CAMA
Canadian Automatic Merchandising Association

ACAD
l'Association canadienne d'auto-distribution

COFFEE - MARKETS - VENDING

4 - August 4, 2021

NEWSLETTER



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

Issue 4 - August, 2021 *- Jim Jackson*

Message from the CAMA President

Bringing Value to Membership!

Wow, has it been a hot summer! It is now mid August, and it looks like we can all look forward to “Kick Starting” our fast approaching fall season off on a positive note. As your CAMA president one of my primary goals is to retain and grow our membership. I am a firm believer that members need and want to receive long term value through supplier relationships and financially beneficial programs to support their annual membership fees. To retain members and encourage new operators and suppliers to join CAMA, we need to provide our membership with additional value-added programs. Over the past few months our board of directors have been working on a couple of new programs that we believe will bring significant value to our members. The following is a highlight of the new programs that we believe will be widely accepted and beneficial for our membership and association.

The first being a new business insurance program. In the past we have had a very good business insurance program through Pro Link Insurance brokers. Recently this program has seen its demise when the underwriting company decided to no longer underwrite insurance programs for group associations. Unfortunately, insurance companies make these decisions at random and on short notice which had left many of our members scrambling for a new business insurance policy. Group association insurance programs have proven to be a very cost-effective way of providing business insurance. We are working on a competitive replacement program that will have a solid national presence and be underwritten by an industry recognized underwriter. Stay posted for future development news.

The second is a group health benefit program. This is a new program for CAMA, and I am very excited that it will provide our members with a much needed and desired health benefit plan. Many of our members are smaller companies and have limited or no options available to them to provide their staff with group health benefits. The program that we are working on will provide a cost-effective plan with flexible options for coverages that can be tailored to suit the needs of all member companies. I believe that this program will be well received by our members. Stay posted for upcoming development news.

Let me touch base on a previous member benefit program that we had developed for our association. It was a debit / credit payment processing program with Global

Payments. I know for a fact that by listening to the feedback from our members that the program was exceptional and would save our members a lot of money in processing fees. Unfortunately, not many members signed up for this program so I will only assume that it was a good tool to leverage their current providers to drop their rates. I know firsthand that it is a competitive industry, and your incumbent processor will match the association rates in a heartbeat. At least when I made the switch to support the CAMA program my current processor at the time offered to match the program rates. I declined their offer as I explained that CAMA receives a revenue stream based on all processed dollars from all members and felt obligated to support our organization, they completely understood my position on this. It would be great if more members would review the program and see if it is a good fit for their business.

NEW! Delivery Lockers powered by USI and 365 Retail Markets

NEW! Delivery Lockers powered by USI and 365 Retail Markets

In the fall of 2019, our CAMA executive appointed a subcommittee to review our membership fee structure that had been in effect for longer than anyone could remember. We compared it too other similar associations and all agreed that it was an antiquated fee structure that needed to be revised. A new fee structure was proposed and accepted by the board of directors. It will be implemented for our 2022 renewals. The changes are not extreme in any way and more information will be released this fall prior to implementation.

Our board of directors continue to work hard to improve the value of being a CAMA member, so all we ask is that is you take the opportunity to review our value-added programs and see if they are a benefit to your company and please support our organization wherever possible. I would also like to thank all our advertisers and supporters of this newsletter and please support them in whatever way you can.

Enjoy the rest of your summer and all the best in kick starting your business this fall!

The COVID-19 pandemic has changed the way many people and organizations operate. More and more people are turning to food delivery services, as a means to avoid crowds and direct contact with others. In fact, **51% of Americans** use delivery services to purchase meals from casual dining restaurants.

Our new Delivery Lockers, powered by U-Select-It and 365 Retail Markets, streamline contactless food delivery and pick-up, creating the next generation of onsite delivery. Delivery Lockers provide a unique opportunity for vendor operators to diversify and grow their business while providing a much demanded food delivery service for locations. Delivery Lockers enable your locations to keep more employees on-site, leading to a more productive workforce.

