CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

# COFFEE - MARKETS - VENDING

26 - April 30, 2025

NEWSLETTER

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***Issue 26 - April, 2025*** *- Jim Jackson, President*
***Issue 26 - April, 2025*** *- CAMA*

# April 2025 - Message from Your CAMA President

## CAMA Show 2025: Thank You!

**Thank You for Making the 2025 CAMA Show a Success!**

As we wrap up another busy season, I want to thank all of you who helped make this year's CAMA Trade Show such a big success. Co-located with the Convenience U CARWACS Show, this event brought together over 5,000 attendees from across the industry. It was great to see so many familiar faces, meet new members, and feel the energy of an industry that continues to grow and adapt.

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We were delighted to welcome so many CAMA Members and Non-Members to the trade show Networking Reception. Seeing so many members engaging in valuable in-person conversations thriving, but looking ahead with optimism.

Building on that success, we also launched Network Night Vancouver in April this year, following the great response to our Montreal event. We were delighted with the turnout of the Vancouver industry, and we have already had positive feedback about returning in 2026. These social evenings give our members a chance to connect, share ideas, and enjoy some casual time together in their local network, and we hope to see these expand.

Next up is our annual CAMA Golf Tournament in June. This event has become a highlight of the year, a chance to spend a relaxed day with colleagues, partners, and friends. If you haven't joined us before, I encourage you to give it a try. It's a great way to build relationships and enjoy some fresh air at the same time.

We've also had to make a tough call this year. Due to uncertainty around tariffs and cross-border travel, we've made the decision to pause Canada Night at the NAMA Show. It wasn't an easy choice, but we believe it's the right one for now. We remain committed to bringing Canada Night back in the future when the time is right.

Looking ahead, we want to hear from you. We'll soon be launching a new member survey to better understand what matters most to you and your business. Your feedback will help us plan future events, shape our goals, and make sure we're delivering value to all our members.

Thank you again for your continued support of CAMA. With your involvement, we'll keep moving forward being stronger and more connected than ever.

**Jim Jackson**
**President**

The CAMA Presentations began with "Brewing Innovation: The Future of Coffee, Vending, Ma
Petros Kondos (Fraser Valley Vending) and featuring expert insights from Karl Ward (Chronic
sustainability, AI personalization, and premium consumer expectations are reshaping the futu

This was followed by a practical session on operational efficiency: "Real Time Insights: The B
SmartTrackerz. Their deep dive into GPS, telematics, and analytics tools offered valuable tak
their businesses.

After a packed day on the trade show floor, attendees gathered for the exclusive CAMA Netw
business connections. A special thank you to our reception sponsor Complete Purchasing Se

Day two continued with our morning Networking Session, offering a relaxed atmosphere to co
engagement, and interest from attendees was clear—our industry is building momentum, and

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As CAMA President Jim Jackson said:
*“Our members are reporting that they are having banner years in sales and opportunities. It is and ample opportunity for growth and success.”*

We are grateful for everyone who made the 2025 CAMA Show such a success; from attendee the innovations we saw reaffirmed the value of coming together to share knowledge, explore

**See You Next Year!**

Plans are already underway for 2026, with the CAMA Show co-locating again with the Conver Congress Centre, and we can’t wait to see you there. If you have feedback, questions, or are us at admin@vending-cama.com.

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# CAMA Show 202

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**Exhibitors 2025**

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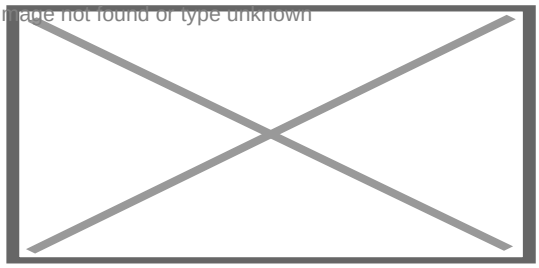

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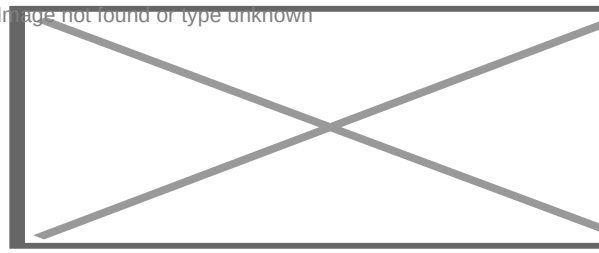

