CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

2 - August 29, 2024

NEWSLETTER



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

Issue 22 - August, 2024 *- Jim Jackson, President*
Issue 22 - August, 2024 *- U-Select-It*

August 2024 - Message from Your CAMA President

Explore New Opportunities to Profit with Go Market

What a wonderful summer it has been, and I hope that everyone has taken the opportunity to enjoy the great outdoors that our country has to offer. We have been blessed with some awesome summer weather that has only been occasionally interrupted with the odd rainstorm.

Are you looking for ways to secure new accounts, increase sales, and differentiate your busin
Market is your smart, convenient, secure solution. With Scan & Go Market, you will increase
the premium, fresh products your customers want while ensuring the level of product security
maximum profit. The easy to use, self-service Scan & Go Market provides the right balance o
So does it like the industry that customers in the physical can have both. The self-checkou
and successful customer growth and opportunity that has been fueled by the ongoing
innovation and support from our suppliers. Occasionally we also experience the odd
set back and challenge, but we will just chalk that up as growing pains.

A significant objective of your CAMA board is to keep fueling the agenda with
"Scan & Go Market will expand the growing market of locations for operators who have been
solution that offers an optimal level of both product security and convenience through product
opportunities for our supplier and operator members to gather and develop, maintain
Chico, Vice President, Sales, "Scan & Go is ideal for locations where sales don't justify a fully
and grow relationships that will nurture growth and success in everyone's business.
market set up but have the desire to provide consumers with a premium, micro market experi
Our next event will be held on October 24th in Montreal in the form of a networking
locations that have sufficient foot traffic to accommodate a full micro market but have a high r
evening. This evening will acknowledge and show appreciation for the support of all
our Quebec members. Let's make it another great CAMA event and come and enjoy a
great evening with beverages, hors d'oeuvres and comradery with our CAMA
suppliers.

Curious about the real-world impact of Scan & Go Market? Check out the success story of ou
Mike Bacon from Global Vending. Discover how Scan & Go Market has opened new doors ar
benefits it delivers.

Like much of today's world, our industry is advancing at an incredible pace. The
importance of attending events and maintaining relationships is becoming exceedingly
more important in order to keep on top of innovation and opportunities.

Moving forward, I personally invite you to attend CAMA sponsored events and become
fully engaged in the industry that we have all chosen for our livelihood. You may be
surprised on the returns you will receive on your investment of time and participation in
our association.

"I would say it's the perfect solution for the right demographics and the right business
whole. A lot of stuff that has been sold has been things that we didn't think would sell
Bacon, Global Vending. **Watch his testimonial here.**

Controlled access to the cooler with automatic locking prevents theft, giving you peace of min
customers to access products from the cooler before making their purchase decision. This all
Enjoy the rest of your summer and I hope to see you all at our upcoming events.
set up and run a successful self-service grab and go solution in many types of locations.

Jim Jackson

CAMA President

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

freshest products.

“Today operators must make their operations more efficient to remain competitive and as con
continue to shift toward fresh and healthy, the demand for flexible and affordable solutions su
Market will continue to grow," Ted O’Brien, President, Sales.

Coffee Corner: Celebrating Coffee: National Coffee Day

With cutting-edge technology, Scan & Go Market’s innovative features and functionality comb
your return on investment and grow your unattended retail business. Unlike micro markets, S
sends data through DEX, seamlessly integrating your existing VMS. Scan & Go Market can a
operator profitability by giving discounts to customers who use cash and including sales tax o
purchases.

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Your locations will love the product variety, ease of use, and streamlined customer experienc
Market. Contact USI today at 1-800-247-8709 if you are looking to diversify and grow your bu
flexible and affordable on-the-go self-service solution.

This year on September 29th, Canadian coffee lovers will unite to celebrate their love for the beverage that has become a staple in daily routines, on National Coffee Day.

This day is more than just a celebration; it’s an acknowledgment of the role that coffee plays in our lives. Whether your preference is a simple classic or a complex but carefully constructed brew made to order, National Coffee Day champions the bean that we can’t live without.

About U-Select-It

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

The rich aroma of freshly brewed coffee is a morning ritual that is cherished by millions, but few know the fascinating history behind their favourite beverage. The story of coffee begins on the Kefa region of Ethiopia, where wild coffee plants believed to have originated. According to one popular legend, around 850 CE, a goatherd named Kaldi discovered coffee when he noticed his goats acting unusually energetic after eating berries from an evergreen bush. Curious, Kaldi tried the berries himself and experienced a similar burst of energy, leading to the discovery of coffee.

www.uselectit.com - Tel: 1.800.247.8709

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From Ethiopia, coffee made its way across the Red Sea to southern Arabia. The stimulating effects of coffee made it an instant favourite and this led to the spread of coffee drinking across the region and the rise of a new social and cultural institution: the coffeehouse.

