CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

- February 23, 2023

NEWSLETTER



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

Issue 13 - February, 2023 *- Jim Jackson, President*

Feb 2023 - Message from your CAMA President

Meet Your CAMA Board of Directors

I am surprised that some operators in our industry are not aware of who CAMA is, what we as an association represent, and who does the work behind the scenes. Firstly, I would like to extend my appreciation and gratitude to last year's board members whose terms expired. Despite the challenges our industry faced in 2022 we were able to come together and achieve a relatively successful year.

I would now like to acknowledge and introduce you to your 2023 CAMA Board of Directors and express my appreciation for their dedication and willingness to support our association. Many of these individuals are returning to the board and a few are new to the board. I look forward to working will all of you in 2023.

Thomas Gwizdala (Vice-President) Beans and Grind Inc.

Angie Hargraves (Treasurer) Brokerhouse Distributors Inc.

Petros Kondos (Secretary) Fraser Valley Vending Ltd.

Directors-At-Large:

Tommy Chan Adaria Vending Services Limited

Karine Gadoury CAConnect

Brian Emmerton Complete Purchasing Services

Gershon Hurwen Loyalty Vending Inc.

Jonathan De Guise Café Go (une Division de Groupe SAC Inc.)

Jerome Vos (Director) Canteen of Canada

Nick McLaren (Director) Langley Wholesale

Issue 13 - February, 2023 *- Western Financial Group Insurance Solutions*

Insurance Solutions & Risk Management Tips

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

The Canadian automatic merchandising and vending industry provides its own uni challenges when it comes to insurance and protection.

We have put together various products to ensure that your business has multiple options protection and is covered when issues arise. Our focus is to provide your business wit sustainable insurance program that fits your needs while delivering tools and strategies manage your unique risks properly.

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

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

Risk Management is essential to providing all program participants with tools to help mitig potential losses. With the depths of the winter in full tow, and spring around the corner, explore the latest risk management insights to prevent roof collapse and avoid slips and fall your building:

- Watch for signs of a sagging roof, such as cracks on interior walls or ceiling, interior do that fit tighter or jam, and building noises.
- The accumulation of water and ice will create more stress on the roof and increase the risk of water infiltration. Check your roof for heavy snow accumulations and remove excess snow and ice load conditions that could damage your building.
- Keep entrances and exits clear of snow and ice.

I personally look forward to working with our new Board of Directors in 2023 and hopefully getting the opportunity to connect with all of you at one of our scheduled events. If anyone has any questions or suggestions, please reach out to our CAMA office admin@vending-cama.com or me directly. For more complete details of our association, policies and benefits please visit our website www.vending-cama.com

Together we will make 2023 a successful year for all in our industry!

- Redirect water runoff away from sidewalks and entrances.
- Sand/salt icy patches regularly (significantly when the temperature drops below freezin
- Install non-skid floor mats at entrances and extend them enough to allow for the footwe
- Keep dry.
- Put up "Caution – Wet Floor" signs at entrances and at the end of floor mats.
- Keep mats dry
- Increase the frequency of floor maintenance checks at entrances
- Document all checks and maintenance

Issue 13 - February, 2023 *- Jennifer Bobson, Director of Marketing for Complete Purchasing Services Inc.*

Understanding Canada's Single Use Plasti Ban

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

With the new legislation on the single use plastic ban, operators are actively seeking alternat that will help to forward their sustainability goals without having a negative impact on their bot line. It should be noted that the first phase of Canada's new prohibition guidelines for single- plastics is now in effect. As such, many items including straws and stirrers, foodservice w cutlery, check-out bags, and six-pack rings will no longer be manufactured or imported Canada (effective December 20, 2022). The manufacture and import of the following pla items (see below) are now prohibited, note that the full sale and use ban will take effect at end of 2023:

- **Cutlery:** Includes knives, forks, spoons, sporks and chopsticks. Note that all plast including recyclable, "oxo-degradable" and/or compostable versions fall within category.
- **Foodservice Ware:** Items designed for serving or transporting ready-to-consume fo and beverages, including 'clamshell' containers, plates, cups, boxes, bowls and lid containers. Also includes expanded or extruded polystyrene foam (a.k.a. EPS, commonly known as Styrofoam), polyvinyl chloride (PVC), carbon black items, plastics described as "oxo-degradable."
- **Straws:** Includes straight drinking straws, and bendable versions including th packaged with a beverage container (i.e., drink boxes).
- **Stir Sticks:** Includes anything designed to stir or mix beverages or prevent spilling f the lid of its container.
- **Checkout Bags:** Includes those designed to carry purchased goods from a busin such as at a grocery store, garbage bags are not included in this category.
- **Ring Carriers:** Designed to carry beverage containers together.

Operators will have until the end of 2023 to deplete their inventory of these items and transi to fully compliant alternative items. It is worth noting that clarity on the laws keeps changing (e bendable plastic straws for healthcare and feeding applications will continue to be allowed to produced and sold).

Understanding Montreal's Single Use Plastic Ban By-Law

For businesses operating in Montreal, it is worth noting that there is a by-law which proh
eight (8) single-use plastic items from foodservice establishments including grocery stores
restaurant regardless of if they are compostable or not. These items include plates, contai
(and covers), trays (with the exception of meat and fish), stir sticks and utensils, cups, glas
and their covers.

Issue 13 - February, 2023 *- Lenka Bohorova, Brad Gesell, Canterbury Coffee*

Coffee Corner: Critiqued and Judged: the Value of Competition

However, there are some exceptions, establishments that offer only delivery service (e
caterers, or grocery stores that deliver directly to the consumer and are not open to customer
shop onsite), and non-profits whose mission includes the distribution of food to vulnera
people.

As we all know, the coffee industry continues to evolve and our customers have become increasingly savvy on coffee. They are asking us more educated questions and want to learn more about coffee brewing techniques, and the latest trends. In the Office Coffee segment, it is not uncommon to find espresso equipment, and 3rd wave equipment offering single origin small lot varietals as a method to retain and attract top talent to their firm.

Ready to Transition to Sustainable Alternatives? *Let us Help!*

For Current Members of CPS/GESPRA Vending: We have created a packaging guide wh
provides alternative items to assist with the transition. This guide includes items which car
purchased at our Best Value contract pricing and/or earn CASH REWARDS. To obtain a co
please login to eCPS.ca / eGESPRA.ca > Program Updates or reach out to your dedica
CPS/GESPRA Account Manager.

More coffee customers are looking to coffee competitions to what are the new on trend coffees and roasters. The Golden Bean Competition is a yearly competition that captures the essence and movement of coffee from what it was to where the industry is going. This competition is the world's largest roasting competition that started in Australia 19 years ago and was introduced in North America 8 years ago. This event brings the best roasters both regionally and around the world to bring their very best coffees to be critiqued and judged ultimately showcasing the best roasters and on trend coffee origins.

For Future Members of CPS/GESPRA Vending: Please visit eCPS.ca / eGESPRA.ca.

About the Author:

Jennifer Bobson is the Director of Marketing for Complete Purchasing Services Inc., a lead
supply chain solutions provider for hospitality and non-commercial clients in Canada. Learn m
about Complete Purchasing Services by visiting eCPS.ca.

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Roasters and coffee experts across North America attend the event every year to network, taste and judge amazing coffees, attend seminars from industry experts and participate in various networking functions and coffee cupping sessions. There are 10 categories that a coffee roaster can enter, but in order to qualify for the overall champion of the Golden Bean they must submit to at least 3 categories: Espresso, Milk Based, and Filter. Roasters need to submit their coffees with the prerequisite that the coffee is available commercially pre and post competition.

Prior to entering the competition, every year coffee roasters identify which of their current blends and single origins would best represent their work and achieve the best results. They then carefully select the coffees by testing them using the specific parameters for espresso brewing, milk steaming and a pour over making. During this process there are many aspects within each category being evaluated.