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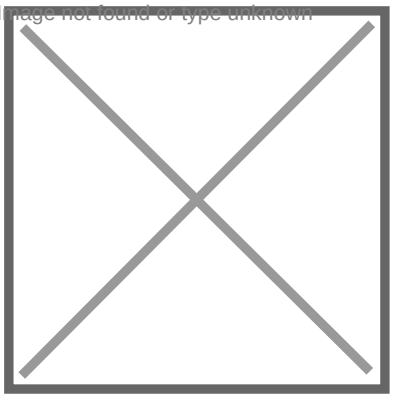

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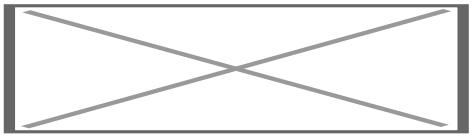

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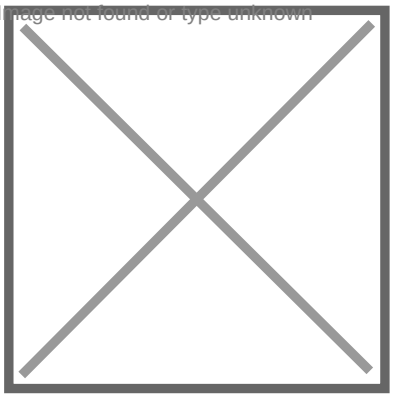

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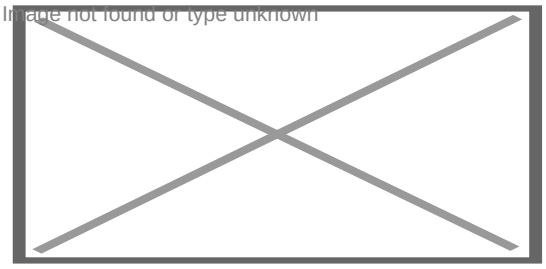

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# Help Shape Our Response to Trade Tariffs

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**Share Your Insights in the CAMA Survey**

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Uncertainty in international trade is becoming a growing concern for many businesses across Canada. With new tariffs under discussion and others already in effect, our industry is feeling the pressure. From rising costs to shifting supply chains and changing customer expectations, both short and long term trade disruption may have far-reaching consequences.

Workplace Safety & Prevention Services
#525

Your voice matters.

CAMA is launching this short, targeted survey to better understand how the industry is experiencing the impact of trade tariffs and related policies. Whether your business has already been directly affected or you are just starting to hear concerns, your input will help paint a clearer picture of what's happening across our sector.

**Why Now?**

Global trade tensions have been escalating in recent months, with discussions of retaliatory tariffs, changes in import/export rules, and uncertainty in key international partnerships. These developments have the potential to affect everything from the cost of goods and equipment to customer buying patterns and long-term business planning.

But every business experiences these changes differently. Some may already be grappling with higher costs, while others are hearing from customers who are cautious about spending. By gathering input from a broad cross-section of our membership and industry, we aim to identify and understand which issues require attention from CAMA.

**Why This Survey Matters**

As your professional association, our role is to represent and advocate for your interests - whether through government relations, industry partnerships, or new tools and resources. To do this effectively, we need data.

The insights we gather will help us:

- Identify key pressure points within the industry
- Inform advocacy positions in upcoming discussions with policymakers and trade representatives
- Prioritize member resources or education where it's most needed
- Communicate the real world effects of trade policies on Canadian businesses to the public and media



# An Update on the New $20 Bank Note

Tha Bank of Canada has announched that a new vertical $20 bank note featuring King Charles III will be issued in early 2027. This will be the first new bill introduced in nearly a decade, and it's set to include updated security features to stay ahead of counterfeiting threats.

Like the $10 polymer note, this $20 note will have a vertical layout and be printed on polymer for durability and enhanced security. The reverse will continue to feature the Canadian National Vimy Memorial, paying tribute to Canada's military history.

