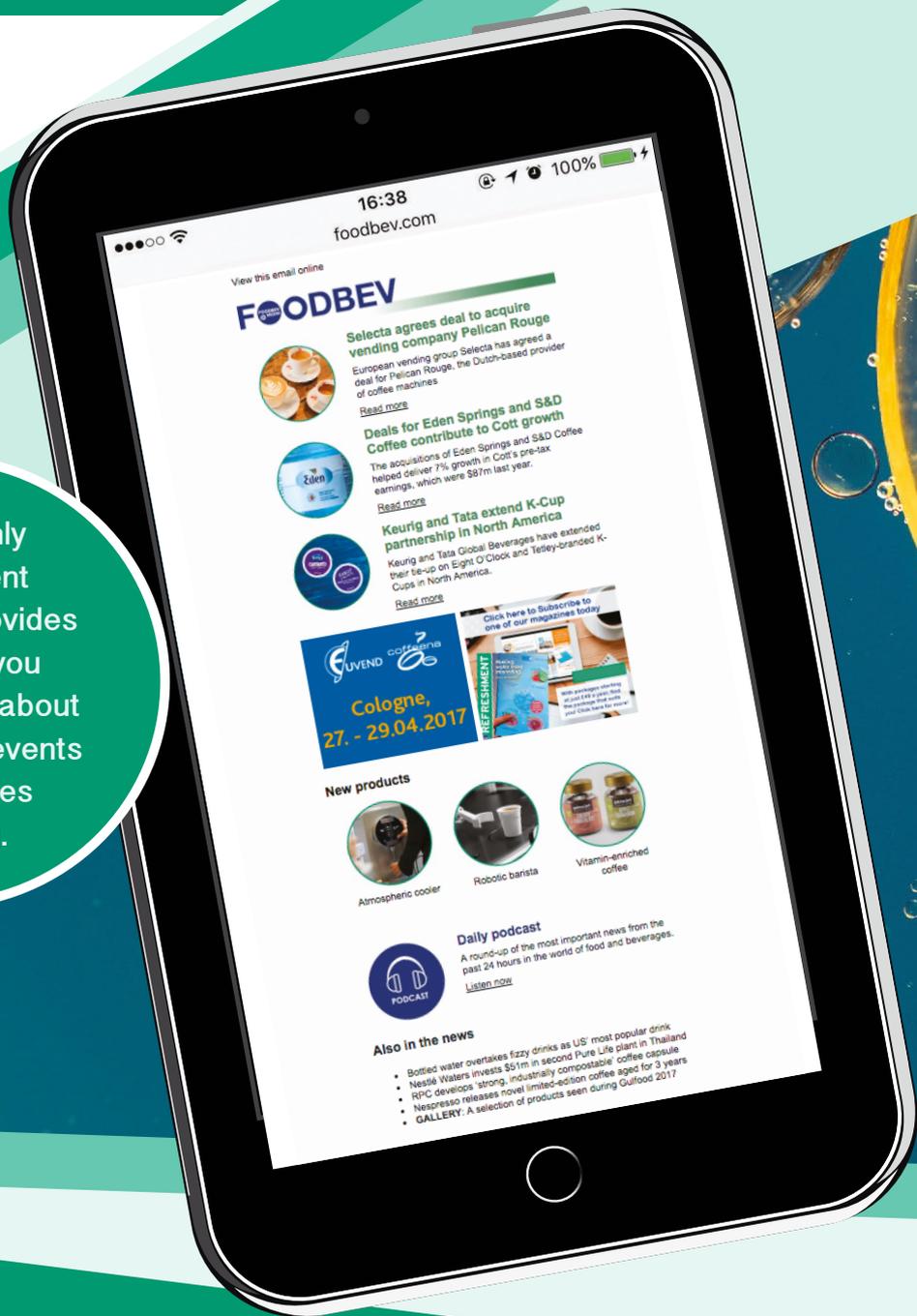


REFRESHMENT NEWSLETTER

The monthly Refreshment newsletter provides everything you need to know about your industry, events and activities emerging.



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Issue 2
Dec 17/Jan 18

Vending futures

Tomorrow's technologies today



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Route optimisation

Water coolers • Coffee • Vending

Innovation insights for business growth

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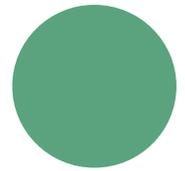
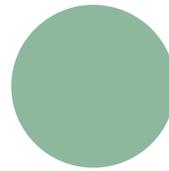
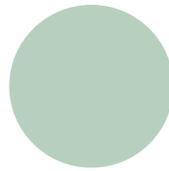


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Sustainability tops the agenda

When we look back at 2017 and consider which factors most influenced business development and consumer perception, sustainability will surely be one of the more important.



Our sustainability news pages celebrate a diverse range of achievements, from counter-serve sandwich chain Pret a Manger's trial of reusable glass bottles in place of PET for water, to the development of a new consortium to boost paper cup recycling.

Over the past 18 months there has been considerable media focus on the waste that our ever growing coffee habit creates, so it is good to report that a new initiative sees Shell working with BioBean to power buses in London with fuel made from waste coffee grounds.

The B20 biofuel contains a 20% bio-component which contains part coffee oil. The biofuel is being added to the London bus fuel supply chain and will help to power some of the buses – without need for modification.

Biofuel provides a cleaner, more sustainable energy solution for buses across London's network by decreasing emissions.

The average Londoner drinks 2.3 cups of coffee a day, which produces over 200,000 tonnes of waste a year, much of which would otherwise end in landfill with the potential to emit 126 million kg of CO₂. Bio-bean works to collect some of these waste coffee grounds from high street chains and factories.

Your magazine

Refreshment is YOUR magazine and we invite you to be part of it, by telling us your news and sharing your innovations.

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Bill Bruce

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Water Coffee Vending

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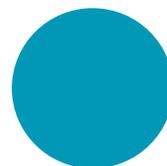
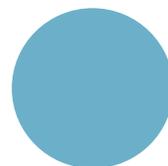
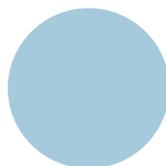
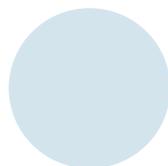
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Next issue

The next issue of Refreshment looks at environmental responsibility and sustainability. How cooler, coffee and vending machine manufacturers are innovating with technology which benefits them, their customers, end-users and the planet.



Innovations



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Blupura upgrades BluSoda

Blupura has upgraded its BluSoda range by adding the Plus version, introduced for the first time during HostMilano and Aquatech Amsterdam.

Blupura marketing manager Debora Screpanti said: "BluSoda Plus 30 and 45 models are compact, powerful and manufactured entirely of stainless steel.

"Working with the zero-impact natural gas R290, they differ from the base range, with the following new features. The buttons are more innovative with blue LEDs and they work as alarms for the activation of the machinery and for the carbon dioxide's absence, which is necessary for making sparkling water. And they offer the possibility of having, not only cold still and sparkling water but also an intermediate solution – slightly sparkling water."

BluSoda Plus can be combined with the BluSoda Cabinet, with its Tank Alarm for waste water, plus the Cup Rest which allows adaptation of the dispensing area height. ●

Natural Choice introduces ION cooler

Natural Choice has introduced its new compact ION mains-fed water cooler, worldwide.

Natural Choice Corp European sales manager Rogier Van Der Maat said: "Designed to fit on most countertops, the ION makes a great office water cooler where space may be limited. Just press a button to enjoy an endless supply of cold, hot, or sparkling water."

The ION features Natural Choice's InstaChill sealed water pathway where air cannot come into contact with the water supply. It also includes an energy-saving SleepMode and Pure Alert filter monitor. ●



Zerica adds Tivoli Hot

Zerica launched Tivoli Hot, the latest addition to its HoReCa range, to great critical acclaim at HostMilano in October.

Consumers use an internet connected, interactive 10" touchscreen to choose from still, sparkling or boiling water. On screen, end users can access information about their drink, and view short, customised advertising videos informing them of any offers or products of interest.

The user-friendly touchscreen is designed for managers and staff to easily regulate drink temperature and to set serving size for both glasses and jugs or carafes. Real-time operational status can also be monitored.

All operations are designed for speed and ease of use so CO₂ gas cylinder swapping is simple. There is even easy access for filter replacement. Remote access via a web portal available to manage low-energy periods and monitor machine functionality with email alerts.

Zerica's Gemma Tuxford said: "The addition of boiling water to a cold water dispenser is truly a world first. Zerica's system dispenses hot water on demand at temperatures of up to 99°C, surpassing all market standards. It also has extremely low energy consumption levels thanks to Zerica's exclusive Eco Pulse Boiling System (EPBS).

"100% designed and manufactured in Italy, the Tivoli Hot offers maximum flexibility in a small package. It is perfect for a self-service breakfast or lunch service, supremely practical for conferences and events and a sophisticated looking addition to any office canteen, hotel bar or coffee corner." ●



Nitro Cold Brew coffee dispenser

Abbeychart introduced the Nitro Cold Brew coffee dispenser at the Avex trade show in September.

Marketing manager Mark Winter said: "With cold brew coffee already taking café culture by storm, the Nitro takes cold brew to yet another level.

"Retaining the strength and refreshing qualities of cold brew coffee, the Nitro infuses the coffee with nitrogen to produce a slightly bubbly and smooth yet strong coffee with a creamy head that resembles a glass of beer.

"Many large coffee outlets have been adding nitro coffee to their cold brew offering throughout the summer and have elaborate and extensive installations, but the appeal of the Abbeychart Nitro machine is its small footprint and stand-alone format, only needing power and a supply of cold brew. This makes it ideal for festivals, pop-up stands and environments where space is at a premium." ●



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 Unnecessary waste ⊖



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- 3 Step Pre-carbon
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- Power saving**
Reduces your electrical bill with its power free system.
- Filter saving**
Auto flushing RO filter ensures a consistent removal rate and keeps inside of the filter clean.

*Watch the video about this product! ▶▶

Model	P-160L
Tank capacity	6 L*
Dimensions (W X D X H)	235 x 350 x 419 mm



*Unlike conventional UTS utilizing 50% of tank capacity, Circle is a new type of UTS water purifier with 100% utilization of tank capacity.

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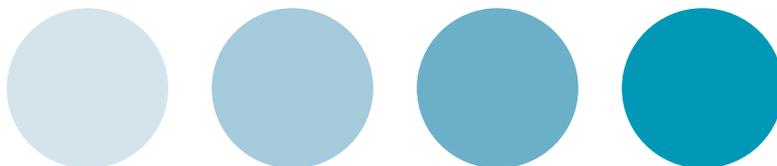


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Innovations



IoT corner

The Internet of Things (IoT) has changed the way that machines can remotely connect directly with operators to improve management and customer service. In the last issue of Refreshment we led the innovations pages with Hydrate.Direct's 'smart button' which allows customers to order more water for their cooler in a single touch.

Since then we have spotted two more devices relevant to the water industry and will be looking more at the impact of IoT in the next issue.

What is IoT?

The Internet of Things (IoT) is a network connecting physical devices, vehicles, appliances, and other items embedded with electronics, software, sensors, actuators, and network connectivity which enable these objects to connect and exchange data.

There will be a full feature on the impact of IoT on innovation for water coolers, coffee and vending machines in the next issue of Refreshment magazine.

Water.IO connected hydration cap



Israel-based 'smart packaging' company Water.IO won the Best cap or closure category in Zenith Global's Global Bottled Water Awards in October, with its Water.Connected connected hydration cap.

The cap technology transforms any bottle into a connected device, designed to help consumers stay hydrated and track their hydration needs. It also communicates real-time data to brand owners. The accompanying app enable hydration monitoring but also creates the opportunity for brand owners to communicate directly with individual consumers.

We'll be including an interview with Water.IO in the next issue of Refreshment magazine. ●

Flowdaq



Ireland-based Flowdaq has developed and launched a bottle sensing device which retrofits to a water cooler. The device actively monitors bottle usage and reports bottle changes over IoT networks, direct to the distributor's management system (see also page 41).

The Flowdaq system harnesses the power of Sigfox, a widespread and rapidly growing global IoT communications network. According to the company, its low running cost and low energy consumption make it ideal for securely connecting water coolers to the Cloud. ●

Brook water cooler from Waterways



At the Watercoolers Europe event in Krakow, Waterways launched its new premium water cooler, called Brook.

Available as a mains-fed filter or RO unit, alternatively the Brook can be configured as a bottom-loading bottled water cooler.

The design includes features such as variable hot and cold temperature controls and a large LED display with touch screen controls. ●



4 Aces introduces Aquastand



UK-based water cooler product supplier, 4 Aces, has introduced the Aquastand, a water bottle storage solution which enables office and facilities managers to save space, while still providing workers with the means to gain immediate access to plentiful water supplies.

4 Aces managing director Chris Penn is confident that this latest offering will meet with a positive response: "There is a general interest in simple products and devices that can save space and allow for easy storage in the modern office. The Aquastand

ticks all boxes, providing a unique solution for those who want to maintain an orderly working environment."

The patent pending, blue stand weighs just 450 grammes and can be used in conjunction with the standard 5 litre water bottles. ●



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3M launches ScaleGard Blend Series filtration solutions



3M has launched a new range of water filtration solutions for the catering and hospitality industries, offering increased capabilities and user control.

The ScaleGard Blend Series of cartridges and filter heads reduces the level of both chlorine and chloramines from the mains water supply, while also tackling limescale.

3M application engineer Oliver Rudman said: "This helps to improve the taste of everything from beverages to steamed food, as well as reducing machine inefficiencies caused by scale, saving businesses money on costly repairs, replacements and service call-outs."

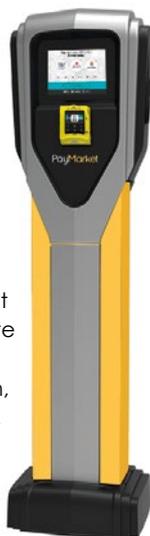
The range consists of four filter cartridges, available in both buffered and unbuffered resin types, along with two types of filter head fittings – John Guest and BSPT. It has been developed to suit a wide variety of hot and cold water applications, catering for an array of businesses, from restaurants, coffee shops and vending to hotels, pubs and servicing companies. ●



Nayax adds free-standing PayMarket Kiosk

Nayax has introduced the PayMarket Kiosk, a stand-alone kiosk for indoor or outdoor use. Integrated with cashless payment capabilities, PayMarket is suitable for numerous applications giving businesses a flexible solution using customisation and enabling consumer engagement.

Nayax has included several features that will allow operators to quickly incorporate PayMarket into their business including an integrated cashless payment solution, embedded, customisable touch screen, optional printer and optional barcode scanner. ●



Breville Precision Brewer

Global kitchen appliance brand Breville has introduced the Breville Precision Brewer, the world's first 12 cup drip coffee maker with precise and adjustable temperature control, utilising digital (PID) technology.