Utilizing Delivery Lockers are simple to use. In fact, customer transactions are completed in a few easy steps:

1. Download the Connect & Pay app to your mobile device
2. Create and fund your account in the Connect & Pay app
3. Link to Order Ahead location and tap the locker
4. Checkout and order food as normal
5. View locker receipt QR and 6-digit code used for order pickup.

Once a customer is notified that their food has been delivered, they simply go to the Delivery Lockers and enter their 6-digit code. A designated locker cubby will then open, giving the

customer access to their food order with no contact and no confusion. Each locker cubby is
insulated to ensure that food is kept fresh.

Issue 4 - August, 2021 *- 365 Retail Markets*

In addition to being insulated, USI's Delivery Lockers feature a vivid 10.1" touchscreen that can
be used to advertise offers and promote products. Delivery Lockers also come standard with
LED lighting and barcode reader. Additionally, each cubby can be easily adjusted in the field in
order to provide flexibility for deliveries of all shapes and sizes.

The 365 PicoCooler is the essential self-service innovation to add to your food service offerings

The 365 PicoCooler is the essential self-service innovation to add to your food service offerings

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

The award-winning 365 PicoCooler is the most versatile and cost-efficient way to provide your consumers with convenient, accessible, fresh, cold snack options perfectly in any space and creates an overall enhanced and frictionless checkout experience. Add PicoCoolers to your cafés or anywhere food service is needed!

Contact U-Select-It at 1-800-247-8709 today to add Delivery Lockers powered by USI and 365 Retail Markets to your offering.

HOSPITALS

Provide employees with safe, reliable meal options. Offers a legitimate meal option for second and third shifts.

UNIVERSITIES

Ease the minds of students and staff by offering a quick and secure way to purchase food and beverages with their mobile phone.

RESTAURANTS

Add in or near the entrance of your restaurant or "to-go" area for last minute grab-and-go impulse items like beverages and desserts.

AIRPORTS

Revolutionize employee breakrooms with touchless ways to purchase healthy meals while on break.

Healthy fresh foods don't fit in a traditional vending spiral, nor would most consumers tell you they enjoy fresh food out of a vending machine even if they did! A wider variety of products can be merchandised within one cooler instead of confined to the restraints

of product/type-specific vending machines most are currently offering.

In the same footprint as a traditional vending machine, with nothing but a power outlet needed from the client, the Pico Market connects your smaller markets (25-100) and larger markets (line buster-multiple checkout points) to fresh food options.

Tech Corner - Achieving exemplary results for superior customer experiences. A Technicians perspective.

The Pico Cooler 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.

Get more with Pico Today!

Learn more on how 365 Retail Markets can help you bring foodservice innovation to you and your consumers. marketing@365smartshop.com | www.365retailmarkets.com

Branding is an important factor as it not only helps to attract new customers and improve brand retention but also creates a professional image that brings confidence to the consumer. Wearing a branded and appropriate uniform, wrapped / branded service vehicles, branded equipment and accessories when executed properly will provide a level of recognition and comfort that will keep customers coming back.

Cleanliness and Sanitization carries significance, and is more relevant today than ever, providing for a good first impression. People consume with their eyes first, therefore, overall cleanliness and presentation allows for a welcoming and comfortable refreshments environment for the user.

Attitude to health and safety has huge consequences, when not taken seriously. Items such as masks, gloves, sanitizers and wipes, utilized correctly both in the workplace and on the job site, have become our new normal, regular cleaning of tools and trucks, attention to preventative maintenance and much more.

Quality of service is the most important ingredient in this recipe, as it determines customer retention, and ultimately your brand reputation which can positively impact new business. This is why technicians have to be prepared for installations beforehand, ensuring all equipment performs up to industry standards, and having an intimate knowledge of performance and delivery expectations. Constantly seeking to further ones technical training, development and knowledge of new and upcoming technologies ensures you stand out in your service and offering as a provider.

