CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

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NEWSLETTER



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Issue 16 - August, 2023 *- Jim Jackson, President*

August 2023 - Message from Your CAMA President

The UnconVENDtional Trade Show

I am sure that you have all used or heard of the term “stuck between a rock and a hard place’ This is probably a place that we have all been in at one time or another. CAMA is no exceptio has been experiencing this situation as well. As our board of directors work hard at growing membership in our association, we try to meet the needs and wants of both the supplier and t operator. Everyone wants to see value for their membership dollar. The suppliers want an inc in operator members to market their goods and services to and operators want value for their investment as well.

We as a board have developed programs and opportunities for both categories of membershi the form of business insurance and health benefit programs and multiple opportunities throug the year to connect everyone in a face-to-face environment where true business relationships nurtured and developed. This leads me to our upcoming UnconVENDtional trade show in Wh next month.

I would personally like to extend an invitation to everyone to attend our 2023 trade show and provide many great reasons for you to attend.

- Be an engaged member by attending and supporting CAMA while nurturing relationshi with your industry peers.
- Show support for our suppliers that are here for us every step of the way.
- Listen to a host of great guest speakers that are both enlightening, motivational, and knowledgeable of our industry.

    Opening Keynote: “Avoiding Round One” with **Jeff Mowatt**

    “The Inflation of Everything” with **Brian Emmerton**

    “Unattended Retail – What’s in “Store” with the Connected Campus?” with **John Chidiac**

    “Coffee in Canada – The Road Ahead” with **Robert Carter**

- Marie Saint-Ivany who has been our Executive Director of CAMA for the past 18 years has recently retired in June of this year has been invited to this event. This will give us opportunity to thank her for her commitment and dedication to CAMA and wish her well her retirement years.

- It is being hosted in the village of Whistler BC. Come early or stay later and take some additional time to enjoy the breathtaking beauty of the mountain range. Do some biking hiking, golf or whatever.

Maximising Up Time in a Micro Market

If you are still on the fence about attending, then please sign up soon as the room block secu exceptional rates is filling up.

I hope to see and welcome everyone in Whistler, supporting your association and helping to k CAMA strong and beneficial for all members.

One of the challenges with a micro-market is that you earn no revenue if the kiosk is unable to process checkout transactions. In a vending bank you may loose one machine at a time, but in a micro-market you can land up with zero revenue if there is a problem with your checkout terminal.

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Some of the reasons that your terminal could go down are:

- Power issue at the point of sale.
- Lack of internet connectivity (if your kiosk does not have an offline mode).
- Software problems from your kiosk supplier.
- Frozen touch screen or barcode scanner.
- Database error meaning that items cannot be scanned or priced correctly.
- Internet abuse at the customer over-extending your data plan.

These are some of the defensive measures you can take to reduce downtime as much as possible:

- Pay for a 24-7 support service and post contact details clearly on the kiosk in multiple places. Do not try and hide away with hard to find contact details.
- Get your route operators in the habit of doing a test transaction every time they are at the location.
- Have multiple checkout options in your market for redundancy. You can even use redundant internet connections if the site is big enough.
- Offer a mobile checkout app as an alternative to the kiosk.
- Check your sales through the day and compare to expected sales so that you can proactively identify an issue and get to the site on your time.
- Install a pinging service or learn your kiosk backend so that you can tell quickly if a kiosk is offline from a remote location before driving to the

customer.

- Request your client to install a fixed line internet connection if mobile internet service is unreliable.
- Track your internet use with a good software tool and lockdown access to your services only. (No video streaming on your dime).
- If you are using client internet make sure that you are aware of any network changes on their end. They may have closed a port on their firewall which you need for your kiosk provider.
- Select a kiosk service provider with an excellent 24-7 support team.

When arriving at the site, it is very useful to test if your internet line may be disconnected. Here is a practical step if you are familiar with a laptop…

1. Plug your laptop directly into the same internet router as the kiosk
2. Push windows key and R on your keyboard
3. Type CMD and ENTER
4. Type ping google.ca -t

If you see a continuous flow of data packets then you know that your laptop was able to get internet access and the kiosk should be able to access the internet as well. If the ping lines are not continuous then you may have a connection challenge. If you see no data packets then you have no internet connection.

