CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

20 - April 27, 2024

NEWSLETTER



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

Issue 20 - April, 2024 *- Jim Jackson, President*

April 2024 - Message from Your CAMA President

Reaching a Milestone

As I reflect on the recent CAMA Show in March, I'm thrilled by its success. The positive feedback from attendees and exhibitors has been affirming, marking a significant milestone in our collective journey in coming back from the struggles of the pandemic era.

The CAMA Trade Show demonstrated the resilience and vitality of our industry, bringing together stakeholders from across the vending, office coffee and micro market sectors along with our counterparts in the convenience industry to showcase the latest innovations, forge partnerships, and pave the way for future growth. In a rapidly changing market, the show provided a crucial platform for industry operators and suppliers to connect, collaborate, and move forward.

The great response and testimonials we received following the CAMA Trade Show underscored the significance of our co-location with the Convenience U CARWACS Show. Thank you to all of our members who attended or exhibited at the Show. We also want to thank The Screaming Chef and Kiosoft for engaging keynote sessions and our sponsors Complete Purchasing Services, U-Select-It, Pepsi, 365 Retail and Old Dutch for their support. We take pride in the show was designed to deliver maximum value to our attendees, reflecting the collective determination of our members to drive progress and prosperity.

Looking ahead to 2025, we are booked to co-locate again with the Convenience U show in March, 2025 at the International Centre – mark your calendars now. The future of the show is bright and CAMA remains committed to supporting the best opportunities for our members.

In addition to celebrating the recent achievements of our tradeshow, I want to remind you of the upcoming events in the CAMA calendar. The annual Canada Night reception, scheduled for May 8th in Dallas, Texas, for all those attending the NAMA Show will provide industry professionals with a chance to connect on an international stage. Similarly, our annual Ontario Golf Tournament on June 12th promises to be an excellent day for fostering relationships among members through camaraderie and

friendly competition.

The Board is also planning a new event in Quebec this fall, aimed at furthering greater engagement for our members in the region. More details will be finalised in the coming months so stay tuned. We are also working on new initiatives to add more value to your membership and we're confident that these initiatives will further benefit you and your businesses.

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CAMA Show 2024: Thank You!

All of this is only possible because of your unwavering support and dedication to CAMA. Your continued involvement and enthusiasm are the driving force behind our success, and it is through our collective efforts that we will continue to shape the future of our industry for years to come.

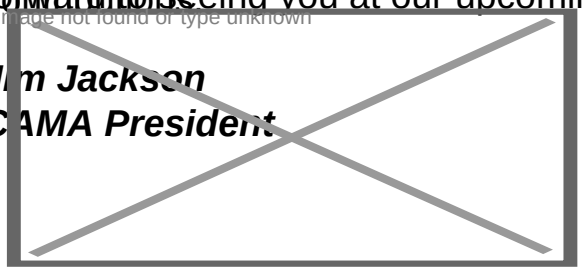
CAMA 2024 & Convenience Products Show
The International Centre, Toronto, ON | March 5-6

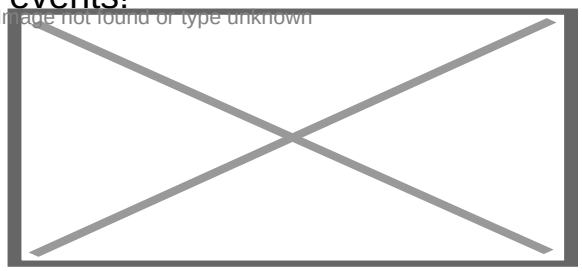
In closing, I invite you to join us in celebrating our achievements and looking forward to a bright and prosperous future for CAMA and the industries we represent. Together, we will continue to raise the bar, push boundaries, and make a meaningful impact on the world around us. Thank you for your ongoing commitment to excellence, and I look forward to seeing you at our upcoming events!

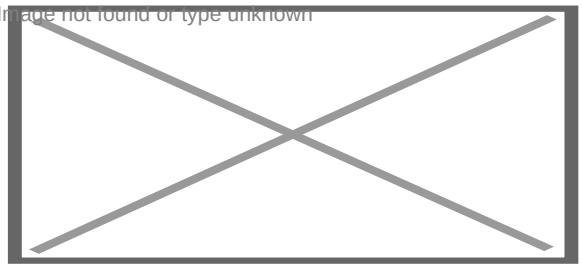
On behalf of the entire CAMA Board, we want to extend our heartfelt gratitude to each and every one of you for making this year's event an incredible success!

