CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

- October 31, 2024

NEWSLETTER



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

Issue 23 - October, 2024 *- Jim Jackson, President*

October 2024 - Message from Your CAMA President

Planning in Advance

Now that summer is over, and as we experience the beauty of the Canadian fall season, it is the time of year that many businesses start planning for their 2025 events. In planning your business travel events, please keep CAMA on your agenda. Last week we hosted our first ever networking evening in Montreal. This event brought our supplier sponsors together with our Quebec operators for an evening of networking and customer appreciation.

Mark this next one on your calendar as it will be an event that you will not want to miss. Our annual CAMA Tradeshow will once again be held in conjunction with the Convenience U CARWACS show at the International Centre in Mississauga on March 4th and 5th of 2025. We currently have 100% of our suppliers that participated in last year's event returning for the upcoming show with more inquiring and signing up. It will be one of the largest shows in CAMA's history and will present opportunities to learn and network for all. Their will be thousands of attendees at this event.

We recently held our Annual General Meeting in September and would like to welcome Nicolas Pugliese from Complete Purchasing Services and Amanda-Marie Spilchen from the Pelican Group to the Board of Directors. We would also like to thank our outgoing directors, Brian Emmerton and Angie Hargraves, for their past service and dedication to the board and CAMA. A big thank you goes out to all other board members for staying on for another term; your dedication and commitment is much appreciated.

We have developed programs that benefit our members like our business insurance program and our health benefits program. Now your CAMA board needs to hear from our membership with your ideas for additional programs that would benefit your business. Please email your thoughts and ideas to info@vending-cama.com.

CAMA and its members are a resource for everyone. Please reach out if you require assistance or just another opinion on a topic that you want to discuss or pursue.

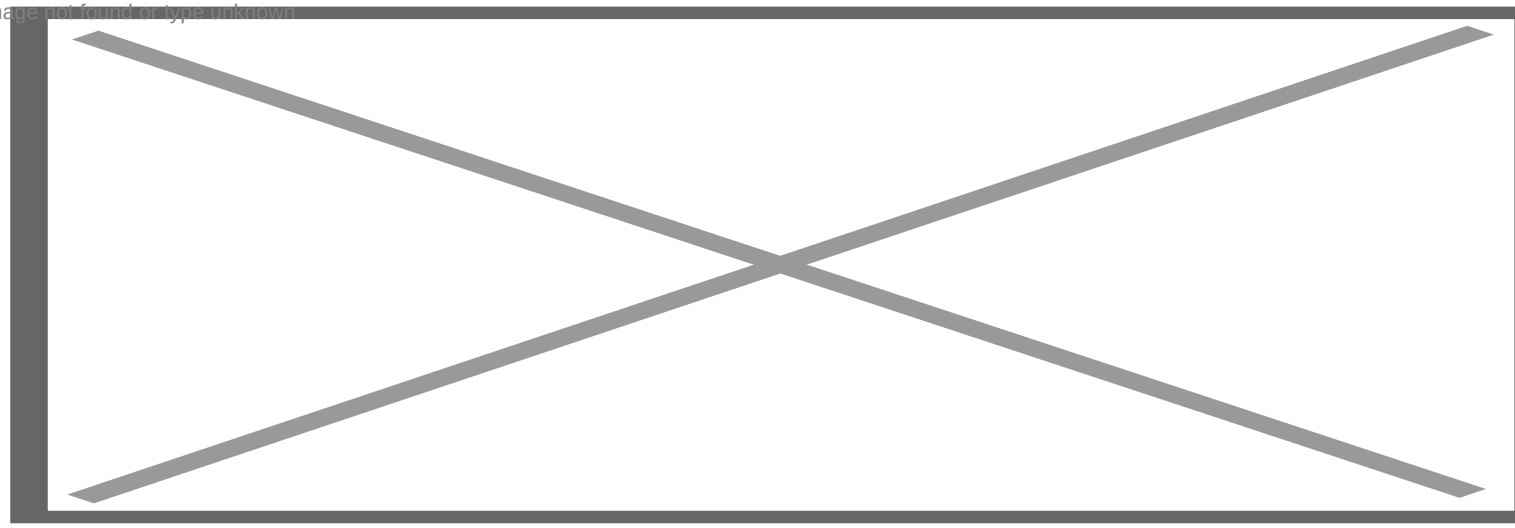
Keep CAMA events in your travel plans in the upcoming year!