Combined with optimized water flow and contact time via its patent pending steep and release valve, the Precision Brewer allows versatility for automatic brewing from pour over to cold brew, offering coffee enthusiasts to enjoy great-tasting craft coffee at home.

"The innovative PID technology, thermo-coil heater and a dedicated pump, typically seen in espresso machines, allows for precise and adjustable temperature control and optimal water flow," said Breville global beverage business manager Phil McKnight. "When it is combined as a system, it brews delicious tasting coffee no matter which style you prefer." ●



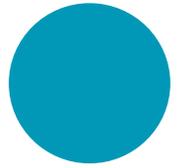
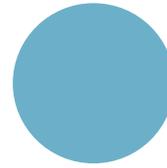
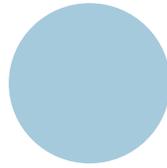
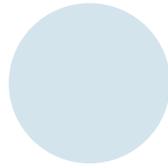
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Innovations



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Sage adds Oracle Touch

Kitchen appliance brand Sage has launched the Oracle Touch. Aimed at the residential market, it may also prove suitable for small offices or board rooms.

Simplifying the steps of traditional automatics, the machine allows users to swipe and select from a full menu of classic café favourites – espresso, Americano, latte, flat white, or cappuccino – and includes the option to customise them based on taste preferences.

With the touch of a finger, the Oracle Touch automatically grinds, doses and tamps coffee, pre-infuses and then extracts at 9 BAR pressure using water heated to a precise temperature. Finally, it automatically steams and textures milk to create a variety of coffee drinks as well as produce the silky micro-foam needed to create latte art.

This next generation espresso machine has won a number of 2017 design awards, including the '2017 Best New Product' award from the Speciality Coffee Association. ●



Quartz Bottle – water purification in self-cleaning bottle

Start-up US-based health and wellness brand Quartz has announced its first consumer product, the Quartz Bottle, designed to provide instant water purification in a self-cleaning bottle.

The bottle utilises proprietary UV-C LED technology from RayVio Corporation that emits UV-C light in the 280nm range, the optimal wavelength of light to eradicate bacteria and viruses. The Quartz Bottle can eradicate up to 99.9999% of harmful and odor-causing bacteria and viruses, at the touch of a button in 60 seconds.

The rechargeable bottle self-activates every four hours to maintain the cleanliness of the bottle and one charge lasts for 2-3 months, without the need for replacement filters or batteries. ●



nkd Life pod+

British start-up, nkd Life, has launched pod+, a water filter bottle designed to remove up to 99.9% of bacteria, viruses, parasites and more.

The pod shaped 585ml water bottle is available in six different colours, is impact resistant and leak proof, while the fully attached cap protects the mouthpiece from exposure to dirt or germs.

The company said: "Not only does the pod+ clean, it actually supercharges, resulting in water that is slightly more alkaline, ionised and higher in antioxidants thereby helping to hydrate you faster and take away old debris from your cells." ●



World First Product!
Water Purification System(R/O)
with Ice, Coffee & Tea



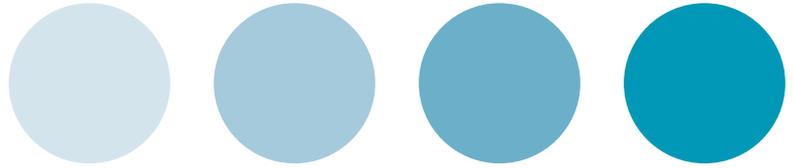
- 
WATER(R/O)
(HOT/COLD/AMBI.)
- 
ICE
- 
COFFEE
(Italian capsule)
- 
TEA
(English tea)
- 
Dual heating system
- 
Auto Cleaning System [ACS]
- 
Touch LED
- 
Easy maintenance
- 
Energy saving

PRIMO Flavors



BASICO Flavors





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Westomatic adds Eco Encore



Describing it as 'the sustainable choice', UK-based vending machine manufacturer Westomatic has added to its established Encore range with Eco Encore, a new entry-level unit, offering a full range of standard drinks plus two soups and fresh brew tea.

Manufactured from 100% recycled metal work to 'reduce waste and encourage sustainability', Eco Encore is fitted with an innovative energy saver system which reduces power consumption by up to 30% during quiet or inactive periods. ●

Coffee Pod introduces V-Box

UK-based Regency Design & Print, the designers and manufacturers of the 'Coffee Pod' housing system for vending, launched its new V-Box vending surround system at the Vendex North trade show in November.

Available in a variety of sizes and finishes, the V-Box system includes lightbox fascias and microwave units. It has been designed so that operators can easily install the vending surround and avoid heavy installation charges. ●



Vending machine for homeless people

A new UK charity called Action Hunger has launched a vending machine concept to provide round-the-clock access to food and clothing for the homeless in Nottingham.

Action Hunger is working with Tesco and other partners, to stock the machines with items such as water, fresh fruit, sandwiches, chocolate, crisps, toothpaste and socks. The machine is activated by a key-card handed out by homeless charity The Friary. The key-cards contain a chip that allows them to be blocked or cancelled if they are lost or stolen. Three items a day can be taken from the machine per person. Cameras will monitor the machines to ensure the cards are not misused.

"Action Hunger is not seeking to supplant the incredible efforts of existing charities for the homeless – we're seeking to work in concert with

them," charity spokesman Huzaifah Khaled said. "While other organisations can offer empathy and human contact and counselling... we solely provide unmanned vending machines."

The Friary CEO Sam Crawford said: "We will be prioritising rough sleepers. Not everyone who visits us is a rough sleeper, some are homeless in other ways such as those in temporary accommodation, so that would be who we would prioritise."

"It's an innovative way in which food and provisions can be made available out of hours to people in need." ●

Providing round-the-clock access to food and clothing for the homeless



© Action Hunger | Jack Hughes

Innovations

Drinks

Perrier limited-edition packaging

Perrier Sparkling Mineral Water has introduced new limited-edition packaging, which features original designs by artist Eric Rieger.

The artist, who is also known as HOTTEA, was named 2017 Perrier artist of the year through the brand's ARTXTRA initiative. ●



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Alkaline ionised water to 'enhance hydration'



British beverage brand Actiph has unveiled an alkaline, antioxidant water designed for those 'who want to live an active lifestyle to the full'.

The drink is created by purifying spring water, adding electrolytes and supercharging by ionisation. This process is said to create a water with an alkalinity of pH9.5+.

Actiph founder Jamie Douglas-Hamilton said: "Actiph Water is unlike any other water, it's not just a water and not just a sports or health drink, it is the birth of a whole new category." ●

Lipton Wellness tea with herbs and essential oils

Unilever has launched its Lipton Wellness tea range as it aims to incorporate essential oils and herbs into consumers' everyday routines.

Made with botanicals and available in five variants, Unilever said a cup or two of the brew supplements a balanced diet.

Stress Less tea features cinnamon, camomile, and lavender flavours, while Detox uses dandelion, nettle and grapefruit. Soothe Your Tummy tea is flavoured with ginger peppermint and fennel, and the Bedtime Bliss with camomile, mint and orange peel. Finally, the Daily Support variant is said to be an 'excellent source of vitamin C' and flavoured with turmeric, echinacea and ginger. ●



Lavit partners with Juice Press

US organic food and beverage retailer Juice Press has partnered with Lavit to create two infused water capsules for Lavit's single-serve cold beverage water coolers.

Juice Press' popular Rose Water and a new functional energy offering, Cinnamon Guarana Water, are available in Lavit's 100% recyclable aluminium EcoCaps. All-natural Rose Water and Cinnamon Guarana infused waters are unsweetened and preservative-free. ●



Keurig expands extra-strong Revv coffee line

Keurig Green Mountain has introduced its new range of high-strength Revv K-Cup coffee varieties with upgraded packaging and flavours.

The product is said to be made with the strongest coffee Keurig could find and is available in three variants: No Surrender, Afterburner and Turbocharger. As well as the new flavours, the Revv coffee packaging now features bold colours and energising symbols.

Keurig chief brand and beverage officer Scott Moffitt said: "Revv coffee is for all the early risers, all-nighters, daily grinders, and everyone who lives for strong coffee. We select only the best coffee, roast it dark, and fill every K-Cup pod with delicious, high octane coffee that helps you grab life by the mug." ●



Innovations

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Barry Callebaut adds Caprimo Speculoos

Barry Callebaut Beverages UK has launched a dessert drink, called Caprimo Speculoos. Named after the famous Belgian biscuit, the drink combines rich biscuit, cinnamon and ginger notes with a butter-sweet taste.

Paula Bentley, head of sales for Barry Callebaut Beverages UK, said: "Allowing customers to effectively mix their own drinks is a complete upgrade for our vending clients and operators. It opens up the market for them to new customers, with a single drink providing many opportunities. We are now inviting our customers to test the Caprimo Speculoos in a bid to take their hot beverages offering on to the next level by upgrading their vending range." ●



Only in Japan

Suntory Tennensui Premium Morning Tea Milk looks like bottled water

Japanese beverage maker Suntory has launched a new addition to its Tennensui range. Transparent Tennensui Premium Morning Tea Milk follows the release of its lemon tea-flavoured water in April. Despite looking like water, it is claimed to have the aroma of Assam tea leaves as well as the taste of milk. ●



Drinkable roasted sweet potato

East Japan Railways has teamed up with House Wellness Foods to make one of Japan's popular comfort foods – roasted sweet potato – available as a hot dessert drink from the railway network's vending machines.

Roasted sweet potato, called 'yakiimo' in Japanese, has been a popular snack in Japan for close to two centuries since the late Edo period, and is a particular favourite during the autumn and winter months. ●



Snacks and confectionery

Gaea Veggie Snacks

Responding to the growing demand for healthy snacking, Florida, US-based Gaea has introduced Veggie Snacks, which the company describes as the first-ever shelf-stable vegetable snacks on the market.

Ideal for vending, they are made with all-natural ingredients and zero preservatives. The lightly pickled product line is marinated in Gaea extra-virgin olive oil and in either lemon or vinegar. Veggie Snacks are available in three varieties: carrot, cauliflower and gherkin. ●



Hershey adds fourth flavour

US confectionery manufacturer The Hershey Company has launched Hershey's Gold bars, the fourth flavour in the brand's history.

The launch celebrates the brand's official sponsorship of the United States Olympic Committee and was announced 100 days before the start of the PyeongChang 2018 Olympic Winter Games.

The new bars are a caramelised creme, featuring salty peanut and pretzel bits to create a sweet, buttery taste, topped off with a creamy and crunchy finish. ●



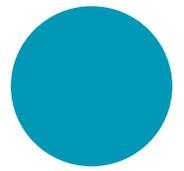
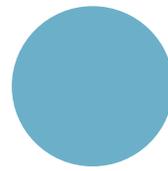
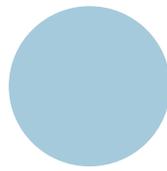


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 ACROSS EUROPE EVERY DAY.

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Pladis Why Nut?



Pladis launched 'Why Nut' at Vendex in November.

Described as 'a healthier snacking alternative', it is made with 100% natural fruit, nuts and seeds, including pistachios, cashews, quinoa and cranberries. ●

Made Good Crispy Squares

US-based allergy-friendly and nutrient-rich granola snack manufacturer MadeGood, has launched Crispy Squares, made with organic crisp rice and cane sugar.

Crispy Square are free from the eight common allergens: peanut, tree nuts, wheat, dairy, egg, soy, sesame, fish and shellfish.

Each features nutrients from one full serving of vegetables and are gluten-free, certified vegan, kosher parve, certified USDA organic and non-GMO. ●



No added, or reduced, sugar

No added sugar Capri Sun

Kraft Heinz has added four product lines to its Capri Sun range, made with all-natural ingredients and no added sugar.

Fruit Refreshers is made with a blend of fruit juice and filtered water and Kraft Heinz claims the beverage has 50% less sugar than the average leading fruit juices. Meanwhile, the Organic line is a certified USDA organic juice drink from concentrate made with all-natural fruit juice from organic farms.

The 100% Juice line is billed as 'refreshing juice drink' and has ¾ of a cup of fruit juice per pouch. Finally, the Capri Sun Fruit & Veggie Blends (previously called Super V), has half a cup of fruit and vegetable juices per pouch. ●



Kind fruit bites



US snack bar maker Kind has entered the fruit snacks category with the launch of its fruit bites range.

The product line, which contains only fruit and no added sugar, aims to disrupt a category that Kind believes has been swamped with products high in sugar.

Kind fruit bites do not contain any juices, purees, concentrates, preservatives or genetically-engineered ingredients. Each snack has only three ingredients or less, and is made with only real fruit, like cherries, apples and mangos. Each pouch provides one full serving of fruit. ●

Atkins 'low sugar' Harvest snack bars



In the UK, Atkins has launched its first natural bar. Harvest aims to provide a lower sugar alternative to other products on the market.

Available in three flavours: dark chocolate and sea salt caramel; apricot, almond and coconut; and mixed nuts and chocolate, Harvest bars contain no artificial sweeteners, colouring or preservatives, and have 4.3g to 4.8g of naturally occurring sugars per bar. ●

Protein-boosted Yorkie bar with reduced sugar

Nestlé UK and Ireland is aiming to tap into increased interest in protein with the launch of protein-enriched Yorkie Pro chocolate.

The new bar contains 10.5g of protein and features a combination of protein-enriched milk chocolate and wheat protein crispies.

As a result of adding wheat protein crispies to the recipe, Yorkie Pro contains 35% less sugar and fewer calories per 100g than the standard Yorkie bar. The product also remains free from artificial flavours, colours, preservatives and sweeteners. ●



Business news

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Vianet buys Vendman for up to £4.25m

UK-based business insight and data company Vianet Group has acquired enterprise resource planning and unattended vending mobile software provider Vendman Systems.

Vianet, which uses devices connected to its IoT platform to provide data and business insight, is to make an initial cash payment of £2 million, with an earn-out element of up to £2.25 million based on the achievement of EBIT targets in the first two years.

Vendman's software products include data management, stock control, route planning, pricing and account analysis. It currently provides management services for over

200,000 machines in the UK and European unattended retail markets.

This is positive news for both sets of customers as we continue to extend our capability

"I believe the combination of Vendman ERP and mobile software products with Vianet IoT connectivity, data analytics and contactless payment solutions creates an unparalleled portfolio with strong presence in the UK and Europe," said Vianet CEO Stewart Darling. "This is positive news for both sets of customers as we continue to extend our capability, delivering increased value to the unattended retail sector, and in doing so accelerating our pan European growth plans." ●



4 Aces adds two directors

UK-based packaging specialist 4 Aces has appointed Jackie Venn to the role of commercial director and David Blake to the role of sales director. Both have been promoted from existing positions, as head of marketing and head of sales, respectively, in recognition of their shared contribution and involvement in the company's planned growth.