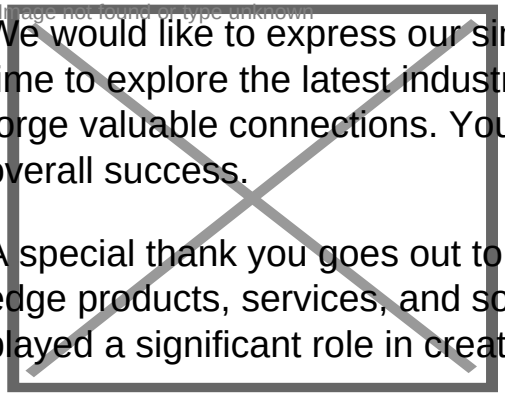
Your participation, enthusiasm, and dedication truly made a difference, transforming CAMA 2024 into a vibrant industry highlight and we're deeply grateful for your contributions.

Jim Jackson
CAMA President









We would like to express our sincere appreciation to all our attendees for taking the time to explore the latest industry trends, engage in enlightening discussions, and forge valuable connections. Your presence enriched the event and contributed to its overall success.

A special thank you goes out to our esteemed exhibitors for showcasing their cutting-edge products, services, and solutions. Your commitment to excellence and innovation played a significant role in creating an inspiring environment for all participants.

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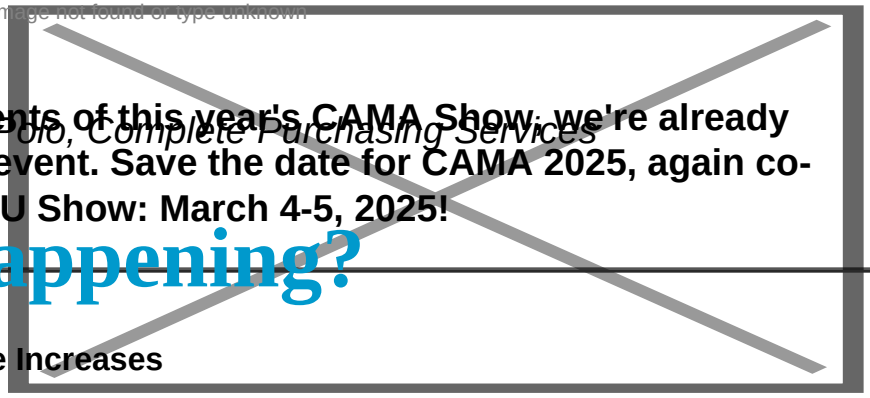

Issue 20 - April, 2024 *- Andrew Polo, Complete Purchasing Services*

As we reflect on the achievements of this year's CAMA Show, we're already looking forward to next year's event. Save the date for CAMA 2025, again co-locating with the Convenience U Show: March 4-5, 2025!

Why Is This Happening?

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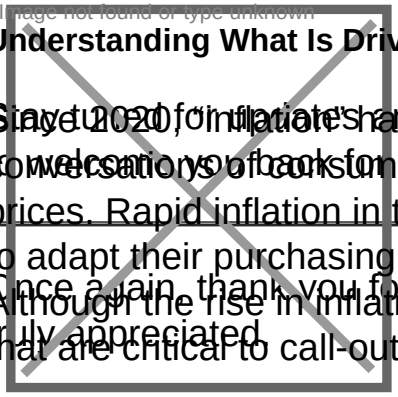

Understanding What Is Driving Price Increases

Stay tuned for updates and exciting announcements about CAMA 2025. We can't wait to welcome you back for another unforgettable experience!

Since 2020, inflation has become a more commonly used term in the food industry and in da conversations of consumers. At its core, inflation decreases purchasing power due to a rise in prices. Rapid inflation in the last couple of years has challenged both businesses and consum to adapt their purchasing behaviour and strategies to mitigate the financial impact of inflation. Although the rise in inflation can be attributed to a long list of reasons, there are three key driv that are critical to call-out.

Once again, thank you for being part of the Show - your support and enthusiasm are truly appreciated.

