



COFFEE - MARKETS - VENDING

26 - April 30, 2025

NEWSLETTER



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Issue 26 - April, 2025 - Jim Jackson, President

Issue 26 - April, 2025 - CAMA

April 2025 - Message from Your CAMA Show 2025! Thank You! CAMA President

Thank You for Making the 2025 CAMA Show a Success!

As we wrap up another busy season, I want to thank all of you who helped make this year's CAMA Trade Show such a big success. Co-located with the Convenience U Toronto. Co-located again with The Convenience U CARWACS Show, this year's event welcomed more than 300 leading companies across vending, micro market, office coffee, and energy of an industry that continues to grow and adapt.

We were delighted to welcome so many CAMA Members and Non-Members to the trade show Networking Reception. Seeing so many members engaging in valuable in-person conversations, Building on that success, we also launched Network Night Vancouver in April this year, thriving, but looking ahead with optimism.

Following the great response to our Montreal event. We were delighted with the turnout of the Vancouver industry, and we have already had positive feedback about returning in 2026. These social evenings give our members a chance to connect, share ideas, and enjoy some casual time together in their local network, and we hope to see these expand.

Next up is our annual CAMA Golf Tournament in June. This event has become a highlight of the year, a chance to spend a relaxed day with colleagues, partners, and friends. If you haven't joined us before, I encourage you to give it a try. It's a great way to build relationships and enjoy some fresh air at the same time.

We've also had to make a tough call this year. Due to uncertainty around tariffs and cross-border travel, we've made the decision to pause Canada Night at the NAMA Show. It wasn't an easy choice, but we believe it's the right one for now. We remain committed to bringing Canada Night back in the future when the time is right. Petros Kondos (Fraser Valley Vending) and featuring expert insights from Karl Ward (Chronicle sustainability. AI personalization, and premium consumer expectations are reshaping the future. Looking ahead, we want to hear from you. We'll soon be launching a new member survey to better understand what matters most to you and your business. Your feedback will help us plan future events, shape our goals, and make sure we're delivering value to all our members. This was followed by a practical session on operational efficiency: "Real Time Insights: The B SmartTrackerz." Their deep dive into GPS, telematics, and analytics tools offered valuable takeaways for their businesses.

After a packed day on the trade show floor, attendees gathered for the exclusive CAMA Network. Thank you again for your continued support of CAMA. With your involvement, we'll keep moving forward being stronger and more connected than ever.

Day two continued with our morning Networking Session, offering a relaxed atmosphere to connect, engagement, and interest from attendees was clear—our industry is building momentum, and

Jim Jackson
President

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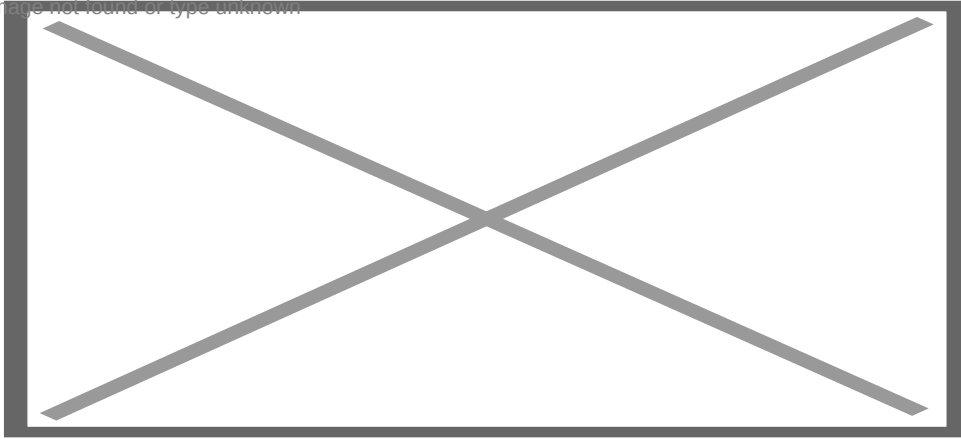
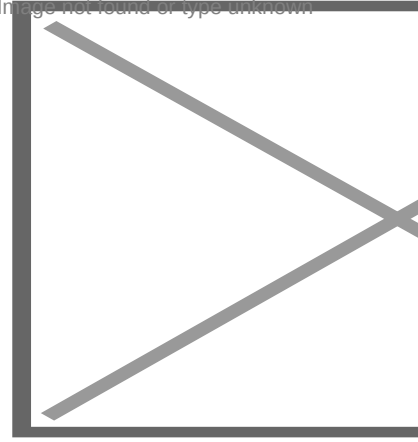