**What to Expect**

The survey takes less than 10 minutes to complete. We are asking about your direct experiences with tariffs, what you are hearing from customers or suppliers, and what kind of action or support you would like to see from CAMA in the months ahead.

All responses are confidential and anonymous, and we encourage honest feedback.

**Thank You**

**What It Means for CAMA Members**

If you business includes vending machines, kiosks, or any other cash-accepting equipment, this is your early notice: this new bill may impact your operations, and the Bank of Canada wants to hear from you.

We know your time is valuable, and we appreciate your participation. Let's work together to ensure that our industry's voice is heard loud and clear.

Right now, the Bank is in the information-gathering stage and is looking to consult with stakeholders like CAMA to better understand:

**Take the Survey Now**

- The current cash landscape in the vending and automatic retail sector
- Machine readiness and upgrade timelines
- Training needs for your teams to help recognize the new note and its security features

This feedback will directly inform the Bank's rollout strategy, including awareness campaigns and training materials for businesses and the public.

**Help Shape the Transition**

In previous currency updates, the Bank of Canada partnered with CAMA to ensure our members were well prepared. That collaboration made a real difference, and they want to work with us again.



Stay tuned for more information on the Bank of Canada's outreach plans.

You can learn more about the new note on the Bank of Canada's website.

# Tech Corner: The Impact of AI and Data on the Future of Vending

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The world of vending is changing fast, driven by technological innovation and the rise of artificial intelligence (AI). As vending machines evolve into smart, interactive devices, new technology is already shaping the way operators organize their businesses and changing the traditional methods that our industry has developed in the name of efficiency.

- **Inventory Management**: AI now tracks stock levels in real-time, ensuring popular products are always in stock. It helps prevent overstocking or shortages by accurately predicting demand based on purchasing patterns.
- **Predictive Maintenance**: Algorithms alert operators when machines are likely to malfunction, allowing for timely repairs and minimal downtime.
- **Personalized Customer Experiences**: AI-powered vending machines can analyze a customer's previous purchase history and suggest products based on their preferences, creating a personalized experience that enhances satisfaction.
- **Remote Access and Control**: Operators can monitor and manage their machines remotely, making it easier to respond to issues and ensure machines are functioning properly. This adds flexibility and operational efficiency.
- **Energy Efficiency**: Smart machines can track energy usage and suggest ways to reduce consumption, helping businesses cut costs and become more environmentally friendly.

More advanced AI-powered tools such as dynamic pricing, voice recognition, and facial analysis are entering the conversation, although few have yet to become commercially viable. Some companies are experimenting with facial detection for switching ad displays based on demographic data, but not without controversy.

As vending machines become more connected, they also become more vulnerable to data security risks. Here are some of the key concerns to be aware of:

- **Data Breaches and Privacy Issues**: With more data being collected from customers, ranging from payment information to purchase history, smart vending machines are prime targets for cyberattacks. Ensuring strong encryption and

secure data handling practices is crucial to protect customer privacy.

- **Malware and Hacking**: Internet-connected vending machines are at risk of being hacked, potentially leading to operational disruptions or data theft. Using secure Wi-Fi connections and regular software updates can help mitigate these threats.
- **Remote Attacks**: Hackers can target vending machines remotely, gaining unauthorized access to control or disrupt operations. Regular security checks and updates are necessary to minimize these risks.