Jackie will take on a more strategic role going forward, overseeing marketing, procurement and general business activity and supporting managing director, Chris Penn, while David is expected to continue to head up the sales team. David will also be taking on a more tactical position, overall, and playing a key part in the research and development of new products across all sectors as the company continues to extend its product range. ●



N&W rebrands as Evoca

Italian manufacturer N&W Global Vending has rebranded as Evoca. The move coincides with the unveiling of the company's coffee-focused global business strategy designed to strengthen its position as a leading player in both the hotel/restaurant/cafeteria and office coffee service sectors.

N&W CEO Andrea Zocchi (right) said: "Evoca is the result of the integration of numerous global coffee machine manufacturers, a process which began in 2000 with the formation of N&W and which today finds its natural evolution in a new company that is positioned as a global leader in professional coffee machines.

"Coffee has always been at the core of our DNA and business strategy. It is an attractive market, with historically strong fundamentals, but also evolving, with new challenges and opportunities for growth. Our rebranding strategy is rooted in our past and reaches its full development today with Evoca."

Evoca produces one of the broadest range of professional coffee machines in the industry, and will continue complementing its coffee machine offering with its range of snack and food and can and bottle machines. ●



EVOCA
GROUP

Business news

The latest from the industry



Selecta to acquire Italian vending operator Argenta

Selecta Group, a KKR portfolio company, is to acquire Italian vending and coffee service provider Gruppo Argenta, from Motion Equity Partners.

The acquisition of Argenta is expected to strengthen Selecta's position as the pan-European industry leader with an enlarged presence in 16 countries, with a strong presence in a key market like Italy.

Argenta has a high quality, diversified and well-established Italian client and customer base and widely recognised as a leader in coffee services and vending innovations including micro markets, cashless payment technologies and healthy on-the-go food retail offerings. ●



Coca-Cola acquires premium bottled water brand Topo Chico

Coca-Cola North America has acquired Mexican premium sparkling water brand Topo Chico, expanding its range of bottled water brands in the US.

The deal, conducted through Coke's Venturing & Emerging Brands (VEB) unit, complements brands such as Dasani and Glacéau Smartwater within the Coca-Cola system.

The Coca-Cola system has a long history with the brand, which will continue to be imported from its natural source in northern Mexico. The first bottle of Coca-Cola in Mexico was bottled at a Topo Chico facility in the 1920s, and Arca Continental – Coke's second-largest bottling partner in Latin America – has bottled and distributed Topo Chico for the last 30 years. ●



Niagara Bottling buys First Quality's bottled water business

In October, in the US, Niagara Bottling acquired the bottled water business formerly owned and operated by First Quality Water & Beverage. First Quality produced both private label and Pureau brand bottled water.



"This acquisition gives us a greater presence in the Northeast and is another exciting chapter in Niagara's history. We've always considered First Quality a strong competitor with an excellent product offering," said Niagara President and CEO Andy Peykoff II. ●

Karma Box and NatureBox team up for healthier vending

In the US, Karma Box Healthy Vending, is to sell Nature Box's 'better-for-you' snacks in its vending machines throughout the country.

Karma Box franchises its 'healthy vending' program to operators in more than 75 US cities, which are placed in high-traffic locations such as hotels, community centres, schools and businesses.

Nature Box provides a snack box subscription service delivered to homes and offices and sells its products through retailers, including Target, Safeway, Sprouts and Barnes & Noble. ●



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Lavazza partners with Coca-Cola across Europe



Coca-Cola Hellenic Bottling Company Hungary (CCHBC) has concluded a partnership agreement with Italian coffee company Lavazza, completing a series of agreements which began in Greece in 2016 and now involves several other countries in Eastern Europe plus Switzerland.

In Hungary, the two companies have already been working together, as CCHBC was the brand's exclusive distributor in the vending segment, so it was a natural step to elevate the already successful cooperation to another level. CCHBC Hungary has become the exclusive distributor of the entire Lavazza portfolio (roast and ground coffee, coffee beans, and single serve coffee capsules). In a statement, CCHBC said: "We are

looking forward to conveying the ultimate Lavazza experience to as many Hungarian coffee fans as possible." ●



Healthy vending firm wins £100K funding for own-brand healthy nibbles



Healthy Nibbles has secured £100,000 funding from seven private investors. The firm, which has accessed support from Business Gateway Midlothian, is looking to introduce its own 'raw chocolate trail mix' snacks to its vending machines and corporate boxes, as well as take on a modern apprentice and business development expert.

Founder Sara Roberts, who launched the Edinburgh-based business in 2014 after becoming frustrated with the lack of healthy snack options for people on the go, hopes to break into the hospitality sector by providing healthy snacks for mini bars.

The firm, which started out with just three vending machines, will have about 90 placed in business premises by the end of the year. ●



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European vending market growing



The European Vending Association (EVA) has published its latest report on vending and office coffee service in Europe.

The newly published report provides the latest in-depth look into the European vending and office coffee service (OCS) industry and reveals the current trends observed across Europe.

The new report has built on the refined methodology introduced last year, involved even more vending operator interviews, and added some new data sources. Furthermore, a whole new market – Romania – has been included in the report for the first time and brings long-awaited credible data to the industry players interested in this developing market.

Overall, the report – based on 2016 data – reinforces the trend revealed last year that several mature markets who have seen a number of years of decline have either started to grow or at least remained stable. Indeed, as a whole the European vending market is growing with total annual revenue rising to €15.05 billion.

The report incorporates data over a ten year period including the vending turnover of various countries, fieldbase and sales volumes (vends), and a detailed breakdown of the hot beverage

machine composition and type of coffee preparation. The report also provides some insights into the key legislative trends which are impacting, or likely to impact the industry, such as 'fiscalisation' in countries such as Hungary or Italy.

Some other interesting statistics revealed by this latest report include:

- The overall fieldbase (number of machines) is now 4 million (1.2% increase since 2015);
- There are around 190 Europeans per vending machine;
- Over 80% of European machines are located in the workplace;
- In Europe, vending machines sell over 95 million food and drink items every day (a rise of 5.3%);
- Poland & Russia have seen the largest market increases – impressive growths of 6.9% and 7% respectively in the last 5 years.
- Operators are selling products at higher prices in most markets, particularly for hot drinks; evidence of high quality machines and coffee.

Anyone interested in purchasing or acquiring the report should visit the EVA website for more information. ●



Nayax rolls out VPOS Touch device In US



Nayax is rolling out its award-winning VPOS Touch cashless payment device in the United States.

Suitable for vending machines, photobooths and other unattended equipment, the chip-card enabled, EMV-certified cashless payment device accepts credit and debit cards, prepaid cards, mobile wallets and QR codes. It seamlessly integrates telemetry, cashless clearance, monitoring and management and is designed for both open and closed environments.

VPOS Touch's high-res touchscreen and built-in camera allows operators to offer instant refunds and e-receipts and increase sales with on-the-spot offers, coupons and loyalty cards. The unit also features a 'Smart Technician' mode for improved machine management and reduced maintenance time.

VPOS Touch received the Best Concept Vending Star award at the Eu'vend and Coffeena exhibition in Cologne, Germany. ●

IKEA kitchen utensil vending machine in Stockholm



In September, IKEA opened a kitchen pop-up store in central Stockholm. To advertise its new retail concept, the Swedish furniture giant placed a vending machine selling kitchen tools inside the subway station of Hötorget, in the city centre.

"We want to show in a playful way that IKEA is available wherever our customers are, not only in our department stores," said Miki Tabakovic, deputy country sales director for IKEA Sweden.

Although its main role is to prompt passing commuters to visit the nearby kitchen showroom, the vending machine is, itself, a pop-up store, where customers can buy popular items. ●



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New Age Beverages expands vending distribution with USG



In the US, New Age Beverages Corp has signed an agreement with Unified Strategies Group (USG) to expand distribution of its natural and organic functional beverages to USG's more than one million vending machines and 5,000 micromarkets throughout the country.

New Age's brands include Marley coffee, Xing tea, Búcha Live kombucha, Aspen Pure probiotic water and Coco-Libre coconut water. ●

Paris installs sparkling water fountains



The Parisian government is installing free-to-use sparkling tap water fountains in at least 20 different locations around the city.

Called Fontaine Pétilante, the fountains are intended to reduce the amount of plastic waste generated from bottled water and carbonated soft drinks.

Paris first installed a sparkling water fountain in 2010. Each of the 20 arrondissements will have a minimum of one fountain, adding to a number already located across the city. ●



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Business news

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Coca-Cola European Partners trials Freestyle at UK university

Coca-Cola European Partners (CCEP) has installed Coca-Cola Freestyle at the University of Reading in the UK to help students reduce their packaging footprint.

The Coca-Cola Freestyle machines are compatible with refillable containers that are micro-chipped to interact with the dispenser technology, allowing students and staff to buy all their soft drinks in reusable bottles.

The customisable refillable bottles, manufactured by Whirley-Drinks Works, can be purchased at the university, giving users access to refills throughout the ten-week term.

Students will have access to over 100 drinks from a range of brands such as Coca-Cola Classic, Diet Coke and Fanta, including low and zero calorie variants, as well as still drinks. They will also be able to try drinks and flavour variants within the business's global portfolio that are not available in UK stores. Options for single pour and limited refills are available.

The bottles contain RFID (radio frequency identification) to directly interact with Validfill dispensing technology. As well as ensuring that payment has been made, this technology will also allow CCEP to track how many times the refillable bottle is used and which drinks are most popular.

CCEP and the University of Reading will be monitoring the impact the scheme has on recycling and littering of soft drinks packaging at the sites where the machines are installed, and will be talking to students and staff about their experiences of using refillable bottles.

The programme forms part of the university's commitment to reduce its environmental impact,

under which it has cut carbon emissions by more than one third. The university has said it will monitor patterns of drinks consumed during the trial.

CCEP GB head of sustainability Nick Brown said: "We're hugely excited to have joined forces with the University of Reading on this project. As well as supporting a more sustainable packaging system on campus, the trial will allow us to explore consumer behaviours and attitudes towards refillable bottles, with the goal to help students and staff across the university to reduce their personal packaging footprint.

"As an industry leader in drinks manufacturing and supply, we value our work with organisations that share our ambition towards a more sustainable future, and we look forward to seeing how the programme develops over the coming months."

University of Reading catering and bars manager Matt Tebbit added: "Around 650,000 plastic bottled drinks are used on our campuses each year, so this partnership will help the University to reduce this considerably. The new drinks machines will cut traffic around campus and carbon emissions as refill cartridges can be delivered by courier rather than lorries.

"The scheme will provide a wider range of low and no calorie drinks options to students and staff, as well as offering free drinking water to everyone – something students had requested." ●

The Coca-Cola Company first introduced its touch-screen Coca-Cola Freestyle unit in the United States in 2009. Featuring over 160 different Coca-Cola drink products, as well as custom flavours, the cabinet was designed by the Italian automotive design firm Pininfarina.



H2O Direct's MCM fittings are WRAS approved



H2O Direct has announced that MCM Express Fit parts and tubing are now WRAS approved. H2O Direct are the official distributors for MCM products in the UK and Europe.

H2O Direct's Jim Redford said: "Although already NSF Certified to 58/61 & 372 standards, H2O Direct and MCM decided that to further ensure that our customers have the best products on the market, it was essential to gain approval." ●



United Caps acquires closure division of Closures4U



United Caps has taken over the plastic closures division of Closures4you – including 28 mm caps for re-usable glass bottles and for disposable PET bottles.

This latest acquisition is part of United Caps' growth strategy. In June 2017, the company announced the takeover of cap and closure manufacturer Dewit Plastics. ●



Berendo chooses petainerKeg



Canadian coffee company Berendo has chosen Petainer as its packaging partner to support the launch of its B2B wet coffee business, which includes coffee and tea stouts.

Berendo founders Lyse M Daigle and Nathalie Dion, briefed the government accredited Agro Food Laboratory to find an alternative to steel kegs when they were developing their wet coffee products. Agro Food recommended one-way PET kegs and Berendo chose the 20 litre petainerKeg.



Lyse M Daigle said: "For our new products we needed a packaging solution which not only protected their quality and flavour, but also met with our sustainability criteria. We chose PetainerKeg because of its one-way footprint and recyclability. It also saves on scarce resources such as water because it doesn't need to be washed, and cuts out the need for environmentally damaging detergents."

The PetainerKeg has a direct impact on Berendo's bottom line when transporting products from Montreal to locations such as Vancouver, over 3,200 km away. Unlike steel, there is no costly return journey as the keg is simply recycled when it is empty. Thanks to the keg's light weight (just 10% of a steel keg), it is also easier to handle and saves storage space in retail outlets as there is no need to store empty kegs. ●



Sidel breaks bottling record in Saudi Arabia



Following the installation two years ago of what was Sidel's fastest bottling line in the world at the time, the Health Water Bottling Company (HWB) of Saudi Arabia decided to invest in two further lines.

The original solution still runs at a speed of 134,000 bottles per hour (bph), whereas the two new Sidel complete PET water lines are both now running even faster – at the new, record-breaking output rate of 150,000 bph each, making a total installed output of 300,000 bph. ●



Niagara Bottling invests in Sidel Super Combi



As the largest US bottler in water production by volume, delivering one in three of all water bottles sold, Niagara Bottling LLC has built its success on supplying high-quality, low-cost water to major retailers from 25 plants throughout the US and Mexico.

Niagara has worked with Sidel for almost two decades and relies on Sidel's equipment and expertise to maintain its leadership position in the low-cost bottled water market. "Sidel puts us in the most competitive position to produce a bottle and fill it with water," said Bill Hall, executive vice president of manufacturing at Niagara Bottling.

Niagara Bottling has always been highly focused on LEAN production methods. With the Super Combi, the team recognised immediately how this new solution's compact footprint and optimised raw material management could allow them to further reduce waste.

"Our focus is always going to be on reducing total cost of ownership. Our goal is to deliver a case of water to our customers, while removing any component and process which is not bringing added value to them. The Super Combi will let us take the next step in that evolution," said Bill Hall." ●



Pret a Manger trials reusable glass water bottles

In October, Clive Schlee, the chief executive of UK counter-serve sandwich chain Pret a Manger, revealed that three outlets were trialling the sale of reusable glass water bottles.

He said the aim was to understand if customers would choose to refill a glass bottle rather than purchasing a new plastic one. Plastic bottles will remain on sale, but sold alongside the glass bottles. Selected stores will incorporate filtered water stations so that customers can refill their glass bottles.