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As CAMA President Jim Jackson said:

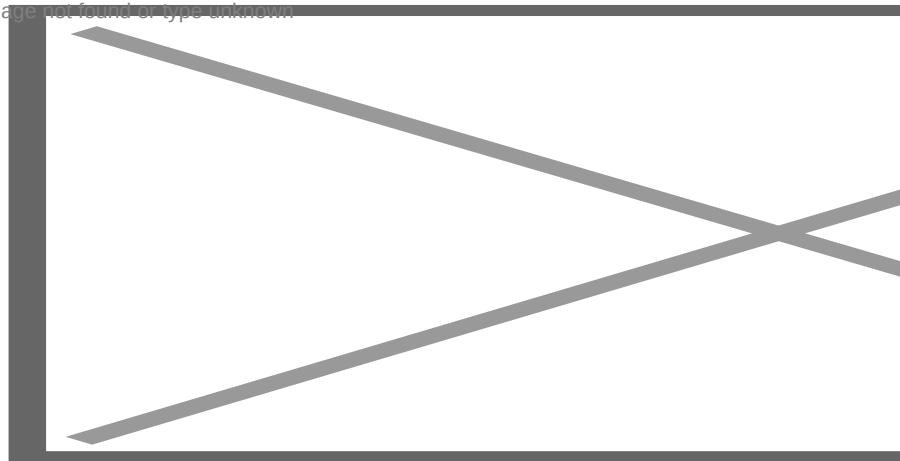
"Our members are reporting that they are having banner years in sales and opportunities. It is and ample opportunity for growth and success."

We are grateful for everyone who made the 2025 CAMA Show such a success; from attendees the innovations we saw reaffirmed the value of coming together to share knowledge, explore

See You Next Year!

Plans are already underway for 2026, with the CAMA Show co-locating again with the Conver Congress Centre, and we can't wait to see you there. If you have feedback, questions, or are us at admin@vending-cama.com.

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CAMA Show 202

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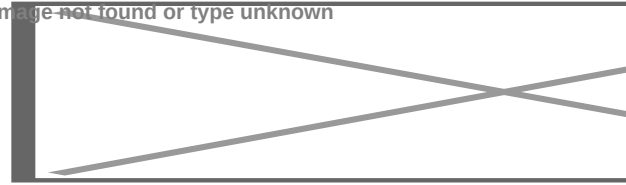
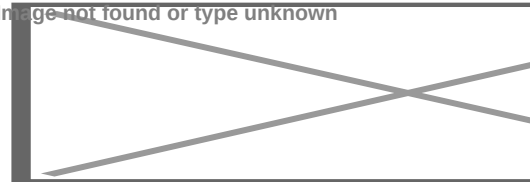
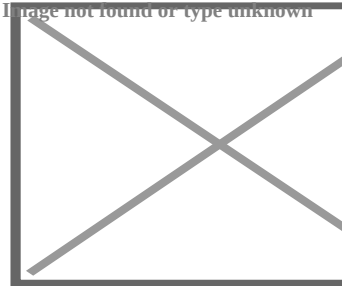


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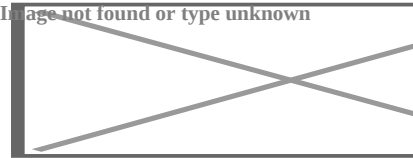
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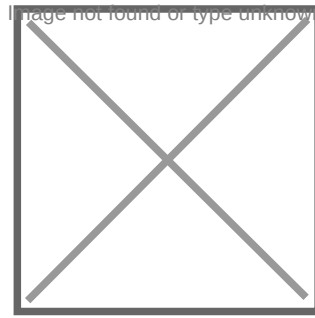


