CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

14 - April 21, 2023

NEWSLETTER



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

Issue 14 - April, 2023 *- Jim Jackson, President*

April 2023 - Message from Your CAMA President

A time to celebrate!

After 18 plus years of being part of the association, our Executive Director Marie Saint-Ivany has announced her retirement for the end of June. During this time Marie has been the face of CAMA; Presidents and Directors come and go, but Marie has always been there for our association. She will be sadly missed by all of us, but at the same time we want to wish her well in her retirement years and send her off with a celebration in appreciation for all she has done for our association. Our Board of Directors has invited Marie and her husband Tom to our UnconVENDtional Event in Whistler this September. This event will be unique, and action packed with knowledge, networking and guest speakers. To add Marie's retirement party to the agenda will give all our members the opportunity to thank her for her years of dedication to CAMA, and wish her well in her next chapter in life. Registration will be opening soon for the event so start making your plans to attend our first UnconVENDtional Event and Marie's retirement party!

Save the date! ***Wednesday June 14th*** is our annual Ontario Regional Golf Tournament. It is another great opportunity to network with our industry peers.

We also look forward to seeing all the Canadian attendees attending the NAMA Show at our Canada Night Reception on Thursday, May 11th!

The following is an interview that I did with Host Milano that I want to share with all of you. It speaks of my thoughts on our industry as we get back to normal. Please note that CAMA will once again participate in the hosted buyer program for their upcoming show in October. We expect to invite 6-10 members to attend the show in Milan October 2023.

Question - How has 2022 been for the Canadian vending industry?

We can all rejoice as 2022 can be documented as the official start up date of business recovery for operators and suppliers in the Canadian Vending – Coffee & Micro Market industry. For an industry that relies on people being **"at work"** and once again participating in community, recreation and outings for survival, we have seen a

significant upswing in people getting back to a normal pre-covid routine. Our industry has experienced challenges in recovery as well. We have had to deal with labour shortages, supply chain shortages and unprecedented increases to our cost of goods. But in saying that the outlook for a full recovery and new opportunities with-in our industry looks very positive.

Question - Which trends and focus service formats do you think will be most successful in the next years?

I believe the driving force for growth and opportunity lies in the unattended retail and coffee segment of our industry. There will always be a steady demand and need for vending services and this segment will remain strong and stable, but Micro Markets and Coffee will lead the way for new opportunities and growth. With today's shortage of talented employees, employers have become more focused on creating a culture with-in the workplace that will both attract and retain employees. The concept of having an open market in your business with fresh healthy food and an endless selection of snacks and beverages is very appealing. "Coffee Culture" plays a huge role in keeping employees both happy and productive. The trend for upscale coffee programs in the workplace is becoming the new normal. The placement of Bean to Cup machines that offer a multitude of gourmet drink options is experiencing tremendous growth.

Question - The recovery of the vending industry after some tough years, is happening in a permanent crisis world. Which actions must be made? (Energy, technology, equipment, process, ...)

We all need to acknowledge and accept that our industry was severely affected by the Covid pandemic, and a portion of our previous business will not return in the foreseeable future. A segment of our workplace has adopted a work from home attitude and like I said earlier, our industry relies on people being "at work". Now in saying that, the after effect of the pandemic has also created new opportunities for growth in specific segments of our industry. With the growth of unattended retail being so popular, vending equipment manufacturers have fought back and developed hybrid equipment options that will offer a wide variety of products similar to a micro Market in a more controlled and secure environment. The world of technology is forever changing and manages all aspects of our industry from tracking sales to picking orders. But it still hasn't figured out how to put the product into the machines without a human person! Payment options for product purchases continue to expand and improve and now include loyalty reward programs and discounts for frequent purchases.

It is an amazing time in our industry, and I look forward to what the future will bring to the next generation.

Explore New Opportunities to Profit with Scan & Go Market

Are you looking for ways to secure new accounts, increase sales, and differentiate y business? Scan & Go Market is your smart, convenient, secure solution. With Scan & Market, you will increase sales by offering the premium, fresh products your customers w while ensuring the level of product security you need to ensure maximum profit. The easy to u self-service Scan & Go Market provides the right balance of product security for operators convenience for customers who simply pay, scan and go! The self-checkout experience is and simple for customers who are always on the go.