Good luck keeping your micro markets running 24-7.

Issue 16 - August, 2023 - Coffee Association of Canada

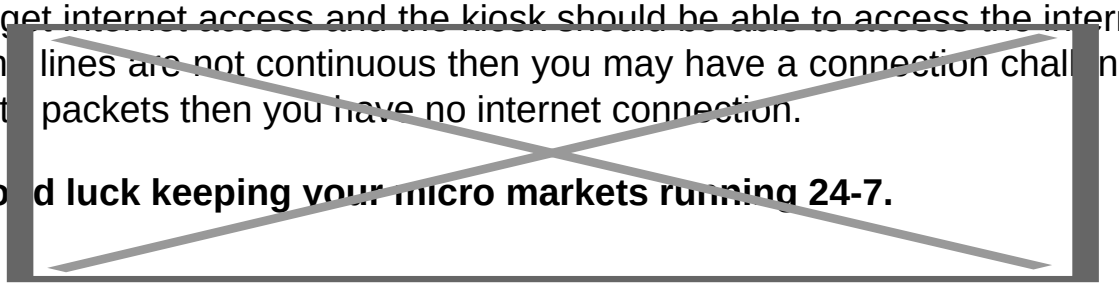
Coffee in Canada – The Road Ahead

Canadians love our coffee! Coffee is a pick me up, a social connection with friends and colleagues, a source of comfort, a daily go-to, or sometimes simply a treat. Coffee is the most consumed beverage in Canada after water. But how, where, and the way we drink our coffee has changed, particularly over the last few years.

How is the coffee industry performing today? And what lies ahead?

Robert Carter, President of the Coffee Association of Canada (CAC), will answer those questions and more at an exclusive session at the CAMA UnconVENDtional event in September. Drawing upon the proprietary **CAC Canadian Drinking Trends Study** which is available to Member Patrons, Robert will share insights into current trends, consumers' preferences and the growth of new categories like cold beverages.

Book Your Place at CAMA UncondVENDtional Now!



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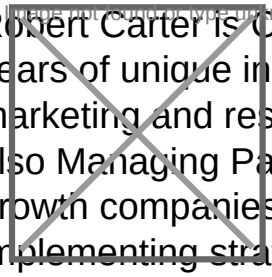

Robert Carter is Canada's leading restaurant and foodservice expert with over 20 years of unique industry experience spanning executive leadership, strategy, sales, marketing and research. In addition to his role as CAC President, Robert is also Managing Partner of The StratonHunter Group, where he leads a portfolio of high growth companies in the foodservice and food-tech industry by developing and implementing strategic growth plans to increase revenue, market share and brand awareness.

Have You Met The Coffee Association of Canada?

CAC members include the top Canadian coffee roasters, retailers, importers and suppliers, with a shared goal to ensure a sustainable coffee industry for the future. The CAC's focus is to elevate the Canadian coffee industry through education, awareness, advocacy and connection. The Association's annual Conference #CACConnect is being held in Toronto on November 9th, with a speaker lineup brimming with industry experts and leaders.

Explore New Opportunities to Profit with Scan & Go Market

Are you looking for ways to secure new accounts, increase sales, and differentiate your business? Scan & Go Market is your smart, convenient, secure solution. With Scan & Go Market, you will increase sales by offering the premium, fresh products your customers want 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 an convenience for customers who simply pay, scan and go! The self-checkout experience is fas and simple for customers who are always on the go.

"Scan & Go Market will expand the growing market of locations for operators who have been waiting for a solution that offers an optimal level of both product security and convenience through product accessibility," Jim Chico, Vice President, Sales. "Scan & Go is ideal for locations where sales don't justify a fully 'open' retail micro market set-up but have the desire provide consumers with a premium, micro market experience. As well as locations that have 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 min while still allowing customers to access products from the cooler before making their purchas decision. This allows operators to set up and run a successful self-service grab and go solutio in many types of locations.