Overall, the famous saying “With great power comes great responsibility” perfectly suits the role of a technician, we are on the frontlines face to face with customers, and the ones on whom they rely, so we need to be prepared in all ways to ensure we responsibly deliver exceptional customer experiences in every interaction we have.

Anton Vorobev
Technical Service Associate

Issue 4 - August, 2021 *- Canada Connect*

Canada Connect- Independent Operators Leverage Network to Win Big Accounts

Independent Operators Leverage Network to Win Big Accounts, Upgrade Technology

Canada's independent operators are capitalizing on a rare opportunity for growth and scale through affiliating with a nationwide network of select independent foodservice companies. CanadaConnect®, headquartered in Quebec, is expanding its network of affiliated independent operators throughout Canada. Membership is by affiliation, not acquisition, and independent operator members continue to own and operate their businesses.

The organization is the Canadian arm of GlobalConnect®, a North American consortium of independent operators that has had great success with its American division, USConnect®, using the same model. In the seven years since its inception, the consortium has grown to over 100 affiliate members and has become a key player in the national market, with sales of $143 million dollars last year and expected to hit $381 million by 2025. Much of that growth is due to national accounts won and awarded to its affiliates (independent operators) across the country. Many of those accounts include titans of industry like Amazon, American Express and T-Mobile, which have awarded the consortium with accounts that span the country due to their many locations. "These type accounts were once out of reach for independent operators, because they didn't have the ability to service accounts nationwide," says Jeff Whitacre, founder and CEO of GlobalConnect. "Through our network of independent operators, we are able to match the nationwide footprint of these large multinational foodservice companies and can directly compete on their level."

Another benefit to independent operators—beyond the opportunity to be awarded national accounts—are supplier-sponsored promotions, product rebates and access to enterprise-class technology and customer programs, all of which increase their ability to compete. Signature offerings include the industry's best loyalty rewards program, a health and wellness program (The Right Choice…for a Healthier You®), charitable

contributions, and sustainability programs, which are provided to all affiliates.

The consortium actively works with affiliates to integrate technology to streamline their operations and improve margins. This includes providing assistance in evaluating options and access to better pricing on equipment as well as exclusive access to some of the industry's leading new developments.

EcoCup® Is A Better Cup Of Coffee

The consortium has taken an active role in pioneering technology for the industry, some of which is developed directly by GlobalConnect, or in partnership with leading manufacturers. Designed specifically for its affiliate members, the technology is priced affordably to remove barriers to implementation. An example is the LYNK® cashless payment device, which combines the functionality of a telemeter and cashless bezel. Available in two sizes (large screen and cash acceptance overlay), LYNK integrates with most VMS systems, has dual language capability, accepts credit cards, debit cards and the loyalty rewards program, is able to be reloaded at the machine and is EMV certified.

Recycling goes beyond simply placing materials in a bin.

We are dedicated to enabling recycling of materials that are clean and in high demand. Our all-new polypropylene EcoCup® re-envisions what single serve can be. EcoCup® is:

Easy: Easy to separate for recycling*

Smart: When it comes to sustainability, less is more

Good: Taste more with FlavorMax™

*Recycling facilities for the cup and filter may not exist in your area. Cup and filter are made of #5 plastic

Karine Gadoury, President of CanadaConnect, gives some insight on the Canadian expansion: "We currently have affiliates in each of the major cities in Canada, but are looking to add more to broaden our footprint and strengthen our independent network across the country. We have a number of national accounts like Amazon, Pearson, American Express, Rogers and others; their locations are spread across the country, and we are rapidly gaining additional large clients."

Gadoury states that good candidates for affiliation are independent operators interested in a more technology-driven approach to market, whether they currently utilize connectivity services or wish to do so. She is actively recruiting affiliate members and welcomes inquiries from interested independent operators. Gadoury can be reached at kgadoury@caconnect.biz.