"Scan & Go Market will expand the growing market of locations for operators who have b waiting for a solution that offers an optimal level of both product security and convenie through product accessibility," Jim Chico, Vice President, Sales, "Scan & Go is ideal locations where sales don't justify a fully 'open' retail micro market set-up but have the desir provide consumers with a premium, micro market experience. As well as locations that h sufficient foot traffic to accommodate a full micro market but have a high risk of theft."

Controlled access to the cooler with automatic locking prevents theft, giving you peace of m while still allowing customers to access products from the cooler before making their purch decision. This allows operators to set up and run a successful self-service grab and go solu in many types of locations.

Scan & Go Market's large capacity boosts the operator's bottom line and increases route-dr productivity. Scan & Go Market can sell a wide variety of in-demand, high-margin fresh fo beverages, and must-have snacks, candy, and pastries. The cooler does not use coils makin fast and easy to restock with many of your freshest products.

"Today operators must make their operations more efficient to remain competitive and consumer preferences continue to shift toward fresh and healthy, the demand for flexible affordable solutions such as Scan & Go Market will continue to grow," Ted O'Brien, Presid Sales.

With cutting edge technology, Scan & Go Market's innovative features and functionality comb to maximize your return on investment and grow your unattended retail business. Unlike m markets, Scan & Go Market sends data through DEX, seamlessly integrating your existing V Scan & Go Market can also increase operator profitability by giving discounts to customers w

use cash and including sales tax on credit card purchases.

Your locations will love the product variety, ease of use, and streamlined customer experienc

Scan & Go Market. Contact USI today at 1-800-247-8709 if you are looking to diversify your business with a flexible and affordable on-the-go self-service solution.

About U-Select-It

Based in Des Moines, IA, U-Select-It is a leading global vending solutions provider, offering industry's most comprehensive range of integrated, full-line vending equipment, services, technology. Family owned and operated, U-Select-It has served the convenience servi industry since 1931.

www.uselectit.com -- Tel: 1.800.247.8709

Tech Corner: Micro Market Security

There is a lot of talk and interest in Micro Markets these days. They are a fantastic alternative to vending or cafeterias that provide 24-hour convenience solutions for a list of items that can be overwhelming. Often paired with free coffee services or water coolers, they can be very good business whether it is a new account or converting existing a current customer to increase sales and most importantly keep them satisfied. Micro markets are an easy sell until the inevitable question comes up: theft. How do you know if people are stealing? How much do other customers steal? This used to be a tough question to answer… prospective clients don't like to hear "well the industry average is 3%, but if you're over, you pay." That just doesn't cut it.

Micro market security used to be difficult. Most operators would purchase the camera kit that was on special at Costco. They came as a decently equipped kit with a DVR and multiple cameras as well as an array of features. The time stamp motion features were helpful in cutting down the footage that we may have to look through, such as looking for the night cleaner that may be treating themselves to a free Oh Henry occasionally. As time goes on, these basic features become a challenge. More markets and rotating camera availability meant multiple camera back-end systems, more usernames and passwords, and combing through more and more footage; stuff a busy operator doesn't have time to deal with. The more relaxed customers were satisfied with the fact that there were cameras, and assuming they would deter anyone from helping themselves to a complimentary snack now and then. The tough prospective clients couldn't be convinced with the unknown, there must be a better way.

This is by no means a sales pitch and is not sponsored, just a rave for a product that has saved time and helped the selling process tremendously. At Quality, we've started to use Panoptyc software on the Rhombus R120 camera. This is a smart detective software that integrates with your kiosk data to help catch micro market thieves. The software automatically detects suspicious activity. Those activities are screened, edited, and a small clip is sent to you for review. These cases can be shared with the client where their internal theft policies / investigation will be carried out.

In our experience, the thieves are caught the first time and are terminated. Once the rest of the employees know it works, that is the last time it happens.

One camera, one back end, and a more successful selling process. That is a win in our books!

A short video of the system can be seen here.