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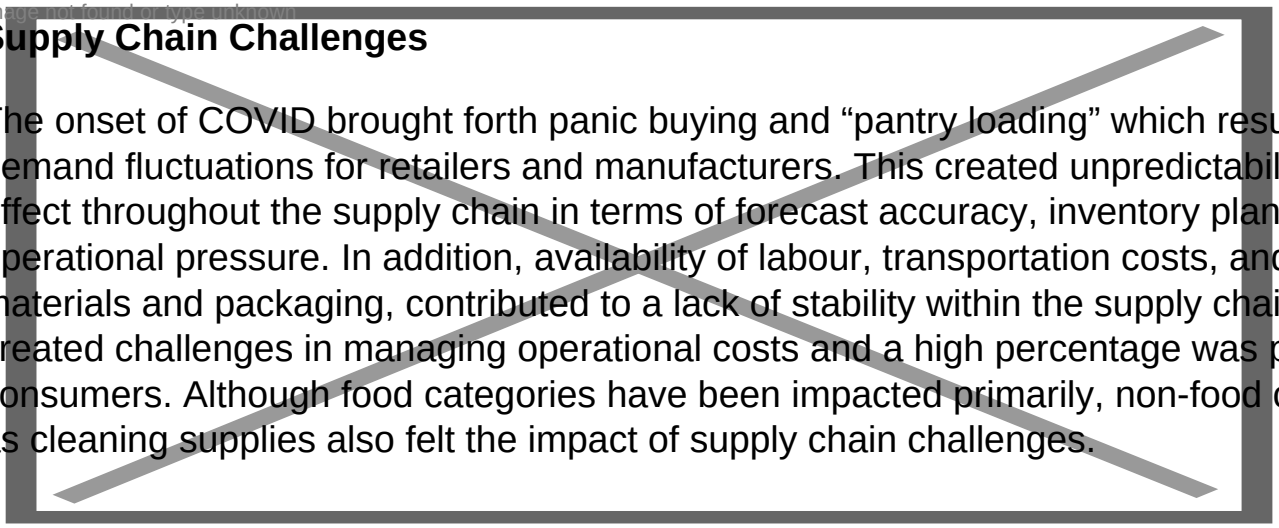

Supply Chain Challenges

The onset of COVID brought forth panic buying and “pantry loading” which resulted in signific demand fluctuations for retailers and manufacturers. This created unpredictability and a ripple effect throughout the supply chain in terms of forecast accuracy, inventory planning, and operational pressure. In addition, availability of labour, transportation costs, and the price of ra materials and packaging, contributed to a lack of stability within the supply chain. These facto created challenges in managing operational costs and a high percentage was passed down to consumers. Although food categories have been impacted primarily, non-food categories such as cleaning supplies also felt the impact of supply chain challenges.

Environment & Weather

Various extreme environment and weather events globally have hindered production and sup availability, and there are multiple instances that stand out. The Avian flu outbreak limited the supply of eggs and poultry, and just recently prices have started to rebound. Florida is one of largest global producers of oranges and was hit with a combination of hurricanes and citrus greening that damaged orange crops. As a result, orange juice experienced roughly a 250% price increase since the pandemic. Additionally, drought conditions in Mediterranean locations such as Spain and Greece have resulted in production challenges for key products such as ol oil which have driven prices higher.

Russia-Ukraine War

Ukraine is a major global exporter of multiple key commodities, including wheat and vegetable oil. A significant implication was termination of the Black Sea Grain Corridor Deal. As a main shipping route for Ukrainian exports, Russia's stance to terminate the deal heavily restricts the supply and availability of wheat transported to other countries. Delayed food inspections and persistent attacks on port terminals and production facilities have also reduced exports significantly. The above factors have combined to yield significant price increases, disrupting the entire global wheat market.

Issue 20 - April, 2024 *- Karl Ward, CaffeMonte Coffee Roasters*

Coffee Corner: The 2024 Coffee Market

Weather Woes and Ethical Endeavors

'COMPLETE' Solutions to Manage the Impact of Inflation

A CaffeMonte Market Report

If you are looking to stay informed on what is impacting the supply chain, let Complete Purchasing Services (CPS) help. With quarterly price forecasts, annual budget guidelines, and monthly newsletter, they can help to provide more insights on what is driving price fluctuations currently and in the future. In addition, CPS members can also take advantage of high quality "Best Value" contracted pricing on a wide array of essential products, services, and solutions your business to help mitigate the impacts of inflation. If you need assistance, CPS members also have a dedicated and locally based Account Manager who can help you maximize your program benefits.

