CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

3 - August 31, 2026

NEWSLETTER

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Issue 33 - August, 2026 *- Jim Jackson, President*

Summer 2026 - Message from Your CAMA President

As we move into the second half of the year, I am glad to see the continued momentum within our industry and within CAMA. Our industry is changing, with new technology, and new opportunities for operators and suppliers. At the same time, some things have not changed, and building relationships and staying connected with each other remains just as important as ever.

Our 2026 CAMA Show was a great example of this. With over 5000 attendees across the Unattended Retail, Convenience and Car Wash sectors, the show has grown so much in the last few years. It gives you the opportunity to see the latest products and technology in person, while connecting with operators and suppliers; from across Canada and internationally. We are already looking ahead to next year, and to making it an even bigger success. For me, that is one of the largest benefits of CAMA events: putting people in the same room and giving them a chance to connect.

Our 2026 CAMA Golf Tournament was another successful event, with over 60 golfers joining us for a great day of golf, networking and catching up with industry colleagues. Thank you to everyone who participated and to our sponsors, for helping the tournament grow every year.

This year we also expanded our Network Night program with the first-ever CAMA Network Night Calgary. CAMA Director Nick McLaren reported a great local turnout, and I am pleased to see operators and suppliers come together and support a new CAMA event in Western Canada. The response was very positive, and we hope to bring more CAMA events to the West and to different parts of the country.

Looking ahead, Network Nights in Toronto and Montreal return in October this year. These events are intentionally informal - they are simply an opportunity to get together, meet other people in the industry and build relationships. I encourage everyone to make the effort to attend when an event is taking place in your area. You never know where a conversation with a new contact may lead.

It is also encouraging to see CAMA membership expanding, with new operators and suppliers joining the association. As our industry expands beyond traditional vending into micro markets, smart coolers, coffee services and new technology, it is important

that CAMA continues to represent all of these areas. A growing and diverse membership makes our association stronger and gives us more opportunities to learn from one another.

Issue 33 - August, 2026 - *CAMA*

And while we are still enjoying the summer, it is already time to save the date for the 2027 CAMA Show in March. Our partnership with the Convenience U CARWACS show will be celebrating its 5th year, at the Toronto Congress Centre, March 10-11, 2027. Start planning early and register now to get ahead of the rush on hotels and flights. Don't forget that CAMA Members get discounts on travel via Perkopolis.

The Annual General Meeting will be held virtually on September 16, and this is your chance to ask questions and talk about the future of CAMA. I would like to thank our Board of Directors, CAMA staff, volunteers, sponsors and, most importantly, our members for your continued support. CAMA is your association, and its success depends on the participation and involvement of the people who make up our industry.

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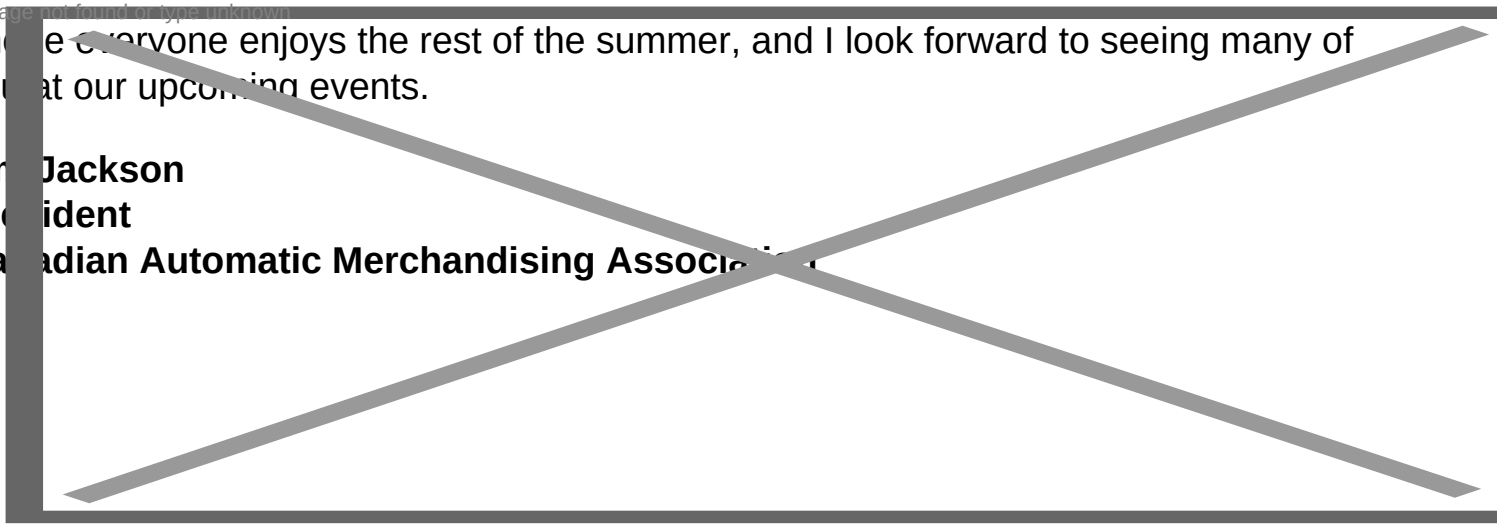
I hope everyone enjoys the rest of the summer, and I look forward to seeing many of you at our upcoming events.