Jim Jackson
CAMA President

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Network Night Montreal

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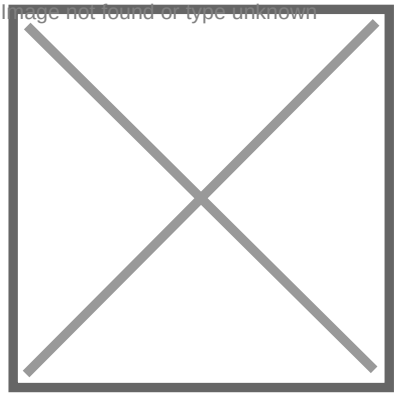
On Thursday, October 24th, the inaugural Network Night Montréal gathered industry professionals for an evening of networking and collaboration within the vending, micro market and office coffee service sectors of Montréal and the surrounding areas. Hosted by CAMA, th event attracted over fifty attendees, many of whom were operators introduced to their peers fo the first time, and explored new opportunities for growth.

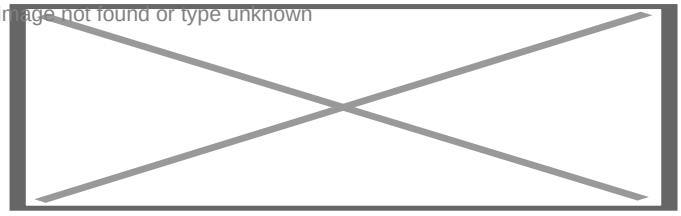
Participants enjoyed a warm welcome from the organisers and sponsors, who highlighted the importance of building connections in the industry. With thanks to all attendees, the atmosphe was lively, with many noting that they were excited to be able to share the latest trends and b practices with their colleagues.

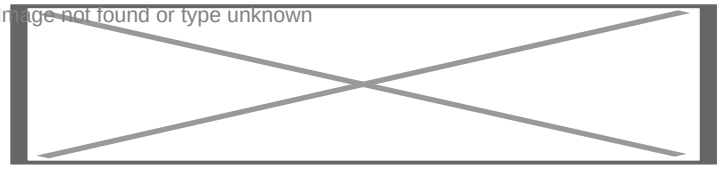
CAMA remains committed to serving the needs of its members and ensuring that events like Network Night continue to build a sense of community. We intend to return to Montréal, and bring the Network Night format to other cities across the country. We look forward to seeing everyone at our upcoming events and encourage you to stay engaged with the organisation through our website and newsletters!

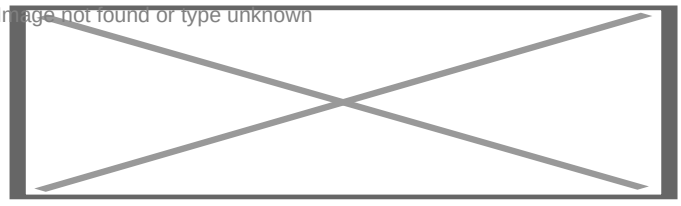
A special thanks to our sponsors for making this event possible.

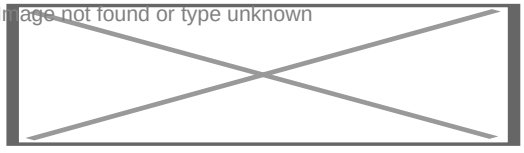
Thank You to Our Sponsors!