As the aroma of freshly brewed coffee permeates our mornings, it's essential to understand the intricate dance of global factors that influence our beloved beverage's journey from farm to cup. I am Karl Ward, founder of Caffe Monte Coffee Roasters nestled in the heart of Calgary, Alberta, Canada, here to shed light on the recent tumultuous trends shaping the 2024 coffee market.

At the onset, the ripple effects of weather anomalies in key coffee-producing regions, particularly Vietnam and Brazil, have caused an unsteady market. The initial harvest from these coffee powerhouses has been hampered by adverse weather conditions, sending shockwaves through the market. Within a few days, the coffee market has witnessed a staggering 30% surge in just a span of 2-3 weeks. Such fluctuations underscore the fragility of our coffee supply chain and its susceptibility to the whims of nature.

About the Author:

*Andrew Polo is a Supply Chain Manager focused on Procurement Analytics at Complete Purchasing Services Inc., a leading supply chain solutions provider for hospitality and non-commercial clients in Canada. Andrew has 7 years of experience across the beverage, produ and foodservice industry with expertise in sales forecasting, production planning, and invento replenishment. Learn more about Complete Purchasing Services by visiting eCPS.ca.

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Furthermore, it's important to pay attention to the geopolitical landscape, where conflicts have prompted shifts in shipping lanes. These alterations have resulted in heightened shipping costs, adding another layer of complexity to an already intricate web of global coffee trade. As transportation expenses escalate, they inevitably trickle down to consumers, accentuating the need for resilience and adaptability within the industry.

Transitioning from the current market dynamics to grassroots interactions, here are our insights gleaned from our recent excursions to coffee-growing regions. Caffe Monte's commitment to specialty coffee and direct trade practices is built on forging connections with farmers firsthand. However, amidst the verdant fields and sun-kissed plantations, a sobering reality emerges—the struggle to secure adequate labor for harvesting coffee cherries. This labor shortage casts a shadow over the livelihoods of coffee farmers, emphasizing the urgent need for sustainable solutions to support agricultural communities.

Issue 20 - April, 2024 - U Select It

Explore New Opportunities to Profit with Scan & Go Market

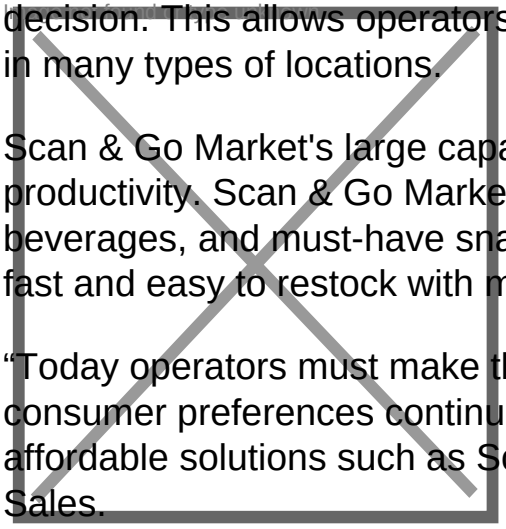
Are you looking for ways to secure new accounts, increase sales, and differentiate your business? Scan & Go Market is your smart, convenient, secure solution. With Scan & Go Market, you will increase sales by offering the premium, fresh products your customers want while ensuring the level of product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

In a world fraught with ethical dilemmas and opaque supply chains, its important to advocate for the pivotal role of specialty roasters who prioritize direct relationships with farmers. By fostering transparent and equitable partnerships, these roasters ensure that every sip of coffee embodies ethical sourcing practices. Beyond mere transactions, such collaborations embody a symbiotic ethos, where mutual respect and shared prosperity form the bedrock of a thriving coffee ecosystem.

In the tapestry of global commerce, the 2024 coffee market narrative is woven with threads of resilience, compassion, and unwavering dedication. Through tumultuous weather patterns, geopolitical shifts, and labor challenges, the indomitable spirit of the coffee community persists, fueled by a collective passion for excellence and ethical stewardship. As we savor our daily cup of joe, let us pause to reflect on the stories encapsulated within each precious bean, honoring the hands that toil tirelessly to bring us the cherished cup.