Jim Jackson
President
Canadian Automatic Merchandising Association

CAMA Network Nights

Join us this October for the annual Network Nights in Toronto and Montreal.

We bring vending, micro market and OCS operators together for an evening of networking and industry connections. Hosted in cities across Canada, these events give members the opportunity to meet local operators and suppliers, share ideas and learn more about the resources and initiatives CAMA has to offer.



CAMA Network Night Toronto

Kelly's Landing
123 Front St W, Toronto, ON M5J 2M2
Tuesday, October 20, 2026
6:00 – 10:00 pm

Find out more and register here

Issue 33 - August, 2026 - *CAMA*

Coffee Corner: Harvests Around the World

So far in 2026, global coffee headlines have followed the changing predictions in weather, inventories, and pricing. At the same time, consumers continue to look for more variety and more convenient options. For Canadian OCS operators, these continue to be the key trends to watch.

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CAMA Network Night Montréal

Restaurant Vargas
690 René-Lévesque West, Montréal, QC H3B 1X8
Thursday, October 22, 2026
6:00 - 10:00 pm
Find out more and register here

Global Inventory

Global coffee inventories remain low, and buyers are concerned about delayed supply. Brazil is the world's largest coffee producer, and has a major impact on the global market. The outlook for Brazil's 2026/27 crop has been very positive, with production expected to reach record levels. However, heavy rainfall in August has delayed the harvest and created concerns around coffee quality. A larger Brazilian crop would ease some of the pressure on global supply, so the industry continues to monitor the weather and harvest timing in the months ahead.

Vietnam is another market to watch - exports are expected to increase by 8-10% in 2026. If production and exports remain stable, the increased supply will be a positive development for OCS operators.

There is also significant investment happening across Africa's coffee-producing countries: Madagascar, Ivory Coast, Cameroon, Nigeria and the Democratic Republic of Congo are among those reportedly working to expand or rebuild coffee production infrastructure. The benefits of the investments happening today won't be seen for several years; but increased production will mean more coffee choices and new origins for buyers.

Breakroom Trends

While supply and pricing are important, the other side of the coffee business tracks consumer trends. Demand continues to grow for specialty coffee, cold brew, ready-to-drink coffee and espresso-based beverages. Plant-based milk alternatives are also becoming a regular part of the coffee experience. For OCS operators, offering a wider range of products, and introducing specialty or rotating coffees, are becoming a standard part of service.

Several countries already have well-established coffee industries and strong

reputations in the specialty market. Burundi is known for high-altitude coffee, while Uganda and Rwanda have developed important production and processing capabilities. Kenya and Tanzania are recognized for distinctive specialty coffees, and Ethiopia has one of the world's longest and most important coffee histories.

Issue 33 - August, 2026 - *CAMA*

Looking Forward

Sustainability is a conversation on both sides of the industry. Certification, traceability and environmental requirements are becoming increasingly important in major coffee markets. For buyers, understanding where coffee comes from and how it is sourced can be valuable both in purchasing and when communicating value to customers. Consumers are looking for authenticity and better choices, and suppliers are looking at long-term prospects.

The coffee market may be changing, but that also means there are new opportunities to explore, and staying ahead of those changes can help OCS operators navigate whatever the next harvest brings.

Member Spotlight: D&S Vending

CAMA is delighted to welcome new member D&S Vending, and to introduce Canadian operators to a company with more than six decades of experience helping the vending industry keep its machines running.

