



# COFFEE - MARKETS - VENDING

- November 7, 2023

NEWSLETTER



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# Oct/Nov 2023 - Message from your CAMA President

## **Moving Onward and Upward**

For those of you that came to our UnconVENDtional Trade Show in Whistler in September I am sure that you will agree that a good time was had by all. It was a smaller show as expected with a destination driven show, but our attendance was higher than projected. Our exhibitors reported that they had some great conversations with our operators and were pleased with the time afforded to get more acquainted with the members of our association. Our guest speakers were knowledgeable and captivated your attention with the wealth of information that they had to share. We also want to welcome a couple of new members that signed up at the show, The Pelican Group and KG Vending.

A big thank you goes out to Deanna O'Reilly and her team for their tireless work efforts in staging a successful show. Your hard work and dedication is very much appreciated.

Marie Saint-Ivany also attended the show and left feeling very touched for all the appreciation and retirement wishes she received for her 18 years of dedication as CAMA's Executive Director. We all wished her well, but I am sure we will see her again when our shows are hosted in the Toronto region.

Now we need to move our association **Onward and Upward!** You may have heard me mention this before, next year's trade show will be on March 5 & 6th at the International Centre in Toronto. We will once again be co-exhibiting with the Convenience U Carwacs Show. To put the meaning of this into perspective, our CAMA show generally has an attendance of 150 people. The Convenience show has an attendance of approximately 4,000 people. There are a lot of similarities to our two industries in the fact that we both provide convenience services. Our industry brings convenience to the workplace and their industry brings convenience to the public. The crossover opportunities for all suppliers and attendees will be a huge drawing card for all of us. Spring will be here before we know it so mark your calendars and start making plans to attend this exciting opportunity in March.

We also held our annual AGM and would like to welcome Jori McGrath, John McMullen, and Dennis Park to our Board of Directors. I would also like to thank all our existing board members for another year of continued dedication to the board.

Onward and Upward!

**Issue 17 - November, 2023** - Complete Purchasing Services

## How to Market to Gen Z

You should already be taking an interest in your future customers. Gen Z might be a small portion of your customer base today, but that percentage will only grow each year. By targeting these consumers now, you'll become more familiar with their buying habits and preferences, while building a bond and a sense of loyalty from early on. Analyzing your findings will help you maximize sales opportunities.

### What is Gen Z Looking For?

According to Unify's *Young & Hungry* study from May 2022, 75% of young people aged 18–29 are snacking all the time. This means it's important to make food available at different locations they frequent throughout the day, such as universities. Considering 70% of people under 30 enjoy eating alone, individual portions are a great way to go. Since they eat more often, they may seek out smaller portions without necessarily taking the time to sit down, so quick and easy products are a must.

Gen Z tends to be concerned about health and wellness, with 36% of respondents saying they choose a product based on what's in it. This means the list of ingredients should be legible, short, and easy to understand. Consumers might be more drawn to packaging that includes key terms such as "no added sugar" and "home-made." When compared to previous generations, Gen Z is also more interested in plant-based options, with 36% of respondents saying they go for gourmet vegan dishes.

Brand image also plays an important role. According to the study, 80% are looking for transparency not only on the products themselves, but on the production process, with 79% looking for an inspiring brand that offers tips for healthy eating.

### Increase Buying Opportunities

The study points out that 64% consider entertainment an important factor when it comes to brand strategy—12% higher than for the overall population. Including a funny video directly on

the vending machine is one way to catch people's attention and show them a new product. You could also invite them to use the machine's camera to take a photo of themselves with the product and share it on social media.

**Issue 17 - November, 2023 - CAMA**

**Tech Corner: Winter Is On The Way**

Also, 80% of respondents were looking for a brand that could be part of their day-to-day. Not only can you offer different products for each meal of the day, but you can try humanizing your brand. Include an avatar in your app and, depending on the customer's buying habits, offer deals. For the last several years, public health and hygiene have been high on the priority list. At specific times or let them know when they're near a vending machine that sells their favourite product. Still, price is a key factor for 51% of respondents, with 35% saying discounts and promotions are an incentive. For operators, disinfecting is paramount – but with often sensitive electronic equipment, it's important to know exactly how to keep your machines in the best working condition.

**Know Your Clients**

Good hygiene practices also help protect you and your team, helping you to stay healthy during the colder months.

No matter which age group you are targeting, it is important to understand what it is that they are looking for and how you can best provide them the solutions they are looking for when it comes to snacking. So, with winter squarely on the way – stay safe!

1. Covid, Flu and Other Germs

Whether you are looking to target Gen Z, Gen X, or Baby Boomers, each demographic will have similarities and differences. However, some things will never change, like the urge to find snacks that satisfy our hunger cravings.

According to Health Canada, viruses like Covid-19 can remain active for longer (1) in temperatures under 20° C, (2) in relative humidity levels under 40% and above 60% and (3) on smooth surfaces like plastic and steel compared to porous surfaces like wood and cardboard.

