CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

# COFFEE - MARKETS - VENDING

3 - June 10, 2021

NEWSLETTER



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

***Issue 3 - June, 2021*** *- Jim Jackson*

# June: Message from the Association President

Stay Optimistic!

It is now mid June, the weather is warm, summer is here, and this is the 3rd edition of our CAMA newsletter. By this time, I was hoping to comment that the ill effects of COVID were leaving us as fast as they came but unfortunately, we are now in the 3rd phase of a code red lockdown in many provinces. On the bright side, the good news is that our Canadian vaccination rate has been escalating and optimism towards a re-opening of our economy is becoming a reality. Stay strong and confident and keep planning on how you will bring your business back into the economic mainstream.

As much as we are all hungry to get back to “business normal” our customers both current, new, and potential are all feeling the same. Many existing customers will be looking for new ways to engage their returning employees, maybe providing them with an upscaled beverage program is the answer. For new customers that have been signed up, we are all waiting for the green light for the implementation of our services, let us plan to start it off with a bang! And those potential customers that we are working on, let us make sure they are aware of what is new and innovative in our industry. Our suppliers can assist you in the success of all the above.

Many of us have not gathered or met in person with our suppliers for almost a year and a half now. I suggest that CAMA operators pick a supplier, or suppliers pick an operator and every week or so give your contact a phone call. I am sure that we are all concerned about each other’s business and wellbeing, and a conversation to get up to speed with each other would be much appreciated by both parties. This would be a good warm up to hopefully a sooner-than-later in person CAMA event.

I cannot stress enough what it means to be an engaged member of CAMA. The true value of membership comes with knowing your colleagues well enough to feel comfortable calling them and having a conversation. I have been a long time CAMA member and over the years I have fielded many calls from operators seeking my opinion on different subjects. It always feels good to be able to put a face to a name in a conversation and a great way to do this is to participate in our annual CAMA sponsored events. The strength and growth of our association is dependant on each and every one of us, so let us all do our part in becoming an engaged member of

CAMA. For some, that may involve being on a future Board of Directors, for others it may just be getting to know your colleagues and attending in person events.

I continue to thank all our suppliers that have been supporting this newsletter with their valuable advertising dollars and our industry overall. Please put them at the top of your list when making procurement decisions. They are here to support the operators in our industry and deserve our support as well. For me, I have found the impact of the advertising format in the CAMA newsletter to be the most effective method that I have experienced to date. The spotlight e-blasts or the sponsored content are a great reminder to review the advertising article a second time.

For now, keep safe, stay healthy and remain optimistic!

Jim Jackson | President, CAMA | Quality Vending & Coffee



# Crypto in Unattended Retail with Cantaloupe's CTO, Ravi Venkatesan

Cryptocurrency is today's hot topic in the finance world, and it is here to stay according to Cantaloupe's (formerly USA Technologies) CTO, Ravi Venkatesan, who discussed the history and future of crypto in this exclusive interview with *Vending Market Watch*. In the interview, Ravi educates us on complex topics, such as what crypto is, why it's here, and how it will impact the unattended retail market.

Here are the top 5 points we don't want you to miss:

**1. Why is crypto taking the financial world by storm?**
Ravi points out that crypto has been around since 2009, and as with any new technology, it has gone through many stages of hype. Ravi explains that the recent resurgence of crypto could stem from "people looking at cryptocurrencies not only as speculative assets, but also as instruments for storing value in alternative currencies with multiple benefits. These alternative currencies could be used for day-to-day payments or transfers to and from other digital assets. Other digital assets could be anything. It could be art or music that's tokenized." This has opened up a world of new possibilities.

**2. How is this a breakthrough for the unbanked and underbanked?**
Crypto is available to everyone. Ravi states, "Digital coins can level the playing field for underbanked or unbanked individuals. It gives them much more of an opportunity to be players in a world that's moving to digital payments."

**3. How does Cantaloupe foresee the adoption of crypto impacting payment acceptance in retail?**
"Crypto acceptance is another way to give consumers more choice and flexibility in the way they want to buy goods and services. From the first credit card reader, to enabling mobile wallets, we continue to prioritize inclusivity in how we evolve to meet the changing needs of consumers" states Ravi.