When roasters test the espresso, they can look for a complexity and a balance between the flavors. A smooth, silky and syrupy espresso that leaves a long, memorable, pleasant aftertaste…

For the milk-based beverage roasters look for the synergy that coffee and milk create when they meet. It should taste like a desert that you want never to be gone.

For a filter category, they make a pour-over and sip in different stages to assess the aroma, flavor, body, aftertaste, acidity and balance. The coffee needs to perform well from the moment it is brewed until it naturally cools down. Coffee roasters then look for unique coffees that are enjoyed by all, whether by coffee competitors, people with more refined palate or someone looking for a nice cup to start the day with.

If you are interested in finding out more about the Golden Bean Competition, we encourage you to either visit their website at https://goldenbean.com/ or visit YouTube https://www.youtube.com/watch?v=HZCVyu24zEA .

Submitted by: Lenka Bohorova (SCA Certified Coffee Trainer and Coffee Training Manager at Canterbury Coffee) and Brad Cosell (Director of Sales Eastern Canada at Canterbury Coffee)

Meet the Crane COTI. Now available at Brokerhouse Dist. Inc. and André Labbée Inc.

Bring café quality service to your site with barista-quality drinks, thanks to the new CO
Designed to add elegance to any location and to deliver the perfect drink every time, C
delivers each drink consistently with stellar taste, aroma, colour and appearance and will b
consumers back for more.

Build a modern, hygienic coffee experience with the COTI free-standing coffee vending mach
With a large touchscreen and customizable user interface. Operators can engage users wi
broad menu of fresh-brew coffee beverages while maintaining servicing and cleaning.

The Crane COTI seamlessly integrates with existing Crane Merchandising Systems platfor
COTI is designed for both stand-alone and system integration use. Pair COTI with your exis
BEVMAX, MEDIA2, and Ambient Merchant and Combo machines for a streamlined display
the efficiency of a single platform.

Features:

- ***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
customers
- ***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 paym
system to better deliver products with a more intergraded solution. Ask us today about volu

Nelson Mandela wrote "Education is the most powerful weapon which you can use to change the world." In our industry, the more we can continue to learn about the products that we sell, the more comfortable and beneficial it will be for our business.

purchase pricing and our financing options.

Contact us for more information:

Issue 13 - February, 2023 *- TUTTOFOOD, Fiera Milano*

Brokerhouse Group:

Brokerhouse Distinc – www.brokerhousedist.com
André Labbee Inc. – www.andrelabbeeinc.com
Vending Products of Canada – www.vendproductscan.com

TUTTOFOOD Will Be Back in May 2023 with an Edition Under the Banner of Sustainability

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TUTTO**FOOD 2023** will return - **at fieramilano from May 8 to 11, 2023** – with a focus on sustainability. **More than 1,000 brands present to date, representing at least 35 countries**.

Hub for sharing, training and reflection

Of particular note among the events is the return of the Retail Plaza by TUTTOFOOD, a unique format in which major Italian and global retail brands interact with companies and other stakeholders in collaboration with the Retail Institute, which supported Fiera Milano in identifying the trendiest topics of the moment like innovation in supply chains, the opportunities of digital transformation - such as the metaverse - and the Green Retail approach.

Also returning will be the Better Future Award, the award sponsored by TUTTOFOOD in collaboration with Gdoweek and MarkUp that awards sustainable innovation in agribusiness, including ethical socio-environmental initiatives. In 2021 the Award went, among others, to a project for the sustainable cultivation of teff in Ethiopia, the local traditional cereal; an initiative to support cocoa farmers in Uganda; and an urban gardens project, which reduces waste by promoting proximity to the consumer.

Produced in collaboration with Associazione Italiana Ambasciatori del Gusto, the Taste Arena will be a place to meet the great protagonists of our cuisine, but also the beginning of an international journey that mixes the flavors of the world with Italian authenticity in search of a more conscious, responsible and sustainable food style.