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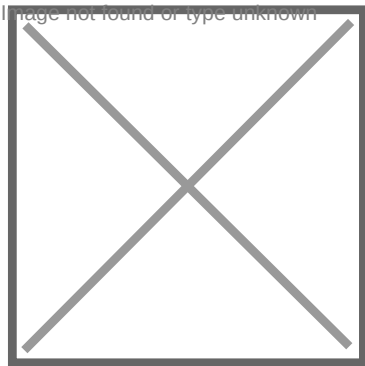


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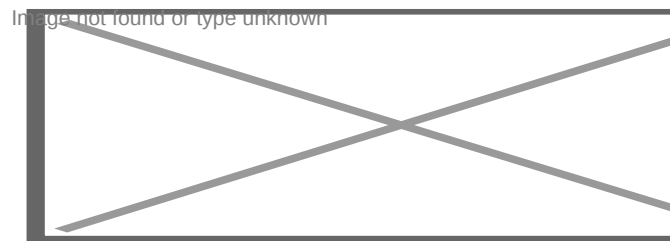


Exhibitors 2025

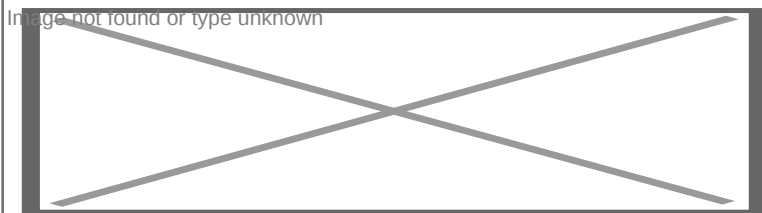
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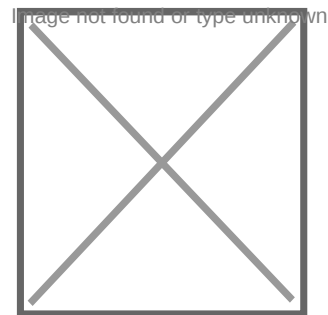
**365 Retail Markets
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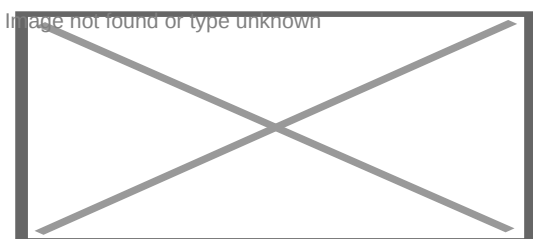
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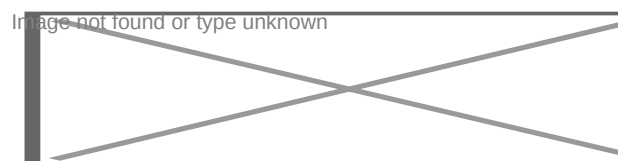
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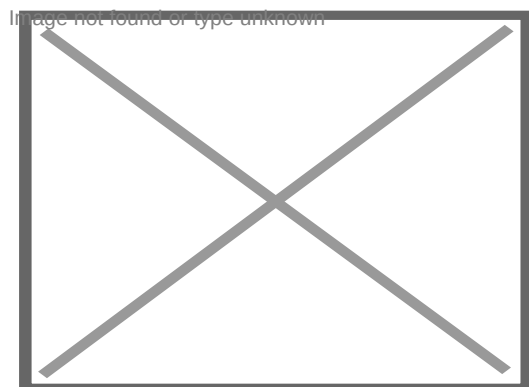
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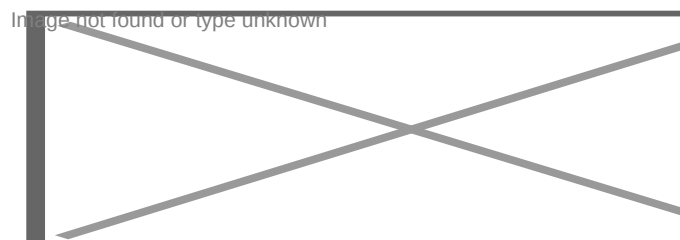
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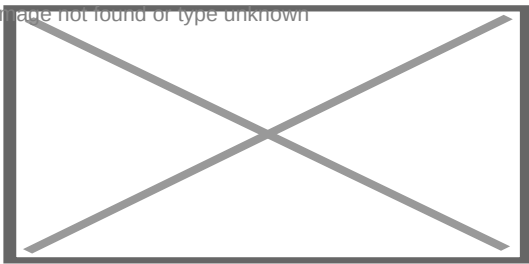


