



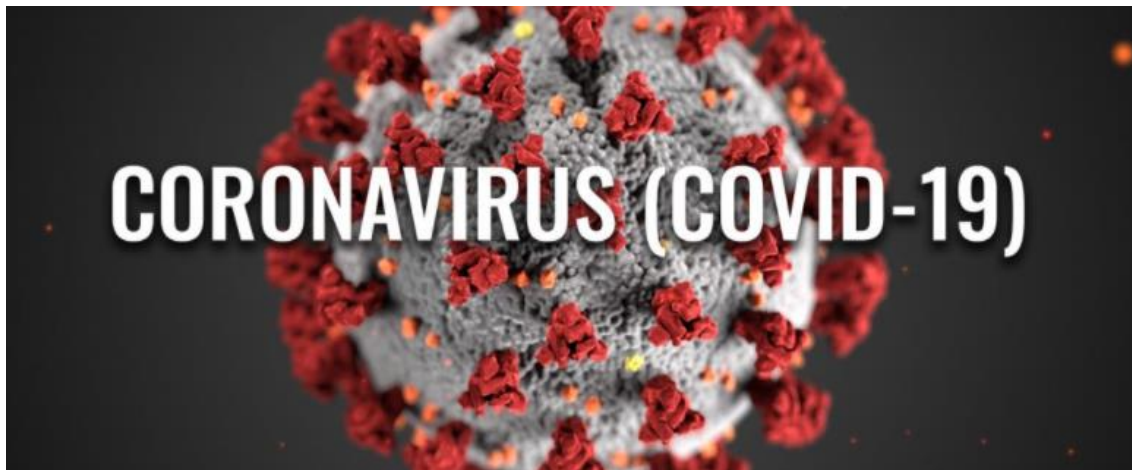
AVA 2020 Year End Review

Going into 2020 we were aware of a number of issues set to impact the industry in the coming 12 months with Brexit firmly on the radar. However, no one could have predicted a global pandemic subsequent economic downturn were on the horizon. 2020 has been a year like no other. As the effects of the COVID-19 pandemic came into focus in the Spring, our industry faced the closure of workplaces, transport hubs and education settings.

However, in what has been a challenging year, the AVA has continued to campaign on the issues affecting you, our members, securing wins on VAT, new member signings and pivoting our webinar training series online.

Here we look back on the ups and downs of 2020.

COVID-19 support for members



COVID-19 has dominated 2020 and, as always, the AVA has worked tirelessly to secure a fair deal and adequate support for those working in the sector. With research showing one in five jobs in the sector could be at risk due to the impact of the virus, the AVA called for, and successfully secured, inclusion of vending operators as part of the essential category of the wider food service industry. This identified the employees of our members as key workers, allowing them to continue operation while some other food-to-go retailers were forced to close.

AVA representatives have been in contact with ministers on both sides of the House to ensure the country's reliance on vending is fully appreciated and schemes such as the VAT reduction (see below) were extended to include those in Vending. It's fair to say 2020 has brought unprecedented challenges to vending, the food service industry and the country as a whole but the AVA will continue to work for the best possible outcome for members as we continue to navigate the impacts of the pandemic.

Audits and Quality Accreditation

Achieving AVA Quality Accreditation ensures that potential customers recognise your company has worked to quality guidelines and consistently maintains their ongoing trading standards and working practices.

We have seen some disruption to the accreditation audits this year, but have managed to carry out most of them within current guidelines for business.



Consultations in 2020

Despite everything that has occurred in 2020, the AVA team has worked hard to ensure the process of regulation and Government legislation has continued. Our AVA committees have managed submissions on our member's behalf for nine separate consultations for HM Treasury, Defra, and each of the Home Countries on plastics, recycling and the environment, energy drinks and machine energy labelling. If you want more details, visit the AVA website here: [Lobbying – AVA \(the-ava.com\)](https://www.the-ava.com)



Educational Webinars

Regardless of the physical distance set by the pandemic, the Association was happy to work with a number of partners to host a series of educational webinars for its member. As well as the CJRS webinar which covered the furlough scheme and a grants and loans webinar in October, the AVA, Trystan Farnworth of Britvic and John MacDonald of ExCel Vending presented a comprehensive webinar on the wider sustainability and environmental impact the deposit return scheme could have.

The AVA is delighted all of these important educational webinars were able to progress on the new virtual stage and will continue to deliver online learning opportunities even as it is safe to meet in person again.

AVA ENGINEERS' TRAINING PROGRAMME



Engineers Electrical Safety Courses

The AVA recently successfully held its very first online version of the Engineers' Training Programme. Despite a few of the inevitable technical hiccups to begin with, the course went well, and it received positive feedback from attendees.

Since then, the AVA delivered its second course on Tuesday 8th December and were able to implement learnings from the previous session to make this event even better. The AVA will be hosting a further Part 1 course next year on Tuesday 12th February 2021. We are pleased to announce that all the students passed the initial section of the course, with six achieving merits and one a distinction. Well done!