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Issue 4 - August, 2021 *- Brian Emmerton, RD*

The Sweet Story on Sugar

Much attention has been focused on health risks associated with Canadian diets for many years and after a heightened attention about sodium and salt intake, the next bandwagon coming to the forefront appears to be sugar.

Why is sugar becoming the next 'naughty' ingredient? The fact is that we Canadians have a love for the sweet taste and pleasure derived from the both natural (fruit sugar in fruit juices) and added sugars (found abundantly in many products to enhance the flavour) in our favourite foods. Increasing obesity rates (particularly in young children), higher incidences of diabetes and heart disease, emerging diet trends focusing on sugar elimination like Keto, and an increased attention to ingredients and food sources has raised the attention to this potential big bad category!

The question is, do we consume too much sugar? Well, many health experts will say yes, but believe it or not, there are some interesting trends that demonstrate we are actually consuming less sugar than we used to:

• **The overall amount of added sugar consumption in Canada has declined in the last 20 years.** Food preferences and intakes have changed, while ingredients and formularies of ingredients that contain sugar have also undergone small reductions. The proliferation of sugar substitutes has greatly increased as had variety of low-calorie products (sugar free soft drinks in particular), as consumers looks for lower calorie options with the same sweet sensation.

• **Canadians consume an average 30% less sugar than our American counterparts.** It is predominantly due to the lower amount of regular soft drink consumption. Is it because of fewer choices or a higher proliferation of low-calorie carbonated beverages? The answer is no. Canadians simply reach for water or unsweetened beverages more often (and remember water and sparkling water consumption continues to climb!).

In recent years, some provinces have tried to regulate consumption of sugar through health programs such as school food guidelines and standards. These regulations impacted our industries ability to offer traditional choices that were available through vending and self-serve areas. For the most part, Canada currently does not have any nutritional guidelines related to the quantify of sugar Canadians should or should not consume, however Health Canada suggests choosing foods with little or no added

sugars.

So how will this impact our business going forward? Health Canada's new nutrition labelling requirements which have been worked on for years, are scheduled to be completely implemented by December 31, 2021. In addition to sugar being a mandatory item on the nutrition label, packaging requirements will also change under this new legislation as symbols indicating a product is high in sugar will have to be identified. Stay tuned!

How do we ensure our business thrives even given these potential bumps in the road? Here are a few things to pay attention to:

- **Choice & Selection.** Offering customers choice and selection in all categories ensures that you are providing a variety of options without added or natural sugar; both impulse purchases and regular frequent offerings can help you demonstrate your commitment to healthy choices. Some customers may look for more natural sources of sugar (i.e. honey) as a preference. Remember to display a mix of both sweet and salty snack options in your impulse section of micro markets, feature areas, as well as in any combo packages you offer.
- **Sugar Free Options:** This trend is growing, we recommend that 20% of your beverage offerings are free of sugar (e.g. water, sparkling water beverages such as Bubly) or low calorie offerings. It may seem like a lot, however over your entire portfolio is it quite simple to do.
- **Say Tea!** There is an opportunity to focus on tea as it is currently a growth category. Hot and cold tea consumption continues to climb and provides strong revenue opportunities while offering choices with health benefits (and interesting exotic flavours).

Whether your customers have a sweet or salty tooth, staying on top of trends is critical. It can help to keep your customers interested, demonstrate that your services reflect the current marketplace drivers, and provide your business with a competitive edge.

About the Author:

Brian Emmerton is a Registered Dietitian and the Vice President and General Manager of Complete Purchasing Services Inc., a leading supply chain solutions provider for non-commercial clients and hospitality organizations across Canada. Brian has worked and researched consumer behaviors for over 30 years to assist clients in following trends and practices that can drive revenue and growth opportunities. Learn more about how Complete Purchasing Services can help your organization by visiting eCPS.ca.