Need assistance in finding the right products for your vending, office coffee, or micro-market operation? Let Complete Purchasing Services (CPS) vending help you to find the perfect product mix to help you maximize profits through an offering that your customers will crave. Regular cleaning, disinfecting and using Personal Protective Equipment all contribute to limiting the spread of viruses and bacteria from place to place, especially as technicians and operators are out travelling from one location to the next.

**The Canadian Centre for Occupational Health and Safety (CCOHS) identifies vending machines as a Common Touch Point Surface.**

## 2. Cleaning Surfaces

Breakroom counters, doorknobs, light switches, steering wheels – all are high-touch areas that need regular cleaning.

Cleaning with regular detergents and water helps by physically washing germs off of a surface, but doesn't always kill them! Disinfectants or bleach solutions should be part of your regular cleaning routine.

Points to consider for creating your cleaning routine:

- The more high-touch the area is, the more often it needs to be disinfected



- Clean surfaces before disinfecting for maximum effectiveness
- Disinfectant should leave a visible layer behind that needs to air dry
- Have the right PPE on hand – gloves, masks & cloths all come in different types
- Choose the right cleaners – check out [Health Canada's List of Disinfectants](#)

### 3. Cleaning Electronics

Micro-market displays, POS devices, card readers, keypads – the industry is booming with the latest technological developments. Common sense dictates that liquids and electronics don't mix, so what's the best way to keep them clean?

- Bleach is not recommended!
- Turn electronics off (and unplug where possible) before cleaning
- Don't use vacuums – compressed air may be a good alternative (but be careful with delicate parts!)
- If you are cleaning inside a machine, make sure you're grounded to avoid static

Which cleaner should you use? Check the manufacturer's recommendations – if none are available, opt for a gentle clean with a 70 percent isopropyl alcohol wipe.

Screens and touchscreens are much more sensitive; so take extra precautions:

- Use a microfibre cloth (or disposable soft, non-abrasive, lint-free cloth or wipe)
- Choose a specially formulated screen cleaner, or if none are available then choose a 60-70% isopropyl alcohol solution
- Don't use bleach, detergents, high concentration alcohol solutions, or sponges
- Apply the disinfectant to the cloth and squeeze out excess liquid before use
- Never spray products directly onto electronic devices

The layers on a touchscreen will wear down over time. Most disinfectants will contribute to this wear, so use gently and be mindful of touchscreens that need to be restored.

Get ahead of the seasonal illnesses by reviewing and increasing your regular cleaning/disinfecting routines, and look forward to the return of warmer weather in the spring!

### 4. Resources

See the list below for more resources:

- [Hard-surface disinfectants and hand sanitizers \(COVID-19\) - Canada.ca](#)
- [Reducing COVID-19 risk in community settings: A tool for operators \(canada.ca\)](#)

- [CCOHS: Coronavirus \(COVID-19\) - Tips: Standard Operating Procedure: Disinfection of Touch Points](#)
- [Occupational Hygiene Resources \(wsps.ca\)](#)

Issue 17 - November, 2023: [Brokerhouse Dist. Inc.](#)

# Elevate Your Coffee Experience with the Newco Little Joe Coffee Pod Brewer: Now available at Brokerhouse Dist. Inc.

The Newco Little Joe Coffee Brewer is the ultimate solution for your office or breakroom coffee needs, and it's now available in Canada through Brokerhouse Distribution Inc. This professional grade coffee machine combines convenience, quality, and environmental responsibility, all while offering the assurance of a one-year manufacturer warranty.

The Little Joe Coffee Brewer, designed and manufactured by Newco Coffee, is more than just a coffee machine; it's a smart choice for businesses looking to make a positive impact on the environment without sacrificing the quality of their coffee. Focusing on sustainability and delivering a premium coffee experience, the Little Joe is set to redefine how you enjoy your daily brew.

One of the standout features of the Newco Little Joe is its eco-friendly design. As a soft pod brewer, it's a green alternative to traditional coffee machines. Soft coffee pods are known for producing less waste compared to single-use plastic or paper coffee pods. By choosing the Little Joe, you're not only treating your taste buds to exceptional coffee but also doing your part to reduce the environmental footprint. It's a conscious choice that demonstrates your commitment to sustainability.

The Little Joe is perfect for professional environments, such as offices and breakrooms, where a reliable and efficient coffee solution is necessary. Its sleek and compact design ensures it can easily fit into any space, making it a practical addition to your workplace. Say goodbye to long lines at the local coffee shop or dealing with messy coffee grounds in a communal kitchen – the Little Joe is here to streamline your coffee routine.

This coffee machine offers a range of benefits that will delight employees and clients. With the Little Joe, your team can indulge in various coffee options. Soft coffee pods come in various flavors and roasts, allowing everyone to find their perfect cup. Whether someone prefers a bold dark roast or a mild, creamy latte, this brewer can cater to diverse tastes, ensuring everyone can enjoy their preferred coffee experience.

