CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

15 - June 15, 2023

NEWSLETTER



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

Issue 15 - June, 2023 *- Jim Jackson, President*

June 2023 - Message from Your CAMA President

The Advantages of being an ACTIVE CAMA member:

Firstly, I would like everyone to join us in welcoming the following new CAMA members that have joined us since the beginning of 2023:

Best Vending Services	Ottawa	Jerry Best and their team
The Vend Group Inc.	Hamilton	John McMullan and their team
SmartVend Toronto	Toronto	Sonny Day and their team
Servomax Inc.	Montreal	Simon Ghilarducci, Arie Koifman and their team
Simplymade4u Corp.	Cambridge	Rishav Khurana and their team

You may ask what the difference is between being a member and an active member. Both are entitled to access all the programs and benefits of membership, but there are many more important opportunities to be had by being an active member. By active I am talking about attending the trade shows hosted by CAMA and NAMA as well as events like our annual golf tournament. I recently returned from attending NAMA in Atlanta. I attend these events to nurture relationships with suppliers and other operator members in our association. We host the Canada Night Reception at this event, and it was once again well attended by suppliers and Canadian operators. What a great opportunity to bond with your piers in our industry. Many of you may not realize the benefits of exposing yourself and your company to the association members, but I can assure you that you will be rewarded many times over. It is seldom that I come back

from a trade show without securing a program that will either provide benefits to our business, grow our business, or save us money in procurement. We all strive for operational efficiencies and growth, and participating in live events is the best way to promote your business and address the benefits created by building relationships with suppliers and other operators.

Host Milano Incoming Buyers Program partnering with CAMA!

As I write this I am preparing to play a round and head off to Toronto to attend CAMA's annual golf tournament. This is another great event and a way to mingle with our association members in a casual and fun environment. Great people, great food, and the possibility of some great golf. The golf is just the reason to gather, have a good time and build relationships.

CAMA is again partner of Host Milano for the Incoming Buyers program in October 202

Next up is our CAMA trade show in Whistler this September 19th to 21st. This is being advertised as our first UnconVENDtional Event. This will be an action-packed event with a great list of guest speakers headlined by Jeff Mowat. It promises to be a great event in the beautiful setting of Whistler BC at a great discounted price for accommodations. This will be an event that you should not be missing out on.

As a single operator you will continue to battle alone, as a member of CAMA you become part of an army and you will have the support to conquer.

Jim Jackson,
CAMA President

After a very successful mission in 2019, for the next Host Milano edition, on October 13 to 17 2023, CAMA will be partner of Fiera Milano to select a group of buyers from member compan interested in a fully subsidized travel to attend this global event.

HostMilano is the international exhibition dedicated to the world of foodservice, hospitality, co and vending. Taking place every two years, it offers everything needed to build a successful business, from raw materials to semi-finished products, from machinery to equipm from hospitality furnishings to tableware, with one eye firmly focused on trends, technologies and innovation. Host is in a unique exhibition format that combines vertical specialization with supply chain affinity, offering an international overview of changes, consumption models and new formats in the vending and coffee world.

Exhibitors at Host are divided in three macro areas and are the best international suppliers of machines, equipment, furnishings, contract, complements, semi-finished products and technologies for these sectors:

1. Foodservice Equipment / Bakery, Pizza, Pasta
2. Coffee, Tea / Bar, Coffee Machines Vending / Gelato, Pastry
3. Furniture, Technology / Tableware

Those are the sectors where Host focuses to allow trade visitors to orientate their business ar promote international relations across many different verticals.

Target buyers, members of CAMA, are operators working with food, beverage or coffee vendi machinery, vending equipment importers, distributors or wholesalers, interested in sourcing fo new products.

Although a smaller but very successful edition in 2021, Host 2019 hit every record with over 2.200 exhibitors from 55 countries and over 200.000 professional visitors from 171 countries.

