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 24 - December, 2024 *- Jim Jackson, President*

December 2024 - Message from Your CAMA President

A Time to Reflect and a Time to be Thankful

As the curtains of 2024 are slowly closing and the Christmas season is quickly approaching, we all need to take some time to reflect on all the success stories that we have experienced in the past year. We all have so much to be grateful and thankful for. Many of our members are experiencing banner years in sales and opportunities. It is good to see that our industry is once again thriving with a positive outlook and ample opportunity for growth and success. When opportunity, growth and success are present in a business, then owners, operators and suppliers feel encouraged and motivated to be engaged in supporting our industry and attending the in-person events that our association hosts over the year. Being able to shake a hand and talk with our members in person is a very gratifying experience and is always at the top of my list.

We can all look forward to our in-person events in 2025 which will be Canada Night at NAMA in Las Vegas in May, our Eastern Golf Tournament in Toronto in June, and our Trade Expo in Toronto in March. The Expo will be co-located with Convenience U and CARWACS like we did in 2024. It is a great partnership for our association and offers an abundance of opportunity for both supplier and operator members. This past October we added a networking event in Montreal. This event was well attended and confirms CAMA's commitment to expanding our live events in other regions to provide easier access for our membership to gather and network.

December is typically known as a month for celebrating and giving. We have all been blessed with so much, but if you look around your community, city, province and globally, there are so many people that have not been as fortunate as ourselves. I would like to encourage all the members of our association to open their hearts and support the less fortunate in any way they may be able to.

I would like to thank all our advertising sponsors that have supported and made our CAMA newsletter a huge success over the past year. We couldn't have done it with out you. We look forward to your continued support for another successful year in 2025.

As we all get ready to say goodbye to 2024, let's all welcome in 2025 and help to make it a fantastic year for our association. Please keep in mind that CAMA is your

association, and your continued support is needed to keep it strong and working for its members.

Issue 24 - December, 2024 - Sara Saadah, Complete Purchasing Services Inc.

Personally, along with your CAMA Board of Directors would like to wish all our members:

A very Merry Christmas and all the best in the New Year

Jim Jackson
CAMA President

Boosting Employee Engagement

Employee engagement refers to an employee's emotional commitment towards their organization and its goals. It is considered a critical factor in the success of any business. Countless studies have shown that engaged employees are more productive, provide better customer service, and are less likely to leave. Fostering a culture of engagement can lead to increased efficiency, higher sales, improved customer service, and cost savings through employee retention (continual hiring and training is both time consuming and expensive). Therefore, it would be fair to say that investing in employee engagement is not just a human resources initiative but a strategic business decision.

How Can I Tell If My Employees Are Engaged?

Is your team as invested in making the business a success, and how can you tell? Here are a few simple questions to consider: *Does your team share ideas that could increase revenue? Do they care about the outcome for your customers?*

What is the dynamic between your team members; is it friendly or cold? The good news is that improving employee engagement does not have to be expensive and can be as simple as investing a little time and care into your people.

5 (Easy) Strategies to Boost Employee Engagement

1. **Connection & Communication:** Do you take a genuine personal interest in your employees? Do you share updates on the company and upcoming changes? Do you invite your employees to provide feedback? If the answer is no to all questions you may want to reconsider how and what you are sharing with your employees.
2. **Recognition & Rewards**: Acknowledging the hard work and achievements of employees can boost morale and motivation. Implementing a rewards program that recognizes outstanding performance, customer service excellence, and innovative ideas can help to foster a culture of appreciation.
3. **Work-Life Balance**: Ensuring that employees have a healthy work-life balance is essential for maintaining engagement. Flexible scheduling, adequate time off, and support for personal well-being can help employees manage their responsibilities effectively.

4. **Development:** While not all companies have opportunities for a promotion, you can still share ideas to foster professional growth and engagement, and it does not have to be expensive. For example, you could invite the team to a meal or team building event, invite a supplier to come in and share some of the latest product innovations, or share a YouTube video if there is a relevant idea/message.
5. **Employee Benefits & Perks:** Offering competitive and flexible benefits demonstrates an employer's commitment to their employees' well-being, and can be the difference between employee retention and attrition.

Employee engagement is a multifaceted concept that demands a strategic approach. By prioritizing effective communication, recognition, development, work-life balance, and employee perks, you can cultivate an environment where your employees feel valued and motivated…and that is something worth delivering.

Get COMPLETE Assistance with Your Employee Engagement Plan

Complete Purchasing Services has several *free* tools to help you with employee engagement and retention including an employee discount program, and we have several videos available on our member's portal (eCPS.ca) that you can watch to gain insights into how to better lead and engage your team. And if you are looking to provide a little more for your employees, we have a program with People Corporation to help employers can save up to 10% on their group benefits plans, and a program with People First HR Services for HR assistance and consulting.