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Coffee Corner: Sustainability in Coffee Production: Key Issues and Opportunities

Sustainability has become a crucial focus in the coffee industry, facing challenges including environmental harm and social inequality. Addressing these issues requires a well-rounded approach that includes everyone in the coffee value chain, from farmers to consumers. One initiative making significant strides is **Coffee LENS**, launched in 2020 by CAMA Member ofi. Coffee LENS stands for **Livelihoods, Empowerment, and Nature at Scale**. It focuses on making a real impact on the lives of farmers, their communities, and the landscapes they depend on. This initiative aligns with the UN Sustainable Development Goals and aims to create social, economic, and environmental benefits throughout the coffee supply chain.

Finding Value in Byproducts

Coffee production generates various byproducts, such as coffee pulp, husks, and spent grounds. Traditionally seen as waste, these byproducts can be repurposed to create new economic opportunities. For example, they can be transformed into compost, biofuels, or innovative food products, enhancing economic viability for coffee producers. However, many of these options are still underutilized. More studies are needed to confirm their economic viability and how to implement these strategies in real-world contexts.

Informing Consumer Choices

As consumer preferences evolve, the rise of single-use coffee products poses significant environmental challenges. Items like disposable cups and capsules often contribute to plastic waste and resource depletion. To tackle this issue, we must encourage consumers to shift towards more sustainable practices, such as using reusable containers and biodegradable alternatives. Initiatives like Coffee LENS aim to equip consumers with the knowledge to make informed choices, promoting sustainable consumption that benefits both communities and the environment.

Consumer knowledge and behavior are crucial for the coffee industry's sustainability. Despite a growing interest in specialty and sustainably sourced coffees, many consumers are still unaware of the broader implications of their coffee choices. Educational initiatives are essential for raising awareness about sustainability and encouraging consumers to seek ethically sourced options. Coffee LENS plays a vital role in helping consumers understand coffee production and its impacts, empowering them to make choices that align with their values. As consumers become more informed, they may also be willing to pay more for sustainably produced coffees, providing economic incentives for producers to adopt better practices.

Governance and Transparency

The governance structure of the coffee industry presents significant challenges to sustainability. Major players often dominate the market, leading to information gaps and a lack of transparency regarding sourcing and pricing. This situation can perpetuate the “coffee paradox,” where producers struggle to receive fair compensation for their high-quality products. Strengthening governance and promoting transparency throughout the supply chain is essential to combat this issue. Coffee LENS aims to create a more equitable marketplace by enhancing farmers' livelihoods and ensuring they are fairly compensated for their efforts.

Economic Viability of Sustainable Practices

While many strategies exist for enhancing sustainability in coffee production, assessing their economic viability is critical. Evaluating how to implement sustainable practices on a large scale is essential. Coffee LENS supports farmers through training on climate-smart agricultural methods, such as varietal selection and nutrient management, which can improve yields and reduce emissions. Last year, the initiative supported over **115,000 coffee farmers through sustainability programs**, helping ensure that practices are economically viable and attracting investment.

Addressing the sustainability challenges in the coffee industry requires a collective effort from all stakeholders. Coffee LENS emphasizes collaboration with various partners, including NGOs, certification agencies, and local governments, to co-fund projects and provide technical assistance. This teamwork allows for shared learning and growth, which is vital in an industry facing numerous challenges.

Future Opportunities in Sustainability

The coffee sector must find better ways to channel consumer demand into positive impacts for the communities and landscapes it comes from. The evolving requirements of a sustainable coffee supply chain offer a chance to drive meaningful change. Progress toward the ambitious goals outlined in Coffee LENS allows for real impacts

across the supply chain while equipping stakeholders with a strong narrative that emphasizes provenance and sustainability.