D&S Vending was founded in 1965 by Jason's father Don Greene, and Jason is very proud of that legacy. When the company first opened as an in-house repair shop, machines were being shipped to them from all over the USA. Jason explained that through the 1990s, 70s and into the mid-80s, more than 90% of the company's business was machine repair. The other division, parts supply, was relatively small. But as vending technology changed, the demand for parts steadily increased, and the split between repair and parts flipped. In 2022, D&S Vending closed its in-house repair shop and became exclusively a parts supplier. Today they stock more than 25,000 parts, making it the leading vending parts supplier in North America.

During our conversation, Jason explained that one of D&S Vending's most valuable capabilities is helping operators keep older machines in service when original manufacturer parts are no longer available. The company has developed long-standing relationships with manufacturers and suppliers, enabling their team to design and create compatible replacement components and, when necessary, have custom parts produced. Jason showed me a couple of examples of parts that had been discontinued by the original manufacturer, on vending machines that were still widely used. D&S Vending had created replacement parts in under four months, to keep these popular machines running. One recent call for help sent a custom part all the way to Australia!

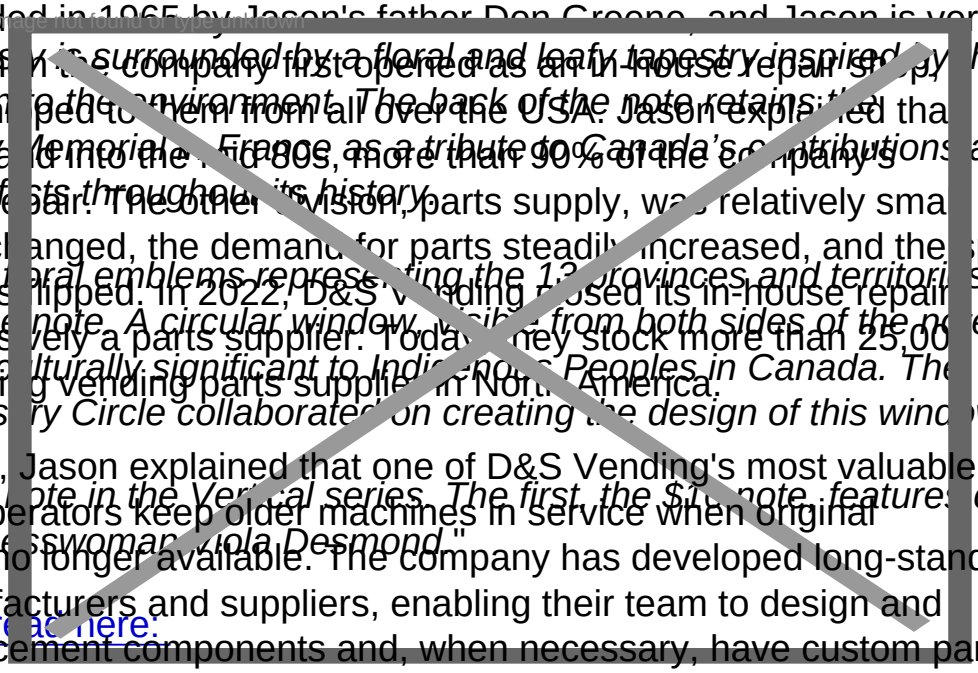
The question of “repair or replace” is becoming increasingly important as technology evolves. I asked Jason about the changes in electronics and vending tech, and he told me that the complexity of modern machines had increased very quickly over the past few years. For operators, this can make repairing or upgrading an existing machine a much more financially attractive option than replacing it. Part of the reason that Jason had reached out to CAMA was the huge increase that he has seen in parts shipping to

Bank of Canada unveils new vertical $20 bank note, Keeping Vending Machines in Service

On September 3, 2026, the Bank of Canada unveiled the design of the new $20 bank note, featuring a vertical window.

The new note includes several upgrades, including new security features and a vertical design to help people with low vision more easily identify the denomination. Some of the notes have been created to commemorate the 100th anniversary of insulin's discovery.

See the interactive $20 note



"The portrait of his Majesty is surrounded by a floral and leafy tapestry inspired by the King's lifetime dedication to the environment. The back of the note retains the Canadian National Vimy Memorial, France, as a tribute to Canada's contributions and sacrifices in military conflicts throughout its history.

Provincial and territorial floral emblems representing the 13 provinces and territories appear on the front of the note. A circular window, visible from both sides of the note, features plants that are culturally significant to Indigenous Peoples in Canada. The Bank's Indigenous Advisory Circle collaborated on creating the design of this window.