Buyers will have to be approved by Fiera Milano buyers office and will be part of a global program for over 1.000 international professionals in all Host's exhibition sectors.

Host Milano would like to offer to the approved CAMA buyers:

- Flight (economy class) booked through Fiera Milano travel agency
- Hotel accomodation for 4 nights IN Oct12 OUT Oct16 in a 4*hotel (DUS Room, dou
- room for single use with breakfast included)
- Transfer from the hotel to the fairground in the morning and back in the evening
- VIP Buyer badge for the entrance to the fair
- Access to the VIP Buyers Lounge with free wi-fi
- Breakfast, Lunch & snacks at Fiera Milano in the Buyers Lounge

Commitment requested to guest Buyers:

- Stay in Milano for a minimum of 4 nights
- Register online on the Host platform
- Be at the exhibition venue for the full day
- Schedule a minimum of 6 (six) appointments a day and validate them through the agen

Unfortunately, broken equipment is inevitable, but there are steps to ensure that the down tim minimized. Technicians should aim to repair machine issues within their first visit, by planning ahead and stocking commonly used parts in their vehicles. Identify what these parts are and make a checklist to ensure the correct quantities are available. Parts inventory should be checked regularly and replenished as soon as they are used up. Damaged or defective parts should be thrown out or clearly labeled pending repair so that they don't get recirculated in the parts inventory.

Having well trained technicians is crucial to repairing your equipment in a timely manner. The common challenge is that there aren't many formalized training courses readily available on t market, hence a lot of technicians are 'trained on the job' with trial and error. Using the Capabilities offered by Operators can leverage machine manufacturer's training sessions and NAMA's Knowledge Center as a starting point for their technicians to understan the basics and fundamentals of the equipment. As machines become more digital base, technicians will need to adapt to the ever-evolving technology.

Note: CAMA members get access to the NAMA Knowledge Centre at NAMA member prices. For more information on the online courses available go to [https://www.vendin](https://www.vendingmarketwatch.com/membership/membership-benefits/professional-training)

[ama.com/membership/membership-benefits/professional-training](https://www.vendingmarketwatch.com/membership/membership-benefits/professional-training)

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Tommy Chan, Managing Director, Adara Vending Services Limited

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Bank of Canada

Tech Corner: The Importance of Technicians: Repair, Replace, Replenish

Update from the Bank of Canada

As you may have heard, the Government of Canada announced on May 6th that a portrait of reigning monarch will continue to feature on Canada's $20 bank note.

It should go without saying that as operators in the unattended retail industry, our business is dependent on the functionality of our equipment. For vending machines and coffee equipmen any down time is lost opportunity and a ticking time bomb until a customer lodges a complaint

With the Government's announcement of King Charles III as portrait subject, the Bank of Cana start the design process for the new $20.

Unfortunately, broken equipment is inevitable, but there are steps to ensure that the down tim We will be researching new visual content to complement the portrait. In line with our principle minimized. Technicians should aim to repair machine issues within their first visit, by planning note design, we will consult Canadians on the matter. The Bank will also begin consultations ahead and stocking commonly used parts in their vehicles. Identify what these parts are and relevant subject matter experts, organizations, stakeholders and government departments on make a checklist to ensure the correct quantities are available. Parts inventory should be subject matter and images.

checked regularly and replenished as soon as they are used up. Damaged or defective parts

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should be thrown out or clearly labeled pending repair so that they don't get recirculated in the