The first coffeehouses, known as qahveh khanehs, appeared in Mecca in the 15th century and later in Constantinople (now Istanbul) in the 16th century. Dubbed “schools of wisdom,” coffeehouses were centres of intellectual conversation, and coffee had already become deeply ingrained in daily life and culture.

As coffee continued to spread, it made its way to Europe through Venetian merchants in the 16th and 17th centuries. The Pope himself famously gave coffee his blessing after sampling it. By the end of the 17th century, coffee had taken Europe by storm, flourishing in Britain, the British colonies in America, and nearly all of continental Europe.

The growing demand for coffee led to its cultivation in Java, Indonesia, and later, the Americas. By the 18th century, coffee had become a global commodity, with Brazil emerging as the world's largest producer—a title it still holds today.

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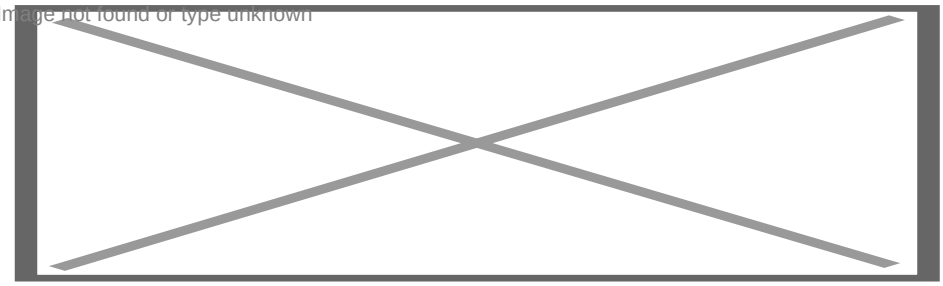
In the 20th century, advancements in coffee production and technology, such as industrial roasting, vacuum-sealed containers, and instant coffee, transformed the coffee industry. Today, the top coffee-producing countries include Brazil, Vietnam, Colombia, Indonesia, and Ethiopia. The late 20th and early 21st centuries also saw a rise in demand for organic, fair trade, and sustainably grown coffee, reflecting a shift in consumer values.

New Membership Benefit: CAMA Employee Benefits Program

Western Financial Group is delighted to partner with CAMA to provide its members with a superior method to manage insurance programs with greater financial and administrative efficiencies.

In today's competitive job market, having a reliable and affordable benefits package is essential for attracting and retaining top talent. The strength in numbers approach with CAMA's Insurance Program can help you reduce costs and stabilize rates while providing comprehensive coverage.

As we celebrate National Coffee Day, it's important to recognize the rich history and cultural significance of this beloved beverage. From its origins in Ethiopia to its global spread, coffee has become more than just a drink—it's a symbol of social interaction, intellectual exchange, and cultural tradition. Coffee Roasters, and Office Coffee Services, are a core part of the CAMA Membership. So, raise your cup and enjoy the perfect brew, knowing that you're a part of a long and storied tradition that spans centuries and continents.



Program Advantages

- An immediate 10% premium savings for eligible members for equivalent coverage
- Stability is generated by spreading claims over the entire pool
- Health Care Spending Accounts provide added flexibility to cover additional medical expenses
- Direct pay capability with a pay-direct drug card that pays for prescription drug and professional services electronically at the point of sale
- Plan sponsors can conveniently perform many administrative functions online
- Members will now have many different coverage options to choose from
- Each member will have a dedicated Insurance Advisor to assist them

Why Invest in Group Health Benefits?

Investing in group health benefits can yield numerous advantages for your business. It demonstrates a commitment to your employees' well-being, which can enhance morale and loyalty. Additionally, it can help with recruitment by making your company more attractive to potential hires.

Tech Corner: The Technician Skills Gap in Canada

Also, healthy employees mean fewer sick days and a more resilient workforce, which can lead to increased overall productivity and reduced healthcare costs in the long term.

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The maintenance industry is currently facing a significant staffing crisis, according to various studies and reports. A 2021 survey found that more than 30% of maintenance managers identified finding skilled technicians and mechanics as their biggest post-pandemic challenge, leading to manpower shortages.

How to Get Started

Getting started with Western Financial Group's group health benefits is straightforward. Reach out to their dedicated team of specialists devoted to providing exemplary services to members of the CAMA Employee Benefits Program.

Skills Deficit: Finding Skilled Maintenance Workers

One of the most pressing issues for operators and suppliers in the vending and micro-market industries today is the skills shortage. As experienced veterans retire or leave the industry, there are fewer qualified individuals to replace them. The growing complexity of technology used in maintenance requires more digitally-skilled workers, which are currently in short supply. According to a US study, the manufacturing industry alone is expected to face a shortage of 90,000 skilled technicians by 2030. Additionally, 57.5% of businesses in Canada report that technical, practical, or job-specific skills are the most significant gaps in their workforce. Training often falls short of addressing the broader educational needs of workers. This gap is critical, as nearly 56.1% of Canadian businesses in 2021 reported that their workforce was not fully proficient at performing their required tasks.

