CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

- February 22, 2024

NEWSLETTER



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

Issue 19 - February, 2024 *- Jim Jackson, President*

Feb 2024 - Message from your CAMA President

From a Roller Coaster to a Train Ride

When I reflect on the last decade or more of our industry, I realize that we have been on a big roller coaster ride. If you want an example that is a little closer to home, think of your persona investment portfolios: an up and down ride with no sight of any stability. We have seen an agi group of independent owner operators with no family succession plans talking about and look for an exit strategy to retirement. Many of these operators have since sold their business to th local competitor or a larger national based corporate company. We have had the opportunity and operate our businesses through a worldwide pandemic; hopefully this will be a once in a lifetime experience. We have seen unprecedented changes in technology and the affect it has the way we run our businesses. High interest rates, sky rocketing cost of goods, labour shorta we have experienced it all.

On a positive note, I feel that the highest peaks and the lowest lows are starting to level out.

This roller coaster ride has had a significant influence on our Association as well. Reduced membership, a result of acquisitions and retirements and tighter spending habits due to the pandemic and inflation. But with some thoughtful insights and proactive decisions by your boa directors, I see the roller coaster ride settling down into a much smoother train ride as we mov forward into a much more optimistic and stable future for our association.

CAMA, as we know it today is a much smaller association than it was in the past. Changes w necessary to support the future viability and growth of our association. This change has come the way of co-hosting our biggest event of the year, our annual trade show, alongside the Convenience and CARWACS show. Our two associations share so much in common as we a both in the convenience industry. The combined show is the largest show of its kind in Canad with anticipated attendance around the 5,000 range. This provides our exhibitors with expand opportunities to promote and market their products and services.

As a result of this partnership, we are experiencing an increase in interest from our supplier members to exhibit and attend this show. We are also experiencing an increase in CAMA membership applications as well. I have strong feelings that the future of CAMA will be travell on a smoother train ride to growth and success.

With everyone's support we will work together to bring our association and industry events ba
the glory days that many of us can remember. We as your board of directors strive to bring va
to everyone's membership.

Issue 19 - February, 2024 *- Brian Emmerton, RD, Complete Purchasing Services*

I look forward to greeting everyone in attendance at our fast-approaching trade show next mo
on March 5 & 6.

Sports and Energy Drinks: Facts vs. Fictio

Also mark your calendars for Canada night at NAMA and our golf tournament in June.

Jim Jackson
CAMA President

The new year, and the natural slowdown of foodservice sales in January allows us time to re-
focus our product offering and re-think about which items are optimal to drive sales and
maximize margins. Because out of home beverage sales continue to be the industry's leadin
revenue categories, it is important we have the right mix of hot and cold beverages, the right
brands, and the right options to maximizing profitability of our available shelf space.

Sports and energy drinks are two product categories that many operators often second guess
their value for a variety of different reasons. Sports drinks (used to re-hydrate, help with thirst
and restore electrolyte balance) often get a bad rap for simply being *"overrated coloured wate*
with minimal health benefits. It is estimated the sports drink market in Canada is in excess of
$700M and growing at just under 5% per year. Sports drinks are popular with key
demographics; in fact, it is *estimated almost 35% of Canadians between 20 - 34 consume the*
daily!

Energy drinks (a functional beverage containing some sort or stimulant), helps to increase eith
mental or physical energy or alertness and have been around in Canada for almost 50 years.
The energy drink market is in excess of $1B annually and growing at strong mid-single digits,
this is definitely a category we have to pay attention to! Some market segments (in particular
education) continue to be overly cautious about offering energy drinks. This was perpetrated
when the influx of energy shots hit the consumer market over 10 years ago. At that time, sev
deaths were contributed to young people consuming large quantities of these products.
Unfortunately, energy drinks were all lumped together under this broad category as a stimulan
and as a result, many consumers do not understand the ingredients, the risks associated with
over consumption, and what makes these a healthy or unhealthy beverage item.