About the Author:

Safa Saidani is the Digital Marketing Manager at Complete Purchasing Services Inc, a leading supply chain solutions provider for non-commercial clients and hospitality organizations across Canada. Safa has a passion for leveraging technology to drive efficiency while enriching the customer experience, in addition to a great cup of coffee. Learn more about how Complete Purchasing Services can help your organization by visiting eCPS.ca.

Coffee Corner - Best of 2024: Navigating the Coffee Price Surge: Insights for Canadian Operators

The coffee industry is undergoing significant turbulence, impacting prices globally and, consequently, in Canada. For businesses in the Canadian vending, micro market, and office coffee services sectors, understanding these dynamics is crucial for navigating the current landscape and anticipating future trends.

Climate Change and Weather Extremes

Climate change is one of the primary drivers of increasing coffee prices. Coffee plants are highly sensitive to changes in temperature and precipitation. Major coffee-producing regions like Brazil and Vietnam are experiencing severe weather events—droughts, heatwaves, and unexpected frosts—that are significantly reducing coffee yields. In Brazil, heavy rainfall has damaged crops, while Vietnam's prolonged heatwaves have affected the Robusta beans essential for instant coffee and espresso blends.

Supply Chain Disruptions

The COVID-19 pandemic exposed vulnerabilities in global supply chains, which continue to affect coffee distribution. Lockdowns, transportation delays, and labor shortages disrupted the flow of coffee beans from farms to consumers. Even as the world recovers, these disruptions persist, contributing to higher coffee prices. Additionally, geopolitical tensions and logistical challenges, such as attacks on ships in the Red Sea, have forced vessels to take longer routes, further exacerbating supply chain issues.

Additionally, the upcoming new EU regulations on coffee grown on deforested land, effective December 2024, will change the ordering habits of European suppliers and have a knock-on effect globally.

Rising Production Costs

The cost of producing coffee is rising due to increasing labor costs and the higher prices of fertilizers, pesticides, and other inputs. Workers in coffee-producing countries are demanding higher wages and better working conditions, which adds to the overall cost of coffee production. These increased production costs are inevitably passed on to consumers, contributing to the rising prices of coffee.

Market Dynamics and Speculation

The interplay of supply and demand significantly influences coffee prices. As developing countries grow wealthier, their consumption of coffee increases. Additionally, the popularity of specialty coffees in developed nations further fuels demand. When demand outpaces supply, prices naturally rise. Speculative trading in coffee markets also contributes to price volatility, as traders' perceptions of future supply and demand can drive prices higher.

Local Impact in Canada

In Canada, coffee prices have surged due to these global factors. From June 2021 to June 2022, the price of ground or whole-bean coffee in stores increased by over 20%, with an additional 9.2% rise between August 2022 and August 2023. This has been reflected in higher prices at coffee shops, where the average price of a latte has exceeded $5. The cost increase is not only due to global supply chain issues but also local factors such as higher wages, rent, and other operational costs.

Strategies for Coffee Service Providers

For vending, micromarket, and office coffee service providers, these rising costs present a challenge. Here are some strategies to mitigate the impact:

- **Diversify Suppliers**: Establish relationships with multiple suppliers to ensure a steady supply of coffee and reduce dependency on any single source.
- **Bulk Purchasing**: Buying coffee in bulk can help lock in prices and reduce costs. Additionally, this strategy can protect against future price increases.

- **Sustainable Sourcing**: Partner with suppliers who practice sustainable farming. This not only ensures a long-term supply of coffee but also appeals to environmentally conscious consumers.
- **Cost Management**: Optimize operational efficiencies to manage costs better. This includes reducing waste, streamlining processes, and using energy-efficient equipment.
- **Customer Education**: Educate customers about the factors driving up coffee prices. Transparency can help build trust and justify price adjustments.
- **Explore Alternatives**: Introduce a variety of coffee options, including blends that use more affordable beans without compromising quality.

Conclusion

The coffee market is experiencing unprecedented volatility due to climate change, rising production costs, supply chain disruptions, and increased demand. For Canadian vending, micromarket, and office coffee service providers, understanding these dynamics is crucial. By implementing strategic measures, these businesses can navigate the challenging landscape, maintain profitability, and continue to meet the needs of coffee-loving Canadians.

Tech Corner: Tips for Cleaning and Disinfecting Electronic Equipment

For the last several years, public health and hygiene have been high on the priority list.

For Operators, disinfecting is paramount – but with often sensitive electronic equipment, it's important to know exactly how to keep your machines in the best working condition.