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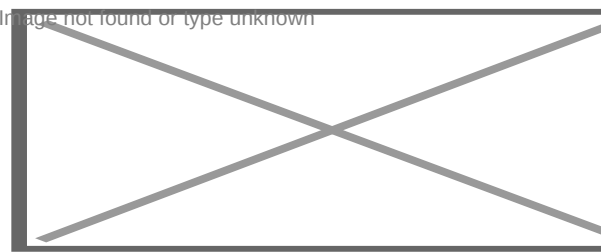
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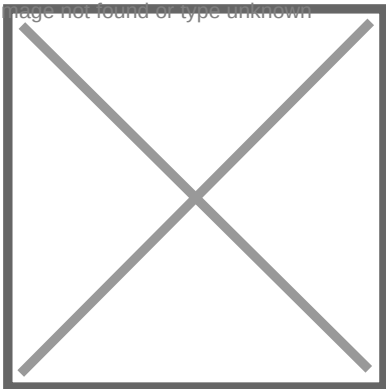
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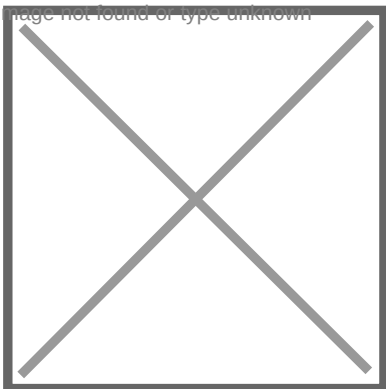


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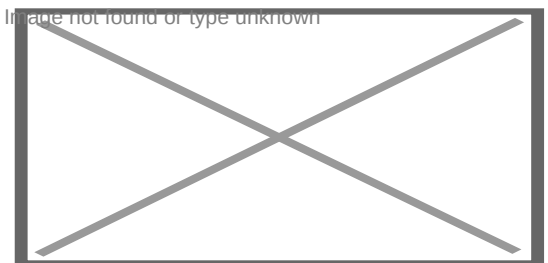
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Issue 26 - April, 2025 - CAMA

Help Shape Our Response to Trade Tariffs

Tech2Success
#671

Share Your Insights in the CAMA Survey

Vending Products of Canada
#555

Uncertainty in international trade is becoming a growing concern for many businesses across Canada. With new tariffs under discussion and others already in effect, our industry is feeling the pressure. From rising costs to shifting supply chains and changing customer expectations, both short and long term trade disruption may have far-reaching consequences.

Workplace Safety & Prevention Services
Your voice matters. #525

CAMA is launching this short, targeted survey to better understand how the industry is experiencing the impact of trade tariffs and related policies. Whether your business has already been directly affected or you are just starting to hear concerns, your input will help paint a clearer picture of what's happening across our sector.

Why Now?

Global trade tensions have been escalating in recent months, with discussions of retaliatory tariffs, changes in import/export rules, and uncertainty in key international partnerships. These developments have the potential to affect everything from the cost of goods and equipment to customer buying patterns and long-term business planning.

But every business experiences these changes differently. Some may already be grappling with higher costs, while others are hearing from customers who are cautious about spending. By gathering input from a broad cross-section of our membership and industry, we aim to identify and understand which issues require attention from CAMA.

Why This Survey Matters

As your professional association, our role is to represent and advocate for your interests - whether through government relations, industry partnerships, or new tools and resources. To do this effectively, we need data.