While caffeine is the first thing Canadians think of as an energy drink, other ingredients such a
guarana, green tea extract, and yerba mate also provide caffeine like stimulants. In addition,
sugar, ginseng, vitamins and other ingredients are sold for their health benefits and the ability
provide quick energy. While most people associate energy drinks to an alternative for caffeine
and a quick buzz, there are many consumers who will reach for these products for other
ingredients which they believe provide them with physical energy, or a mental uplift.

Are Sports and Energy Drinks Trending Downwards?

The NAMA Show 2024

Dallas, TX | May 7-9 2024

Not at all, according to recent ISPOS REID research data. Sports drinks continue to be strong performers in many channels but in particular colleges and universities, workplaces, and spor and leisure environments. Energy drinks are also continuing to see continued growth in Cana and are actively outpacing other beverage categories including traditional carbonated soft dri and some waters.

In the workplace these options provide a mental uplift, the leading reason people purchase a beverage at work, according to Foodservice Monitor. They also help provide physical energy, fifth reason why consumers purchase a beverage at work. *In short, now is the time to review your offerings to ensure you are tapping into these growth categories.*

Innovation Meets Necessity. The annual NAMA Show provides cutting-edge solutions operators, professionals and consumers. Discover offerings designed to enhance custo convenience. Connect with industry pioneers in an intimate, uninterrupted setting, explo potential partnerships and forge lasting connections. Convenience

What is Next for this Category?

Lower calorie options continue to see strong sales, it would be a good idea to make sure you have a sugar free, zero-based, and a full or reduced calorie option. Sparking energy drinks (s as Celsius) have exploded in the US markets in 2023 and the expectations are high as this lin of produc comes to Canada in 2024. *If you have not had the opportunity to try this product y make sur you give it try it at the upcoming shows for CAMA or NAMA!*

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About th Author:

Brian Em erton, RD is a CAMA board membe and President of Complete Purchasing Servic Inc, a lea g supply chain solutions provider for ho itality and non-commercial clients i Canada. an has been researching and educating abou trends in consumer behaviours for many yea in the North American foodservice marketplace. Le n more abou Complete Purchasi Services by visiting eCPS.ca.

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NAMA has extended member rates to CAMA members - that's a saving of $200 USD per registration! Contact us for the CAMA Members Promo Code.

Early bird Rates End February 29th so register now to maximize your savings!

Get the CAMA Members Code

Coffee Corner: Looking Beyond the Cup

CANADA NIGHT 2024

We invite all Canadian Vending and OCS Operators to join us for the return of our annual reception!

We are thrilled to be hosting our popular annual Reception and we invite all Canadian Vendin and OCS Operators to join us for the evening at the NAMA Show Headquarters hotel, the Dal Omni.

Wednesday, May 8th 2024
5.30pm - 7.30pm
Omni Dallas Hotel
Katy Trail Room
555 S Lamar, Dallas, Texas 75202

We look forward to seeing you in Dallas! Nous nous réjouissons de vous voir à Dallas!

Get the Details & Register

Corporate Supplier members are required to sponsor the event in order to attend. Sponsorshi $750 plus tax, and includes branding on promotional materials.

For this new year starting, we as coffee roasters, are going through new ideas for roasting the best cup of coffee.

We are experiencing a new wave of consumers looking for a ‘cup-o-joe’ that is the most sustainable and environmentally friendly for all industries including retail, office coffee services and vending.

Sustainable development is discussed more and more – and is here to stay. We are talking about better working conditions, organic fairtrade coffee and even reducing or eliminating our carbon footprint.

As one of Canada's leading Fairtrade coffee importers, our journey starts at the source. We work with Fairtrade cooperatives and farmers who are committed to organic certification. Buying Fairtrade-certified coffee enables coffee producers to improve their living conditions and their community. It ensures the farmers get a fair wage for their colossal work so YOU can have the best cup ever!

At Café William, sustainability is our daily grind. We are determined to take full responsibility for our actions and pledge to reaffirm our commitment to improving our communities and the planet. We aim to provide Canadians with premium coffee while innovating at every stage of our supply chain to create a sustainable and innovative ecosystem within the industry.