For any businesses which currently have employees on furlough, the AVA wants to remind you that these members of the team are still able to take part in training. For more detail on the course, you can head to the members area of the website, here: [AVA Members Training - Engineers Training Programme](#)

AVA Committees

Technical – Chair: Richard Gilbert (Excalibur Refreshed Ltd)

With the move to virtual meetings, this has facilitated more regular and greater attendance. The Committee set itself several objectives at the start of 2020, with positive outcomes:

Continue to keep track and communicate on the legislative technical changes	✓
Support the industry and AVA directorate where needed in lobbying the government.	✓
Improve further the means of communication and its organisation	✓
Implement and achieve buy-in for the portfolio training to the next stage for engineers	✓
Complete and issue the work of guidance on installation	✓
Agree and implement an industry relevant apprenticeship scheme	✓

As well as issuing helpful and regular Technical Newsletters through the year: [Technical Newsletters – AVA \(the-ava.com\)](#)

Environment – Chair: Adrian Pratt (F Bender Ltd)

The Environment Committee must acknowledge the changes unfolding across the Home Nations and Europe that will change many aspects of business for us. The very fact that Governments are progressing large numbers of consultations on the proposed legislation at a time when individual businesses are fighting for survival in the face of a global pandemic serves to highlight the importance of a strong AVA industry trade body. Serving its members, the AVA is able to draw on a broad range of experience and expertise to understand the impact of each individual legislative proposal, broader than that of an individual members business, and certainly without the burden

of having to manage the fight to survive in the face of the current pandemic. The AVA will distil an expert understanding to share with members, will respond to Governments on their behalf, and provide all the tools for individual members to respond in their own right without diverting valuable resource from managing their business.

Make no mistake, over the next five years, vending and the wider hospitality market will be obligated to change, and a strong AVA is vital to ensuring that what is often a little understood industry, has a strong presence in the corridors of power.

Commodities – Chair: Rob Gormley (Nestlé Professional)

The committee discussed and responded to several government papers in 2020, but clearly the Government's legislative priorities shifted focus to other areas. This is not unusual during a recession or crisis; therefore, we expect that when the markets return to the new normal, the vending industry will face renewed focus on the public health agenda and healthier eating. The committee will continue to address legislation at the earliest opportunity and seek to highlight the impacts for the vending industry. We will also look at evidence-based consumer research on snacking, to provide members with the insights to meet changing consumer preferences.



TUCO: AVA membership is integral to tenders

After much discussion over several years, the latest University Caterers Organisation (TUCO) Framework for Vending tenders directly specifies a requirement for AVA membership as part of the tender process. This is now in their purchasing framework from October 2020 to September 2022.

So – if you want to tender for vending in a University – you must be an AVA member! This ensures the quality and customer services requirements through our regular auditing process are received by customers and that AVA members are putting themselves in the best possible position to secure these contracts.

VAT win with HMRC

This year the AVA provided specific guidance on how you, its members, can benefit from a VAT reduction of up to 5%. This opportunity followed on from HMRC's 2007 ruling about VAT and Zero-rated products, whereby no VAT is due on goods which are exported from the EU.

Despite initially being more admin and paperwork to add to your lists, the long-term financial benefits during this time will surely make up for it. Full details of how to manage and account for this reduction can be found on the AVA website here: [AVA VAT Reduction Notice](#)

AVA Jobs Page

This is a new, free service the AVA is offering to all members.

With the impact of Covid-19 and many businesses having to restructure, there is a great deal of 'fluidity' in the vending market. Especially with some companies having to look at moving roles to part-time or laying off of staff members.

So, if you are looking to fill any sort of role within your business, without having to pay agency fees at a time when every additional cost matters, contact Penny.Rowell@the-ava.com for details. We will post your ad on the new AVA Jobs page: [Jobs – AVA \(the-ava.com\)](#)

The image shows the cover of the 'UK Vending Industry 2019 Census' report. It features a large orange rectangle with white text. In the background, there is a faint image of a vending machine and two stylized human figures, one with arms raised. The text on the orange rectangle reads: 'UK VENDING INDUSTRY 2019 CENSUS' in large, bold, white capital letters, and 'PUBLISHED BY THE AVA, MAY 2020' in smaller white capital letters below it.

UK VENDING INDUSTRY 2019 CENSUS

PUBLISHED BY THE AVA, MAY 2020



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AVA Census

The Annual AVA Census provides vital data for our industry, which is used by the Association as the basis for lobbying with Government, by our members to benchmark their performance against the overall industry and by potential investors to understand key trends and assess potential acquisitions.

Martin Colston will once again be carrying out the AVA Census in 2021 and we hope that all members will find time to complete and return submissions. The 2020 Census in particular will be an essential one to gauge, report and respond to the real impact of the Covid-19 pandemic on our businesses and the sector as a whole.

The 2020 data will be used by the AVA to continue to lobby on the issues affecting our members, as well as providing a valuable benchmark against which we will measure progress and plot overall industry trends. Whether for new product development, evaluating acquisition opportunities or measuring your own performance, the Census will be vital in informing and shaping the direction of the Association.

And Finally

2020 has been an extraordinary year that will have a significant financial impact on the whole vending industry, including the AVA itself, but it is important that we focus on the future.

The coming years will bring new opportunities: with clients looking to review the food and drink offer required by their staff and visitors; as the need for on-site canteens reduces to be replaced by suitable 24 hour vending and micromarkets; the move to cashless payment and its potential cost savings – no more coin mechanisms or cash handling; a greater range of profitable niche products – healthier, vegan or non-good items; different solutions and routes to market with more people working from home more often.

One thing we have learnt from the past twelve months is that our industry can be nimble and take advantage of new opportunities – even at the hardest of times. The AVA will continue to work for the interests of the industry and its members in whatever capacity and areas are needed.

It only remains to wish you a Happy Christmas and healthy New Year from the team here at the AVA.