lead at jessica.bowes@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 to businesses of any size. For more information visit WSPS.ca.

Group Benefits Plan from People Corporation, adminsitered by Sirius Benefits

Sirius benefits has created an exclusive offering to CAMA which will provide members with information and a choice of three coverage options to choose from for each members respective business.

The CAMA plan is tailored to your business needs. The plan is fully scalable and affordable and sustainable premiums.

Business Insurance from Western Financial Group

Western Financial Group is delighted to partner with CAMA to provide its members with specialized commercial insurance program that offers best-in-class coverage and significant value-added services.

Plus we have been able to offer exclusive discounts and promotions for events with other sho in the industry including NAMA.

We are looking forward to 2023

CAMA will be heading to Whistler, BC, for the CAMA Show 2023, and we hope to see you the

Keep up to date with all the future events and exclusive member discounts with our bimonthly Newsletter!

Questions about your membership? Contact info@vending-cama.com

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