Café William will be offering different food service programs from conventional to 100% carbon neutral.

It all started with a great idea, an idea that came to life. An idea that was not only bold, but perhaps even a little crazy. The big idea? A cargo sailboat that travels all the way from South America to bring our precious coffee beans to Quebec. Our ambition? To create the world's most sustainable coffee. At Café William, we measure our success by the impact we have, not just our bottom line. For us, that means innovating sustainable solutions, helping our community, and doing business the right way.

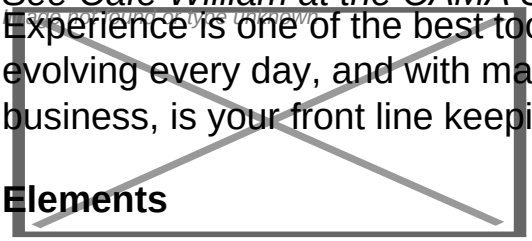
After building a brand-new factory - certified LEED - to follow our mission, Café William invested in the world's first 100% electric commercial roaster that ensures coffee beans roasted without the combustion of fossil fuel. Powered by a new and clean energy source, from port to factory, these coffees will be transported by electric trucks to minimize our carbon footprint. As we say at Café William: we need to look BEYOND THE CUP.

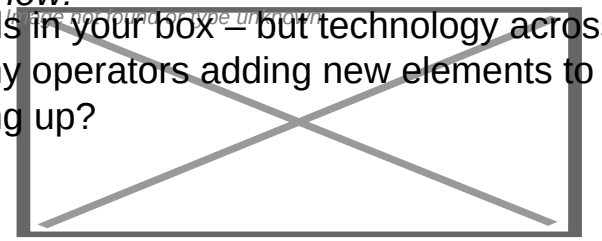
Tech Corner: Have You Tried Turning It Off & On Again?

Craig Noble
Sales Director at Café William/Café Vittoria

See Café William at the CAMA Show!

Experience is one of the best tools in your box – but technology across the industry is evolving every day, and with many operators adding new elements to modernize their business, is your front line keeping up?





Elements

Every piece of equipment has multiple elements that require their own specialized knowledge. Let's start with payments – is this a coin or bill acceptor? A card reader? Contactless or mobile pay points? How about your menus and selection? Are button-keypads or touchscreens on the majority of your machines now?

How about any number of different options for your vending or micro market tech:

- Refrigeration system
- Vending motors & robotics
- Stock sensors & remote management software
- Security functions
- Network connectivity

Making sure your technicians are equipped to deal with the myriad issues that could arise is key to quick solutions, minimal interruptions, and a consistently happy customer base.

Basic Checks

We are all used to the basics – universal when it comes to any sort of technology.

1. Check the power source (is it plugged in?)
2. Is it cleaned regularly?
3. Check for obvious damage/blockages
4. Where is it positioned – is it boxed in and overheating?
5. Double checking, is it clean?
6. Network connectivity troubleshooting!
7. When was the last power cycle? (Have you tried turning it off and on again?)

8. Is it stocked correctly?
9. Seriously, is it clean?

Some people will swear down they know exactly how hard to hit something to get it working again – but new technology plays by its own rules. Before you do any DIY, it's worth familiarizing yourself with the manufacturer recommendations. Do you know the reset sequence for your card reader? Have you checked which cleaning chemicals you can safely use on your touchscreen? Yes, you've heard a thousand times that you should try turning it off and on again – but can it really handle an interruption in the power supply?

Training

The good news is that CAMA Members get access to NAMA Knowledge Center Training at member prices – and NAMA offers three levels of technician training:

Level 1: Job Fundamentals

An introduction to the vending industry and vending machines. It covers how to be a professional technician; common hand tools; basic soldering techniques; machine moving; minor repairs and maintenance; coin mechanisms and bill validators; pressurized gas cylinders; sanitation fundamental and security practices.

Level 2: Refrigeration

For technicians who have completed Level 1, the next level covers refrigeration for vending machines. Course topics include refrigeration theory, heat transference, the refrigeration cycle, related electrical systems, testing compressor windings, testing external compressor parts, and troubleshooting refrigeration systems.