"Everything negative - pressure, challenges, are all an opportunity for me to rise."
Kobe Bryant

Macro Green Coffee Market

Coffee like so many other commodities are facing a very volatile environment which is the best way to describe the current green coffee market as we turn the calendar to August 2021. As the worst of the pandemic has hopefully passed our industry, we are now faced with the realities of the environment in the growing region. Brazil, the largest coffee growing region has suffered from significant drought, followed by frost which has affected high quality Arabica coffee and has resulted in a dramatic escalation in price to purchase contracts in the near future. While work on the ground is being done to see the impact of the damage caused by these adverse weather conditions, supply of coffee will continue to be an issue. If the drought continues into September and October it will further damage the crops pushing the market higher. Higher prices will cure the deficits with potentially lower world consumption and reduction of any coffees leftover at origin. These higher prices will also bring increased production and growth of future coffee. With the current high prices, all origins will maximize the production at farms thus increasing the supply in the longer term. Projections for next year crop will continuously be revised upward from other origins as they take advantage of the higher price.

In November 2019, I was in Colombia visiting some of our coffee partners and I was once again reminded of the difficulty to grow, pick, and transport high quality Arabica coffee. Producing good coffee is quite challenging as it picked on high mountainsides, transported over very rough roads, eventually moving through to port and ultimately arriving in Canada for roasters to bring out the best in the beans and then distributed to consumers to enjoy. In many growing communities, I saw farmers collectively working together to help each other, whether it be picking or the sharing of equipment to ensure that everyone had a livelihood for their families. I was encouraged by the care and community that was shared of one another and their crops. Through the current pandemic, I often reflected on how hard it would have been for these communities to work together in the same fashion. While our country has been very fortunate to have access to vaccines and are encouraged by starting to recover our businesses, other countries are still suffering tremendous strain from this pandemic. As a result, the coffee market will remain highly volatile over the short term.

Let's take this opportunity to communicate to our customers and create new opportunities in our market for our industry. We can do this by having clear and regular conversations with our customers about the drastic changes in the macro green coffee market, and then focusing those changes within our own markets that we participate in. We all want to move past this pandemic, to more stable market conditions and get back to a more regular business environment. I believe this will happen soon, but there will continue to be adversity and change in our market that we will have to address. Our customers want more than ever to hear the stories from source origins, the farm to the cup, and have a desire for a more thorough understand of the coffee market. This will only make them more knowledgeable and understanding of the broader coffee market.

Brad Gesell
Canterbury Coffee

Q&A: 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.

The HO.RE.CA. World is ready to relaunch "in person" with 100's Events Programmed!

5. Why is now the right time to introduce crypto acceptance?
Ravi anticipates 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 Pay Pal and MasterCard integrating crypto. As Ravi put it "once reputable companies begin addressing the trust problem and administering cryptocurrency transactions, the high cost and performance problems will diminish". Ravi likens it to the Cantaloupe – and we have a fruit for that! "Once consumers have the ability to interact and buy stuff, we'll see a huge jump in crypto usage."

THE HO.RE.CA. WORLD IS READY TO RELAUNCH "IN PERSON" WITH HUNDREDS EVENTS PROGRAMMED!
FROM THE RETURN OF THE SMART LABEL INNOVATION AWARD TO IGINIO MASSARI'S "LUXURY PASTRY AROUND THE WORLD"

• Due to be held face-to-face and in full safety at fieramilano from October 22nd to 26th, 2021
• The programme features over 800 events, divided into the exhibition's three macro areas
• The SMART Label Innovation Award, granted to companies who show the greatest innovation, has already reached 79 entries
• Iginio Massari's "Luxury Confectionery around the World" is coming back with some of the most influential voices of the present industry

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, I suggest you read the complete Yahoo Finance 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 optimize sales.