Schlee said: "Plastic bottles present a real challenge and there are two schools of thought within Pret. The passionate environmentalists say stop selling them altogether, while the pragmatists say make it as easy as you can for customers to use fewer plastic bottles. We are looking carefully at both options. I tend towards the pragmatist end myself." ●

Nestlé Waters to expand water stewardship scheme to 20 plants

Nestlé Waters plans to certify 20 of its factories worldwide according to the Alliance for Water Stewardship (AWS), a global standard for measuring business' responsible water management.

The company has already certified four Nestlé Waters bottling facilities: one in Pakistan and three in California, including the recent certification of a factory in Sacramento, California that puts it on track to certify all five of its California bottling facilities by the end of 2017.

The maker of Vittel, Poland Spring and Nestlé Pure Life intends to certify additional sites in Africa, Asia, Canada, Europe, Latin America and the United States as part of its 2020 objective.

Nestlé Waters CEO Maurizio Patarnello said: "Collaborating with AWS is a new step on our water stewardship journey, which will allow us to further engage with local communities to secure the sustainability of the local water resources where we operate. By broadly implementing this standard, we will pave the way and show that meaningful collaboration is possible for the future of water."

Nestlé Waters is the first beverage company to achieve AWS certification, and the four plants currently certified represent half of the total number of factories worldwide to be granted AWS-certified status. ●

For more on this story, visit www.foodbev.com

BBWP member Belu awarded Queen's Award for Enterprise for Sustainable Development

British Bottled Water Producers (BBWP) member Belu has been presented with the Queen's Award for Enterprise in Sustainable Development.

The award recognises outstanding business achievement by UK organisations. Belu was honoured in the sustainability category for demonstrating continuous reductions in CO2 emissions, constantly seeking new ways to reduce its impact and creating net positive outcomes both environmentally and socially.

Belu has donated over £2.2 million to WaterAid since 2011, transforming over 145,000 lives by providing access to safe water, decent toilets and good hygiene. After a successful six-year partnership, Belu has committed to working with WaterAid until 2030, aligning its business with supporting the achievement of Global Goal 6 'Water and sanitation for all'. ●



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Bottled water packaging reduced by nearly half in less than a decade, study finds

The amount of materials used to make polyethylene terephthalate (PET) and high density polyethylene (HDPE) plastic, and glass bottled water containers has been reduced by 42.8% between 2007 and 2015, according to a new study in the US.

The Quantis Life Cycle Inventory and Environmental Footprint of Bottled Water for the North American Market study found the total grams of bottle material per gallon of bottled water (excluding labels and caps) has been reduced from 129 grams in 2007 to just 73.9 grams in 2015.

The report, commissioned by the International Bottled Water Association (IBWA), measured key environmental metrics such as greenhouse gas emissions (GHG), energy, and solid waste for the production of bottled water, which is packaged in 100% recyclable containers.

The study's key findings include:

- Small-pack bottled water products (such as half-litre and gallon size) have a greenhouse gas footprint of 6,920kg of carbon dioxide (CO₂) equivalent per 10,000 gallons of water. The greenhouse gas footprint of carbonated soft drinks, according to the IBWA, is almost three times larger
- The bottled water industry's total greenhouse gas emissions in 2015 were 7.49 million metric tons of CO₂ equivalent
- Small-pack bottled water products used around 243,000 megajoules of non-renewable energy per 10,000 gallons of water
- The industry's total non-renewable energy consumption was 247 billion megajoules – less than 0.3% of the US total
- Excluding recycled waste, the bottled water industry generated 288,000 metric tons of solid waste in 2015 – barely 0.1% of the US total.

Note that these studies exclude the use phase of the bottled water products life cycles.

"The environmentally aware actions of bottled water companies, such as light-weighting our containers, using more recycled PET (rPET) in bottle production, and increasing curbside recycling rates, have impacted the environmental footprint of the industry in a positive way," said Jill Culora, IBWA's vice president of communications.

"Bottled water is America's favourite packaged drink, and it also has the least

impact on the environment compared to other packaged beverages.

"So, consumers who are drinking bottled water instead of other packaged drinks are making a healthy choice—and also reducing the impact on the environment."

In 2016, for the first time in history, bottled water consumption outpaced carbonated soft drinks to become the most widely consumed beverage in the US. Preliminary 2017 figures indicate bottled water's popularity is continuing to grow, according to data from the Beverage Marketing Corporation (BMC), which indicate that consumers are drinking bottled water instead of other less healthy beverages. Consumption of bottled water climbed from 27.6 gallons per person in 2006 to 39.3 gallons in 2016, and during that same period consumption of carbonated soft drinks dropped by 11.9 gallons per person.

"The bottled water industry is also an efficient water user," Culora continued. "Minimising water use has long been a part of the bottled water industry's legacy of protecting, maintaining, and preserving water resources for future generations. The bottled water industry is continually developing new and innovative ways to conserve this precious resource."

The IBWA explained a number of measures taken by its members to improve their water management. They include reducing groundwater extraction through improved water processing and bottling, implementing water use restrictions at their facilities, and monitoring natural springs to assess the potential impact on local groundwater levels and stream flows. As a result of these water reduction efforts, bottled water has the lowest water footprint of all packaged drinks, the IBWA claimed, using just 1.32 litres of water – including the 1 litre of water that is bottled – to produce a 1-litre product. ●



San Miguel to close down plastic bottled water business

Philippines based San Miguel Corp has announced that it is to discontinue its plastic bottled water line, which sells the Purewater brand, in what it describes as 'a bold move to reduce its environmental footprint'.

"The plastic-bottled water business has given us good returns, but we are choosing to forego it in favour of our long-term sustainability goals," said San Miguel president and COO Ramon S. Ang. "As we've transformed to a diversified business with interests in critical industries such as power, infrastructure, public utilities and fuels, we realise we have a much bigger role to play in tackling the most pressing social and environmental issues," Ang said.

Discontinuing the plastic bottled water line is San Miguel's second major sustainability initiative.

In March it announced that the group will cut its water consumption by half by 2025. However, the company said the discontinuation of its plastic bottled water business will not be counted as part of its overall reduction in water use. ●



Sustainability news

Coffee

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BCA launches sustainability mission for the UK coffee industry

The British Coffee Association (BCA) has just published its first Sustainability Mission statement, outlining the key objectives that it believes will help enable the sector to continue to grow and thrive as a fully sustainable industry, both now and in the future.

This publication is a first-of-its-kind in setting a sustainability mission for the UK coffee industry and comes shortly after the creation of the BCA's sustainability committee.

Central to the BCA's sustainability mission is the identification of three priority areas:

- Working towards a circular economy for the UK coffee industry
- Driving responsible sourcing practices that enhance existing standards
- Improving the long-term resilience of coffee farmers at origin. ●



Selfridges transforms used coffee cups into bags

In the UK, Selfridges has become the first retailer to upcycle used coffee cups from in-store and at its headquarters into its iconic yellow shopping bags. The initiative comes after recent scientific data showing that paper coffee cups could not be recycled, and with 2.5 billion paper cups used in the UK each year.

Selfridges' new upcycled bags begin their life when used disposable cups from the department store's food hall and offices are 'tipped, flipped and stacked' – a process to ensure remaining liquid is drained and the lid, sleeve and cup are separated. They are then further processed, checked for quality and baled before being delivered to a paper manufacturer for reprocessing.



The paper is then converted into the retailer's distinct yellow shopping bags, with the final product containing 20% cup fibre, meaning one large bag will contain the equivalent of one 8oz cup. The remaining fibre of the bag will continue to be PEFC certified.

Once the upcycled bags have been used, they will then be recycled in the standard paper waste stream. ●

14 UK organisations sign agreement to boost paper cup recycling

Organisations from across the paper cup supply chain have signed an agreement with the Alliance for Beverage Cartons and the Environment (ACE UK) to accelerate UK recycling of PE lined paper cups.

The cross-industry collaboration will work towards delivering a long-term, nationwide paper cup recycling solution which complements and builds on the recycling activities achieved so far by the paper cup industry.

The companies signed up to the agreement are: Benders Paper Cups, Bunzl Catering Supplies, Caffè Nero, Costa Coffee, Dart Products Europe, Greggs, Huhtamaki, International Paper, McDonald's UK, Nestlé, Pret A Manger, Seda Group, Starbucks, and Stora Enso. Using ACE UK's extensive recycling expertise, gained running the beverage carton industry's recycling programme, the fourteen companies will fund an activity programme which will give many more people access to recycling for paper cups.

From 1 January 2018, all ACE UK bring banks will accept paper cups for recycling, delivering an additional 382 recycling points located in 97 local authorities across the UK. With a further 33 recycling points across an additional eight local authorities scheduled during the next phase. Cups from these recycling points will be processed at ACE UK's recycling facility in Halifax.

Drawing on its experience and existing relationships with local authorities, waste management organisations and recycling bodies, ACE UK will work to include cups in local authority kerbside collections. Currently 66% of local authorities collect beverage cartons at kerbside, in addition to those which collect through bring banks, and it is hoped to achieve similar levels of coverage for cups.

ACE UK has been successfully running the beverage carton industry's recycling programme for the last ten years driving significant increases in carton recycling as part of its role as the UK beverage carton industry trade body. During this time it has worked closely with local authorities and waste management companies so that today 92% of local authorities collect beverage cartons for recycling through either bring banks or kerbside collection. ●

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What technologies will change the world of vending in the future? In fact, there is no need to ask, as the future is already here! Whether you're in water, office coffee or vending, putting choice into the hands of end-user consumers – and learning from the choices that they make – delivers real-time benefits and intelligence you can use to make your business future-proof. Refreshment magazine looks at some of the technologies that may shape how customers interact with machines and what operators can learn to improve their businesses.

Renting vending machine shelf space online

Boston, US-based startup Ohner is testing an online marketplace that connects operators with snack and beverage manufacturers that are new to the market and want to rent vending machine slots for new product trials and other promotions.

Snack and beverage startups can search the Ohner site for the most suitable vending machine shelf-space in which to sell their products. Once the product supplier pays the rent, they ship product to the operator's facility, where it will be included in the planogram during routine stocking.

In the same way that AirBNB allows people to rent their lodging space, operators can choose the rent they want to charge. Ohner's only recommendation is to set the rate high

enough to compensate for the income that would be generated if a popular item was stocked in its place.

Ohner automatically deducts a service fee from the operator's rent. Each week, the vending operator transfers the revenue generated by the renter's product to Ohner, which then passes it along to the supplier, during the term of the lease. Operators keep the full rent whether or not the product sells.

"Ohner helps vending operators to generate more revenue from rent without increasing any cost," said Ohner founder Caspian Zhu. "It lets operators offer the newest products for customers to try, but they are also insured to have the profit. On the other hand, with the help from vending machines, snack and beverage startups can amplify product awareness and increase accessibility. This is a win-win business where both parties are benefitting."



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Employees 'chipped' for convenience

Wisconsin-based vending company Three Square Market (32M) has become the first US business to implant micro-chips in its staff.

At a special 'chip party' in August, 50 out of 85 employees volunteered to be 'chipped' with implants so that they can more easily open doors, buy snacks, log in to computers, and use office equipment.

Implanted between the thumb and forefinger, the micro-chips – which are around the size of a grain of rice – use near field communication (NFC) technology, and are capable of storing and recognising small amounts of digital information. However, the

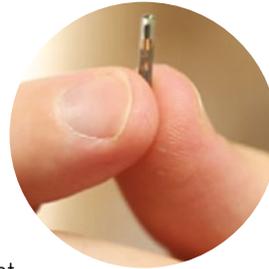
It is really convenient having the chip in your hand

device does not feature any GPS tracking element.

In an interview with CNBC, 32M CEO Todd Westby said: "It is really convenient having the chip in your hand, with all the things it can do.

Eventually, this technology will become standardised, allowing you to use this as your passport, public transit, in all purchasing opportunities, etc."

He said that many of the workers had decided to have the device implanted "because they were informed and told exactly what it can do and can't do, and what it does do and doesn't do. They made the decision for themselves. The people that did decide to do it really were looking forward to convenience that it brings to the everyday life." ●



Brave new world?

Personal ID implanting is in its infancy. Critics suggest that it is a 'step too far' and potentially an invasion of civil liberties. But it is interesting that when presented with all the facts, a high proportion of employees at 32M opted to have a chip implanted. It is currently far from the fear of 'Big Brother', as the chips at 32M do not include a GPS element and so cannot be used to track people's movements etc.

In the same way that paying with your watch seemed like science fiction only a few years ago, implanting RFID and NFC chips into people represents a huge opportunity – but perhaps ahead of its time. The implications for security and health monitoring are obvious, but there are many more potential benefits for both users and those who monitor the use of personal micro-chips. With high footfall and targeted audiences, the vending industry may soon play a leading role in testing the boundaries between convenience and surveillance.

What do you think? Write to refreshment@foodbev.com and share your views. ●

Real-time expert assistance with augmented reality

Re'flect has launched the latest development of its Enterprise AR Suite: Reflekt Remote, for real-time expert assistance with augmented reality.

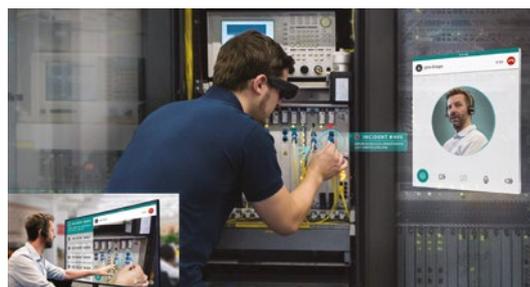
For service engineers, Reflekt Remote provides instant access to expert knowledge and connects to a cloud-based incident management system as well as to AR applications created with the company's Reflekt One content creation platform.

Using the remote video collaboration tool, employees and customers can now choose between real-time assistance or on-site guidance with AR-powered instructions in mobile apps for Android, iOS, Windows and smart glasses such as the Microsoft HoloLens. The fusion of remote expert assistance and highly automated experiences provides enterprises with the most comprehensive AR solution to improve maintenance, operations and training for complex machinery.

"Traditional documentation no longer meets the needs of companies

for simple work instructions and quick help. Our Enterprise AR Suite enables companies to replace or enhance traditional manuals with guided instructions where they are needed most. No programming is required and no external experts are needed which means increased reliability and revenue," said Re'flect CEO Wolfgang Stelzle.

"Adding ARKit and ARCore support will provide enterprise users and end-customers access to a new generation of interactive product manuals, troubleshooting guides, and service tools for smartphones and smart glasses." ●



Vending futures

Tomorrow's technologies, today



Lisa becomes Vicki as AI creates vending's next generation

Is unattended retailing using artificial intelligence, vending's next incarnation?