"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 purchase 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, makin 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.

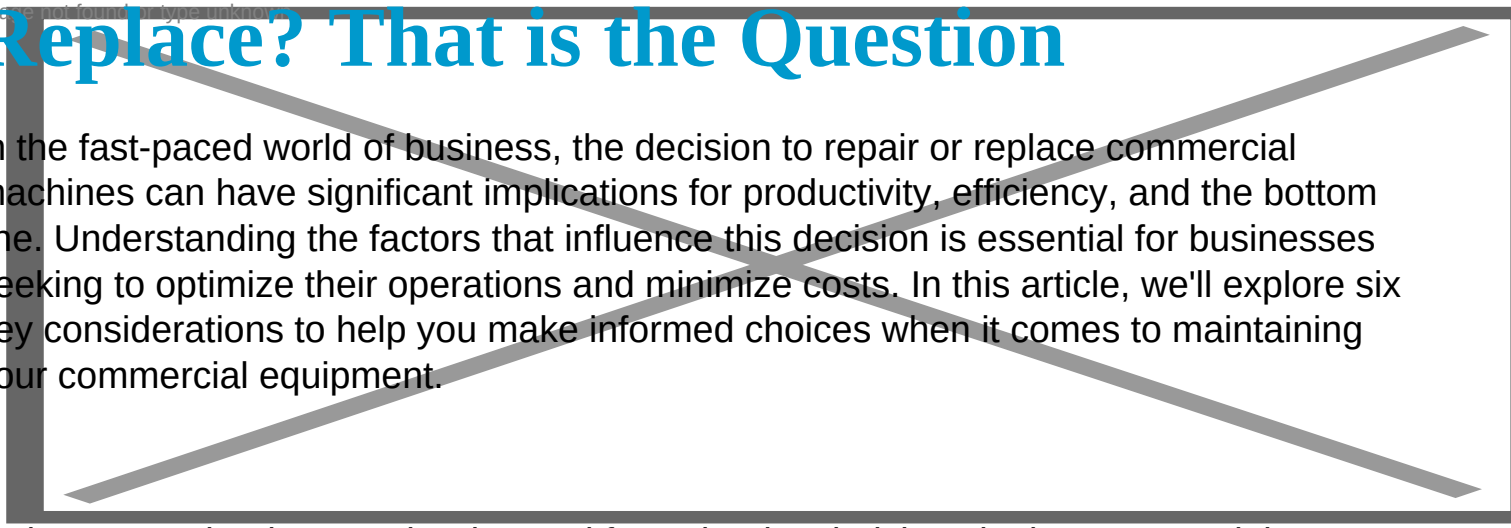
With cutting edge technology, Scan & Go Market's innovative features and functionality comb to maximize your return on investment and grow your unattended retail business. Unlike micr

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.

Issue 20 - April, 2024 *- CAMA*

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

Tech Corner: To Repair or To Replace? That is the Question



In the fast-paced world of business, the decision to repair or replace commercial machines can have significant implications for productivity, efficiency, and the bottom line. Understanding the factors that influence this decision is essential for businesses seeking to optimize their operations and minimize costs. In this article, we'll explore six key considerations to help you make informed choices when it comes to maintaining your commercial equipment.

In the current landscape, the demand for trained technicians in the commercial machinery industry is more pronounced than ever. However, reports of shortages in skilled roles have become increasingly common, posing challenges for businesses seeking timely and reliable maintenance and repairs. This scarcity of skilled technicians underscores the importance of strategic decision-making when it comes to investing in new equipment. While purchasing machines that come with remote support or international tech support options can offer added convenience and assistance, navigating these options can be tricky. Businesses must carefully weigh the benefits of such support against potential limitations and ensure they have contingency plans in place to address any unforeseen challenges that may arise.

Maintenance requirements and their impact on operational costs will be examined, along with the implications for future growth and expansion. By carefully considering these factors, businesses can navigate the complexities of equipment maintenance and investment with confidence, ensuring they stay competitive in an ever-changing marketplace.

1. Age and Condition: For vending machines, the age and condition are crucial factors in determining maintenance needs. Older machines may be prone to malfunctions and require more frequent repairs, impacting their reliability and performance.