This is the second bank note in the Vertical series. The first, the $10 note, features civil rights pioneer and businesswoman Viola Desmond."

The full release can be read here:

Canada post-pandemic. While D&S Vending is well established in the USA, he said many Canadian operators are still discovering them for the first time. Joining CAMA is an opportunity to build relationships with Canadian operators directly (with an established rapport with Canadian UPS for quick delivery, he noted!), and become a resource for our industry.

Tech Corner: The 3G Shutdown

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Canada's 3G wireless networks are being phased out, and the transition is already underway. For CAMA operators across the country, this is an issue to address now, before a machine or payment terminal suddenly stops communicating.

Rogers and Videotron have already retired their 3G networks, while Bell, TELUS and SaskTel have announced upcoming shutdown dates. The timing varies by provider and region, so operators should confirm the applicable timing directly with their wireless payment or equipment provider.

Carrier	Details
Bell (including Virgin)	Announced that it will begin a phased discontinuation of its 3G/HSPA network across Canada. To continue receiving wireless services, customers will need to upgrade to devices that support next-generation technologies with Voice over LTE (VoLTE) at a minimum. Key Dates: • Manitoba: Phase-out begins December 31, 2025 • Nationally: Phase-out begins March 1, 2027
Eastlink	Discontinued its 3G services in 2020.
Rogers (including Fido)	Began retiring its 3G network on August 7, 2025.
SaskTel	Announced that its 3G network in Saskatchewan will be shut down on October 1, 2027.
Telus (including Koodo)	Announced that it will phase out its 3G network in two stages: on March 31, 2026 in Manitoba, and on March 1, 2027 nationally.
Vidéotron	Began to phase out its 3G network on July 31, 2025.

TABLE: Canadian wireless providers and 3G shutdown dates from CanadaTelecoms.ca

Jason explained that a major reason operators enter the business is His recommendation is simple: do your research before buying equipment. Whether purchasing a new or used machine, operators should understand the manufacturer, model and technology involved, but also whether replacement parts are readily available. As Jason explained, a machine may appear to be a good deal when purchasing it second-hand, but if key components have been discontinued, repairs can become much more difficult and expensive. D&S Vending can help operators determine whether parts remain available and where OEM components are no longer produced, whether a compatible replacement or custom solution is possible. They can also help operators modernize older equipment, like upgrading to a card reader. That library of knowledge is very valuable to operators who are (continuously) learning the technology behind their equipment.

As our conversation wrapped up, Jason had somewhere else to be (he was heading out to watch his hometown Cleveland Guardians) but he encouraged CAMA Members to reach out to him with questions. Jason said D&S Vending's philosophy has always been based on service, transparency and fairness – a philosophy that seems to have served them well, in light of reaching their 60th anniversary celebration last year. CAMA is glad to have D&S Vending join our association, and we look forward to introducing Jason and his team to more Canadian operators.

Interviewer's note: Unfortunately, the Guardians lost that game, but they, just like D&S Vending, will continue on!

Beyond mobile phones, the CRTC has listed a range of connected equipment that may be impacted by the 3G shutdown. They include security systems, medical alert devices and remote sensors among many technologies that rely on a cellular connection. For vending and micro market operators, the focus is primarily on payment terminals, and to a lesser extent, telemetry systems and remote monitoring devices.

Determining which equipment in your operations uses 3G is essential, and we recommend you contact your provider directly if you have the specifics of your current model, be cautious of the details; sometimes the description will include "4G compatible" but that does not necessarily mean the device will work after a 3G shutdown. Some older equipment described as 4G-compatible or 4G-capable may still rely on 3G for certain functions and this may not always be obvious from the machine itself.

But can they double as hearing protection in Ontario workplaces? The simple answer is no. Consumer-grade active noise-cancelling (ANC) headphones and earbuds are not designed to protect against noise-induced hearing loss and do not meet the requirements of Ontario Noise Regulation 381/15," notes Scott McLachlin, WSPS Specialized Consultant. "Understanding these limitations helps employers explain why these devices are not a safe choice for industrial environments."

To support safe and healthy workplaces across Canada's vending, office coffee, and micro market industries, employers should assess potential noise exposure risks, provide employee training, implement hearing conservation measures where needed. For most vending route operators, exposure is usually occasional and linked to warehouses, delivery activities, or equipment rooms rather than ongoing workplace exposure. However, employers should still evaluate potential risks, particularly for employees who work in back rooms or perform maintenance tasks.