Andrew Smith, Procurement Director of Consumer-Packaged-Goods Complete Purchasing Services Inc

Issue 14 - April, 2023

Building the Perfect Planogram: Optimizing Your Cold Beverage Mix

Written by David Jackson, Director of Business Development, Quality Vending & Coee Services

When it comes to building a cold beverage planogram set, it's easy to be influenced by perso preferences and biases. Maybe someone on your team insists on pushing a certain brand, or loyal customer is always looking for grape soda. A*re these the right choices?* To optimize you sales, it's important to remain diligent and make product decisions based on *data and facts*.

Building the right assortment starts with having all the categories covered. Specific drinks pai better with different meals, dayparts, and/or consumers. Soft drinks, juices, energy drinks, isotonics, iced tea, and various types of water should all be represented. It is better to reduce number of individual SKUs than to eliminate a category altogether. Even in the smallest retail spaces there should be sufficient room to stock up top sellers. If there are multiple coolers or machines side-by-side this could be used to extend the overall planogram space as it will allo you to take advantage of the extra area. However, if your beverage equipment is situated at opposite ends of the floor plan, you should treat them as separate units.

A best practice is to lead with the most recognizable brand by group. For example, placing Co Cola at the start of the carbonated soft drinks, or Gatorade to begin the isotonics/sports drink section. Consumers will search from left to right for visual cues, such as logos and colours, to locate their preferred beverage choices, so it's important to position products accordingly. The core selection within each category should be based on relevant market data and product rankings from credible sources such as Nielsen. It's good to stay on top of trends and performance, but there is one category that has stood the test of time: *carbonated soft drinks*. this day, carbonated soft drinks are the number one segment and should make up at least 25 (or more) of your shelf space. This is as a starting point and may need to be even higher depending on your type of business.

As health and wellness continues to be important to consumers, operators should offer more low-calorie options. This can include diet or "zero" branded items as well as sparkling and premium waters. It's essential to always have a *"better for you"* choice next to the traditional sodas and juices.

What About New Products and Innovations?

It can feel overwhelming with the number of new products, brand launches, and added flavou
coming out each year and you can bet your cold beverage sales rep will bring them up every
chance they get. Innovation should only be included in larger planograms to avoid
cannibalization of core SKUs and make up less than 10% of total space. For best results, they
should be positioned alongside their associated brand and/or category.

Issue 14 - April 2023 - Thomas Gwizdala, President & CEO, Beans And Grind Inc

Coffee Corner: Business Coffee Services 2023 Outlook

The point of adding new products and innovations to your product mix is to keep the planogra
exciting and refreshed with new additions as it can introduce new customers to a stagnant
category and help to create impulse purchases. The trick is being selective, trying out, and
determining your studs and duds. The studs will instantly become top performers and likely m
from trial innovation to your core portfolio. The duds, on the other hand, will take up valuable
space and can become an inventory risk. It's okay to take chances, however if something isn'
selling it's your imperative as an operator to move on quickly!

*Need assistance in sourcing the perfect beverage mix for your vending, office coffee, or micro
market operation?* Let Complete Purchasing Services (CPS) Vending help you to find the per
mix of products for your customer base.