Level 3: Electronics

For technicians who have completed Level 2, the final level covers electronics in vending machines. Topics include basic electrical principles, Ohm's Law, wiring devices, switches and controls, coils, relays, solenoids, capacitors, transformers and rectifiers, resistors, electronics and semiconductors, electric motors, heaters, electrodes, electrical test equipment and trouble-shooting vending schematics.

Invest in yourself, your team and your business by recognizing the importance of technician training – and have that expertise on hand!

Making Your Choices

With so many options in the market, choosing your machines comes with many considerations. Technician support can be a big incentive! But if you want to maximize the life of your machines, or if you opt for great refurbs to add to your line, keeping [illegible] with the shifting baseline for basic checks and repairs should be front and centre.

Investigating Non-Critical Injuries: Tips To Overcome 4 Common Challenges

If investigating non-critical incidents and injuries has been reduced to a paper exercise in your workplace, your ability to continuously improve your safety program is at risk. That's because finding and correcting root causes is a lot harder without a full investigation, explains WSPS Consultant Kristin Onorato.

"Supervisors should be investigating all versions of injuries/incidents in the same methodical way," says Kristin. "That is, looking at the scene, talking to the injured person, witnesses, and others, and reviewing relevant reports, including inspections, training, and maintenance."

Unfortunately, for various reasons, a vast majority of supervisors are carrying out non-critical injury investigations at their desks, says Kristin. The only information available is the incident report written by the worker. "That's not enough for determining the true cause," notes Kristin.

For instance, looking at the report alone, a supervisor may conclude that a worker cut a finger while distracted. A more thorough investigation may reveal that the worker was using the wrong tool for the job. This could impact the safety of other workers.

"Non-critical injuries are an opportunity to really improve your safety program," says Kristin. "These lesser injuries and incidents take a toll on workers and the workplace – with lower productivity, absenteeism and morale, and higher costs."

What's preventing supervisors from paying more attention to non-critical incident investigations? And what should your workplace do to support them? Kristin offers her insights below.

4 challenges and 4 solutions

Supervisors encounter several blocks when it comes to fully investigating non-critical injuries, says Kristin. "Companies that work to eliminate these blocks will benefit hugely

from fuller investigations and additional prevention measures."

1. Supervisors may believe that too much time spent investigating non-traumatic injuries is not a company priority.

Solution: "The health and safety of the worker should always be a company's number one priority," says Kristin. "Taking the time to properly investigate the less serious injuries and implementing proper controls based on finding the right root cause will prevent more serious injuries from happening in the future."

"If a critical injury occurs because a company failed to effectively investigate and control a hazard, the company would be faced with Ministry investigations, equipment or work area shutdowns, and loss of production. Investing time upfront on the less serious incidents could end up saving a lot of time and energy later."

2. Supervisors may not understand the value of doing smaller investigations.

Solution: "Completing timely and thorough investigations shows employees that the company cares about their health and safety and that they take all injuries seriously," notes Kristin. "This can help boost morale and encourage workers to play a more active role in health and safety."

3. Supervisors don't receive incident reports until days after the incident.

Solution: "Without timely access to the accident scene and witnesses, supervisors don't have the ability to do much more than a desk audit," says Kristin. "Companies need to communicate and train their employees on the importance of early reporting. Early reports lead to more effective investigations that could help prevent a similar or greater injury in the future. There should also be a process in place to ensure that supervisors are getting the reports in a timely manner."

4. Supervisors don't know how to do a proper investigation.

Solution: "The supervisor has the advantage of knowing about the work, people and current conditions, but needs training on all aspects of carrying out an investigation, including what to look for, how to collect data, how to identify root causes, how to interview witnesses, and how to make recommendations for corrective action," says Kristin.

Free resources to help:

- Investigation Report Template
- Quick Safety Tips: Workplace Incident Investigations (video series)
- "That was close": 5 things to examine after a near miss (article)

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

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 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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