**4. How steep is the learning curve for operators and their consumers to accept crypto and begin adoption?** Good news, the learning curve for operators is non-existent. The ability to accept crypto on their devices will virtually be the same as their

ability to accept Apple Wallet or Visa cards. It's a functionality that is activated on their devices, offering consumers more ways to buy products.

**6. Why is now the right time to introduce crypto acceptance?**

Ravi articulates that before there were "three systemic problems holding back cryptocurrency: high cost, low performance and lack of trust". Now we are seeing established financial organizations like PayPal and MasterCard integrating crypto. As Ravi put it "once reputable companies begin addressing the trust problem and administering crypto transactions off the blockchain, they're also solving cost and performance problems. And then by integrating with a company like Cantaloupe – and we have a large footprint with over a million devices out there where consumers interact and buy stuff. We're now solving all the problems that were holding back crypto usage."

In the world of crypto there is *always* more to learn. If you're interested in where the first bitcoin transaction took place, or how much energy a single bitcoin transaction consumes, we encourage you to read the complete Vending Market Watch article here

At Cantaloupe, it is our vision to ***help the world buy it and go***. We do this by consistently innovating the types of payments our devices accept to engage customers and bring ease and convenience.

# From Bean to Cup, Coffee is Back Starting from Host2021

*Issue 3 – June, 2021 – Fiera Milano*

Innovation, consumer trends and new formats. But also advanced training and the adrenaline rush of championships: the supply chain from 40 countries will meet at fieramilano Rho, from 22 to 26 October 2021.

The most popular, shared, ancient and energizing break in the world: it is undoubtedly the one that has coffee as its protagonist. The bean that makes the world go round can be found in the entire supply chain - from raw material to roasting, from grinders to espresso, cold brew and filter machines, vending machines and cup, as it takes place every two years at Sic, the International Coffee Exhibition, the beating and fragrant heart of HostMilano.

And it starts again in person, the 42nd edition confirms the dates of the event at fieramilano Rho, from 22 to 26 October 2021.

More than 1,000 exhibitors have already confirmed attendance, hailing from 40 countries to give life to a unique exhibition that combines vertical specialisation in the three macro-areas - in addition to Bars, Coffee Machines and Coffee and Tea there will be Ice Cream and Confectionery, Professional Catering, Bread, Pizza, Pasta and Furniture and Tableware - all with interlinked supply chains. This year, the simultaneous holding of TUTTOFOOD, the trade fair of reference for the agri-food sector, makes the menu even richer.

Sustainability, innovation and hygiene, increasingly indispensable technologies such as Iot and touchless, new ways of extraction and presentation: a world of coffee in continuous evolution is looking, this year more than ever, for the right recipe to promote its relaunch and for companies that will be able to offer truly creative solutions in terms of value and quality. Once again, therefore, the SMART Label Host Innovation Award, the competition promoted by Host - Fiera Milano with POLI.design and sponsored by ADI, Associazione per il Disegno Industriale will be a key event.

Among the more than 800 events in all the macro-areas of the exhibition, coffee is a protagonist thanks to the VII Grand Prix of Italian coffee by Aicaf and ALTOGA and the World Championship of Latte Art Grading by the Latte art Grading System and

ALTOGA, while trends and new recipes will be explored by the itinerant event Coffe Addition.
After the long global pause, Host2021 is the perfect recipe for recovery.
***Issue 3 - June, 2021*** *- Paul Chan*

# Coffee Corner: Return To Workplace Means Higher Expectations For Office Coffee

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With more people vaccinated and consumer confidence increasing, workplace operations will gradually return to office premises. Since the start of the pandemic, many employees have been working from home, having to buy and make their own coffee. As a result, they have become more creative with their at-home coffee experience, raising the bar on their everyday coffee preparations (ethically sourced, higher throw weights, trying an array of roast colours, and new and novel varieties including flavoured coffees). After becoming accustomed to at-home consumption and big brand offerings at retail grocery, club, and online channels, consumer expectations have risen. These elevated consumer tastes in coffee are causing employers to rethink the standard of coffee offered in the workplace.

Employers are seeking ways to make personnel feel comfortable, appreciated and “at home” when welcoming them back to the physical workplace. Office coffee is a small yet key component of the office culture where organizations can add value for their employees through open-minded collaboration and engagement with their valued team members.