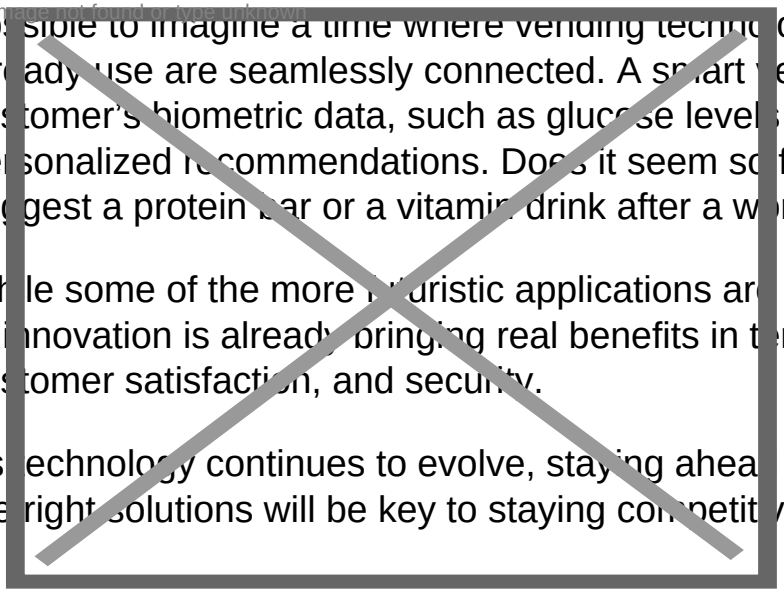


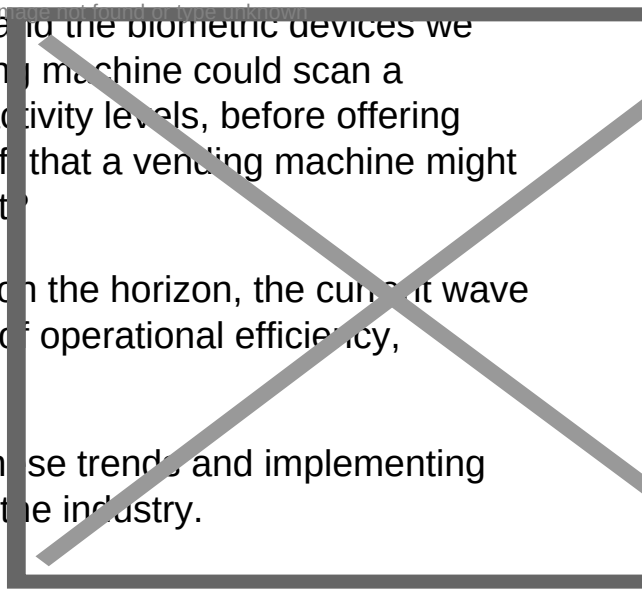
# Network Night Vancouver

Thank you to everyone who attended the first Network Night Vancouver, held on April 13th at
collaboration among industry professionals in the vending, micro market, and office coffee se

**The Future of Vending**

In the future, we might see a fully integrated AI-driven vending experience. It is possible to imagine a time where vending technology and the biometric devices we already use are seamlessly connected. A smart vending machine could scan a customer's biometric data, such as glucose levels or activity levels, before offering personalized recommendations. Does it seem so far off that a vending machine might suggest a protein bar or a vitamin drink after a workout?

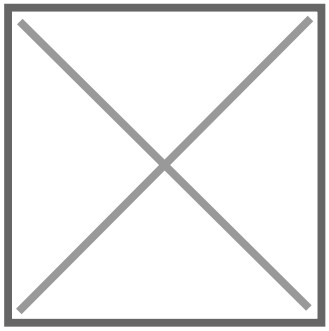


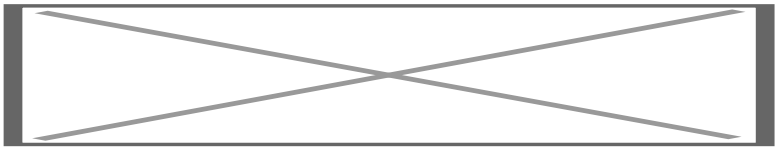




While some of the more futuristic applications are still on the horizon, the current wave of innovation is already bringing real benefits in terms of operational efficiency, customer satisfaction, and security.

As technology continues to evolve, staying ahead of these trends and implementing the right solutions will be key to staying competitive in the industry.