2. Repair Costs: Compare the cost of repairs to the cost of purchasing a new machine. If repair expenses accumulate and approach the machine's value, it may be more economical to invest in a new one to avoid ongoing repair costs.
3. Downtime and Productivity: Downtime associated with repairs can severely impact machine productivity. Frequent breakdowns may lead to extended periods of downtime, resulting in lost revenue and customer dissatisfaction, prompting consideration for a replacement.
4. Technology and Efficiency: Assess whether newer machines offer improved technology and efficiency compared to older models. Newer models often offer advanced features such as cashless payment options and real-time inventory tracking, which can enhance operational efficiency and customer satisfaction.
5. Maintenance Requirements: Maintenance requirements should be carefully evaluated, as older vending and refrigeration units may demand more frequent servicing and part replacements. Increased maintenance needs can elevate operating costs and affect profitability over time.
6. Future Needs and Growth: Consider your future business needs and growth projections. Investing in newer, more reliable equipment may better position your business for future growth and expansion, while older machines may limit your capabilities and competitiveness in the market – and your attractiveness on bidding opportunities.

By carefully considering these factors, you can make an informed decision about whether to repair or replace commercial machines to optimize productivity and efficiency while minimizing costs.

Does your workplace have hidden lifting and handling hazards?

Download this free checklist.

WSIB stats show that a high percentage of traumatic fatalities and injuries are linked to material handling activities. These include struck by and crushed by injuries and fatalities, lower back injuries, sprains and strains, contusions, and more.

Reducing these injuries is a priority for the Ministry of Labour, Immigration, Training and Skills Development (MLITSD). A proactive ministry inspection campaign is currently underway until March 31, 2025; this is the second year in a row they have targeted the hazard. "Workplaces need to make it their priority too," says Workplace Safety & Prevention Services (WSPS) consultant Kathy Wrzos.

"Tackling these injuries can be difficult for workplaces because material handling encompasses such a wide range of activities and potential hazards," says Kathy. "It's easy to miss things."

Take action towards mitigating the risk of material handling injuries in your workplace with a free download: *Business in Motion: Managing Material Handling Hazards*.

"This checklist lets you stop and reflect on how and where material handling is carried out in your workplace," says Kathy. "Its easy-to-follow and provides you a step-by-step approach to identify and control associated hazards in your workplace more effectively." Kathy provides more details about the checklist below.

How the checklist works

"Material handling is an intrinsic part of most business operations – including industries such as manufacturing, warehouse and distribution, retail, and farming," says Kathy. It covers all aspects of the movement of materials through the workplace, including, but not limited to, loading and unloading, moving items by hand, using a conveyor, pushing items with a cart, using a lift truck or walkie, and storing items on racking systems.

"Any time you move materials, there is a potential risk to the worker," says Kathy. To identify those risks, you need to have a good understanding of each element of your

material handling program.

In a series of steps, WSPS's material handling tool helps you identify and document:

- what tasks are involved in material handling in your workplace
- where in the workplace the tasks are being carried out
- why the task is hazardous
- what controls you can put in place to reduce risks

"With this information, you can then create an action plan," says Kathy.

Each step includes practical examples to eliminate guesswork and ease you through the process. For example, an effective control might be to reduce the weight and size of materials being moved to prevent awkward postures and promote safe lifting practices.

A fillable checklist gives additional detail about the tasks that may be involved in material handling and allows you to document your findings for each of the steps.

The action plan you create from the checklist should outline how and when controls will be implemented and monitored. "You need to make sure the change has actually taken hold."

Download the checklist

- Business in Motion: Managing Material Handling Hazards

WSPS consultants can walk you through the checklist for your workplace and make recommendations for controls, including:

- Material Handling Process Review & Action
- MSD Hazard Summary & Control program
- Pedestrian Safety Traffic Management Inspections
- Machine Safeguarding Assessment

Find out more or connect with a WSPS consultant.

Additional free resources to help

- Manual & Mechanical Material Handling (resource library)
- Ergonomic Considerations in Warehousing and Distribution (pre-recorded webinar)

- Safety Tip Videos: Safe Lifting - Learn how to identify manual material handling hazards and how to perform safe lifting techniques.

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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