



COFFEE - MARKETS - VENDING

3 - August 31, 2026

NEWSLETTER



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

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.

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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 50th 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. Join us this October for the annual Network Nights in Toronto and Montreal.

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 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 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 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](#)

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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.

Restaurant Vargas

Global Inventory

690 René-Lévesque West, Montréal, QC H3B 1X8

Thursday, October 22, 2026

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 the world's longest and most important coffee histories.

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Looking Forward

Bank of Canada unveils new vertical \$20 bank note
Sustainability (a combination of both sides of the industry), traceability and environmental requirements are becoming increasingly important in major coffee markets. For CCS providers, understanding where coffee comes from and how it is sourced can be valuable both in purchasing and when communicating value to customers. On September 3, 2026, the Bank of Canada unveiled the design of the new \$20 bank note. Consumers are looking for authenticity and better choices, and suppliers are looking at long term prospects. D&S Vending, and to introduce Canadian operators to a company with more than six decades of experience helping the vending industry. The design includes several brand new security features and an interactive 360-degree model of the note that demonstrates how these new elements can help CCS operators - especially those newer to the industry - make informed decisions about their machines. See the interactive \$20 note

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, the Kline's lifetime dedication to the environment. The bank 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. business was machine repair. The other vision, 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. The Bank's Indigenous Advisory Circle collaborated on creating the design of this window.

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

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 **Issue 33 - August 2026** CAMA UPS for quick delivery, he noted!), and become a resource for our industry.

Tech Corner: The 3G Shutdown

I just learned for the first time for new operators entering the business. His recommendation is simple: do your research before buying equipment. Whether purchasing a new or used machine, operators should understand the manufacturer, 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 when purchasing it second-hand, but if key components have been discontinued, repairs can become much more difficult and expensive. 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 shutdown date with their wireless payment equipment provider. 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!

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

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 ~~Issue 33, August, 2026, CAMA~~ ~~Issue 33, August, 2026, Workplace Safety & Prevention Services~~ operators, the focus is primarily on payment terminals, and to a lesser extent, telemetry systems and remote monitoring devices.

60 Noise Cancelling Headphones as Hearing Protection?

Determining which equipment in your operation uses 3G is essential, and we recommend you contacting your provider directly. If you have the specs of your current model, be cautious of the details: sometimes the description will include "4G. All members are encouraged to attend the CAMA Annual General Meeting online on September 23, 2018. This 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. Look around, earbuds and headphones seem to be a permanent fixture on the younger generation. Without enough members we cannot proceed with the meeting or key decisions affecting our association. 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 38/145](#). notes Scott McLachlin, WSP's Specialized Consultant. "Understanding the limitations helps employers explain why these devices are not a safe choice for industrial environments. You are connected to a lot of things, and you can't pay attention to them, and you can't hear your

computers, telemetry systems, security equipment, remote monitoring devices and other connected assets. Confirm if each device is compatible with the networks that will support safe and healthy workplaces across Canada's vending, office coffee, and micro market industry. We really appreciate the support you have shown our industry, and hope that you will make it a priority to get the latest updates, and give us your feedback so that we can implement hearing conservation measures where needed. For most vending route operators, exposure is usually occasional and linked to warehouses, delivery activities, or equipment road accessibility of your locations will have a significant impact on your timeline and planning for upgrades and replacement. And even if you have a replacement available, you have to wait for the parts to be replaced. With ongoing supply issues across electronic components, installation and testing, with ongoing supply issues across electronic components, By taking a proactive approach to noise management, employers in Canada's vending, especially commercial RAM, give yourself plenty of time to order what you need. coffee, and micro market industries can help prevent hearing loss and maintain safe, healthy, productive workplaces.

The 3G shutdown is also a useful reminder to review the expected lifespan of connected equipment when making future purchases. For both new and second-hand

Where active noise cancelling headphones fall short

tech, operators should look at immediate requirements, and adaptability for future network changes. Where possible, equipment with multiple connectivity options, or some form of redundancy, may provide additional flexibility. For example, LTE/5G cellular connectivity combined with Wi-Fi reduces reliance on a single network.

1. **No certified Noise Reduction Rating (NRR)** Consumer ANC headphones do not carry NRR. Without it, employers cannot verify if noise will be reduced to regulatory limits (below 85 dBA) that their machines and micro-markets remain connected as Canada advances its wireless networks and its broader technological infrastructure.

2. **Masks safety signals.** By reducing background noise, ANC headphones can also mask alarms, warnings, sirens, and other critical safety cues harder to hear. Certified and properly 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,

stamping machines or sledgehammers) due to a processing lag in the electronics. “Impulse 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 as 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 industrial 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) can have a valid NRR and meet the legal requirements of a hearing protection device,” notes Scott. “Critically, 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 no battery 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 recognize the residual risk to situational awareness before using ANR devices.” These risks include distraction 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 warehouse delivery activities, or equipment rooms rather than ongoing workplace exposure. However, employers should still evaluate potential risks and determine whether hearing protection measures are necessary. By taking a proactive approach to noise management, employers can help prevent 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. “Employers must show you are prioritizing engineering and administrative controls before considering personal protective equipment (PPE).”

- **Engineering Controls:** Reduce noise at the source by isolating equipment, installing acoustic dampeners, or purchasing quieter machinery.
- **Administrative Controls:** Limit exposure by rotating workers, scheduling loud tasks during 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 best 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 received a Ministry of Labour, Immigration, Training, and Skills Development (MLITSD) order.

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