A key focus of Coffee LENS is community empowerment. "Whether through the fieldwork or human rights training, communities feel more empowered and able to cope with the day-to-day challenges." The initiative aims to empower **60,000 women and 15,000 youth** with targeted strategies by 2030. This commitment ensures that sustainability benefits extend beyond economics, fostering social resilience and equity within coffee-producing communities.

New CAMA Employee Benefits Program

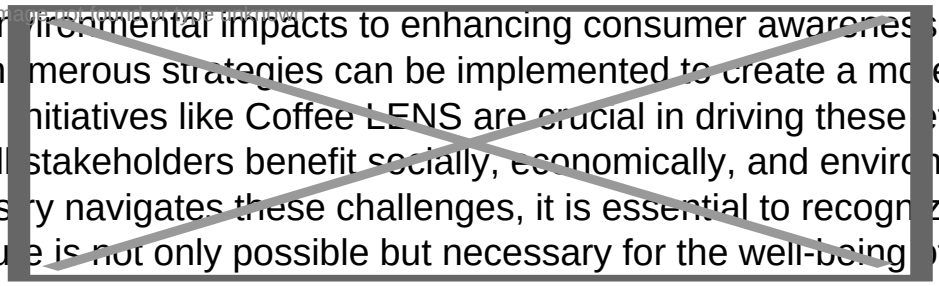
To track the effectiveness of its initiatives, Coffee LENS uses a comprehensive set of metrics. "We use more than 100 metrics to measure our progress. However, Coffee LENS reflects 16+ metrics that demonstrate progress in the four pillars: Prosperous Farmers, Thriving Communities, Climate Positive, and Regenerating the Living World." This systematic approach allows for ongoing assessment and adjustment of strategies to ensure alignment with sustainability goals.

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.

Conclusion

The sustainability challenges in coffee production are complex and interconnected, requiring a holistic approach to address them effectively. From valorizing byproducts and reducing environmental impacts to enhancing consumer awareness and promoting transparency, numerous strategies can be implemented to create a more sustainable coffee industry. Initiatives like Coffee LENS are crucial in driving these efforts forward, ensuring that all stakeholders benefit socially, economically, and environmentally. As the coffee industry navigates these challenges, it is essential to recognize that a sustainable future is not only possible but necessary for the well-being of our planet and its people.



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

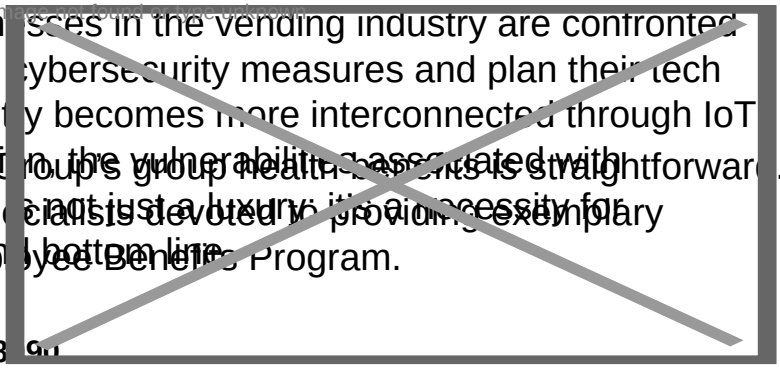
Why Invest in Group Health Benefits?

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.

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.

Tech Corner: Cybersecurity and Tech Infrastructure Planning for Small Businesses

In today's digital landscape, small businesses in the vending industry are confronted with the requirement to strengthen their cybersecurity measures and plan their tech infrastructure strategically. As the industry becomes more interconnected through IoT devices, cloud computing, and automation, the vulnerabilities associated with cyberattacks also rise. Cyber resilience is not just a luxury; it's a necessity for protecting your business's reputation and bottom line.



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.

