

AVA NEWSLETTER

MAY 2024

AVA Census 2023

Exciting News for AVA Members: The 2023 AVA Census is Now Available!

We are thrilled to share some key insights from the 2023 AVA Census. Here's a glimpse of the highlights:

- 1. Impressive Revenue Growth:** 2023 saw a remarkable 14% overall revenue growth, with an additional 11% growth expected in 2024. Achieving this forecast would push revenue above 2019 levels.
- 2. Expanding Horizons:** Operators are diversifying beyond the core Business & Industry sector into new areas like convenience stores, hotels, apartments, and healthcare. Initially driven by the impact of Covid and hybrid working, this expansion now promises greater industry resilience.
- 3. Cashless Payment Surge:** Investment in cashless payment systems continues to soar, with 85% of pay vend machines now cashless-enabled. Mobile phone payments have overtaken contactless cards as the leading payment method. Notably, cashless transactions were over 90% higher in value compared to cash transactions.
- 4. Rising Importance of Fresh Food:** Fresh food is becoming increasingly significant, contributing a larger share of total revenue. This growth is supported by a 37% increase in micro-markets and a staggering 190% rise in smart fridges, along with increased sales through Combi machines.
- 5. Challenges Ahead:** Despite these positive trends, operators face ongoing challenges such as inflation, cost of living, staff retention and recruitment, and uncertainty around new legislation. Average costs for operators increased by 14%, overshadowing the average price rise of 10%.

A heartfelt thank you to all AVA Members who contributed to this year's census. Your dedication and commitment are invaluable. Special thanks to Martin Colston for his tireless efforts in producing the census year after year.

You can find the Census in the Members area of the AVA website [HERE](#).



The poster features a yellow top half and a blue bottom half. At the top center is a stylized crown icon. The text 'SAVE THE DATE' is written in large, white, block letters, with '12 DECEMBER 2024' below it. The bottom half contains the text 'Event Sponsors' and 'Supporting Sponsors' with various logos.

SAVE THE DATE
12 DECEMBER 2024

Event Sponsors

RADNOR
Coca-Cola EUROPEAN PARTNERS
WALKERS
EVOCA GROUP
cantalupe
VIANET
BRITVIC soft drink
NAYAXvend

Supporting Sponsors

tower
Scobie McIntosh
BAKERY • CATERING • REFRIGERATION • COFFEE • VENDING

AVA Christmas Luncheon Tickets will be available soon!

Register your interest with Kennedy and secure your spot today:
kennedy.warwick@the-ava.com



AVA Activity Day

Earlier this month, the AVA proudly hosted the Midland's Activity Day, generously sponsored by Evoca UK. We are pleased to announce that the event was an overwhelming success, with 100% of attendees rating it 10 out of 10 stars!

Participants raved about the "fantastic day of activities and meeting new people" and hailed it as "a great addition to the AVA calendar." The day was packed with a wide range of exciting activities, including Segway races, reverse steer snooker, shooting, archery, and more.

We can't wait to see what exciting events the AVA calendar has in store for next year. Stay tuned!

NAMA & VendItalia Report



Having been invited to present at one of the many NAMA education sessions this provided an opportunity to see how the US market is developing; new ventures and, for the UK, any learnings which would be of use to our AVA members.

It was a tiring yet fascinating and enjoyable experience. Started with my presentation with David Henkes and Jennifer "JB" Bulcao looking at the differences between the US and UK/European market. The main differences?

- Coffee – OCS (Office Coffee Services) aside which is mainly free pour and serve, less than 5% of the US Vending market is coffee provision. Against 63% for the UK.
- There may be several thousand more vending machines in the US (mainly soft drinks) – but our equipment turns over 24% higher revenue per machine per year.
- The UK leads in development and extension of the higher value 'Coffee-to-Go' sector (see the recently launched AVA 2023 Census)

Over 60% of the NAMA Stands were from suppliers offering a range of products to go into machines: soft drinks, sweet and savoury snacks (sometimes both!), confectionery,

cakes and biscuits. So many varieties of jerky, meat, savoury sausages - even buffalo and bison. Plus lots of cold coffee options.

This was in significant contrast with VendItalia in Milan – where the focus was coffee, coffee pods and coffee equipment. And just a few stands offering snack or drink products to go into equipment. Although this was equally as large in floor area as NAMA - the stands were bigger, shinier and more sparkly. And also, like NAMA – very busy. Less in terms of ‘education sessions’ than the fantastic array at NAMA, but never-the-less a great opportunity to see market and equipment developments and catch up with our equivalent heads of the European Vending Associations.

David Llewellyn, Chief Executive



Don't Miss the AVA Futures Webinar on June 12th, 2024!

Join us online for the AVA Futures Webinar on 12th June 2024. Industry experts Jason Vincent and Gillian White will lead a compelling discussion on the upcoming technological advancements set to transform the vending industry.

Discover an in-depth forecast on consumer trends, behaviours, and patterns, and delve into the future of the UK workplace and its implications for the vending sector. This webinar will provide valuable insights into how emerging technologies can enhance efficiency, customer experience, and business growth.

In addition to exploring technological impacts, we will also have the Insight team from Nestlé who will be discussing strategies for adapting to shifting market and consumer demands. Helping you to stay competitive in a rapidly evolving landscape. You'll learn about innovative solutions and best practices to future-proof your business.

This is a must-attend event for anyone looking to stay ahead in the industry. Don't miss out on this opportunity to gain a strategic edge and network with fellow industry professionals.

Date: June 12th, 2024

Time: 10:00 - 12:30

Location: Online

Reserve your spot today and be part of the conversation shaping the future of vending! Email kennedy.warwick@the-ava.com to secure your place today!

AVA Responds to Scottish consultation on restriction of promotions and meal deals on High Fat Sugar & Salt (HFSS) products.

This consultation, which closed on 21st May, outlines the proposed restriction on sale of range of HFSS products. Whether part of a 'basket' of products bought or a meal deal. With the increased use of promotional screens, app payment and micromarkets Vending Operators would be impacted with these proposed legislation – even the restriction of sale of nominated 'bad' products close to the checkout would affect vending because of the proximity of the coin mech or cashless reader! Vending is listed in the consultation as part of the 'Out-of-Home' venues subject to restrictions – we have made the case for total exclusion as vending & micromarkets will always be under the retail space of 185 square metres.

The consultation document can be found [HERE](#)

The AVA Response on behalf of members can be found [HERE](#)

KEEP IN TOUCH WITH ALL THE AVA AND INDUSTRY EVENTS -
CHECK FOR UPDATES AND NEW ADDITIONS IN OUR [CALENDAR](#)



We're in the news! Check out what we have been up to below:

Interested in AI? Read all about David's thoughts on the growing integration of AI in Hospitality and Catering industries: [CLH Digital - Issue #213 by CLH News - Issuu](#)

Find out how retail automation is effecting the new office: [Facilities Management Journal May 2024 by kpmmedia - Issuu](#)

UPCOMING EVENTS JUNE

Wednesday

5

The Vendies 2024

Thursday

6

**SRS Out of Home Summer
Gala**

Monday

10

**NIVO Charity Football Day:
Supporting MIND Association**



Copyright © 2023 AVA: The Vending & Automated Retail Association
All rights reserved.

Our mailing address is:
info@the-ava.com

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe](#) from this list.