In turn, Evolution Plaza will be the stage where the latest innovations in digital technologies regarding e-commerce, food delivery, apps, supporting technologies and blockchain will be shared. Experts on technology, new applications, and the latest solutions in agribusiness will discuss these topics. The Start Up Area, instead, will be a showcase where younger and more dynamic companies will present implementations of new, or significantly improved, products.

Finally, the Winery managed by Unione Italiana Vini will be an event area dedicated to good wine in which it will be possible to participate in tastings, conferences and seminars to learn about, recognize and appreciate vine and viticulture to the fullest, as part of the FOOD VINE sector.

Tech Corner: First Aid for Technicians

Also on the subject of exhibition layout, particularly large representations will come from, Spain, the Netherlands, Belgium, Germany, Greece, Ireland, Denmark, Turkey and the USA. Numerous countries will also bring their first-time exhibitors, such as Ecuador, Faroe Islands, New Zealand, Romania, Sri Lanka, Sweden, Switzerland, Taiwan, and Hungary.

Flanking the big names is **also an important presence of Italian PDO and PGI consortiums and foreign collectives**, which will enable an even more incisive, collaborative supply chain approach. Italian consortia include, among others: **Balsamic Vinegar of Modena, Finocchiona, Gorgonzola Cheese, Montasio Cheese, Mozzarella di Bufala Campana, Parmigiano Reggiano, Pecorino Romano, Pasta di Gragnano, Pecorino Toscano and Prosciutto Toscano.**

Also in the exhibition layout, new this year will be the GreenTrail: a transversal pathway identified by a specific visual identity and dedicated signage, which will help people discover green, plant-based, km zero, as well as healthy, rich-in and free-from products through all areas of the event and at the stands of exhibitors, with a view to encouraging the fight against waste by facilitating healthier, sustainable and responsible food choices. The most active countries in the event in these segments include Estonia, France, Germany, Ireland and the Netherlands.

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TUTTOFOOD 2023 at fieramilano from 8 to 11 May 2023.

For updated info: www.tuttofood.it, @TuttoFoodMilan.

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As technicians, we are naturally curious and that leads to a desire to constantly expand our toolkit, whether that be with physical tools or growing our soft skills. How often do you peruse your local hardware store exploring new releases and testing out the latest generation of any of the go to pieces of your toolkit? Who cannot say they have bought a new tool if for no other reason than they were just really wanting something new and fresh?

What if there was a set of skills that you could build upon that would scratch the itch of both physical and soft skill tools? A set of skills that many technicians tend to overlook, for any multitude of reasons. A set of skills that, when honed properly, could be more important than the best set of power tools.

Specifically, first aid skills are commonly underutilized and overlooked, yet these skills matter more than might be thought in the role of a technician. This applies equally to an in-house technician as it would a field technician. Every day, we are exposed to situations, equipment, and chemicals that could have dangerous or even deadly consequences. Training may ensure that a person knows the details of a safety sheet, but that level of training may not encompass enacting life saving protocols when needed.

Spending one weekend every couple of years is a foundational start to developing those skills. Utilizing your local Red Cross or St Johns Ambulance to find available training ensures that your time is well spent and the training is current with modern medicine. Commonly with these courses one would have the opportunity to purchase a first aid kit with new supplies based on the training received.

Again, this training would only be a foundation for further growth. There are commonly further courses available to expand upon first aid training, and many that could be even more relevant to a technician workspace. Think about the different challenges we face daily: a press presents a crushing injury to an arm or leg, a saw could present a partial or full amputation injury, and a car crash on the highway could encompass any number of serious injuries. Technicians not only could face these challenges, but we could be called on to help someone nearby.

The tools of first aid have advanced as much as the techniques. There are specialty multitools for first aid that can be folded up for transport and storage. Bags can be

customized to fit on or in a backpack, or in almost any position in a vehicle. One of the most interesting designs lately are kits made to be worn on an ankle under a pant leg.

No one expects that the common public would have the same abilities, skills, and knowledge of our medical professionals. However, the more knowledge and skills we can equip ourselves with means that we can help ourselves or someone else reach the next level of care.