Good hygiene practices also help protect you and your team, helping you to stay healthy during the colder months.

So, with winter squarely on the way – stay safe!

Covid, Flu and Other Germs

According to Health Canada, viruses like Covid 19 can remain active for longer (1) in temperatures under 20° C, (2) in relative humidity levels under 40% and above 60% and (3) on smooth surfaces like plastic and steel compared to porous surfaces like wood and cardboard.

Regular cleaning, disinfecting and using Personal Protective Equipment all contribute to limiting the spread of viruses and bacteria from place to place, especially as technicians and operators are out travelling from one location to the next.

The Canadian Centre for Occupational Health and Safety (CCOHS) identifies vending machines as a Common Touch Point Surface.

Cleaning Surfaces

Breakroom counters, doorknobs, light switches, steering wheels – all are high-touch areas that need regular cleaning.

Cleaning with regular detergents and water helps by physically washing germs off of a surface, but doesn't always kill them! Disinfectants or bleach solutions should be part of your regular cleaning routine.

Points to consider for creating your cleaning routine:

- The more high-touch the area is, the more often it needs to be disinfected
- Clean surfaces before disinfecting for maximum effectiveness
- Disinfectant should leave a visible layer behind that needs to air dry
- Have the right PPE on hand – gloves, masks & cloths all come in different types
- Choose the right cleaners – check out Health Canada's List of Disinfectants

Cleaning Electronics

Micro-market displays, POS devices, card readers, keypads – the industry is booming with the latest technological developments. Common sense dictates that liquids and electronics don't mix, so what's the best way to keep them clean?

- Bleach is not recommended!
- Turn electronics off (and unplug where possible) before cleaning
- Don't use vacuums – compressed air may be a good alternative (but be careful with delicate parts!)
- If you are cleaning inside a machine, make sure you're grounded to avoid static

Which cleaner should you use? Check the manufacturer's recommendations – if none are available, opt for a gentle clean with a 70 percent isopropyl alcohol wipe.

Screens and touchscreens are much more sensitive; so take extra precautions:

- Use a microfibre cloth (or disposable soft, non-abrasive, lint-free cloth or wipe)
- Choose a specially formulated screen cleaner, or if none are available then choose a 60-70% isopropyl alcohol solution
- Don't use bleach, detergents, high concentration alcohol solutions, or sponges
- Apply the disinfectant to the cloth and squeeze out excess liquid before use
- Never spray products directly onto electronic devices

The layers on a touchscreen will wear down over time. Most disinfectants will contribute to this wear, so use gently and be mindful of touchscreens that need to be restored.

Get ahead of the seasonal illnesses by reviewing and increasing your regular cleaning/disinfecting routines, and look forward to the return of warmer weather in the spring!

Issue 24 - December, 2024 *- Workplace Safety & Prevention Services (WSPS)*

Resources

See the list below for more resources:

- Hard surface disinfectants and hand sanitizers (COVID-19): Canada.ca
- CCOHS: Respiratory Infectious Diseases: Health and Safety Resources
- Occupational Hygiene Resources (wsps.ca)

Back to basics: Answers to your manual material handling and MSD questions

Musculoskeletal disorders (MSDs) linked to manual material handling (e.g. tasks like lifting, lowering, pushing, pulling, holding or carrying materials from one place to another) take a huge toll on worker well-being and business success. It's a health and safety issue employers cannot afford to ignore.

Manual material handling is a top priority of the Ministry of Labour, Immigration, Training and Skills Development (MLITSD) too. For the second year in a row, they're conducting a campaign to raise awareness, increase compliance and drive injury rates down. Inspections of workplaces began in April 2024 and continue until March 31, 2025.

Many workplaces find MSDs complicated to understand and address. But they don't have to be. It's important to focus on simple, inexpensive solutions that have a big impact. And making use of the many resources at your disposal to develop a better understanding of the issues.

Use this Q&A as your foundation to improving your manual material handling practices and prevent MSDs among your workers.

1. **What is an MSD? How do MSDs impact workers?**
   MSDs is a broad term that describes a variety of injuries and conditions affecting the muscles, tendons, ligaments, bones and nerves. MSDs usually develop over time, and can cause chronic pain, stiffness, and limited mobility, affecting daily activities, quality of life and overall well-being. They also contribute to stress, anxiety, depression, and other mental health issues. MSDs can sometimes lead to permanent disability and the inability of the worker to return to their pre-injury job.

2. **How does manual material handling lead to MSDs?**

Manual material handling involves lifting, lowering, pushing, pulling, holding or carrying materials from one place to another. These activities can result in MSDs, including painful strains and sprains, and other soft tissue injuries. Soft tissue injuries can affect the muscles, tendons, ligaments, discs, cartilage and nerves, usually in the back, shoulders, hands and wrists.