US entrepreneur Tom Murn recently developed a 'vending kiosk' called Lisa which allows shoppers to take out and inspect items before purchasing them. Now, utilising artificial intelligence and packed with smart sensors and biometrics, Lisa has become Vicki – an acronym for ViaTouch Intelishelf Cognitive Kinetic Interaction.

Shoppers pick up items, inspect them and put them back if they change their mind. They have to identify themselves before they can open Vicki's doors – with an iris scan, a fingerprint, a credit card or the swipe of a smartphone. The machine then opens to allow access to products. The machine detects which product a customer selects and it can start playing an advert for the item. Vicki can also answer questions, such as: 'does this come with warranty?' or provide nutritional advice for food and beverage items.

When the buyer has chosen the item or items they would like to have, they can close Vicki's doors. The machine knows what has been taken out and charges the price to the identified user.

Tom Murn is president and CEO of ViaTouch Media, and has been in the vending business for 25 years. He said: "We kind of take the internet and bring it to shopping." ●



We kind of take the internet and bring it to shopping



ViaTouch integrates EyeLock

ViaTouch and iris recognition technology specialist EyeLock have announced an integration partnership, to incorporate EyeLock's iris authentication technology with dual-eye verification, enabling a fast, user-friendly experience when shopping at a Vicki unit.

"This new partnership with ViaTouch is a major breakthrough for EyeLock," said EyeLock CEO Jim Demitrius. "For years, we have been investing in our IP portfolio, working with industry leaders in technology and across a diverse set of industries to introduce a portfolio of embedded products. This win is indicative of the many potential commercialised applications for iris authentication. The ViaTouch partnership underscores an innovative approach to protecting consumer identity and transaction security."

EyeLock's proprietary technology collects over 240 unique iris characteristics, and the performance capabilities of its algorithm have been validated by Novetta. It's reference designs have working distances up to 60 cm (23.6 inches) with a false accept rate of 1 in 1.5 million for authentication with a single eye and a false rejection rate lower than 1%. ●



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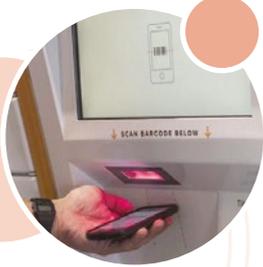
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Vending futures

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Amazon 'Instant Pickup' targets students with instant collection

Global online retailer Amazon has introduced Instant Pickup, a free service offering Prime and Prime Student members a curated selection of daily essentials available for pickup in two minutes, or less, at five of Amazon's fully staffed pickup locations in Los Angeles, Atlanta, Berkeley, California, Columbus, Ohio, and College Park, Maryland.

Items available with Instant Pickup include snacks, drinks and electronics, as well as some of Amazon's most popular devices.

"Instant Pickup is another way Amazon is making life more convenient for Prime members," said Ripley MacDonald, director, student programs, Amazon. "As shopping behaviours continue to evolve, customers consistently tell us that they want items even faster. Whether it's a snack on-the-go, replacing a lost phone charger in the middle of a hectic day or adding Alexa to your life with an Echo, Instant Pickup saves Prime members time. While Instant Pickup is available at select pickup locations today, we're excited about bringing this experience to more customers soon."

With Instant Pickup, Prime and Prime Student members can use the Amazon App to shop hundreds of need-it-now items such as food, cold drinks, personal care items, technology essentials and Amazon devices. Prime members can browse the selection, place an order, even add last-minute items to an online order and pick it up from a self-service locker – all within two minutes or less. ●

Commenting on the development, Refreshment magazine editor Bill Bruce said: "This aligns with Amazon's other moves towards bricks and mortar retailing, and while I doubt it will worry existing on-campus vending companies for now, we can only wait and see if its recent acquisition of Whole Foods Market creates a new opportunity for 'vending' fresh produce through Instant Pickup points." ●

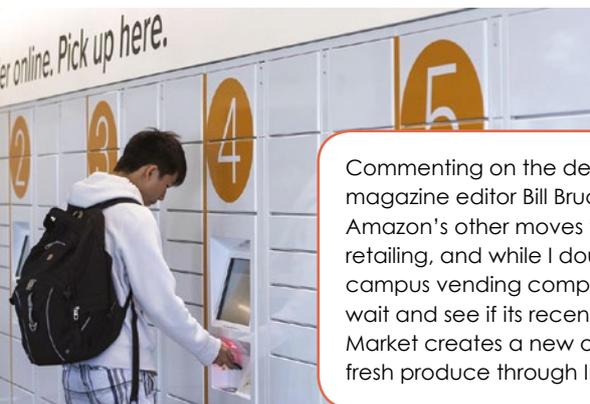
Cashless payments



CCV's InSync systems offers smart connected vending. Working with credit/debit cards, smart phones and wearables, CCV helps vending operators to become more successful by increasing revenue, gaining more loyal customers and streamlining operations. ●



Coges has launched Pay4Vend, an app which allows end users to pay for vending machine purchases with their smart phone. ●





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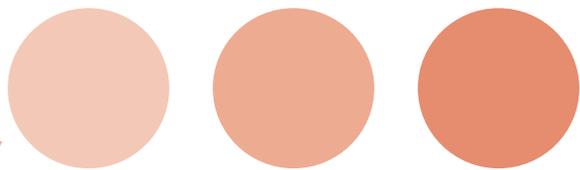
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Deadline
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2018

Vending futures

Tomorrow's technologies, today



Dispensing drinks to lower stress

In September, at St Xavier's College, Mumbai, India, What!f Drinks tested a vending machine which measured consumers stress levels and dispensed an appropriate drink according to the results.

What!f Drinks produces a range of all-natural beverages which it claims can help reduce stress levels and the company said: "What we drink and eat depends a whole lot on our mood and how we're feeling at the moment. For instance, nothing calms down a stressed out person better than a bottle of chilled soda and there is nothing better than a caffeine-induced beverage to get a sleepy head or an overworked person going."

A band worn around the head measured the consumer's stress level, while the vending machine asked them to do certain activities such as laughing, singing, etc to calm down and lower the level of stress. One of the company's drinks was then dispensed.



Zytronic touch sensors double vending machine capacity

Italian vending machine manufacturer Amtek has doubled its capacity by switching to a user-interface based on a Zytronic projected capacitive touch sensor.

The vending machines can feature a wider range of products, while delivering detailed real-time sales reports, allowing stock to be tuned to local demand.

Having decided to investigate the use of touch screens – to save space and make the machines more attractive and easier to use – Amtek CEO Matteo Ruggieri said: "A major challenge was security. Unsupervised vending machines are very attractive targets to attack, to steal both the money and the product. A traditional all-metal machine can be made secure against attack – but we were concerned about the level of protection available in a machine with a glass front."

Camax's Patrice Romano recommended a Zytronic 21.5" touch sensor, operating through an overlaying toughened 8mm thick vandal resistant cover glass that provides a considerable barrier to any would-be attacker. As a result, Amtek was able to create a 1 metre tall, small footprint vending machine, which is able to stock 14 different products. Camax worked with Zytronic to design the customised touch sensors and integrate them with the industrial-grade monitors and anti-vandal protective cover glass, before supplying to Amtek.

Mr Ruggieri added: "The new touch screen vending machines can comfortably hold one or two month's stock, greatly reducing costly visits from a technician for replenishment. They also report when stock levels are getting low, virtually eliminating the risk of loss of sales through lack of stock."



Vending machine accepts dialect as payment

In September, in Stockholm, Coca-Cola Sweden introduced a vending machine that tested the ability of consumers to replicate the many diverse Swedish dialects. If successful, they could choose a free bottle of Coca-Cola.

While Sweden only has ten million inhabitants, there are over 100 different Swedish dialects. Using voice recognition, the Dialekt-o-maten recorded how well people spoke the six dialects it used.

Consumers could press a button to choose the regional dialect they wanted to try. They then hit 'record' and spoke into the microphone. The recording was then compared to a library of dialect samples.

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Interactive vending



Vengo Inc claims to have 'shrunk vending' with the launch of its Vengo Labs: Mini Digital Vending Machine. Slim and compact, the unit is a combination of a digital billboard and vending machine.

It features a patented cartridge based restocking system, significantly speeding up restocking

times – and the machine recognises what is in the cartridge, automatically displaying information about it on the screen. The company claims to have taken typical restocking time from 15 to 20 minutes down to one minute. ●

N&W Global Vending has added Krea Touch to its Necta Horeca family. Featuring a wide interactive touch screen. ●



Crane Merchandising Systems has launched COTI, a fully interactive coffee vending machine featuring a 21" touch screen. ●

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Route optimisation

When, where, how



The DataBase Workshop team

Optimising delivery and service routes is hugely important whether you're in the water cooler, office coffee or vending business. In this issue, we talk to three companies. DataBase Workshop recently celebrated 25 years delivering management solutions; WaterCoolersDirect's in-house management system LetsJobIt has recently become publicly available; and regular Refreshment contributor Francisco dos Santos from Activewhere gives his expert opinion.

Enabling efficiency for 25 years

Database Workshop has been providing software solutions to the water cooler industry for 25 years. Refreshment talked to co-founder Alison Peters.

DataBase Workshop was founded 25 years ago. What were you doing before that and what inspired your move to start the business?

I started out as an electronic engineer for GEC and then Yale. Redundancy led to self-employment writing software and also doing electronic development and repair work for anyone who would pay for it.

Once Database Workshop came into being we also published a specialist programming magazine, although that only lasted for three issues. It did, however, get us out of 'spare bedroom' working and into a proper office. This is

where we met another tenant in the building who ran, of all things, a water cooler business! This was Blue Mountain. After our initial questions, such as 'what's a water cooler then?' we saw the T-cards which they used to manage their coolers and thought we could do better. We seem to have managed that!

You focused on providing software for the cooler industry. Why?

It was never planned. We wrote something basic and thought we would see if anyone else wanted to give us money for it. Eventually someone did, so we

spent more time developing it further and sold some more copies and it just sort of grew on its own. ProWat SE is the fourth generation of our water cooler software and, dare I say, it is the most widely used package in the UK industry.

Our industry is all about high volumes of relatively low value orders and invoices

The cooler industry was very different 25 years ago. How have you had to adapt your business to this constant change?

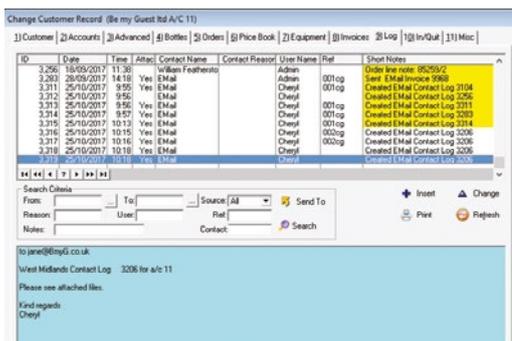
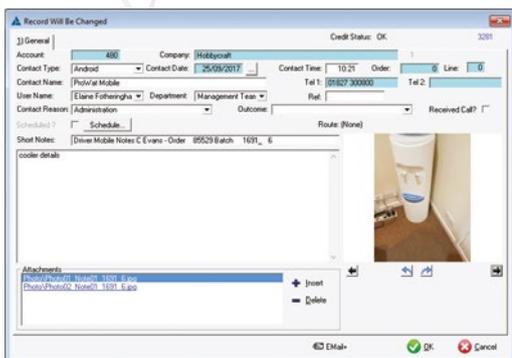
By always listening to what our customers actually wanted and what would help them. We don't run a water cooler business so our development has always been led by people who do. The same applied to scaling up ProWat. We didn't suddenly need to manage a large company, but one of our small customers grew bigger – and bigger – and then they were a large company. We just kept pace with their needs.

25 years ago the internet was only just beginning, and we were some way from email and a long way from smartphones etc. Have you constantly adapted to the rapid pace of technological change?

I like to think so. Companies are still buying ProWat so we must be getting it more or less right. We don't always jump at new technology just because it's there, new ideas are presented to groups of our customers and if they see a benefit then in it goes! If they aren't very keen then it goes on the back burner and perhaps I ask again a couple of years later. This is how it went with our mobile software.

And which technologies have added to biggest benefits for your development and for your users?

Without doubt the biggest is still email, although the cost and capabilities of mobile phones is a good second. Our industry is all about high volumes of relatively low value orders and invoices, so anything we can do to keep efficiency high



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and administration costs low all has a massive impact on the business profitability. 25 years ago it was not unusual to find 20 office staff in a business running a few thousand coolers. No-one could make money like that any more, and that is down to technology.

And which new or emerging technologies will have the biggest impact on route and business management in the future?

The funny thing about emerging technologies is how often people guess wrong about which ones will or won't work out. Think about the internet. Back in 1990 who would have dared predict that it would take over the world? I doubt if even Tim Berners-Lee imagined what the internet is now, and it is only going to become ever more pervasive.

We don't always jump at new technology just because it's there

What I don't see is driverless vehicles having a massive impact, although electric vehicles are coming regardless. Drone delivery? Not so much in this industry, I think, unless someone can work out how to make water lighter. But then again, people once thought that computers would never catch on, and would only be used by a very few very large organisations.

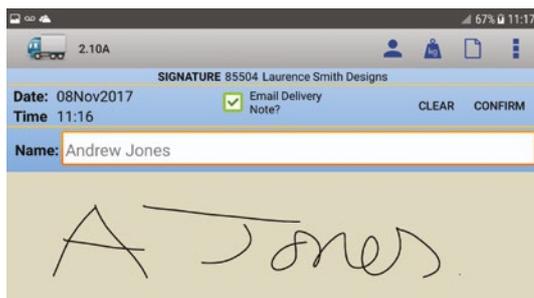
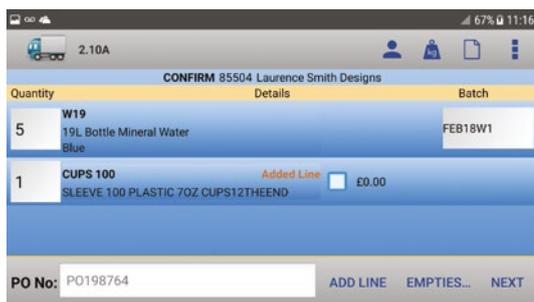
How do you ensure quality?

Testing, testing – on average, every hour spent coding will have two hours testing and another

hour documenting the new or enhanced features. Often bigger changes are sent to one or two selected customers for their approval before release. For example, the next version of our mobile software is already with one customer and won't be released for another month until they give us their approval.

What's next for DataBase Workshop?