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





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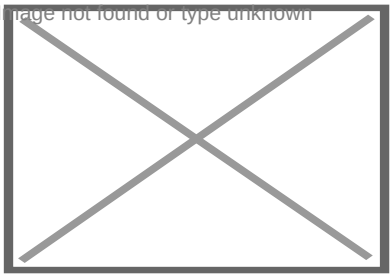

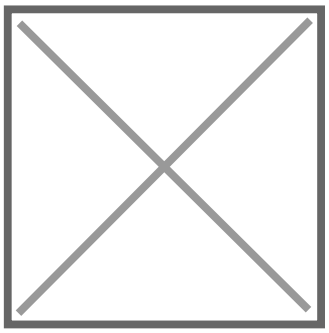

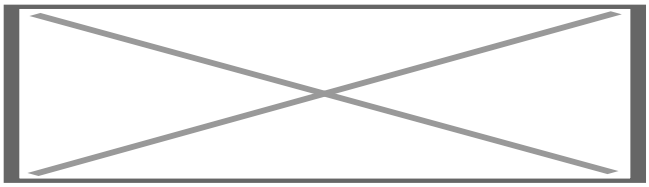

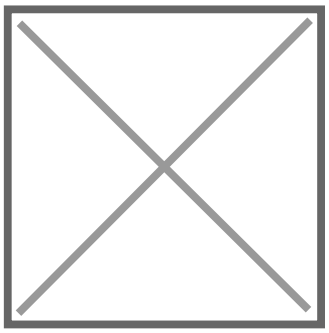

***Issue 26 - April, 2025*** *- Workplace Safety & Prevention Services (WSPS)*

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# Do your workplace supervisors understand

“Supervisors have one of the greatest responsibilities in the workplace. They are responsible
WSPS. “Except, they aren’t always fully aware of that, particularly if they have not received tra
*Occupational Health and Safety Act* (OHSA).”

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When supervisors do not fully understand their responsibilities, it could result in an unsafe wo
worker is wearing protective footwear, they can be ticketed $450. In the case of a workplace d

# What is due diligence?

Ultimately, the employer is responsible for the safety of all employees; however, supervisors a
followed and personal protective equipment is being worn properly.

“Supervisors are usually the eyes and ears of the employer when it comes to health and safet
with both workers and the senior leadership teams and keeping everyone in the loop,” says T
Ted explains that it is often the supervisor who completes the incident report when a worker e
asked questions since they are usually the ones delegating and assigning work. They should

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If a Ministry of Labour, Immigration, Training and Skills Development (MLITSD) inspector inve
to ensure the employer exercised ‘due diligence.’ Due diligence means that the employer and
section Section 25(2)(h) of the OHSA. “If the supervisor isn’t able to provide adequate answe

# What is a competent supervisor?

Section 25 of the OHSA outlines an employer’s duties related to health and safety. One of tho
is someone who is qualified because of knowledge, training, and experience to organize the w
actual or potential danger to health and safety in the workplace,” explains Ted. “In order to pro
to implement effective controls.”

For example, if a worker has a tear in their glove that could lead to their skin being exposed to
ensure the worker gets a new glove. Similarly, if the supervisor sees a worker operating a ma
guards are put in place. “It’s a very good idea to have supervisors complete hazard managem
developing or reviewing safe work procedures,” says Ted.

We are excited to continue and build our program of Network Nights, supporting CAMA
Members in building relationships within their local network, and look forward both to returning
Vancouver in 2026, and to our second event in Montreal in October 2025.

# Prepare supervisors for success

Supervisors play a critical role in managing health and safety in any organization. To do their
are some things employers can do to set their supervisors up for success and demonstrate du

**Train and educate**
Give your supervisors the knowledge they need to meet the legislative requirement of compet
training on the OHSA and how it applies to your workplace. Ensure supervisors know how to i
Evaluate—so that they can effectively manage the actual and potential hazards present in the

**Get supervisors involved**
When completing hazard assessments and developing safe work procedures, get the supervi
ensure that the supervisor has a solid understanding of the hazards, controls, and processes.

**Encourage positive relationships**
“Supervisors need to have a good relationship with their team,” says Ted. “When they have th
creating a positive and respectful working environment and working with supervisors to foster
the joint health and safety committee. “It’s paramount that supervisors and JHSCs work togeth

**Understanding of documentation and due diligence**
It’s important for supervisors to be comfortable with the organization’s health and safety mana
proper documentation for things like training, hazard assessments, and procedures so that th

# Additional Resources

- What are the responsibilities of a supervisor under the OHSA? (video)
- Duties and Responsibilities (video)
- What does it mean to have a competent supervisor (video)
- Which employees are considered workplace supervisors (video)

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