3. **What is an employer's duty under the *Occupational Health and Safety Act* (OHSA) when it comes to MSDs?**

- Section 45 of Regulation 851 – Industrial Establishments says that materials must be lifted, carried or moved in a way that does not endanger the safety of any worker.
- Section 25 requires employers to take every reasonable precaution to protect workers. Section 25 is often referenced by an MLITSD inspector when manual material handling concerns exist and are not adequately controlled.

4. **What are the risk factors for developing MSDs during manual material handling?**
   Risk factors include high force (i.e. the physical effort required to lift, lower, push, pull, carry or move objects), poor or awkward postures, frequency of task, bending and twisting, improper or heavy lifting, and poor workplace design. Having just one of these risk factors is not usually a concern, but when several are present in combination (i.e. reaching away from the body to access heavy items twice per minute), the risk increases significantly.

5. **What is the financial cost of MSDs for employers?**
   MSDs are one of the largest contributors to lost time claim costs, with sprains and strains alone accounting for 38% of total WSIB [Workplace Safety & Insurance Board] claims in 2023. That amounts to a staggering direct cost of $115,600,641. Direct costs include WSIB costs, prescriptions/medical fees, loss of wages, etc. Indirect costs, such as replacing, hiring and training new workers and impacting employee morale, company reputation and retention, are 2 to 7 times the direct cost.

6. **How can I reduce the risks of workers developing MSDs as a result of manual material handling?**
   First and foremost, workplaces need to strive to design tasks and equipment and organize the work in a way that meets the capabilities of workers, rather than the other way around. This means including ergonomics in the discussion as early on as possible during the design phase, as this is the most effective way to control risks and reduce injuries and costs.

But there are steps you can take to reduce risks in addition to addressing design elements. He suggests putting together a team that includes workers and other relevant workplace parties (i.e. engineers, maintenance, etc.) and using the Hierarchy of Controls to reduce hazards.

The hierarchy of controls ranks controls from the most effective to the least effective and includes in descending order: elimination/substitution, engineering, administrative/awareness, and personal protective equipment (PPE).

Here are some examples of how your workplace can reduce MSDs using these controls.

Eliminate/substitute: If you can eliminate the need for manual material handling, do it. For example, can you use a conveyor or robot instead? Or is there unnecessary handling occurring (i.e. moving an object more than once).

You can also reduce the weight and size of loads that must be physically moved. For example, break up a heavy load into separate, more manageable loads.

Engineering: This could even be as simple as implementing a cart to transport items instead of carrying or stacking pallets to reduce bending.

Administrative/Awareness:

- Include job rotation in workers' daily schedules. By rotating from a task with high physical demands, such as order picking, to one with lower demands, like driving a forklift, workers' muscles have time to rest and recover and MSD injuries can be reduced. The job rotation should involve using different muscle groups at a regular frequency throughout the day, ideally every 1-2 hours. It should be coordinated and monitored by the supervisor to ensure it is adhered to.
- Establish safe work practices and train employees to use proper lifting techniques. These include:
    - Lifting with proper posture and body mechanics
    - Using assistive devices or tools
    - Breaking down heavy or large loads into smaller, manageable parts

To be effective, training should always include a practical element carried out on the floor.

PPE: Never ask workers to use back belts. Back belts are problematic, and should be avoided. They are ineffective at preventing injury and can actually increase intra-abdominal pressure and cardiovascular stress. They also create a false sense of security, which may lead workers to handle materials beyond their

physical capabilities.

7. **Where can I find resources?**
   WSPS offers many resources to help you reduce MSDs during manual material handling, including an assessment tool that can assist in identifying high-risk areas, and tools to help train workers. Our consultants are also on hand to do a no-cost walk-through of your workplace and provide recommendations.

Additional Resources

Connect with a WSPS consultant for help carrying out risk assessments and developing controls for materials handling tasks and equipment.

Resources

- MLITSD Material Handling Campaign: The Essentials (pre-recorded webinar; jointly delivered by the MLITSD and WSPS)
- MLITSD Material Handling Inspections - Frequently Asked Questions
- MLITSD material handling inspections on now: be prepared (article)
- MSD Risk Assessment
- MSD Hazards Checklist
- Business in Motion: Managing Material Handling Hazards
- Hand Pallet Trucks and Pump Trucks Job Aid
- Safe Lifting / Preventing musculoskeletal disorders or MSDs
- MSD Prevention Guideline for Ontario (CRE-MSD)
- Why PPE should be your last choice when it comes to workplace hazards (article)
- Small Biz Bytes: Hazard Control Hierarchy (video)

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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