What truly sets the Newco Little Joe apart is its outstanding performance. The 1400-watt heating element ensures that your coffee is brewed to perfection. It quickly heats the water to the optimal temperature, guaranteeing a consistent and delightful cup every time. The brew cycle is designed to deliver a smooth and balanced coffee. This means that whether you're serving clients or providing a pick-me-up for your team, the Little Joe guarantees a premium coffee experience.

## Is low risk perception a problem in your workplace?

Operate the Little Joe with ease, thanks to its intuitive control panel. Customizing your brew strength and cup size is straightforward, allowing users to tailor their coffee to their preferences. The adjustable drip tray accommodates various cup sizes, from an espresso shot to a travel mug, making it suitable for all coffee lovers. Many people may find themselves completing the same jobs and tasks daily. But how many times do you consider the risks that are related to these seemingly mundane tasks? Call us today for your personalized quote on the Newco Little Joe!

"If people don't fully appreciate the risks, health and safety protocols may not be top of mind," says Morgan, Consulting Services Manager at WSPS.

[www.brokerhousedist.com](http://www.brokerhousedist.com)  
What is low risk perception?

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Low risk perception refers to the cognitive bias in which individuals underestimate the potential hazards present in their work environment. "Over time, as people become more comfortable with their tasks, they become complacent." When the job becomes routine, they don't think about the risks. They follow procedures that are in place specifically to protect them. Managers and supervisors can become more proactive in coming to reviewing and enforcing those procedures.

Competing pressures to get a job done can inadvertently downplay the risks as well. Without proper oversight, safe protocols are less likely to be applied in the workplace.

Don't let an injury be a reminder of risk. "You need to continuously communicate the risks in a way that supervisors, and managers can relate to," says Hamish. He emphasizes the importance of reminding everyone what's at stake when health and safety procedures are not followed. "It's not about fearmongering," says Hamish. "It's about making sure everyone understands the reality of the consequences when safety protocols are not prioritized."

### Communicating risk

Keep health and safety top of mind to prevent low risk perception with these tips:

- **Regularly communicate the potential outcomes of an incident** through internal communications and meeting discussions. Go beyond what the injury would look like. Show how this type of incident could impact a person's family and daily life.
- **Embed risk information in the training.** It's not enough to explain how to complete a task. Employees want to understand why. Include information about past injuries and how procedures help prevent them as a result.

- **Have Threads of Life speakers, or others in the community, share their stories.** [The Threads of Life](#) is a Canadian registered charity dedicated to supporting families after a workplace tragedy. They share how a life-altering workplace injury, occupational disease, or work-related fatality affected their families. When people learn about an actual event that occurred and meet the people involved, others understand the real consequences of not taking health and safety precautions.
- **Include supervisors and managers in your campaigns and communications about the internal responsibility system (IRS)** by making sure all workplace parties have a clear understanding of the risks. With an established IRS, people will hold each other accountable to following safety procedures. When managers and supervisors understand the potential outcomes, they will look the other way when safety procedures are ignored.
- **Ensure workers who perform the task participate in risk assessments** along with experienced workers and supervisors who can share insight from past incidents. Going through the assessment process—thinking about what could happen and how it could happen—will help keep the risks in mind. It will help everyone develop an understanding of why certain procedures are so important.
- **Staff will take cues from leadership.** If safety is prioritized it will be evident in the workplace as part of regular discussion. A detailed assessment, with an appreciation of the risks, can provide the foundation for effective procedure development and training. Refresher training with follow-up is one way to ensure everyone is thinking about potential consequences. Enforcement of procedures is another.

## Free resources to help

- [Free Hazard Assessment Tool](#) - Download and use this template to control hazards and reduce the risk of injury and illnesses in your workplace.
- [Video: How to Identify and Assess your Hazards Using the WSPS Hazard Assessment Tool](#) - This video walks you through the WSPS Hazard Management Tool so you can begin identifying and controlling hazards in your workplace.
- [Perform a hazard assessment to make your business safer: a step-by-step guide](#) - When workers arrive at work, are they aware of the hazards around them? Find out how to assess and control hazards in your business to keep your workers safe.
- [Internal Responsibility System \(IRS\) Primer](#) - This free guide will help you understand the role of others in protecting workers from harm.
- [Safety Connection: Hazards and Risks: An Introduction](#) (1.5 hours free webinar, November 10, 2020)

*The information in this article is accurate as of its publication date.*

**Have health and safety questions?** Please contact Denise Lam, WSPS Account Manager, at [Denise.Lam@wsps.ca](mailto:Denise.Lam@wsps.ca).



## About Workplace Safety & Prevention Services (WSPS)

Workplace Safety & Prevention Services (WSPS) is a not-for-profit organization committed to workers and businesses. A proud partner in Ontario's occupational health and safety system and advisor since 1917, WSPS has a rich history of making Ontario workplaces safer. WSPS serves manufacturing, agricultural and service sectors. WSPS offers unparalleled health and safety consulting, training and resources for businesses of any size. For more information visit [WSPS.ca](http://WSPS.ca)

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