Go to www.redcross.ca or www.sja.ca for your local resources and training options.

Feeling the Labour Market Pinch: 6 Tips to Retain Staff

This article was originally published in the CAWA Newsletter Issue #1 February 2023.

When you have the right group of employees who perfectly complement one another, it feels like you can accomplish anything - as long as the team is intact. "Your people are your greatest investment", says Leena Paul, an Account Manager with WSPS. "And if you want to keep your people, you need to keep them engaged." That's especially true in today's labour market, where there seem to be job openings in almost every field. In September 2022, the CBC reported that nearly 400,000 jobs went unfilled in Ontario. If an employee is thinking about making a move, there's no shortage of places to go. So, how do you ensure your best employees stay engaged?

Prioritizing engagement

Ideally, proactively working to keep employees engaged is something organizations should be doing all the time, not only during a labour shortage. "Think of this as an opportunity to prioritize engagement. It's an opportunity to embed it into your organization's culture," says Leena. She has some tips, outlined below, to help you prioritize engagement and keep your team intact.

- **Maintain regular, open communication**. "Communication is a joint responsibility," explains Leena. "Employees need to be open about what they need from their managers. And managers need to set clear expectations for their employees." Without this level of straightforward communication, misunderstandings can lead to negativity, which may result in disengagement.
- **Take the time to know and understand those who report to you**. "When you have a good relationship with your employees and understand their individual needs, it's much easier to recognize when they may be unhappy or disengaged", says Leena. If you sense that something may be going on with one of your employees, talk to them and find out how you can help. Showing support to an employee when they're experiencing a problem, whether it's work-related or not, reminds them that they are valued.
- **Set boundaries with senior managers to protect employees' time**. Most organizations fully support their employees' right to disconnect, which is great. However, their workload needs to align with this right. If you see that your team is becoming overworked and heading for burnout, speak with senior

management about it. Keep workloads realistic to respect your employees' time.

- **Ensure assigned work matches employees' skills and interests**. We tend to be more engaged in work when we enjoy it and do well. When assigning work or adjusting responsibilities, factor in people's strengths and skill set. "If an employee expresses interest in a particular area, give them an opportunity to gain some experience in that area," advises Leena. Ignoring requests like this over time often leads to disengagement.
- **Provide opportunities for professional development**. A great way to keep employees engaged is to provide new challenges through learning opportunities and professional development. When people do the same thing year after year, boredom can set in. Organizations that offer their employees avenues for change and career progression are more likely to retain them long term.

Resources

- Create a healthy workplace by building a mental harm prevention roadmap
- Employee Well-Being Resource Stream
- How to Recognize and Cope with Burnout

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 adviser 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.

Issue 13 - February, 2023 - Energy Star Canada

ENERGY STAR test method references fo select Commercial Food Service (CFS) equipment

Please find below notification of an update to the ENERGY STAR test method reference ENERGY STAR Commercial Food Service (CFS) equipment in the following categories:

- Version 2.0 Commercial Hot Food Holding Cabinets (HFHC) specification, and
- Version 1.1 Commercial Coffee Brewers specification.

Amendments to the current ENERGY STAR specifications for these two product categorie with the latest American Society for Testing and Materials (ASTM) standard test methods. Th be an update to the specifications of either of these products as a result of the update to the reference.

For the purposes of ENERGY STAR certification of hot food holding cabinets and coffee brew should follow ASTM Standard F2140-11 (2019), *Test Method for Performance of Hot Fo Cabinets* and ASTM Standard F2990-12 (2018), *Test Method for Commercial Coffee* respectively, moving forward. Please note that certifications based on previously accepted these ASTM tests are not affected by this update. Updated specifications can be found using for Commercial Hot Food Holding Cabinets and Commercial Coffee Brewers.

To receive a French translation of this specification or any technical specification, ple energystar@nrcan.rncan.gc.ca.

More information can be found at the Appliances for commercial use webpage.

Please email ENERGY STAR Canada if you have any questions.

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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.

The ENERGY STAR Canada Team

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