Buyers and office managers at forward thinking organizations are becoming more educated about sustainability and are taking action through responsible sourcing as criteria. The preservation of nature, the sustainable optimization of farms, and supporting the livelihoods for coffee farmers are increasingly the expectation of coffee consumers. Certifications such as Rainforest Alliance, Fairtrade, and Organic hold these attributes at their core and have widespread consumer familiarity.

The pandemic has certainly placed greater emphasis on safe and systematic manufacturing processes. OCS clients have become increasingly aware and inquisitive about their associations, valuing higher standards and advanced criteria.  As an operator, you should get to know more about your coffee roaster’s production facility. Determine whether it is third party audited for quality assurance and good manufacturing procedures such as BRC and GMP/HACCP accreditations.  Additional levels of qualification may include Kosher certification, or packaging certifications and

labels (like BPI compostable, FSC, How2Recycle). Other advanced quality standards pertain to green bean sourcing. Purchasing strictly current crop (for freshness) and European prep (fewer defects) ensures the roasting process begins with better beans – the starting criteria to deliver a satisfying coffee experience for the consumer.

The world has changed. While the lockdowns and stay-at-home orders have brought on many adjustments, the return to the workplace also calls for a period of adapting. As an industry, let's prepare for a different consumer whose habits have been reshaped. "*A bend in the road is not the end of the road.. Unless you fail to make the turn.*" - *Helen Keller*.

# Enjoy Increased Revenue Opportunities with Nayax's Cashless Payment Solution

Paul Cyan | National Account Manager | Club Coffee

The benefits of cashless transactions for the vending industry are many, both from the consumer side and the operator side.

And in today's world we see how much safer cashless transactions are. As cash, coins and notes, are passed around from person to person, for months on end, before being pulled from circulation, cashless payments, whether credit card or mobile app or wearable technology, is the preferred method of payment. And once the world overcomes this current pandemic, it seems to be clear that this will be the case going forward.

In addition, consumers are increasingly turning to contactless payments due to the convenience afforded to them. The ability to pay via phone or wearable technology is easy and fast. This correlates with a vending purchase, which by design is meant to be a quick transaction.

Operators need to equip their machines with devices to accept these payments, at the risk of losing business.

All Nayax's cashless payment solutions accept contactless payments. With VPOS Touch and Onyx, operators enjoy knowing that their machines can accept the most popular cashless payment methods, whether via credit card, mobile app or prepaid card.

As consumers eagerly leave their homes following Covid-19, consumers are ready and willing to pay with their favorite apps and credit cards (including Apple Pay, Samsung Pay, G Pay, Garmin Pay, WeChat Pay, Ali Pay, Visa and Mastercard and Interac), operators not providing these payment options losing customers and sales.

Integrating Nayax's contact and contactless payment capabilities to a vending machine give operators additional business benefits, such as machine monitoring and tracking transactions, receiving alerts for adverse events such as Power Down, Door Ajar,

Missing Inventory and more, ensuring minimal revenue loss and downtime.

Nayax's complete cashless solution also enables a powerful consumer engagement platform, Nayax Wallet. This promotes loyalty and consumer engagement, giving savings to consumers and additional revenue to operators.



# Water Water Everywhere!

More than just another payment application, Nayax Wallet can be used to directly communicate with consumers, allowing them to rate machines, receive instant digital refunds, and have direct communication with consumers.

It is no surprise, but water is still the most popular non-alcoholic beverage in the world and is North America's most requested drink. So how does something so abundantly available out of every tap become one of the top revenue opportunities for us? The water industry continues to grow, and while proponents of single plastic and other interest groups touting environmental concerns have triggered more attention to the category, sales of this clear gold continue to increase.

Nayax ensures operators have the newest payment technologies, including the latest integrations, features and updates, with continuous innovations performed by Nayax's in-house R&D department.

Along with the added benefits for consumers, there is a long list of benefits operators will enjoy. With Nayax, operators can offer a variety of loyalty programs to help increase consumer engagement with multiple reward options. Marketing campaigns like punch cards or employee discounts allow operators to achieve repeat customers and increased sales.

Water is the best way to become hydrated and ensure the body has sufficient fluids to keep the body functioning. Google searches for hydration have doubled since 2015 and there are even apps available to remind you when to drink water. Drinking more water is really about hydration as part of the wellness trend.