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Solutions:

- Upskilling existing machine operators to handle simple maintenance tasks can free up skilled technicians for more complex work.
- Conducting comprehensive training needs analyses can ensure that the training provided is relevant and effective.
- Offering certification opportunities and supporting employees in achieving these can enhance the skill levels within a company.

Culture and Change Management

A positive organizational culture is crucial for attracting, engaging, and retaining talent. However, the maintenance industry often struggles with a reactive mindset, where fixing problems only after they occur is the norm. This approach can be difficult to change, especially for older technicians accustomed to working in a certain way for many years. Staff shortages in maintenance departments can lead to communication breakdowns, resulting in missed tasks, duplicated work, and increased operational costs. In fact, poor coordination is a significant contributor to decreased productivity across organizations.

5 Ways to Prevent Heat Stress

Working in the intense heat of the summer sun can put workers at risk of heat stress, but heat stress can also hit you in environments you wouldn't expect.

Heat stress occurs anytime the body temperature rises and the body cannot cool itself. This can be a result of the climate, exposure to radiant heat or when a job requires work in, around or with hot equipment; even jobs carried out in air-conditioned environments or jobs that have you moving back and forth between air-conditioning and the hot outdoors can also impact the body's ability to cool itself.

Signs and symptoms

There are many ways to keep workers safe from heat stress. It's important to train workers to recognize the signs and symptoms of heat stress in themselves and other workers.

If suffering from heat stress, you may experience the following:

- Fatigue
- Light headedness
- Dizziness
- Blurry vision
- Trouble focusing
- Excessive sweating

Left unchecked, heat stress can lead to heat exhaustion, heat stroke, heart attack, and other physical health effects. Plus, it can be damaging to business, by way of lost productivity, disability costs, and fines and penalties.

How to protect workers from heat stress

Heat stress is a well-recognized hazard that can be prevented through a combination of engineering and administrative controls. Here are five cost-effective prevention tips:

Solutions

- Simplifying the hierarchy and reducing reporting lines can make the organization more agile and responsive to change.
- Standardizing procedures and workflows through checklists and standard operating procedures can minimize miscommunication.

Conclusion

The shortage of skilled workers in both technician and operator roles is a critical issue and large deficits are expected to be seen in Canada in the coming years. More than half of Canadian businesses report a gap in technical skills, with problem-solving abilities also in short supply. The need for technicians, in particular, is becoming increasingly urgent as the industry evolves and automation becomes more prevalent.

To address these challenges, companies must invest in continuous education and training to keep their workforce updated. By developing targeted training programs, forming partnerships with educational institutions, and adopting a culture of continuous learning, companies can better equip their staff to meet the demands of the modern maintenance industry. Moreover, the integration of skilled immigrants and the encouragement of lifelong learning can help close the skills gap and ensure that the workforce remains competitive on a global scale.

CAMA is continuously looking for new avenues to support our members and we are glad to offer discounted access to the NAMA training courses. As we look forward to 2025, we will be working on new initiatives to further support the network of vending, micro market and OCS businesses in Canada.

1. **Wear cotton or other loose woven fabrics that wick moisture away from the skin.** As soon as you allow that evaporation, you're cooling the body. But remember, even on hot days safety or protective clothing are still required including high visibility clothing, and other PPE.
2. **Make watering stations available for employees.** Small quantities of cool (not cold) liquid prevent dehydration and maintain the body's ability to sweat and cool itself.
3. **Train workers, supervisors and managers to recognize signs of heat stress.** You may not be aware you're suffering heat stress, but others can say, "Look at the sweat pouring off of you. Something's wrong. You need to go take a break." Or know when to notify a supervisor."
4. **Promote a healthy lifestyle.** Workers who are not physically fit are more susceptible to heat stress because their body has to overly exert itself to perform a task.
5. **Review other risk factors for heat stress with workers.** As we age, we're less able to get rid of heat efficiently. And, certain medications, such as blood pressure pills, diuretics, some antidepressants, antipsychotic and antihypertensives cause increased urination and/or increased sensitivity to heat; both of which can reduce the body's ability to expel heat through sweating or regulate the body temperature.

Additional Resources

- Job Aid - Working in Hot Environments
- What is heat stress? What are the signs and symptoms? (video)
- What can employers do to protect workers from heat stress? (video)
- What are some considerations to prevent heat stress at work and home? (video)
- New OHCOW Heat Stress Tool Kit.
  Courtesy of the Occupational Health Clinics for Ontario Workers (OHCOW) and the Centre for Research in Occupational Safety & Health (CROSH), this tool kit is designed to support, empower and protect workers while guiding workplaces for both indoor and outdoor use.

  Here you'll find:
  - New guides on Heat Stress Awareness, Prevention Tools and Strategies, and Physiological Monitoring
  - Posters and Infographics
  - Videos
  - Humidex-based heat stress calculator

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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