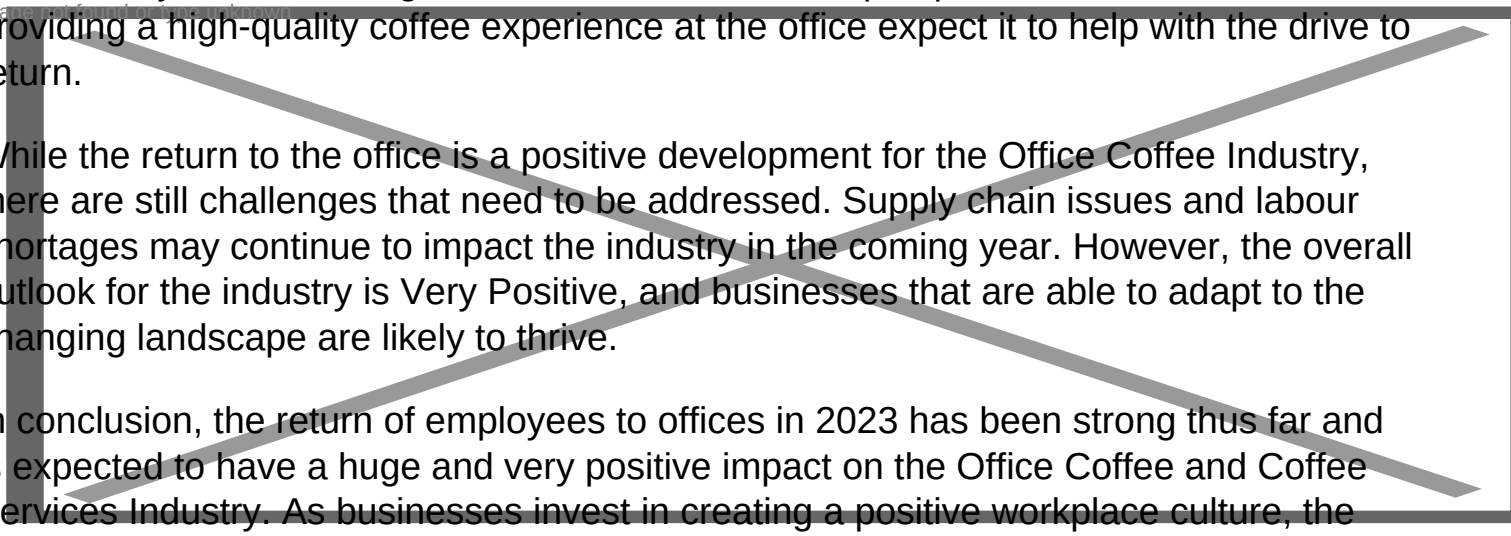
About the Author:

Andrew Smith is the Procurement Director of Consumer Packaged Goods at Complete
Purchasing Services Inc, a leading supply chain solutions provider for hospitality and non-
commercial clients in Canada. Andrew has been in the foodservice industry for 8+ years with
expertise on cold beverage strategy and CPG category development. Learn more about
Complete Purchasing Services by visiting eCPS.ca.

As Employees return to offices in 2023, the office coffee and coffee services industry is
set for a strong return to business. The COVID-19 pandemic forced many employees
to work from home, which had a significant impact on the office coffee industry.
However, with the return to the office, the industry is expected to bounce back, with
many companies looking to provide their employees, customers, and guests a high-
quality coffee, tea, and specialty beverage experience.

The pandemic highlighted the importance of workplace culture and the role that coffee
and other beverages play in creating a positive work environment. Companies that
offer their employees a high-quality coffee and beverage program have been shown to
have higher levels of employee satisfaction and productivity. As such, businesses are
likely to invest in their office coffee services to improve employee morale and
productivity.

In addition to the increased demand for coffee and other beverages, the return to the
office is expected to drive new business. As many employers push for a return to the
office, many will be looking to recreate that coffee shop experience at work, and in
providing a high-quality coffee experience at the office expect it to help with the drive to
return.



While the return to the office is a positive development for the Office Coffee Industry,
there are still challenges that need to be addressed. Supply chain issues and labour
shortages may continue to impact the industry in the coming year. However, the overall
outlook for the industry is Very Positive, and businesses that are able to adapt to the
changing landscape are likely to thrive.

In conclusion, the return of employees to offices in 2023 has been strong thus far and
is expected to have a huge and very positive impact on the Office Coffee and Coffee
Services Industry. As businesses invest in creating a positive workplace culture, the
demand for high quality coffee and other beverages is undoubtedly going to increase.
The industry still faces challenges, but those that are able to adapt are well positioned
to succeed.

By Thomas Gwizdala, President & CEO, Beans And Grind Inc.
Issue 14 - April, 2023 *- Workplace Safety & Prevention Services (WSPS)*

Stop slips, trips and falls with these expert tips

If you slip or trip over something at work, you may immediately look around to see if anyone s the fumble. “When we think of slips and trips, our first thought is often about the risk of embarrassment, rather than the risk of injury,” says Sara Lambie, a Health and Safety Consultant with WSPS. Sara explains that falling a short distance off a step ladder or tripping over material piled in a pathway can do much more than bruise your ego. “It really depends o how you land and what you fall into that can significantly impact the outcome,” she says.