Nayax provides solutions for all unattended businesses, including vending, OCS, and micro markets and lets operators manage all their machines via a single account, making it easy for owners to expand into other markets and explore new business opportunities.

Do you know what triggers people in work locations to purchase a beverage? It may surprise you, but basic hunger or thirst is not the top reason. According to Foodservice Monitor, customers are selecting food and beverages at work are for the following top 4 reasons:

1. **Mental Upliftment:** This does not always mean a caffeine beverage; it could also be quick nutrition (e.g. fruit juice) or a break that is providing an uplift (such as a water break).
2. **Basic Thirst/Hunger:** Customers will reach for standby's like bottled water.
3. **Craveable Rewards:** This is where other water-based beverages come into play such as sparkling water including flavoured sparkling beverages (like Bubly) that help to balance out the craving and nutrition interests.
4. **Comfort (Familiarity):** Selling the brands people love to keep bringing them back for more.

Has our love for water started to deteriorate? Not at all! Bottled water continues to be a top seller in workplace locations, sports arenas, and colleges and universities; all because it meets a variety of top needs, plus provides nutrition, hydration, convenience, and portability. The water category continues to expand, watch for these two up and coming trends and ensure that your beverage offering reflects this growing channel:

- **Sparkling Water:** While the overall carbonated soft drink category continues to decline, carbonated and sparking water's growth continues on an upward trend.

# The 365 PicoCooler is the game-changer you've been waiting for!

Ready to expand outside traditional vending? Want to meet the ever-changing consumer needs for fast, safe, and flexible technologies along with fresh and healthy snacks?

The **award-winning 365 PicoCooler** is the innovative self-service solution that meets your consumer's needs and provides you with more business opportunities to expand into a wider variety of areas.

The PicoCooler is an industry game-changer with its modern take on traditional vending. This 365 innovative, versatile, and access-controlled self-checkout systems keeps your coolers locked and temperatures controlled while providing your guests with cold snacks and beverages.

**About the Author:**

Brian Emerton is a Registered Dietitian and the Vice President and General Manager of Complete Purchasing Services Canada, a leading supply chain solutions provider for nutrition and hospitality organizations across Canada. Brian has been working in foodservice and consulting for over 30 years.

In the same footprint as a traditional vending machine, with nothing but a power outlet needed from the client, you can merchandise healthy food and beverage options together for less than the cost of most vending machines today.

The 365 PicoCooler is an excellent option to offer a compact option to your smaller market footprints with the kiosk directly mounted onto the cooler door itself, as an additional checkout solution in your larger markets or even in semi-public lounges/areas. So many opportunities with one technology!

PicoCooler is also part of the 365 Connected Campus(SM); you can easily manage promotions, loss prevention, reporting, and more alongside their current micro market accounts.

**It's the ultimate foodservice offering for today and tomorrow. Get your PicoCooler today!**

*Why the popularity?* Sparkling water responds to many customer needs; a mental uplift, balanced nutrition, craveable rewards, and comfort. Additionally, many health claims are also pushing the fact that carbonatation allows fizzy bubbles to fill your stomach and trick your brain into thinking you are full. However, it should be noted that the biggest overall benefit continues to be a solution for hydration.

- **Alkaline Water:** Believe it or not the premium price (and higher revenue opportunity) cannot be ignored with this growing trend. Alkaline water has a higher pH than regular drinking water (it is also referred to as ionized water). Alkaline water is promoted to improve energy and balance the body's pH levels. Some argue it can neutralize acidity in your blood stream, aid in bone health, and some studies have also touted benefits to prevent diseases such as cancer and heart disease; however, there is very little credible evidence to support these claims. Despite that, sales continue to climb!

In conclusion it is all about product exposure; water needs to be always accessible to ensure your operations is able to maximize revenue. We recommend that you ensure your water options are font and center in each of your machines and display areas. And in micro markets or self-serve areas room temperature still water is still an opportunity to encourage add on purchases for later consumption; maximize your space by having a basket of water bottles close to your check out.

Healthy fresh foods and beverages are the key ingredients to help your clients source food and nutrition options that deliver experiences that enrich and nourish lives. Learn more about how Complete Purchasing Services can help your organization by visiting cpsfs.ca.