By taking a proactive approach to noise management, employers in Canada's vending, office coffee, and micro market industries can help prevent hearing loss and maintain safe, healthy, productive workplaces.

Where active noise-cancelling headphones fall short

Unlike certified hearing protection, consumer electronic headphones lack the design, testing, safety features required in a noisy industrial environment.

1. **No certified Noise Reduction Rating (NRR)** Consumer ANC headphones do not carr NRR. Without it, employers cannot verify if noise will be reduced to regulatory limits (be 85 dBA).
2. **Masks safety signals.** By reducing background noise, ANC headphones can also mak alarms, warnings, sirens, and other critical safety cues harder to hear. Certified and pro assessed hearing protection lowers hazardous noise while preserving essential communication.
3. **Inability to block impact noise.**While effective against steady hums (e.g., generators, HVAC systems), ANC headphones cannot block impact noise (e.g., punch presses,

Issue 33 - August, 2026 - CAMA Workplace Safety & Prevention Services

CAMA Annual General Meeting 2026

Do noise cancelling earbuds work as hearing protection?

Issue 33 - August, 2026

All members are encouraged to attend the CAMA Annual General Meeting online on September 16, 2026.

Look around, earbuds and headphones seem to be a permanent fixture on the younger gener

Earlier this year, operators in Manitoba found that 3G systems were shutting down ahead of the official timeline, leaving their [insert equipment] unable to connect to payment terminals, telemetry systems, security equipment, remote monitoring devices and other connected assets. Confirm if each device is compatible with the networks that will remain available and like those days of the Arcade Fire concert, you can make CAMA work for you.

We look forward to seeing you next week and if you have any questions at all please do not hesitate to contact us.

View the agenda and documents for the meeting here

stamping machines or sledgehammers) due to a processing lag in the electronics. “Imp
noise hits the ear before the headphones can react, resulting in increased risk of noise-
induced hearing loss,” warns Scott.

4. **Excessive volume.** Consumer ANC headphones can connect to audio sources such a
music and podcasts. As workplace noise increases, workers may turn up the volume to
their audio over the background noise. This creates a double hazard: exposure to indus
noise plus damaging sound levels delivered directly into the ear canal.

A safer option: Active Noise Reduction

While consumer ANC headphones are unsuitable for industrial use, certified Active Noise Reduction (ANR) hearing protection offers a compliant electronic alternative for employers. “A
specially designed active noise reduction (ANR) ear plugs and earmuffs (e.g. 3M PIC-100) ca
valid NRR and meet the legal requirements of a hearing protection device,” notes Scott. “Criti
the rated protection comes solely from the passive noise reduction (the physical seal), not the
electronics. This allows employers to use the NRR to verify compliance with regulatory limits.”

While ANR devices offer benefits like improved communication, low frequency reduction, and
limiters, their high cost is hard to justify unless specific communication features are essential,
Scott. He also points out that, “even with advanced safety features, employers must recogniz
residual risk to situational awareness before using ANR devices.” These risks include distract
while listening to audio and a reduced ability to hear warning indicators or alarms. Employers
should conduct a thorough risk assessment for tasks and workers using ANR to identify and
mitigate all potential risks.