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

"Today operators must make their operations more efficient to remain competitive and as consumer preferences continue to shift toward fresh and healthy, the demand for flexible and affordable solutions such as Scan & Go Market will continue to grow," Ted O'Brien, President 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 micr markets, Scan & Go Market sends data through DEX, seamlessly integrating your existing VM

Scan & Go Market can also increase operator profitability by giving discounts to customers wh 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 and grow your business with a flexible and affordable on-the-go self-service solution.

Host Milano Incoming Buyers Program

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

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 accommodation for 4 nights IN Oct12 - OUT Oct16 in a 4* hotel (DUS Room - double 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 Milan for a minimum of 4 nights
- Register online on the MyMatching Platform
- Schedule a minimum of 6 (six) appointments a day and validate them through the agenda on the MyMatching Platform
- Be at the exhibition venue for three full days

The first step

If interested in the program, please contact CAMA office for the application link.

Issue 16 - August 2023 - *Workplace Safety & Prevention Services (WSPS)*

Health & safety at a distance: how to keep lone workers safe

As a WSPS Consultant, Meron Samuel spends much of her time travelling to remote locations by car to deliver training. She is one of thousands of Canadians who work alone, some or all time, without direct supervision on or off the worksite. They may deliver services and products homes or businesses, work alone after hours, work at home, or travel to geographically remot areas.

These workers face all sorts of hazards, some of them high risk. It's your legal duty to protect them just as you do other employees, but how do you manage it all from a distance? Meron h several tips to help you keep your lone workers safe.

The first step

It all starts with a hazard assessment.

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Understand the laws and standards that apply to the work your employee will be doing. Is working alone prohibited in some circumstances?

Identify and assess the hazards a lone worker may face with help from the worker, others wh have done the job, and your joint health and safety committee. In addition to hazards related t equipment and processes, assess factors that could put the lone worker at higher risk, such a accidents, illness, fire or other emergencies, driving and weather conditions, sudden illness, a risk of violence.

Consider whether new, young or female employees face a higher risk.

Determine if the worker is suitable for the job. "Working alone can be very challenging," says Meron, "and not everyone can do it from a psychological health and safety perspective." The worker should also be medically fit to work alone.

Your hazard assessment will determine whether risks are too high or can be controlled, and w changes or preventive measures to put in place.

Essential control measures

These three control measures could make a difference between working safely and working a risk of injury or worse:

- **Ensure regular communication** between the supervisor and worker. This is critical. Have the worker check in at predetermined times set by the employer - more frequently there are high risks, says Meron. During these calls, the supervisor can remind the wor about hazards to watch for and provide guidance in unexpected situations or emergencies. Cell phones are a must, and if a cell phone won't work at the lone worker location, provide some other means of communication, such as a satellite phone or rad
- **Training.** To minimize hazards, lone workers need the proper knowledge, skills and equipment, beginning with training in safe work practices, communication and emerger procedures. Depending on the risks, training might also focus on violence and harassment, defensive driving and vehicle inspection, and managing risks. If the hazar assessment calls for personal protective equipment, provide it, along with training in its proper use, fit and care.
- **Emergencies.** Equip lone workers with emergency contact numbers and locations, as well as first aid kits. Include a paper copy of the numbers in case cell phone service is interrupted and the worker needs to use a landline or even a pay phone.

Use automatic warning devices to alert you if the worker is in trouble or unconscious. If the ris of violence is present, provide a code word the lone worker can use to let you know. For remo workers, check weather reports in advance to gauge driving conditions and to ensure the wor takes clothing that has the proper degree of insulation for the temperature. A location tracker guide you to a remote worker who is missing, lost or stranded.

Access free resources

Workplace Violence & Harassment Awareness (free eCourse)

Workplace Violence and Harassment Policy and Program Toolkit

Working Alone Hazards (posters)

Quick Safety Tips: What elements go into an emergency preparedness plan? (video)

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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