Learn more on how 365 Retail Markets can help you bring foodservice innovation to you and your consumers. Email marketing@365smartshop.com today!

***Issue 3 - June, 2021*** *- U-Select-It*

# Win New Business with UVend Technology

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Does the photo on the right look fa[illegible] common to see vending machines with **'CAUTION'** signs taped to the front or in some cases not in use at all.

Public, high-touch surfaces such as doorknobs, handrails and buttons on a vending machine can be breeding grounds for bacteria and viruses. That's why UVend Technology is the breakthrough technology you need to set your vending service apart from the competition and provide a safer vending experience for locations.

U-Select-It's groundbreaking UV light sanitization technology, UVend Technology, makes the high-touch surfaces - the keypad and delivery door - on vending equipment safer. This new, patent-pending technology quickly and safely kills or inactivates up to 99.9% of some of the most common viruses and bacteria, including influenza and the COVID-19 virus.

"Our innovative UVC light technology eradicates viral, bacterial and other microbial threats on the high-touch, hard surfaces of our equipment," says Andres Martinez-Negrete, Vice President of Engineering with U-Select-It.

While the use of UVC light as a sanitizing solution in vending is a new concept, many industries have been utilizing UVC light for sanitization purposes for decades. U-Select-It integrates the same UVC technology in its vending equipment that is in use by healthcare organizations, schools, prisons, retailers and the transportation and hospitality industries.

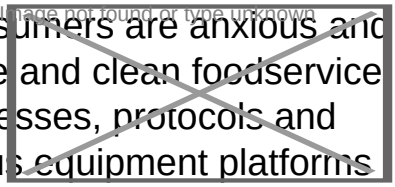
UVend Technology can be the difference-maker for you to win new business while providing a safer vending experience.

"UVend lighting for my company has been a game-changer," said Todd Wiggins from PBS Vending. "Businesses are concerned about employee safety today and having employees at work. UVend has let us get in doors that we couldn't get into prior."

To find out more, contact U-Select-It at 1-800-247-8709 or click HERE.

***Issue 3 - June, 2021*** *- Scott Hopper*

# Tech Corner: Beverage Equipment (Strategic Planning for Reopening your Businesses after Pandemic)




Now, more than ever, in the “Away From Home” channels, consumers are anxious and scrutinizing the attention that operators place on creating a safe and clean foodservice environment. As our industry pivots to embrace new safer processes, protocols and programs, the pandemic has created uneasiness around various equipment platforms used in foodservice.

As the economy recovers and our national stay home orders end, it would be strategic to develop an in-field equipment sanitization program to minimize health concerns and safely welcome your customer's who will be retuning back to the workplace.

With the goal to regain your customers confidence, being proactive through developing, implementing and promoting an active, visible cleaning regime using best-in-class cleaning practices is paramount. Not only will this initiative instill confidence in your business, but it will also help with the perception around your company’s safe foodservice equipment handing procedures and re- engage your customers with a relationship building opportunity. Following are some equipment sanitization tips.

**Tips:**

- Clean the filter baskets and servers
- Scrub away any oils from brewers
- Wipe down all surfaces and touch points
- Descale the machine’s hot water tank
- Clean the grinder(s) and hopper(s)
- Clean the steam wands and frothing pitchers
- Soak and rinse the portafilters, screens and baskets
- Backflush and clean the brew group heads
- Clean the catch tray and exterior surfaces
- Clean the grinders burrs
- Sanitize all equipment
- Think Urnex Products for all your cleaning requirements

***Issue 3 - June, 2021*** *- Vendexis Technologies Inc.*

# Vendexis: Story of a new Technological Revolution

It is the same struggle shared in vending. Machines are prone to breakdown. Margins are low. Technologies take ages to sign up (and set up, and get support), and any tools promising to reduce cost or increase profit are priced at a premium to grind most of the gains away. At times, it feels like building a vending operation is an exercise in maintaining scale to pay for the tools.

**A Different Approach to Technology**
Vendexis aims to empower the vending industry to achieve operational excellence with a different philosophy. Instead of a closed ecosystem, Vendexis provides an open platform to help operators. Operational intelligence tools are provided at a fraction of the cost of traditional business offerings. Vendexis aims to maximize the benefits of introducing new technologies for operators and encourage collaboration between solution providers. Its first two products, a full colour touchscreen and customizable card reader, as well as a BI dashboard to provide enriched operator and client analytics experience, has been in production and well-received.