It’s true that falls from heights, such as a fall from a roof or a high-rise building, are more likely lead to a fatality. However, a quick slip on a concrete surface or tripping over a power cord ca still have a life-altering result. In fact, according to WSIB claims from 2021 to 2022 among the sectors that WSPS serves, falls on the same level (i.e., slips and trips) are causing injuries mo frequently than falls from heights. “These types of falls are often caused by tripping over electrical cords, tools or equipment, or skids—all housekeeping hazards that can be controlle says Sara. “Slipping on wet floors, along with snow and ice in parking lots are also common causes of falls on the same level.”

According to WSIB data, falls from short distances—one to three metres—are also occurring quite frequently. “These are often falls off step stools or from standing on an unapproved item such as a chair or box,” says Sara. “Getting in and out of a forklift or truck is another situation that can cause injuries,” says Sara. “You see workers dismounting by quickly jumping down to the ground rather than maintaining proper three-point contact, which isn’t good.” When these types of seemingly simple actions are not completed with deliberate care, people can get hurt The WSIB injury claims are proof of that.

Establish prescriptive procedures

One of the top recommendations that Sara has for employers to help them control fall hazards to establish precise, prescriptive procedures. “For example, it may not be enough to have a policy that states work areas must be kept clear of material and debris. In the case of by prod from a manufacturing process, the employer may outline a schedule that clearly states how frequently the area must be cleaned, who is responsible for cleaning it, and where to dispose the material” says Sara. When your employees have clear instructions and know exactly what expected, they are more likely to follow the procedure. Another example Sara uses is salting a

clearing the parking lot of snow and ice. If you want to ensure that it gets done, develop a procedure that states who will do it, when they will do it, the specific areas to be cleared, whic tools to use, and where to find them. A sign-off sheet to document who cleared the parking lo and when it was done helps with accountability. After a while, the procedure will become automatic for workers.

More tips for employers

Sara gives the following advice to control fall hazards in your workplace.

Provide employees with ladder training. If ladders are used at your workplace, make sure y provide training that covers their differences (i.e., extension ladders vs. step ladders), so that everyone understands which type of ladder to use for which tasks. Use #1 Construction Grad ladders because of the capacity limits on other types of ladders. Discuss how to safely set up ladder and how to inspect it. Enforce three-point contact, so that tools and materials are not being carried up or down the ladder. Instead, use a tool belt. Remind your workers to keep th belly button in between the side rails (i.e., do not lean far to one side).

Be smart about storage. If the proper piece of equipment is not readily available, employees are less likely to use it. “If the perfect ladder for the job is two floors away on the other side of building, the worker may be more likely to stand on a pallet or a chair than take the time to retrieve the ladder,” says Sara. Another thing to consider is that when employees don’t know where to put things, they are more likely to leave them out, which creates tripping hazards. Be clear about where specific items should be stored and make sure the storage area has ample room and is close to the work area.

Put the IRS to work. Your workplace’s internal responsibility system (IRS) is essential to everything related to health and safety. Slips, trips, and falls are no different. Employers must ensure the work environment is safe by establishing policies and prescriptive procedures, as described earlier. Supervisors need to communicate these procedures through training and th enforce them. “As a worker, if I know that my supervisor isn’t going to do anything when I star on a box instead of a step stool or when I don’t use three points of contact, then I’m more like to take the easier, faster route,” Sara points out. If the procedures are not enforced in practice the risk will still be there. Lastly, employees must participate in training, follow procedures, an report hazards when they see them.

How WSPS can help

Consulting

- Connect with a WSPS health and safety expert to help develop a falls prevention progr for your workplace.

Training

- Preventing Slips, Trips, and Falls (eCourse, 1 hour)
- Ladder Safety Training (eCourse, 1 hour)
- Working at Heights (eCourse, 1 hour)

Resources

- Safety Check: Step Ladder Safety
- Slips, Trips, and Falls (article)
- Ladder Safety (guideline)

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