Phone: (204) 943-0331 | Toll Free: (800) 665-8[illegible]

Understanding the Threat Landscape

Cyberattacks are escalating in frequency and sophistication, affecting businesses of all sizes. Recent statistics indicate that a cyberattack occurs every 39 seconds. While larger companies often dominate headlines, small businesses are not immune; in fact, many become prime targets due to perceived vulnerabilities. In the vending industry, where transactions often involve sensitive payment information and personal data, the stakes are especially high.

Take Collective Responsibility

Cybersecurity should be seen as a collective responsibility across your organisation, not just your IT support. According to research, production stoppages were the most common consequence of cyberattacks, followed closely by reputational damage. As small business owners, it's crucial to build a culture of security awareness amongst your staff. Everyone must be equipped to recognise potential threats, making your team the first line of defense against cyber risks.

Step 1: Identify Vulnerabilities

The first step to strengthening your cybersecurity is to assess your current digital infrastructure. Identify which areas of your business are most vulnerable to cyberattacks. For example, smart vending machines connected to the internet can be entry points for hackers if not properly secured. Conducting a thorough evaluation will help you allocate resources effectively and mitigate risks before they escalate.

Step 2: Develop a Business Continuity Plan

Having a robust business continuity plan is essential for any small business, especially in our industry where supply chain disruptions can lead to significant financial loss. This plan should outline how to maintain operations during a cybersecurity incident, ensuring that you can keep serving customers even in challenging circumstances.

Step 3: Protect Your Data

Your vending business holds valuable data, from customer payment information to operational insights. The global average cost of a data breach is now approximately 4.45 million USD. Implementing strong data protection policies is critical. This includes establishing clear guidelines for data access, employing encryption, and conducting regular data audits to ensure sensitive information remains secure.

Step 4: Prepare for Changes in Regulation

Stay informed about upcoming regulations that could impact your business. For example, the EU Network and Information Security Directive (NIS2) aims to enhance cybersecurity standards across various industries, including vending and micro markets. Preparing for these changes now will not only help you avoid potential fines but also enhance your reputation among customers who prioritize security.

Step 5: Implement Access Controls

With more employees working remotely, controlling access to sensitive systems is paramount. Utilising access-management tools, such as multi-factor authentication, ensures that only authorized personnel can access critical data. This is especially important as many vending businesses are adopting new technologies, such as

cashless payment systems, that require heightened security measures.

Issue 23 - October, 2024 *- Workplace Safety & Prevention Services (WSPS)*
Step 6: Foster a Security-First Culture

Training employees on cybersecurity best practices is vital. Regular training sessions can help staff recognise phishing attempts, suspicious activities, and other potential threats. A well-informed team is your best defense against cyber incidents. Also, ensure that cybersecurity measures are user-friendly, allowing employees to follow protocols without hindrance.

10 Tips for Preventing Slips, Trips and Falls

Slips, trips and falls are a significant hazard in all workplaces – your own and ones that you visit. Although they sound seeming basic, a slip, trip or fall can lead to debilitating injuries for workers, and high costs for employers.

Act Now to Safeguard Your Future

Consider these two examples:

The industry is evolving rapidly, and with it comes new challenges and opportunities. As small business owners, prioritising cybersecurity and tech infrastructure planning is essential for sustaining growth and building trust with your customers. Don't wait for a cyber incident to prompt action. Invest in robust cybersecurity measures now to protect your business and ensure a secure, prosperous future in the vending landscape. By taking proactive steps today, you can turn cybersecurity from a defensive necessity into a strategic advantage.

- A worker rushes outside in snowy, wet weather to start a vehicle to warm it up. She slips, realizes she's falling, and uses her arm to cushion the impact. She is in considerable pain. The worker has suffered a dislocated shoulder and must wear a sling, attend physiotherapy, and miss work for months. For the employer, this may mean higher workers' compensation and health care costs, as well as costs to hire a replacement worker.
- A worker is offloading product from his truck on to a dolly. He steps backwards and trips over a parking curb. The worker falls and hits his head on the pavement. The worker calls in sick the next day; two weeks later, the worker passes away as a result of his head injury. The employer is charged under provincial legislation and is fined $60,000.