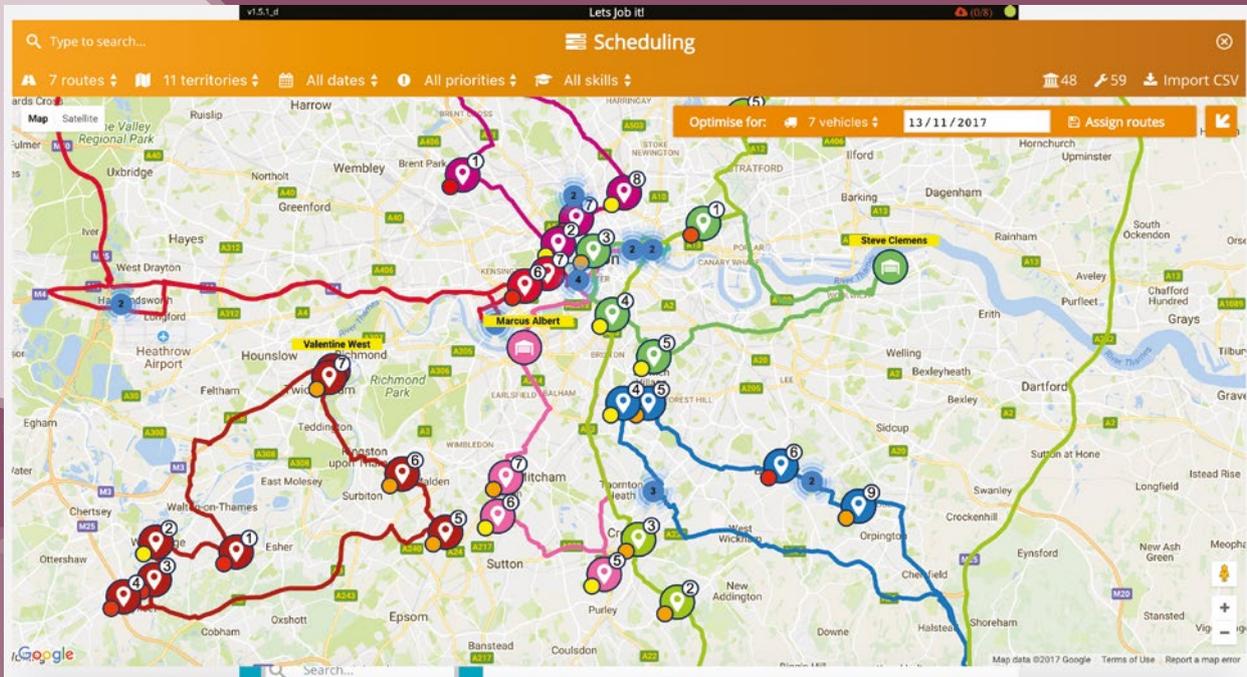
That's a tough one. None of us know what the future will bring. More of the same I suppose, keep listening and, as Paul Simon and Art Garfunkel said in 1970, 'just trying to keep the customers satisfied'. ●



Item ID	Description	Date
86298	B79 7XF	06Nov17
The Wardrobe		
86295	B79 6DH	06Nov17
Greens		
86296	B79 7NB	06Nov17
Round: TAMWORTH3 - 06Nov17		
Datum Engineering Ltd		
86693		06Nov17
Toms Tyres		
86696	B77 3AE	06Nov17
Jones's Blinds		
86694	B77 5DQ	06Nov17
Robert Smith		
86695	B79 7JS	06Nov17
Your Music Shop		
86697	B79 7UL	06Nov17
Robert Smith		
85976	B79 7JS	06Nov17

Route optimisation

When, where, how



LetsJobIt

In March, Gloucester, UK-based hot and cold hydration products business the WCD Group launched a new business division, called LetsJobIt.com. To find out more, Refreshment magazine talked to WCD Group CEO Freddie Cairns Palmer (FCP) and LetsJobIt co-founder and chief software architect, Joao Pio Pedreira (JPP).

When and why did you decide to develop your own route planning and business management system?

FCP: We started the development project in 2015, in the field, working directly with the engineers in WaterCoolersDirect. WCD was the first beta site and this quickly grew to include other partners whose input was invaluable in helping us achieve a robust customer production release in 2017. In particular the team at BDR Thermea Group / Baxi are a key strategic partner collaborating with us on this project.

JPP: LetsJobIt started as an in-house, PDA-based system linked to our CRM for the service engineers working in the field on installations and maintenance. This proved to be a suboptimal solution with unreliable hardware;

connectivity issues and the ever-increasing need to capture more data and job/client information, for example bar code reading and custom fields.

It was clear that offline and online needed to operate seamlessly and network coverage in areas of low signal, such as basements and certain warehouses structures needed to be improved.

Cost of ownership is relatively low and the software is scalable

What were the key features you wanted from the start and did those priorities change during development?

FCP: LetsJobIt delivers software for order management, order scheduling and route optimisation so that our customers are better organised, more productive and more cost effective. They can make their business more transparent both internally and



Freddie Cairns Palmer



Joao Pio Pedreira

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externally and automate laborious, time consuming and complex tasks. They don't have to spend thousands or millions of pounds in high-end software only available to the corporate world and can compete shoulder to shoulder with bigger competitors. LetsJobIt allows a better visibility on a business, for accurate and consistent reporting to their customers on their performance, using well-established industry metrics such as lead time, first time fix and customer satisfaction.

When and why did you decide to allow the system to go beyond in-house and make it available to other companies?

JPP: The WCD engineers demanded a mobile app that focused on job order management, job planning closely followed by route optimisation functionality. Now we have a powerful toolset that can import thousands of customer data records and vehicle resources and optimise them all simultaneously with one key click! This is unique.

FCP: Our beta customers showed us that businesses needed to be able to organise their service or delivery work; gain visibility on scheduling and priorities and plan resources according to the work they have in a forecast. The ability to optimise activity to meet customer expectations and SLA's with confidence using a simple, friendly and intuitive toolset – useable by a variety of people with wide ranging IT skills.

The app needed to be easy and fast to install, configure and roll out and best utilise their existing resource pool. We ended up with an affordable system and a scalable pricing model.

JPP: We developed a trial demo suite that is active for 14 days. Try before you buy. On day 15 it can continue working for you on a monthly license subscription basis. The cost of ownership is relatively low and the software is scalable do you can customise it easily for your business and industry.

FCP: Our target markets are all English speaking regions; the UK, US, South Africa, Australia and New Zealand. In the future we will develop multi-language versions. We have active users in wide-reaching sectors from beverages and hydration to pharmaceutical, hydraulics engineering, HVAC, courier & logistics to landscaping.

The industry and the availability of new and emerging technologies is changing at an alarming rate. What are the next challenges that you face?

FCP: We are now in the cycle of selling and converting demo licenses into long term customers. This will generate feedback for development and the next software releases.

Our aim is to automate laborious, time consuming and complex tasks

Software never stands still and is a continuous dev progression.

JPP: Right now we are working on real-time optimisation incorporating a GPS tracker for continuous vehicle monitoring, and TomTom for traffic management. As routes change during the day due to rush hour, accidents, road works, or more jobs/visits get added by head office, LJI manages all this data change on the fly and simultaneously delivering time-based route optimisation. ●

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Route optimisation

When, where, how

Expert opinion

How do you choose the most appropriate management or route optimisation software package for your business? Refreshment spoke to Activewhere managing director Francisco dos Santos.

How to transform the extraordinary to upgrade your company services

The biggest mistake I see when people are choosing a route optimisation software package is when they give up on their own customer's management. People very often think that the route optimisation software will be magic and everything else will work, without work. To me, this wrong perception is the major error.

Very often people look at a map on a screen and believe that's where they will solve the logistics problems.

Don't get me wrong, I also believe maps are essential to improve the logistics of a distribution company but, it is just one of the tools, not even the most important one, to control the work load.

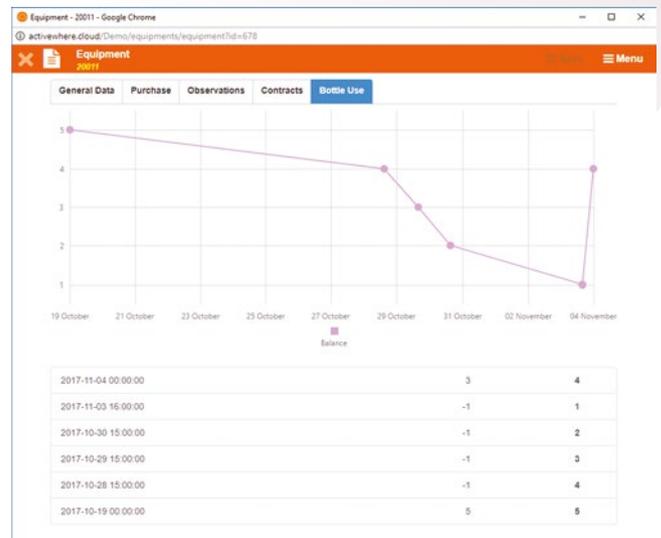
In my opinion, the most critical task to optimise any distribution work, with any type of logistic environment, is to know which are the highest priority customers to visit.

If you have a great tool to organise the routes, through maps, through customer week days and time availability, plus the best fleet, but if you are not visiting the highest priority customers, then all your effort is wasted.

Very often I have seen companies investing too much in such optimisation tools, but still losing more customers than normal, having unacceptable complaints about service.

The most important concern of any distribution company should be to work out which customers to visit, with the available resources, and know which are the most critical ones. Not just the key accounts, but every customer on a certain day, for the right reason.

A good management software implementation is only good if it automates the processes that don't need human judgement, because it has automatic business rules, and is the one that highlights to the right people, the right problems that have to be managed by people.



Management software with good data, and tested and well learned processes can bring growth to the highest level without losing the people behind any computer record.

If the automations solve most of the ordinary daily tasks the systems users only have to face the extraordinary.

But what if, even the extraordinary can be automated?

Recently, Activewhere was invited to participate in a new concept for bottled water cooler companies, where along with a multi-discipline team, a new device was designed to be feed real-time bottle usage data from any bottled water cooler at any location, directly into a distribution planning system.

The target is to predict when it is the right time to deliver water to each customer

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The company, called Flowdaq, has found a way to install a small device, with very little installation effort and low cost, to precisely alert any bottled water cooler distributor when a customer is going to be out of water (see more on page 8). With these information, Activewhere can predict when it is the right time to deliver water to each customer.

Adding to that, all the routes optimisations tools, and all the other automations available in the management software, even extraordinary cases can become ordinary.

Imagine you have your routes organised, every day, to go only to the highest priority customers, knowing, for a fact, that the customers you are visiting are, for sure, running out of water. Wouldn't that improve your logistics? And also your customer service? Wouldn't it lower customer service complaints? And improve your water sales?

Wouldn't it be magic to know who needs your service, and still, be an automated part of the

ordinary process that doesn't requires any human interaction?

I believe in the human behind the management software and, still, using magic to transform the extraordinary to upgrade your company services. ●



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Time for tea?

Direct deliver



We often look at office coffee in *Refreshment* magazine, but what about tea? London, UK-based Teatime is expert in gourmet healthy tea blends and alongside retail and food-service availability, the business also delivers its premium teas direct to offices and homes. *Refreshment* magazine spoke to founder Ruby McGrath to find out more about its direct-delivery tea business.

When did Teatime begin – and what was the inspiration behind it?

Teatime began a little over two years ago while I was still working in the City as a financier. Work often involved long hours in the office with many of my colleagues turning to caffeine to keep them going throughout the day. Being extremely sensitive to caffeine, I always preferred making my own blends from scratch, incorporating wholesome ingredients for a natural pick me up through the day. A lot of these recipes had been passed down from my parents who were chefs themselves.

I began preparing little parcels and leaving them on the desks of my colleagues, signed off 'From the tea fairy'. They were an absolute hit and it was then that I realised we had a viable business need to fulfil.

What's been the reaction from consumers so far?

From experienced tea drinkers to those more comfortable with a builder's brew, our blends have not failed to amaze. The range has been created to offer something for everyone – you don't have to like them all! The all-time favourite so far has been our Lemmune Superboost (lemongrass, Goji berry and Silver Needle white tea) which won a Great Taste award in September.

You're in retail and food-service, but when did you decide to also offer direct-delivery?

Actually, we launched the business first and foremost as a direct-delivery, online subscription service to fulfil that need for low-to-zero caffeine beverages that will help get you through the working day which are tea-ceremony quality

yet still convenient enough to have when out of the home. We only began expanding out to B2B and retail after being approached by companies that appreciated and recognised our wholesome ethos. Since then, we have been working with some of the leading names in luxury health.

What were the key challenges in setting up a direct-delivery system?

Being initially a predominately subscription model business, we had to overcome the issue of high churn (customers who signed up for the introductory offer, then dropped off within the next cycle). There are so many subscription services out there nowadays, offering to deliver monthly almost anything you can think of from razors to books. We had already been warned that subscription services were going to take a long time to build up and also recognised that the main customers buying direct from us were preferring to order larger quantities to 'stock up' anyway so it wasn't long before we switched our focus.

What are the ongoing day-to-day issues with promoting and fulfilling direct delivery?

When delivering direct to customers, it's important for us to make each purchase and delivery unique. We want our customers to be excited about receiving their order and for the unwrapping of the package, the preparation of the tea to be an experience in itself. It's not enough just for our blends to taste great. That is why we offer our letter-box friendly, tea boxes with individually wrapped tea 'baskets'. These Japanese tea baskets perfectly combine the luxury of a tea ceremony with the convenience of a tea bag as they hang from any drinking vessel, acting as an in-cup filter. Each parcel includes a handwritten note as well as a few samples which we believe the customer may enjoy based on their existing purchase.

Also, one of our main aims is to ensure that each customer is able to contact a team member

It's important for us to make each purchase and delivery unique



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directly, by name and not just a generic 'info@' email address. Obviously, small touches like these are much more time consuming than generic a batch and send process but putting our customers first has always been at the forefront of everything we do.

Proportionally, how important is direct-delivery to the business?

I have always believed that direct-delivery is one of the most, if not THE most important part of the business as it allows us to engage directly with the final consumer of our teas and really know what they like and don't like. If there are suggestions, we are much more likely to hear about it from someone who we have delivered directly to than an individual who has consumed our blends as a hotel guest. This level of feedback allows us to listen and respond to what people want.

What's next for Teatime?

We've recently launched our new Teatime green range which is all about delivering premium quality matcha and sencha to the office or

home. Matcha and sencha is becoming ever more popular but is still really only available in specialist food shops or high end restaurants and online offerings can be of dubious quality or of extortionate prices, so this is something we'd like to move away from.

It's a busy time for us as well as the wider tea world in general and we very much look forward to being a part of all the new tea trends that are just around the corner. ●



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Event reviews

Watercoolers Europe

Cooler units on the rise

FoodBev Media digital features editor Darren Wood reports from the annual Watercoolers Europe conference and trade fair in Krakow from 24-26 October. The well-attended event comprised a conference, training courses, workshops and a gala dinner at Stara Zajezdnia.



Conference

The conference featured a strong line up of speakers.