The insights we gather will help us:

- Identify key pressure points within the industry
 - Inform April 2025 position in upcoming discussions with policymakers and trade representatives
 - Prioritize member resources or education where it's most needed
 - Communicate the real-world effects of trade policies on Canadian businesses to the public and media
- ## An Update on the New \$20 Bank Note

The Bank of Canada has announced that a new vertical \$20 bank note featuring King Charles III will be issued in early 2027. This will be the first new bill introduced in nearly a decade, and it's set to include updated security features to stay ahead of counterfeiting threats. The survey takes less than 10 minutes to complete. We are asking about your direct experiences with tariffs, what you are hearing from customers or suppliers, and what kind of assistance you would like this \$20 note from CAMA in the rollout and be printed on polymer for durability and enhanced security. The reverse will continue to feature the Canadian National Vimy Memorial, paying tribute to Canada's military history. All responses are confidential and anonymous, and we encourage honest feedback.

Thank You

What It Means for CAMA Members On a large scale of challenges across our membership and our industry, we are in a far better position to advocate for meaningful change and offer the right kinds of support. If your business includes vending machines, kiosks, or any other cash-accepting equipment, this is your early notice: this new bill may impact your operations, and the Bank of Canada wants to hear from you. We know your time is valuable, and we appreciate your participation. Let's work together to ensure that our industry's voice is heard loud and clear.

Right now, the Bank is in the information-gathering stage and is looking to consult with stakeholders like CAMA to better understand:

[Take the Survey Now](#)

- The current cash landscape in the vending and automatic retail sector
- Machine readiness and upgrade timelines
- Training needs for your teams to help recognize the new note and its security features

This feedback will directly inform the Bank's rollout strategy, including awareness campaigns and training materials for businesses and the public.

In previous currency updates, the Bank of Canada partnered with CAMA to ensure our members were well prepared. That collaboration made a real difference, and they want to work with us again.

Stay tuned for more information on the Bank of Canada's currency plans.

You can learn more about the new note on the [Bank of Canada's website](#).

Tech Corner: The Impact of AI and Data on the Future of Vending

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The world of vending is changing fast, driven by technological innovation and the rise of artificial intelligence (AI). As vending machines evolve into smart, interactive devices, new technology is already shaping the way operators organize their businesses and changing the traditional methods that our industry has developed in the name of efficiency.

- **Inventory Management:** AI now tracks stock levels in real-time, ensuring popular products are always in stock. It helps prevent overstocking or shortages by accurately predicting demand based on purchasing patterns.
- **Predictive Maintenance:** Algorithms alert operators when machines are likely to malfunction, allowing for timely repairs and minimal downtime.
- **Personalized Customer Experiences:** AI-powered vending machines can analyze a customer's previous purchase history and suggest products based on their preferences, creating a personalized experience that enhances satisfaction.
- **Remote Access and Control:** Operators can monitor and manage their machines remotely, making it easier to respond to issues and ensure machines are functioning properly. This adds flexibility and operational efficiency.
- **Energy Efficiency:** Smart machines can track energy usage and suggest ways to reduce consumption, helping businesses cut costs and become more environmentally friendly.

More advanced AI-powered tools such as dynamic pricing, voice recognition, and facial analysis are entering the conversation, although few have yet to become commercially viable. Some companies are experimenting with facial detection for switching ad displays based on demographic data, but not without controversy.

As vending machines become more connected, they also become more vulnerable to data security risks. Here are some of the key concerns to be aware of:

- **Data Breaches and Privacy Issues:** With more data being collected from customers, ranging from payment information to purchase history, smart vending machines are prime targets for cyberattacks. Ensuring strong encryption and

secure data handling practices is crucial to protect customer privacy.

- **Malware and Hacking:** Internet-connected vending machines are at risk of being hacked, potentially leading to operational disruptions or data theft. Using secure protocols, encrypted connections and regular software updates can help mitigate these threats.
- **Remote Attacks:** Hackers can target vending machines remotely, gaining unauthorized access to control or disrupt operations. Regular security checks and updates are necessary to minimize these risks.

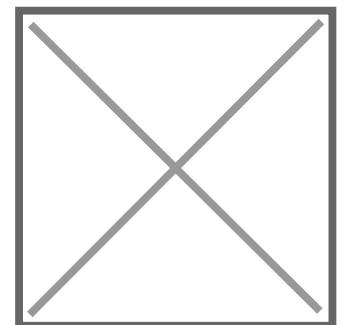
Thank you to everyone who attended the first Network Night Vancouver, held on April 13th at the Vancouver Convention Center. It was a great opportunity for industry professionals in the vending, micro market, and office coffee service to connect and collaborate.