What makes Vendexis special is in its approach to product development. By employing state of the art technologies in serverless architecture, Vendexis is able to achieve agile development with minimal maintenance. This enables its services to be highly stable and scalable, while keeping costs magnitudes lower. This savings is passed onwards to its clients.

**Interactive and Customizable Cashless Platform**
One of the first products launched by Vendexis was the VolletPay card reader system, built upon the Castles card reader hardware. Vendexis began development from scratch in March 2020. By August of the same year, it entered testing and was released in production by October 2020, months earlier than any other provider.

Built on futureproof hardware, VolletPay features 4G LTE connectivity ensures it will be operational for many years to come. In addition, VolletPay enables operators to fully customize and brand the user experience. Realtime transaction reporting is also provided via a portal, and the platform can route DEX to any vending management system for seamless integration.

Its pricing is also the most cost effective in the market, as Vendexis passed on its savings to its clients, focusing on optional add-ons that can drive more engagement and value. VolletPay has since gone through multiple rapid iterations from customer feedback.

**Cost effective Business Intelligence Suite**

The same principles apply in Vendexis' business intelligence solution. Traditional BI analytics tools cost tens of thousands dollars and weeks to set up, with monthly fees in the thousands per seat, making it impractical for smaller operators to utilize. Vendexis' BI suite integrates with Vendsys to provide effortless setup. All data pipelining and ETL is done within minutes, and pre-built dashboards make getting information easy even for non-technical users.

**Building New Features and Products**

Vendexis is committed to delivering new, exciting products in the industry and in improving its existing feature set. For its VolletPay platform, Vendexis is working on bringing features such as flexible closed loop payments support and remote machine management and configuration. With BI, Vendexis is continually expanding its integration capabilities with different vending management software, and aims to provide AI based decision support for merchandising and routing, along with intuitive and graphical UIs for decision making.

If you would like to learn more about Vendexis and its offerings, please visit vendex.is or email info@vendex.is.

Issue 3 *June, 2021* - *Workplace Safety and Prevention Services*

# COVID-19, PPE and Heat Stress: Beware of Distraction

*As we enter the third year of the COVID-19 pandemic, OHS professionals have become adept at finding ways to keep workers safe during the pandemic's many restrictions and precautions. Now we're faced with a new challenge — hot weather adds another consideration.*

While the use of face coverings, masks, face shields, gloves, and eye protection may not increase core body temperature — a warning sign for heat stress — workers may still feel hot and uncomfortable when wearing them, says Workplace Safety & Prevention Services (WSPS) Occupational Hygiene Consultant Michael Puccini. This could distract them from their tasks and present a safety hazard.

Heat stress, a serious and potentially fatal condition, may occur when a worker's core temperature rises above 38°C. The most likely piece of COVID-related personal protective equipment (PPE) to raise our core body temperature is a full-body medical gown, but it's used mostly in health care settings.

So why does facial PPE make us feel as though our temperature is rising?

"When we exhale while wearing a face covering or mask, we feel warm and moist air against our skin and our mask may get damp, which makes us feel hotter," explains Michael. Distraction - and more serious consequences - may follow.

Michael offers an example: on a hot, humid day, a lift truck driver wearing a mask drives into and out of transport trailers. Perspiration on his face makes the mask feel heavier. Distracted by the sensation, the driver operates the vehicle with one hand while repeatedly pulling the mask away from his face to cool his skin and allow the moisture to evaporate. As the driver fiddles with his mask, he moves dangerously close to the edge of the loading dock.

How can you prevent incidents like this from happening? Borrow elements from your existing heat stress program to alleviate workers' concerns and help them feel cooler when wearing face coverings or masks.

**1. Have safety talks with your employees before and during hot weather.** The more information they have, the greater their ability to differentiate between heat stress

and discomfort due to face coverings or masks.

- Discuss symptoms and early warning signs of heat stress, including thirst, headache, heavy sweating, fatigue, increased body temperature, dizziness, and decreased cognitive function. Encourage workers to monitor themselves and others for signs of heat stress.
- Reassure workers that wearing a face covering or mask does not increase the risk of heat stress but may make them feel hot and uncomfortable. Talk about the potential safety and productivity consequences of being distracted.
- List actions they can take to feel more comfortable.