Milan, 10 July 2021. An unmissable opportunity for networking and coming together to celebrate the entire Ho.re.ca. industry's comeback. This major event for global leaders in professional hospitality is taking place face-to-face and totally safe at **HostMilano (at fieramilano, from October 22nd to 26th, 2021)**. With over 1000 exhibitors confirmed already hailing from 40 different countries, plus countless buyers, stakeholders and associations from major international markets, this is the global equipment hub where participants sample a varied menu of events. From techno-cooking and performances to national and international competitions featuring the greatest chefs, coffee professionals and ice-cream masters, chocolatiers and bakers, there are over 800 events on the programme, divided into the exhibition's three macro-areas (Professional Catering, Bakery, Pizza, Pasta; Coffee, Tea, Bar, Coffee Machines, Vending, Ice Cream, Pastry; Furniture, Technology, Table) plus all the support you need to guide you to the out-of-your-house world to come.

From Smart Label to Iginio Massari, Host has a few aces up its sleeve
Once again, four unmissable events will make HostMilano the place where all the different branches of hospitality come together, not just to do business, but to train and

get up to date on the best case histories and latest trends. There's a place of honour reserved on the programme for the great showcase that is the **SMART Label - Host Innovation Award**, a recognition that has now become an international staple for anything to do with innovation. Organised by Fiera Milano and HostMilano in collaboration with the POLI.Design Consortium of the Polytechnic University of Milan and sponsored by ADI, the Italian Industrial Design Association, more than 79 contestants have entered the competition already.. A jury of lecturers from the Polytechnic University of Milan and experts in the design, architecture and hospitality industry, including the Maestro Massari himself, will select products/services/projects deemed most "sensational" in terms of utility, technology, sustainability, ethics or social implications.

Collaborating once more with POLI.Design, the 42nd edition of HostMilano will welcome back **Digital Talks**, a series of insightful seminars aimed at architects and industry experts seeking opportunities to get up-to-date professionally. These discussions will focus on highly topical issues such as using big data, analysing new urban scenarios, the evolving concept of luxury, and applications made possible by new technologies.

On the pastry front, after its roaring success two years ago, **"Luxury Confectionery Around the World"** is coming back to Rho Fiera's pavilions. The concept developed by the international and Italian pastry maestro, **Iginio Massari**, pairs up some of the biggest names in the world of sweets from all over the globe and calls on them to discuss the latest trends in high-end pastry.

Coffee & Bar: the must-see events for your diary

Competitions and unique attractions to pique the interest of amateurs and experts alike are also on the agenda in the Coffee Section. The latest news concerns the agreement reached with the **Specialty Coffee** Association (SCA), the association that represents thousands of coffee professionals, from producers to baristas from all over the world, to hold during the five days of the event the top event in the coffee segment: **the world coffee SCA 2021 Championships - World Barista Championship, World Brewers Cup and World Cup Tasters Championship.**

A partnership that marks the return of coffee at HostMilano, where the entire sector will be celebrating its relaunch. ALTOGA, the National Association of Coffee Roasters, Importers and Wholesalers, will then organise the subsequent events through the **7th Grand Prix of Italian Coffee**, organised by the Italian Coffee Masters' Academy, AICAF. The programme will feature the greatest aspiring Italian baristas competing against one another, contending with the latest concoctions all themed around the food and wine tradition of Italy. Meanwhile, the **2nd Italian Latte Art Grading Championship** will be seeking out the greatest milk producers of the Bel Paese. The winners will then be given the chance to compete in the second edition of the **World Latte Art Grading System Battle** where there's a prize up for grabs for the barista with the most precise 'hand' when it comes to patterns, under the competition

regulations. The Coffee programme is rounded off with **Coffee Addition - The itinerary event and coffee tasting corner**, organised by AICAF and ALTOGA. An event touring the exhibition's pavilions which, this year, will benefit from the innovative flair of Gianni Cocco, set to discover new recipes based on coffee, chocolate, cocoa, spices and other regional ingredients.