Beyond electronics: The Hierarchy of Controls

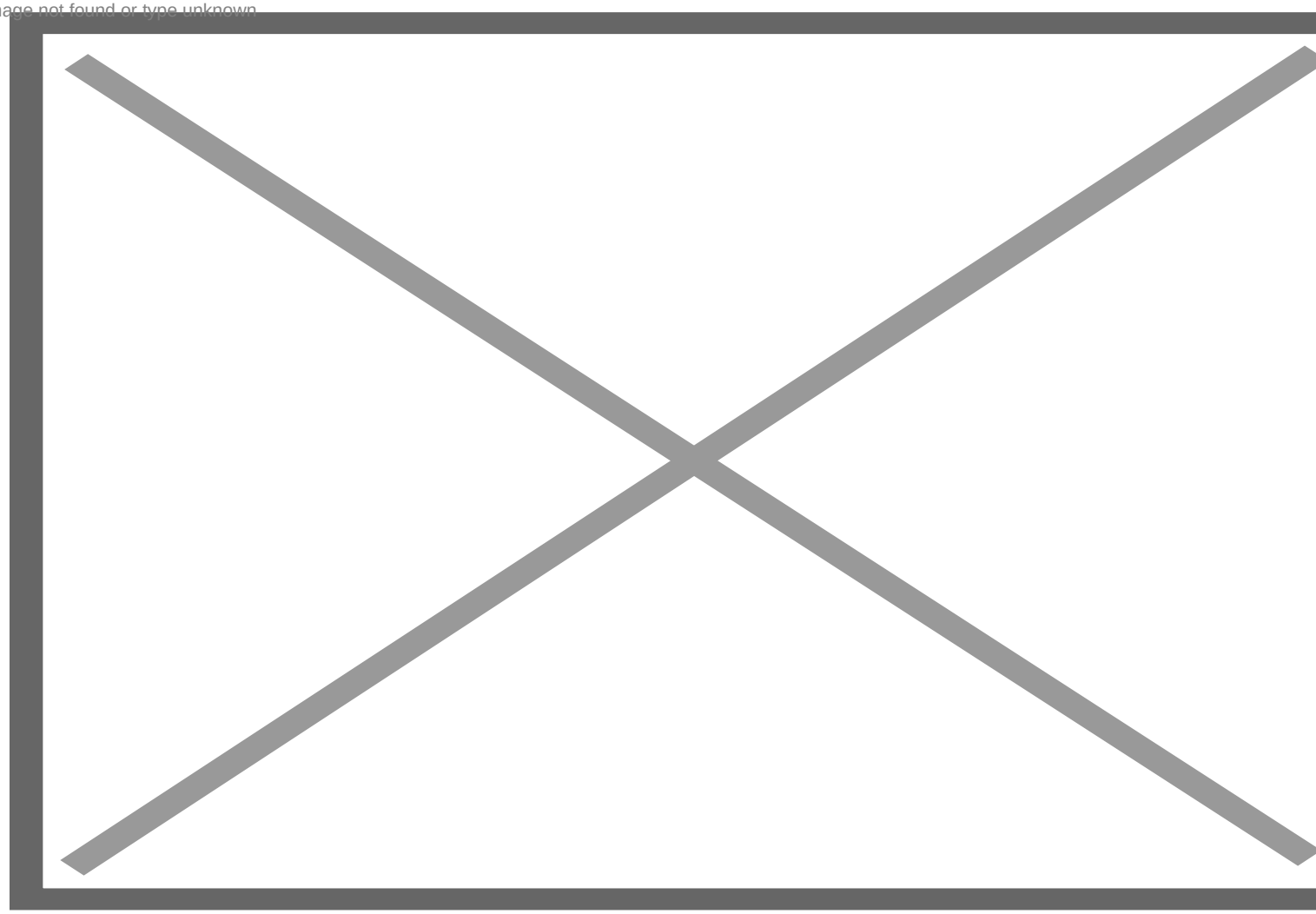
For most vending route operators, noise exposure is usually occasional and linked to wareho
delivery activities, or equipment rooms rather than ongoing workplace exposure. However,
employers should still evaluate potential risks and determine whether hearing protection meas
are necessary. By taking a proactive approach to noise management, employers can help pre
hearing loss and maintain safe, healthy, and productive workplaces.

“The Ministry of Labour, Immigration, Training and Skills Development (MLITSD) 2026–2027
campaign focuses on using the Hierarchy of Controls to reduce noise exposure,” says Scott. “
must show you are prioritizing engineering and administrative controls before considering per
protective equipment (PPE).”

- Engineering Controls:Reduce noise at the source by isolating equipment, installing aco
dampeners, or purchasing quieter machinery.
- Administrative Controls:Limit exposure by rotating workers, scheduling loud tasks durin
low-occupancy times, and increasing distance from noise sources.

- PPE:Use only when other controls fail. Employers must ensure compliance by selecting devices with an adequate NRR, confirming a proper fit or conducting fit testing (as a be practice), and training workers on proper use.

Additional Resources

- Do Noise Cancelling Earbuds make the cut for HEARING PROTECTION?
- Is your world too loud? How to know if your workplace needs a noise control program (article)
- 8 best practices to prevent noise-induced hearing loss at work (article)
- MLITSD noise inspections underway: What employers need to know (article)
- CHECKLIST: Noise Compliance & Best Practices
- One day of free consulting to help businesses get back in compliance if you have recei Ministry of Labour, Immigration, Training, and Skills Development (MLITSD) order.

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