**2. Be prepared for discomfort complaints.** “Welcome feedback so workers know you are listening to their concerns,” says Michael. Reinforce protocols already in place for communications between workers and supervisors.

**3. Offer a range of solutions,** such as taking 5- or 10-minute cooling breaks, drinking plenty of fluids, and changing masks if they are damp. Wet masks may make it seem more difficult to breathe, contributing to feelings of being too hot. If other measures are needed, apply strategies for dealing with heat stress, such as setting up cooling fans (following COVID protocols), scheduling heavy work for cooler times of day, and rotating workers to less strenuous tasks.

In the meantime, suggests Michael, review your heat stress program to ensure it takes into account any changes implemented in the last few months, COVID-related or otherwise. “Have you introduced new equipment or activities that require you to adjust your control program?”

**How WSPS can help**

- Check out this resource, Heat Stress: Special Considerations During Extraordinary Times.
- Access all of our online Heat Stress resources.
- Visit our COVID-19 Hub for a wealth of information and resources on managing your workplace through the pandemic.

**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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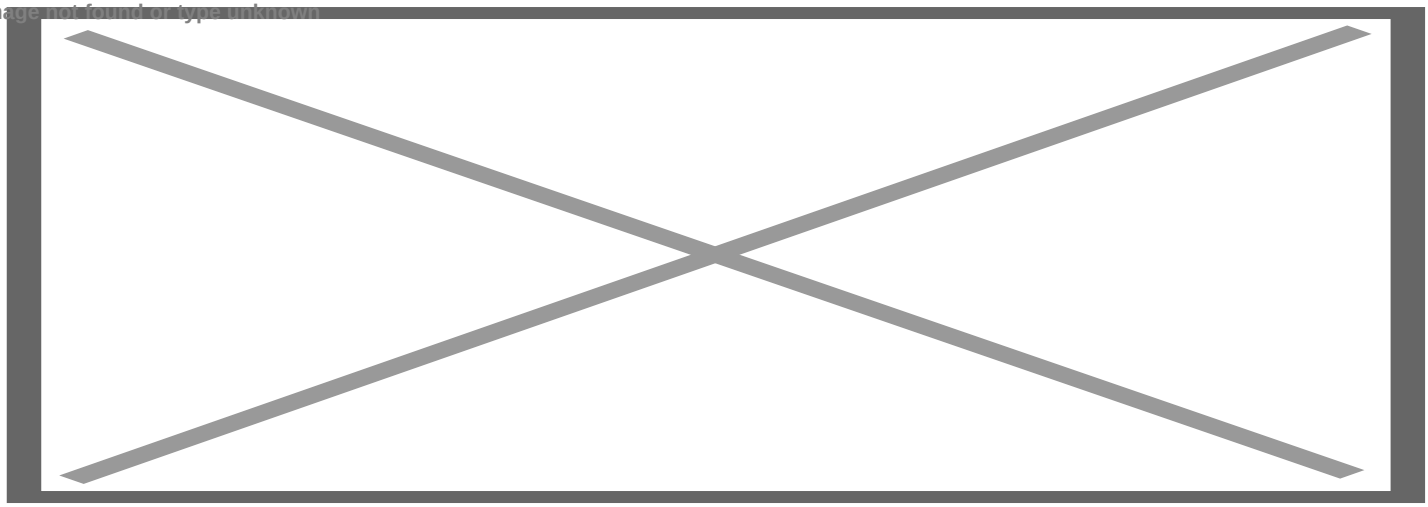
This article was prepared by Workplace Safety & Prevention Services (WSPS). At WSPS we are committed to helping businesses understand their risks and legal obligations to stay in compliance and build safer workplaces. If you would like permission to reprint or use information in this article, please contact Jessica Bowes, External Communications Lead at jessica.bowes@wsps.ca.



# June - New Members

**Welcome to our new member, Vendexis Technologies Inc**

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The Vendexis Connected Platform combines powerful analytics via our business intelligence suite, smart tools to help your unattended operation, cashless and telemetry services, and integrations with existing technologies to deliver best in class profitability to operators.

Vendexis Technologies Inc.