"They can occur in the yard, on the warehouse floor, the transition areas between the outside and the inside (uneven or slippery floor surfaces), while products are being loaded/unloaded (empty pallets, debris or spills), and while working at heights on ladders, just to name a few," says Norm Kramer, a warehouse and distribution specialized consultant with Workplace Safety & Prevention Services.

10 tips to prevent slips, trips and falls

Create a safer and healthier environment for your workers by following these tips for reducing slips, trips, and falls in your workplace:

1. **Implement good housekeeping practices:**

- Clean up spills and wet surfaces immediately. “Common areas prone to slips, trips and falls, include high traffic areas and entrances,” says Norm.
- Keep walkways and aisles clear of obstacles and clutter.
- Ensure proper storage and organization of materials.

2. **Regularly inspect and maintain flooring**, including cleaning and repairing cracks or uneven surfaces.

3. **Ensure adequate and unobscured lighting on walkways, staircases, and high-traffic areas.** “Consider outdoor lighting levels,” suggests Norm. During low light conditions in the fall and winter, it is more difficult to see obstructions because of poor housekeeping or imperfections on the pavement. During regular inspections, walk through the yard when it is dark outside to identify hazards and determine risks.

4. **Use brightly coloured warning signs to alert workers to a slip hazard**, such as wet floor signs. When the hazard is gone, remove the sign. If left in place indefinitely, warning signs will not be taken seriously,” cautions Norm.

5. **Identify the causes of unsafe behaviours** (e.g., rushing, distractions, overreaching, fatigue). Is your company sending the message that productivity is more important than health and safety? Are you communicating your policies and practices effectively? Are supervisors adequately enforcing your practices?

6. **Don’t forget about seasonal risks.** For example, pools of melted snow in transition areas, or icy patches on potholes in the yard. Repair potholes and take the time to clear snow and apply salt and sand as appropriate. Stocking up on salt/sand and keeping it readily available close to the hazard or walking path. Remember that not only are your workers at risk, but also contract drivers.

7. **Ensure drivers or workers don’t track in rain or snow.** Make sure you have mats in place at each entrance so that those entering the building can dry their feet before walking on your floor,” says Norm. Replace mats if they become saturated with water. Make sure this is part of your housekeeping protocol with assigned responsibility.

8. **Pay attention to the loading dock area, especially during inclement weather.** Review your dock seals or shelters to ensure that air entering the dock will not cause condensation or wetness on the steel dock plate, contributing to slip hazards and lift trucks skidding and sliding,” says Norm. Also, a poor seal may result in snow or rain entering the dock area. Preventative maintenance includes making sure you have a good seal around trailers that are parked at

your loading dock.

9. **Don’t overlook risks associated with ladders and mobile equipment.** Train your workers to:

    - always use handrails
    - carry objects with one hand (if permitted), leaving one hand available to grip the handrail
    - only carry loads that fit within the handrail
    - face the ladder when ascending and descending if required by manufacturer
    - not overreach a handrail or guardrail
    - keep the ladder close to the work and be readily available to achieve 3-point contact (two feet and one hand).

10. **Encourage workers to report hazards and near misses.** Take immediate action to correct the problem.

Additional Resources

- Workplace slips, trips and falls (article)
- Stop slips, trips and falls with these expert tips (article)
- Slips, trips and falls: 6 ways to combat winter hazards (article)
- 12 ways to engage workers in slip, trip and fall prevention (article)
- Workplace slips, trips and falls (video)
- Warehouse Safety Tips - Understand your risks (video)
- Warehouse Safety Tips: Assess Your Warehouse Risks (video)
- Traction Always - Slips, Trips and Falls Poster
- Walking and Working Surfaces (guide)
- Preventing Slips, Trips and Falls Guide (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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