The Art of Baking revealed with the Panettone World Championship
Promoting an appreciation for the traditional artisan panettone through an international contest, that raises awareness on the importance of the quality, value and uniqueness of a traditional cake made without any chemical additives. Returning to Host2021 of its second edition, the **Panettone World Championship** is organised by the Academy of Italian Panettone and Sourdough Masters, which celebrates Italy's most famous leavened product worldwide: the traditional artisan panettone. Four foreign representatives and thirty Italian ones will qualify, making a total of 35 panettone cakes for the semi-final on October 22nd at ALMA - The International School of Italian Cuisine, in Parma. Of these, only 20 will get into the final, taking place on Sunday the 24th of October at HostMilano 2021.

More must-see events in the Bread, Pizza and Pasta macro sector include the initiative of the Association of Bakers of Milan and the Milan Confcommercio Provinces, the stars behind the **Bakery Academy**. The Milan Bakers Association will play its part by creating the best filled sandwich, with an approach that encompasses tradition, health and sustainability, benefiting from the support of students from the Bakery Schools of Lombardy. Show-cooking and tastings will also animate the stand hosted by the pasta makers members of **A.P.Pa.Fre. - Association of Small/Medium Fresh Pasta Producers** that will present their products during the five days of the event.

Pizza e Pasta Italiana will instead present a new format: Slices - **Pizza Culture for professionals.**
Seminars, show-cooking and debates to be tasted and shared: "Slices" of organizational culture and processing techniques dedicated to pizza professionals.

Restaurant: spotlight on digital
A survey on digital innovation in the restaurant sector. A trend that can no longer be ignored, even though 55% of restaurants still don't use apps or ordering software, only 34% have adopted warehouse management software and only 31% are using e-invoicing tools. These are just some of the statistics due to be released at Host2021 in the **Ristorazione 4.0** presentation, an exclusive Observatory organised by FIPE, the Italian Federation of Public Enterprises, on digitalisation in the sector.

A series of seminars on the future of Hospitality, organised by two of the industry's most well-renowned associations, the Foodservice Consultants Society International (FCSI) and the Professional Association of Italian Chefs (APCI), will also shed some light on the sector. It starts with vast menu of events, including presentations,

workshops and round tables for non-stop discussions on the future of Hospitality and continues with the **HORECA Digital Academy**, a training course that engages each and every member of the hospitality industry, with both theory and practice, to train the restaurateurs of today and tomorrow.

Right in the beating heart of the exhibition, the Food-Technology Lounge will provide a vital space for learning, meeting and training. A showcase of Made in Italy technology for food and Hospitality made available by the associations of ANIMA Confindustria Meccanica Varia including Anima Italia, Assofoodtec, FIAC, UIDA and EFCEM Italia, alongside the ICIM Group and Eurovent.

The International competitions organised by FIPGC, the International Pastry, Gelato, Chocolate and Confectionery Federation, and its president Roberto Lestani, are also highly anticipated. At the forefront, there's the **World Tiramisu Championship**, with 24 competitors from all five continents taking part. Then we have FIPGC's new concept, the **International Pastry Award**, consisting of 4 prizes and several challenges, which will crown the top pastry chefs in the competition.

The "sweetest" programme of the event will be closed by **Art Gallery**, with the showcase of more than 200 works and live activities by Italian and International pastry chefs, and by the event **The best Pastry chef in the World**, with the presence of the FIPGC's excellence teams including 18 World Champions who will parade sharing their views on the future of pastry at international level.

The second edition of **Contest School** will also be coming back to **HostMilano**, an initiative aimed at Professional Institutes in the Service sector, specifically food, wine and hotelier services, sponsored by FIPGC in collaboration with the Ministry of Education.