Zenith Global's managing consultant Karen Wells was first up with the latest industry statistics. The total number of cooler units grew in 2016 by 2.8% compared with the previous year, the 6th consecutive year of overall growth. There is now a total of more than 5 million units installed in the European region, with increases for both bottled coolers and point of use

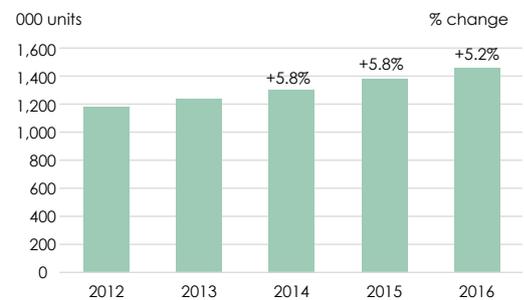
She told delegates that bottled water cooler unit installed base increased by 1.2% to over 2.9 million units, with growth seen in markets including UK, Spain, Italy and Germany, as well as in Russia, Romania and Ukraine. Bulk water volume has continued to increase year on year since 2012 and exceeded 3.5 billion litres in 2016.

POU, although still relatively underdeveloped in East Europe compared to many West European markets, has continued its growth, and by the end of 2016, the number of installed units across the total region stood at more than 1.4 million, an increase of 5.2% on the previous year.

"Expansion and diversification has occurred," says Karen. "Not only with expansion to new customers but also through offering complementary products, as some companies strive to become single source providers to businesses."

Cooler market performance

Europe POU installed base, 2012-2016



Zenith forecasts that cooler units are to exceed 6 million in 2022, and there remains opportunity for growth, whether through particular markets, segments, distribution channels and new customers.

Phillipe Bélanger CEO of Canadian bottling company, Aquaterra talked about the bottled water and point-of-use African market describing the hard times and difficulties encountered doing business in Africa. Nestlé Waters North America executive vice president Henrik Jelert presented a look at how the fastest growing US direct-to-consumer player in the healthy beverage space is transforming through consumer centricity, engaging employees, and leveraging a great portfolio of brands – powered by data, digital and technology.



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Andrzej Piotrowski managing director operations and chairman of Eden Springs Poland looked at the beverage market in the country, and specifically the trend in bottled water consumption. The differences between B2B and home markets were also discussed, along with how tap water is perceived and different water solutions.

During the event, Darren Wood interviewed WE chairman Derek Callaghan. Readers of our digital edition can see the interview here.



Factory tour

Packaging manufacturer Greif showcased many delegates around its factory based in Rybnik, which specialises in manufacturing of steel drums and water bottles.

Workshops

As previewed in the last issue, there was a series of workshops designed to help water cooler operators improve their businesses.

Gala dinner and Aqua Awards

The annual industry gala dinner was held at the Stara Zajezdnia and included the annual WE Aqua Awards.

Hosted by Watercoolers Europe chairman Derek Callaghan, along with Crystal Mountain's Caroline Elliot the evening featured many highlights.

Yariv Shapira, who held the chairman position of Watercoolers Europe from 2008 to 2010 was mentioned as a honorary life member, he is only the fourth to receive the honour, after Diane Koyich, Michael Barnett and Roland Bengston.

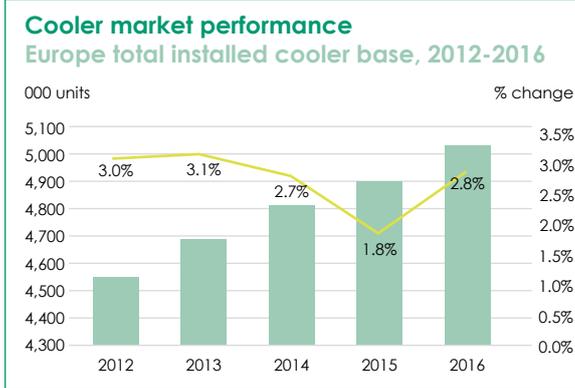
In the Aqua Awards, the category of Best website was won by Get Fresh, with Oasis and Culligan as runners-up.

In the category of 'Best product innovation', the runners up were Dolphin and Silgan, while the winner was Cosmetal, with the Waterbar.

The category of 'Best promotion of health & hydration' was won by BWCA as the award recognised the benefits of a series of six hydration fact sheets produced by the organisation for various professions, advising them on hydration, safety and standards and the need to choose an accredited BWCA member. Runners up were Cosmetal and Oasis.

BWCA also took home the 'Best environmental practice/green initiative' category as the award recognised the value to the sector of is '5 for 5 Pledge' – a scheme which asks members to improve still further over five areas – environment, water management, social, financial and workplace, including employee well-being. Runners up included Blupura and Oasis.

The 'Best marketing campaign' category was won by Blupura with its campaign for its new Blutower Hot (readers of our digital edition can see an interview with Blupura here). The runners up were Oasis and Mey Eden. ●



Event reviews

Global Bottled Water Congress

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Flowing with purpose

Zenith Global held its 14th Global Bottled Water Congress in Barcelona at the end of October. The key topics included water stewardship, sustainability, premiumisation, innovation and market growth. Zenith consultant Jose Saiz Martin rounds up his view on the top discussion points and the key messages from a congress packed with insights and positivity for the future of the industry.

Two speakers from Nestlé Waters opened the congress, addressing category priorities for the bottled water market and water stewardship. The key challenges identified were hydration & health, plastic & environment, communities & livelihood and water security. Nestlé's solution is to raise public awareness of the importance of hydration and encourage children to make water their first choice to quench their thirst. The company will continue to work closely with factory neighbours to improve local livelihoods and focus on renewable sourcing as well as renewable packaging, including innovating with bio-sourced PET and high-quality recycled PET. It has also pledged to use its brands as platforms to encourage consumers to recycle more.

In line with Nestlé's packaging policies, Synvina presented PEF – a 100% bio-based polymer whose value proposition is sustainable, light weighting, superior heat resistance and extended shelf life.

Italian company Ferrarelle offered a different perspective on tackling sustainability. Its view is that glass and PET continue to offer the lowest environmental impact, so the company has decided to focus on plastic recovery policies by constructing a recycling plant and helping authorities to reach the target set by the EU Waste Framework Directive.

Nestlé Waters proposed that its commitment to water stewardship was relevant into all bottled water manufacturers' CSR initiatives and advocate4d an industry-wide standard to ensure water quality standards are met and measures are in place to protect the sustainability of water sources, by pioneering and aiming to scale up Alliance for Water Stewardship (AWS) certification.

By wider AWS certification, bottled water would be perceived as more socially equitable, environmentally sustainable and economically beneficial.

Zenith speakers went on to outline the dynamics of the bottled water market, including the key regions and countries, challenges and opportunities and the future outlook. Key drivers for the market were highlighted as everyday hydration, affordable convenience and local.

Global bottled water volumes rose to almost 400 billion litres in 2016, led by high growth in Asia Pacific and North America. Whilst market volumes had grown by 40% since 2011, value for all water (including still, sparkling, bulk, flavoured and functional) only grew by 18%. This was due to the price per litre falling across all water types in an increasingly price competitive market, but was also reduced by changing currency exchange rates.

Other insights from Kantar Worldpanel and Rabobank International included identifying ways to win new consumers in an ever changing environment in the wake of declining supermarket sales. Kantar forecast that by 2025, consumer goods online will be a \$150 billion business – an anticipated 9% share. It recommended that multi-channel campaigns which seek a personal connection to consumers, putting purpose and need at the heart of the brand, are the most likely to succeed in the new retail landscape. This was a message echoed by speakers from PepsiCo and Coca-Cola, as well as many of the other companies represented.

Rabobank indicated investors are actively seeking white space in healthy beverages, citing proven proof of concept, authenticity and transparency as key factors. Globally, the top ten bottled water companies only account for 33% market share. With such a low level of consolidation, there is significant room for acquisitions and consolidation.

The congress was themed 'Flowing with purpose' and it was clear from the insights shared across the three day event that the bottled water industry is filled with new purpose to flow forwards in innovative marketing, product development, packaging enhancement and market expansion. ●



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Event reviews

Aquatech

by Darren Wood

Customisation and purification is key

The trends showcased at Aquatech 2017

With 928 exhibitors, Aquatech 2017 sold out six months in advance, which organisers are saying is an 'all-time high'. This was matched by a record number in visitor attendance, reaching 20,490 on the closing day.

With 928 exhibitors, Aquatech 2017 sold out six months in advance, which organisers are saying is an 'all-time high'. This was matched by a record number in visitor attendance, reaching 20,490 on the closing day.

"We are very proud of the 2017 show as part of the wider Amsterdam International Water Week which was also a great success," says Annette Bos, director water at RAI Amsterdam. "We thank all our partners and advisors who helped us by lending an ear to the market and anticipate the needs of water professionals around the world."

The show brought together industry authorities, key market leaders, creators, government and country delegations and last but not least, business. The result was an inspiring exchange with a common goal: a more sustainable future and growing business in water.

The Waterbar by Cosmetal is an interesting concept which caught the eye at the show. With the company realising that modern day consumers drink more water and pursue healthier lifestyles. The company also realised that consumers are also favouring more natural flavours when it comes to beverages, while also understanding that in today's world, customisation is key.

In steps the Waterbar, which is capable of dispensing beverages customised with flavours, essences, supplements, mineral salts, and with different carbonisation levels.

"We understood how important it was for customisation of flavours," said Cosmetal group



commercial director Paolo Cavalsassi. "We studied the market carefully when we launched this product. We wanted to not just think about flavoured water in the traditional way, we searched the market to bring some natural flavours to the Waterbar to bring a different experience to what else is out there in the marketplace.

"The way this machine is designed is really to enable the flexibility for consumers to get the drink they want. There is a multi-valve inside which has been developed by us and we can play with eight different bag-in-boxes which we use for the flavours.

"What we thought about was how we can give a truly different drinking experience and that's where the carbonation comes into it. We know the trend is thinking about having carbonation or not, no sugars etc, so we play with that and this technology has now enabled us to not just offer still or sparkling but really customise the beverage in a certain way."

Elsewhere, the WL7, to be launched officially in the US in 2018, will be the company's flagship model in the WaterLogic POU range. The company has released this premium product which combines patented Firewall purification technology which is proven to kill bacteria, viruses and pathogens.

The company says that the WL7 will contain BioCote, a silver ion antimicrobial additive, able to inhibit microbial growth on the surface of the products helping to reduce unpleasant odours, degradation of key surfaces and the potential for cross contamination.

Product marketing manager Elisabetta Brandi said: "We've incorporated all of our technology including into this machine. It offers premium filtration with our KeyCore technology, Firewall purification which purifies the water up to 99.99% bacteria free and our BioCote which protects the outside of the dispenser too.



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"Our firewall technology is the most highly certified purification technology on the market. It basically acts as a barrier when you dispense the water you can see a blue light which means the water and all the bacteria's that are zapped in. The Firewall technology destroys the DNA core of all the microbes contained in the water and also acts as a barrier so that nothing nasty can go in the machine or come out of it to your drink.

"Once again, WaterLogic has realised the importance of satisfying consumer needs in terms of offering a wider variety of water types, with the WL7 offering the option to dispense five types of water: ice-cold, ambient, sparkling, hot and extra-hot. The extra hot option allows flexibility for tea/coffee and instant food such as noodles, or soups as the company aims to offer 'a completely new hydration experience for the user'." ●



Industry celebrates bottled water's position as the number one packaged beverage choice in the US at IBWA's annual business conference

On 6-9 November 2017, the International Bottled Water Association (IBWA) held its annual business conference in Grapevine, Texas, in conjunction with NAMA's CoffeeTea&Water show, bringing together over 1,100 bottled water and coffee professionals for a week of networking and education.

IBWA members and industry professionals gathered to applaud the news announced this year that bottled water is the number one packaged beverage in the US, surpassing carbonated soft drinks for the first time.

In this digital age, real time, peer-to-peer consultations may seem an antiquated practice – but not according to attendees of IBWA's conference. Attendees noted they appreciated the opportunity to meet face-to-face with other bottlers, distributors, and suppliers to share industry insights and advice. Many events, such as the welcome reception and the Drinking Water Research Foundation's fundraiser at a local Topgolf facility, provided a chance for networking in a relaxed atmosphere.

The trade show was particularly successful this year – with 151 bottled water and coffee suppliers and vendors exhibiting on the trade show floor on 7 November. To help them prepare for future success, attendees were able to use their time on the show floor to ask vendors specific questions about the various products and services on display (and enjoy tasting a multitude of bottled water and coffee



Outgoing IBWA chairwoman Shayron Barnes-Selby with incoming IBWA chairman Lynn Wachtmann

beverages) – and many exhibitors noted they were happy about the foot traffic and the business deals they were able to make with new contacts.

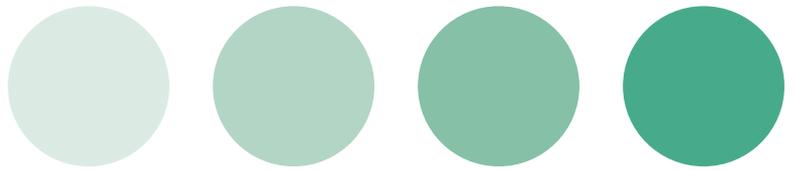
The IBWA's next annual business conference and trade show will celebrate the association's 60th anniversary in New Orleans, from 12-15 November 2018. ●

Record numbers for EVEX 2017

Over 360 participants from the European vending and office coffee service industry convened in Rome on 23 and 24 November for a very successful EVEX 2017.



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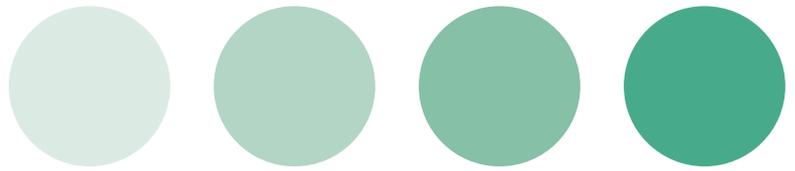


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Interviews



The latest interviews in the industry by Darren Wood

Borg & Overström has unveiled its new B4 water cooler system, with the aim to destroy bacteria.

Blupura has introduced two new innovations designed to be controlled by the use of an app created by the company.

Microfilter, a sister company of MCM Fittings and member of Chungho Nais Group, has introduced a new range of IEN filters to the European market.

German start-up **Mitte** has launched a countertop water system that purifies water by distillation and offers cartridges to deliver healthier drinking water.

Dow Water & Process Solutions has introduced its new time saving modeling software called Water Application Value Engine (Wave).

Waterways has unveiled its new range of premium water dispensers called the Brook, featuring variable hot and cold temperature controls.