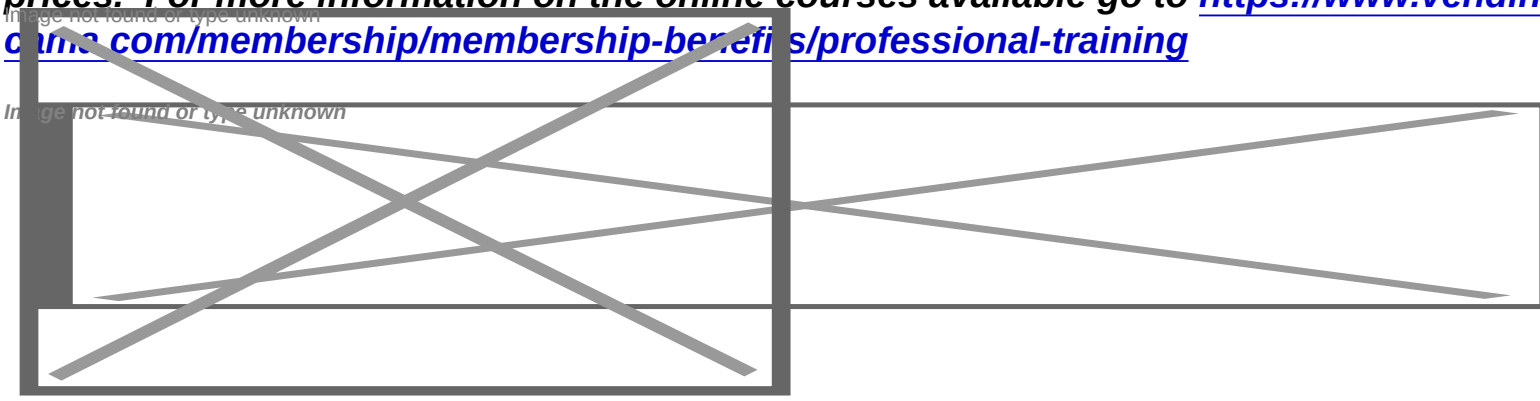
Apart from the portrait of King Charles, we know the note will be vertical, green in colour, and parts inventory.

printed on polymer.

The current Frontiers Series $20 note was issued in 2012, so the timing is right.

From this point onward, our focus is on creating a new, secure and meaningful $20 note for Canadians, officially beginning its circulation.

The new $20 is expected to be issued a few years from now so the current $20 note will conti circulate for years to come.



Issue 15 - June, 2023 - *Karl Ward, CaffeMonte Coffee Roasters*

Coffee Corner: A New Office Coffee Experience

Having a café office coffee program offering fresh milk and espresso-based beverages is the new hype, but is it here to stay? YES. There's no going back from fresh milk!

In a post-covid world, employers are looking at ways to entice and increase their experience in the office. One of the most cost-effective programs is bringing a café experience to the office kitchen. This aligns with the market trend of moving away from K-Cups and traditional drip coffee machines.

Here are some reasons why:

Quality and taste: Freshly brewed espresso-based beverages made with real coffee and fresh milk deliver a superior taste and quality compared to drip coffee or pre-packaged options. Employees can enjoy a rich and flavorful coffee experience, which can boost morale and satisfaction in the workplace. Moreover, fresh milk is often considered a healthier choice compared to non-dairy creamers or artificial alternatives commonly found in K-Cups.

Customization options: a café office coffee program typically offers a wider variety of espresso-based beverages like cappuccinos, lattes, macchiatos, and much more. With access to fresh milk, employees can customize their drinks according to their preferences, such as adjusting the milk-to-coffee ratio or adding flavored syrups. This customization option can enhance the overall coffee experience and cater to diverse tastes. This keeps employees in the office instead of leaving for their 'Vanilla Latte'.

Sustainable and eco-friendly: K-Cups have faced criticism due to their negative impact on the environment. These single-use pods contribute to plastic waste, as most of them are not recyclable. On the other hand, an espresso-based coffee program with fresh milk promotes sustainability by reducing the use of disposable cups and minimizing waste generated by individual coffee servings.

Market demand and preferences: The coffee market has been shifting away from single-use pods like K-Cups. Consumers are increasingly valuing freshness, quality, and sustainability. That's why partnering with the right equipment and roaster is essential to the success of the program. As we are more conscience as to what we

feed our bodies. Using a coffee that is ethically sourced, specialty coffee and small batch roasted is essential to finishing the experience in a cup of excellence.