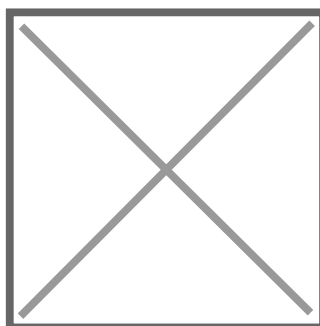
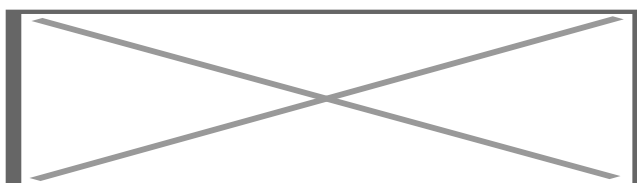
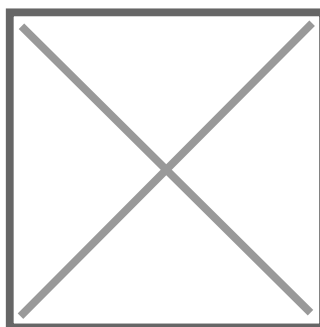
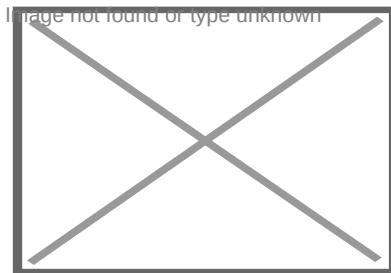
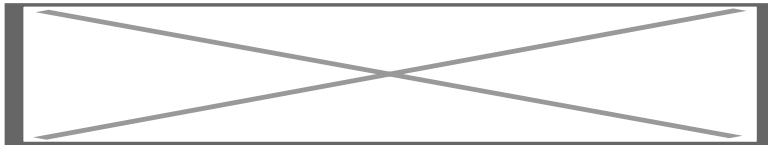
In the future, we might see a fully integrated AI-driven vending experience. It is possible to imagine a time where vending technology and the biometric devices we already use are seamlessly connected. A smart vending machine could scan a customer's biometric data, such as glucose levels or activity levels, before offering personalized recommendations. Does it seem so far off that a vending machine might suggest a protein bar or a vitamin drink after a workout?

While some of the more futuristic applications are still on the horizon, the current wave of innovation is already bringing real benefits in terms of operational efficiency, customer satisfaction, and security.

As technology continues to evolve, staying ahead of these trends and implementing the right solutions will be key to staying competitive in the industry.

A special thanks to our sponsors for making this event possible:





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Prepare supervisors for success

Supervisors play a critical role in managing health and safety in any organization. To do their jobs effectively, there are some things employers can do to set their supervisors up for success and demonstrate due diligence.

Train and educate

Give your supervisors the knowledge they need to meet the legislative requirement of competent supervision. Provide training on the OHSA and how it applies to your workplace. Ensure supervisors know how to identify hazards, assess risks, and evaluate—so that they can effectively manage the actual and potential hazards present in the workplace.

Get supervisors involved

When completing hazard assessments and developing safe work procedures, get the supervisors involved. Ensure that the supervisor has a solid understanding of the hazards, controls, and processes.

Encourage positive relationships

“Supervisors need to have a good relationship with their team,” says Ted. “When they have that, it’s easier to create a positive and respectful working environment and working with supervisors to foster that environment.” Encourage the joint health and safety committee. “It’s paramount that supervisors and JHSCs work together.”

Understanding of documentation and due diligence

It’s important for supervisors to be comfortable with the organization’s health and safety management system. Ensure proper documentation for things like training, hazard assessments, and procedures so that they can be used to demonstrate due diligence.

Additional Resources

- [What are the responsibilities of a supervisor under the OHSA?](#) (video)
- [Duties and Responsibilities](#) (video)
- [What does it mean to have a competent supervisor](#) (video)
- [Which employees are considered workplace supervisors](#) (video)