Association news

The latest from the industry

BWCA appoints Jon Wicks as new chairman

The British Water Cooler Association (BWCA) has elected Jon Wicks as its new chairman.

John Dundon, who held the non-executive position of chairman for six years has stepped down and Jon Wicks, who has been a member of the association's executive council for over ten years, takes up the post with immediate effect.

He was elected by members who attended the BWCA annual general meeting in Hinckley, UK on 4 October 2017.

Jon Wicks has had many years' experience in the sector and has been with his present company, BWT UK, for 28 years. He joined his company in the position of finance manager and has gone on to hold several roles including European finance manager and European M&A manager. He was promoted to group finance director and then managing director, a post he has held for 10 years.

Speaking of his appointment, Jon Wicks said: "I aim to carry on the excellent work undertaken by John Dundon and I'm honoured to be taking over from him in leading such an important industry body. I look forward to representing the members here in the UK and the association overseas. I relish leading such a forward-looking organisation and I see my role continuing the great work that has been done in establishing BWCA as the foremost industry body in the sector. My emphasis will be to provide members with added value tools that help demonstrate their market differential".

BWCA general manager Phillipa Atkinson-Clow said: "I pay tribute to the work of John Dundon who has led this association so charismatically and enthusiastically for the past 6 years. I am personally grateful to him for his support and on behalf of the membership I thank him for his visionary approach.

"Looking to the future, I am delighted that the membership has chosen

Jon Wicks for the next phase in the association's development. His commitment to the industry, his knowledge, insight and leadership skills will stand us in good stead." ●



John Dundon stepped down from his role as non-executive chairman of BWCA, after seven years of service to the association.

John has had a key role in making the BWCA the important industry body it is today, working closely throughout with general manager Phillipa Atkinson-Clow, who has run the association for nearly 25 years.

Phillipa: "I think we are all agreed that in his inimitable way, John has changed the face of the BWCA during his tenure as chairman.



"When John came on board in Spring 2010, whilst our standards and training were second to none, the benefits of membership remained a very well-kept secret to the industry and the wider world and to some degree, our own members.

"He introduced a vision of a trade association that not only had the highest standards, providing valuable and essential training, but also provided a commercial advantage over non-members.

"One very obvious change has been the conference and trade show. Over the years it has developed into 'go to' event of the water cooler year, building it around the suppliers and providing visitors with an enjoyable experience, as well as being interesting and useful. We've had many interesting and inspirational speakers. Delegates and exhibitors return year after year because they now really want to support the BWCA and see the benefit of attending.

"John was instrumental in introducing the idea of a dual offering of bottled water and 'POU'. The qualified advisors course provided those facing the customer to explain the difference between mains-fed and bottled water coolers. John has promoted the ethos of 'better before cheaper' as the mantra of our association, to create a profitable market for the industry and our members.

"In the last two years, the introduction of a corporate responsibility programme and the support of Just a Drop and our sustainability 5 for 5 Pledge have defined the association as a progressive, profitable and dynamic organisation."

The EC presented a cartoon of themselves with John Dundon and the membership also presented him with a gift to recognise him 'for his vision, time and enthusiasm spent over the last 7 years'. Phillipa Atkinson-Clow said: "We thank John for all that he has done." ●

BWCA members cooperate

The British Water Cooler Association (BWCA) launched its 5 for 5 Sustainability Pledge earlier this year, hoping to nudge Member companies into undertaking yet more social and environmental sustainability programmes and encouraging them to promote work that benefits the community.



One such example of cooperation and generosity has just been revealed by two member companies – Waterlogic UK and Wight Crystal. Wight Crystal is a water cooler company based on the Isle of Wight and exists to generate funds for its parent company, Osel Enterprises Ltd, a charity providing care and support for local people with learning and physical disabilities.

In a partnership that will raise money for the Way Forward Programme run by Osel Enterprises, Wight Crystal asked Waterlogic UK for advice on how to maintain and improve its 30 year old bottling plant.

Waterlogic, which owns a modern bottling facility, Fillongley Spring Water, provided rather more than advice. It generously donated a washing and cleaning machine to the team at Wight Crystal to help the local enterprise keep up with the growing demand for its products.

The project was overseen by Waterlogic projects director Chris Routledge (pictured with Wight Crystal's CEO Tracey Hill). He said: "This is a great charity that provides much needed support for people with learning and physical disabilities on the Island and we look forward to developing and strengthening our relationship with Osel Enterprises over the coming years." ●

Merck joins British Bottled Water Producers



British Bottled Water Producers, the trade association representing small and medium sized producers of bottled water in the UK, has announced that Merck has been accepted as a Platinum member.

Founded in Darmstadt, Germany in 1668, Merck is the world's oldest chemical and pharmaceutical company. The multinational company is represented in the UK as Merck Chemicals Ltd, based in Nottingham. Its portfolio of analytical products and services recently saw a significant expansion through the acquisition of the Sigma-Aldrich company and now includes, among others, products for sample preparation, reagents, solvents, standards and reference materials.

Merck's test strips and kits, photometers and turbidimeters are dedicated to water and disinfection analysis and help accurately monitor beverage quality in compliance with international and national regulations. From A for arsenic to Z for zinc, the devices and test kits allow to analyse virtually any substance. More than 200 photometric test kits and applications are available including ultra-low measuring ranges dedicated to bottled water analysis.

BBWP director Jo Jacobius said: "We are thrilled to welcome Merck to the BBWP network. British bottlers who are members of British Bottled Water Producers pride themselves on their high standards and we strive to promote excellence in water standards and safety. Merck offer equipment that is renowned in helping such companies maintain and improve their testing abilities." ●

AVA appoints David Llewellyn as new chairman



David Llewellyn has been appointed as the new chair of the board of the UK's Automatic Vending Association (AVA).

David has worked in vending since 1994, covering many areas of the industry including operating, sales, logistics, production, along with technical and equipment sourcing. He is sales director, Europe for Seaga and has been with the company since 2010. He has also been on the AVA board since 2014. He takes over from David Ward.

David Llewellyn said: "I'm honoured to take up the position of chair of the AVA at an exciting period for the association as we look to attract more members, at the same time as providing greater support for our current members."

Jane MacDonald has also been appointed to the AVA board. Jane established Excel Vending in 1993 and has worked in the vending industry for nearly 25 years. ●



John Guest joins EDWCA

Push-in fittings, pipe and plastic plumbing systems manufacturer John Guest has joined the European Drinking Water Cooler Association (EDWCA).

Founded in 1950 under the name of John Guest Engineering and renamed as John Guest in the early 1970s, Guest castings started producing more complex die-cast items and machining for the UK's major pneumatic valve manufacturers.

In 1974, Guest invented the now famous 'speed fit' tube connector concept and in 1978, it began to market products designed and produced under the group name of John Guest Ltd.

The current speedfit range, including a range for drinks dispense and pure water applications, mainly incorporates plastic fittings and plastic collets but still maintains the stainless steel teeth, an essential part of the collet design.

EDWCA vice chairman David Albers said: "I am delighted to welcome John Guest to EDWCA membership. It is further evidence to show that securing such a high profile company as John Guest is confirmation that the EDWCA is the leading water dispenser trade association in the UK. ●

BWCA announces 2018 conference keynote speaker

Solo Atlantic Rower Debra Searle is to be the keynote speaker at the 2018 British Water Cooler Association (BWCA) conference and trade show. The event's theme will be: 'The Journey' – taken from Ms Searle's book of the same name, describing her trans-Atlantic rowing feat.



The BWCA event takes place on 8 March 2018 at the Nottingham Belfry.

'The Times' named Debra Searle as 'Britain's latest sporting heroine' and she will be sharing with BWCA members the highs and lows of her Atlantic row and her strategies for success.

Debra first hit the news headlines when she set out to row across the Atlantic with her husband. Unfortunately, he had to be rescued so Debra, a novice rower, continued alone and rowed 3,000 miles from Tenerife to Barbados. It should have taken them six weeks but, to achieve her goal, Debra ended up spending 3½ months alone at sea, encountering 30' waves, sharks, and force 8 squalls in her 23-foot plywood boat. Since returning from this adventure, Debra has gone on to undertake solo and team expeditions across the globe, including canoeing the Yukon River for a BBC documentary with Bruce Parry, sailing the Southern Ocean, and racing in the Monte Carlo Rally in a 1957 Alfa Romeo.

Debra Searle said: "When I was alone on the Atlantic, I developed a whole toolkit of mental strategies that helped me to keep my oars in motion. Back on dry land, I became completely reliant on these strategies as tools to achieve success in my businesses and in day to day life."

She went on to say: "A study into the behaviour of top performers found that 15% of their success can be attributed to their skill level but 85% is down to their attitude. I believe that if we can tap into that and start to proactively choose our attitude, then we can achieve more than we ever dreamed of, whether that be in our businesses or for personal goals. Employing these tools and techniques has changed my life and my businesses forever, and I hope they can for you too."

Other speakers at the BWCA conference will include Karen Wells of Zenith Global, revealing the latest industry market data; Phillipa Atkinson-Clow talking about her 25 years at the helm of the association; and Brendan Hanlon, from Just a Drop, celebrating with members the association's continuing efforts in support of his charity in bringing clean water sources to villagers in Africa. The master of ceremonies at the event will be the BWCA's new chairman, to be elected in October. ●

Next issue

The next issue of Refreshment looks at environmental responsibility and sustainability and at how cooler, coffee and vending machine manufacturers are innovating with technology which benefits them, their customers, end-users and the planet. ●



European Vending Association members vote to change association name at EVEX 2017

European
Vending &
Coffee Service
Association

The annual general assembly meeting (AGM) of the European Vending Association (EVA) launched the 2017 edition of the European Vending Experience 'EVEX' in Rome on 23 November.



EUROPEAN
VENDING ASSOCIATION
Coffee Service & Vending Solutions



The EVA executive committee (EC) 2017-2019 is now comprised as follows:

Representing national associations

- Tony Smith – AVA (UK)
- Christian Mengus – NAVSA (France)
- Aris Kascheffi – BDV (Germany) (Vice President)
- Michele Adt – CONFIDA (Italy)

EVA director general Erwin Wetzel extends his congratulations to the new president and the entire EC, and wishes them well as they set the strategic direction of the association over the next two years.

In a strong signal to reflect the growing realities of the market, the EVA members voted to support a change in the EVA name to 'European Vending & Coffee Service Association.' The acronym 'EVA' as well as the star logo will remain as before as it is accepted that these have high recognition amongst both the key stakeholders and institutions in Brussels and further afield.

The name change is designed to give acknowledgement to those players who now make up the majority of our industry – indeed hot drinks coffee machines make up as a whole 62% of the

European market, and up to 90% of the market in certain European countries.

In what was a very important AGM, EVA members also elected Paolo Ghidotti from N&W Global Vending

(pictured) as the new EVA president as well as members of the new executive committee for the period 2017-2019.



Representing national association managing directors

- Raúl Rubio Fleitas – ANEDA (Spain)

Representing machine manufacturers (EVMMA)

- Paolo Ghidotti – N&W (President)

Representing payment systems and vending solutions

- Jürgen Göbel – Ingenico

Representing ingredient suppliers

- Davide Celin – Lavazza

Representing operators

- Eric Overbeek – Selecta (International Operators)
- Boris Belotserkovsky – Uvenco (Northern Europe)
- Marcin Przybyo – Automatspec (Eastern Europe)
- Xavier Arquerons – Alliance Vending (Southern Europe) (First Vice President)

Representing water solutions

- Alberto Giavoni – Brita Group

Representing office coffee device (OCS)

- Maurits de Jong – de Jong Duke (Treasurer)

Representing cup suppliers

- Massimo Daolio – Flo



The AGM also recognised the significant contribution made by a number of personalities to the work of the EVA over a long number of years, and a token of appreciation was presented to the following: Jan Marck Vrijlandt: EVA president (2013-17) and EC member (2007-17); Michael Maurer: EVA treasurer and EC member (2007-17); Michal Piotrowiak: EC member (2007-17); Klaus Meyer-Steffens: Chairman of the coin group (2002-17).

The EVA thanks them and wishes them success in their future endeavours. ●

Association news

Record numbers for EVEX 2017

Over 360 participants from the European vending and office coffee service industry convened in Rome on 23 and 24 November for a very successful EVEX 2017.

The 2017 edition of the European Vending Experience – EVEX – brought a record number of key industry players together for two days of educational conferences, unique networking opportunities, cultural activities, a Young Operators' Forum, and a commercial exhibition.

EVEX this year was organised by the EVA in collaboration with the Italian Vending Association (CONFIDA) and saw more than 360 participants from 28 countries convene in the sunshine of the 'Eternal City.' This year, the appeal of the event also extended outside of Europe, with EVEX welcoming a large and enthusiastic delegation of 31 participants from the Asian Pacific Vending Association.

As usual, the EVA annual general assembly meeting launched EVEX before the educational and thought-provoking conferences addressing



two very different and practical themes.

The first conference by university professor Emanuele Frontoni explored how big data can encourage consumers to use vending. This involved a recent study employing cameras which revealed the detailed reactions, time spent, and behaviour of people in front of a snack vending machine, and demonstrated that by capturing comprehensive data and

understanding better the customer, operators, manufacturers and suppliers can accurately adapt their offering to attract new or more business.

The second conference by Pau Garcia-Mila was an interactive presentation on 'Fast Innovation' showing



that companies must continue to innovate and change their offering, and not wait too long. As part of this, EVEX participants created a new business prototype during the one hour timeslot, which consequently went live as a new website.



EVA is pleased to announce the following as the 2017 EVEX Awards winners:



- Machine of the Year -
COTI by Crane Merchandising Systems



- Payment System of the Year -
VPOS Touch by Nayax.

Using this method, genuine customer feedback can be authentically gathered in real-time; assisting businesses to decide whether to fully launch a new project. The purpose of this conference was to prove that once an innovation has been determined, it is absolutely possible to present it seriously to customers in a very quick time period.

Attendees were thereafter treated to a diverse range of local cultural activities in the Vatican and ancient city centre of Rome in order to aid networking ahead of a Gala dinner in the evening of the 23 November. The

dinner provided the backdrop for the presentation of the expanded EVEX Awards, which were uniquely voted for by participants through the official event App.



On the morning of 24 November, a very well received Young Operators' Forum took place which involved invited operators from 10 countries presenting their businesses and their current challenges, before a wider discussion on solutions took place. Despite coming from very different regions, it became clear that the challenges for these operators are all very comparable – the similarities in addressing topics such as healthier vending and cashless payment options were particularly interesting. Indeed, a visit the day before by these attendees to the large Italian operator IVS proved useful and stimulated debate ahead of the Forum.

The remainder of EVEX was dedicated to the commercial exhibition, providing the sponsors an opportunity to promote their products and do some business. ●



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