Issue 4 - August 2021 - Workplace Safety & Prevention Services (WSPS)

Why Workplace Screening is more Essential than ever

Increasing vaccination uptake and declining infection rates are bringing us closer to enjoying a life free of COVID-19 restrictions. These changes are worth celebrating because they've been achieved only through individual, corporate and institutional efforts.

"But what may be getting lost in all the good news," says Priya Sookdeo, WSPS' OHS Management Systems Lead, "is that we still have to avoid complacency and continue complying with measures to prevent transmission, such as screening workers and customers. There are highly contagious variants in Ontario and many people have yet to be fully vaccinated."

This means your employees, customers and even your business remain at risk.

The best way to prevent COVID-19 from entering your business is to screen employees and visitors. You'll find below the latest information from public health officials, including new guidelines for screening vaccinated individuals, and tools that can help. The Ministry of Health has released Employers Managing Employees with Symptoms within 48 Hours of COVID-19 Immunization, which provides information on screening in the few days following vaccination and specific requirements for workers experiencing symptoms.

Screening is a critical part of your COVID-19 safety plan, along with physical distancing, disinfecting, wearing personal protective equipment, and other control measures. "They work together to keep the virus in check," notes Priya.

Why we screen people

Screening helps identify workers, customers, and visitors who are infected and could spread the virus, especially those showing no symptoms of infection. Even vaccinated people should be screened since they may be carriers.

There are two main types of screening:

• **passive screening**, such as posting signs with questions at entrances, encourages people to self-identify if they have any symptoms or risks. In passive screening the individual is responsible for excluding themselves from entering a place such as a business

• **active screening** involves asking individuals specific questions related to COVID-19 and possibly taking their temperature. In this case the screener advises the individual whether they can proceed with entry.

Rapid antigen testing is also being used in many workplaces across Canada as part of the active screening process to protect workers. While these tests are not as sensitive as laboratory tests, they can be useful in detecting people infected with COVID-19, including those who are asymptomatic. Rapid testing can be used following the initial screening procedures and are only one piece of a broader strategy to prevent the spread of COVID-19 in the workplace. Refer to Ministry of Health considerations for rapid antigen point-of-care screening.

Screening customers
Many small businesses, such as retail, take-out, pharmacies and libraries, rely on passive screening. Posted questions focus on symptoms, contact with anyone who has tested positive for COVID, and more.

A single 'Yes' answer would bar the person from entering your workplace. This does not apply to people experiencing mild side effects from having been vaccinated in the previous 48 hours. Mild side effects may include mild headache, fatigue, muscle aches, and/or joint pain. These people may enter the workplace but must wear a surgical mask the entire time and follow all health and safety controls and protocols in place.

Don’t assume passive screening is okay for all types of customer-based businesses. Under Step 3 of Ontario's Roadmap to Reopen, certain businesses are to actively screen visitors or patrons; for example, restaurants and bars must actively screen dine-in patrons before they enter, record the patrons' names and contact information, and maintain these records for one month. (Check screening requirements for businesses opening during Phase 3)

Screening employees and visitors
Workers, suppliers, contractors and visitors - including those who have been fully or partially vaccinated - must be actively screened before entering the workplace. A worker screening tool developed by the Office of the Chief Medical Officer of Health can be used to develop a screening process.

Those who fail a screening should be sent home or asked to stay home to self-isolate, and encouraged to talk to their health care provider or local public health unit for guidance. Make sure your screener is trained on how to relay this information safely.

Screening resources
• COVID-19 Signage Questions for Business and Organizations
• COVID-19 worker and employee screening (online screening tool)

- COVID-19 Screening Tool for Businesses and Organizations (screening workers)
- Guidance for Employers Managing Workers with Symptoms Within 48 Hours of Covid-19 Immunization
- Develop your COVID-19 workplace safety plan - Question 2: How will you screen for COVID-19?
- 5 best practices for bringing visitors safely into your workplace (article)

Have health and safety questions? Please contact Denise Lam, WSPS Account Manager, Small Business at denise.lam@wspa.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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