Employee satisfaction and productivity: High-quality coffee programs can have a positive impact on employee satisfaction and productivity. Offering fresh milk and authentic espresso-based beverages creates a pleasant and comfortable work environment, promoting employee well-being and engagement. Moreover, taking breaks for coffee can serve as a social activity that encourages collaboration and fosters a positive workplace culture.

4 Tips to Protect Young Workers And Your Business — This Summer

In summary, incorporating an authentic bean to cup coffee program with fresh milk for espresso-based beverages in offices aligns with the market's shift away from K-Cups. Bringing together specialty coffee with café quality equipment brings results for all stakeholders.

Want to keep your business booming over the summer months? Don't skimp on safety orientation and training for the new and young workers you hire, says Ayden Robertson, Seni Consultant, WSPS. "It will help protect this particularly vulnerable group from workplace incide and also support a thriving business."

A recent study found that workplaces without adequate safety programs and effective orientat and training in place are more likely to experience higher injury rates. [1]

New and young workers are three times more likely to experience an injury in their first month the job. While they make up only 13% of the workforce, young workers account for about 16% WSIB lost-time injury claims. [2]

What makes new and young workers more vulnerable? "They may have little to no experienc with health and safety. They may be unaware of their rights and responsibilities. There may b gaps in understanding of the language in which safety information is provided. They may also eager to impress, lack the confidence to speak up, or even irrationally believe they are immun to harm," explains Ayden.

What can you do to set your new and young workers, and your business, up for success this summer? Read Ayden's tips below.

4 tips for keeping young workers safe

1. **Know the risks new and young workers face.** "Every job comes with risks of varying degrees. As the employer, you need to understand what the risks are before you can implement controls, develop and train workers."
2. **Make sure your health and safety policies and procedures are in place and up to date.** "Regardless of the size of an organization, it's critical to put pen to paper and document how jobs are to be done safely. Formalizing how the work is to be performed with clear safety considerations provides a consistent approach to a task to which work can be held accountable."
3. **Don't rush training.** Yes, you want to get people up to speed quickly, but "it's not enou to just give new or young workers policies to read, sign off, and then start a job." Every learns differently and it is critical to provide and reinforce important safety information i

various ways. Consider a mix of theory and practical training that:

- includes mandatory health and safety awareness training on workers' rights and responsibilities under the Occupational Health and Safety Act.
- encourages your new and young workers to bring forward health and safety concerns. "There are always conscious and unconscious pressures to perform in the workplace, and new and young workers are typically eager to impress," says Ayden. "A result, they may not even mention hazards or near-misses they experience. Share examples of past health and safety improvements in the workplace to reinforce that worker input is valued and actioned."
- utilizes a variety of teaching methods. "Training should progress beyond the classroom the work site. "Put theory into practice with hands-on instruction on how to perform tas safely. Ayden recommends using the "I tell you and show you; you tell me and show m approach.
- allows young workers to develop skills safely before working independently. Job shadowing is a great idea, says Ayden. "Consider pairing new and young workers with experienced workers as part of the training process to provide coaching and reinforce s work practices."
- emphasizes accountability for not following safety procedures. "New and young worker want to impress and may take unnecessary risks. It's important to emphasize that work are expected to follow safe work procedures and that supervisors will actively ensure th do," says Ayden.

4. **Be sure your supervisors are trained and "competent" under *the Act*.** "A supervis by any other name – coordinator, lead hand, captain, or 'supreme chancellor' – is still a supervisor if they have charge of a workplace or authority over workers."

Access free resource

Visit WSPS' New, Young & Vulnerable Workers Resource Hub. Browse through our extensive collection of videos, articles, downloads and other resources to learn how to keep your most vulnerable workers safe.

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 a 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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