



May 2017

Message from the Chairman



Something New, Something New...

nothing old at the EDWCA!

As the weather begins to warm up and all of our customers start to get a spring in their step and our members order book starts to build for the summer it is a great time to look over all of the new marketing information that has been created over the last year. Here at the EDWCA we have been working hard on creating new and informative collateral to assist our members in truly differentiating themselves from the competition.

With the continual pressure on prices for both bottled water and mains supply being applied over the last 5 years there at last seems to be a break in the

EDWCA welcomes...

The EDWCA are delighted to welcome to the Association four new members in 2017 adding to our operator and affiliate base.

In an industry that continues to be more and more competitive, it is encouraging to welcome members that believe in high standards of customer service.

The EDWCA are committed to supporting, guiding and developing companies from the water and beverage industry who are dedicated to Service Excellence both in the home and the workplace.

EDWCA in print...

The EDWCA PR machine has been hard at work over the last

downward trend. This seems to a moment and opportunity for our members to capitalise on all of the quality attributes that being part of the EDWCA provides. Please remember we have the most comprehensive standards, audits and guidelines in the industry, being part of the EDWCA really can assist you in creating a better commercial proposition to new customers.

We now have an abundance of marketing collateral with specific market sectors including Health and Education to assist you in promoting your business along with updated training courses and now underpinned by industry leading membership benefits. If you want to find out more then look at our new [website](#) or call the office on 01494 568964 for more information.

EDWCA Members feel the benefits...

The EDWCA have been busy sourcing relevant and useful members benefits whilst continuing to develop the partnerships already in place.

Adding to the list of meaningful partners such as:

Datateam Media
The Clear Group
RSM Ltd
Qdos HR

We have now secured the services of:

- [Alexandra Workwear](#)
- [KPS Office Supplies](#)
- [Food Hygiene Technologies Ltd.](#)

[Alexandra workwear](#)

Alexandra workwear are a leading international provider of workwear, corporate clothing and uniforms to a wide range of business sectors, they offer over 160 years of experience. They are able to combine unique design and

couple of months raising the profile of its members, the Association and the Industry.

We have been published in Cooler Plus for our features on:

- * EDWCA membership benefit offerings from Qdos Business Service Support and Alexandra Workwear
- * EDWCA Overview and highlights of 2016
- * New partnership announcement - our work with the Beverage Standard Association
- * The Vendies - EDWCA launch their categories with 2 new categories.
- * Service at your fingertips - EDWCA launch new website We have also been in print in Vending International.

The secretariat continue to promote the association and our members so don't forget to let us know if you have any exciting news.

Up-coming Events



9 May : AVA Regional Meeting
Staverton Park

10 May : Golf Day Staverton Park

10 May : Hygiene & Industry
Awareness Course, Manchester.

manufacturing capability, with robust buying power and economies of scale, to offer a value-for-money service that is hard to beat.

[KPS Office Supplies](#)

We know that office supplies won't always be your number one priority at work which is why we make it ours!! Their team is always on hand to help, from last minute urgent requirements to co-ordinating your nationwide deliveries so you have less to worry about.

With specialist knowledge, comprehensive product portfolio and unrivalled service to our member with favourable discounts on day to day items.

[Food Hygiene Technologies Ltd](#)

Food Hygiene Technologies provides cleaning chemicals, disinfectants and diagnostic kits for bottling plants and cooler servicing and aids clients with water extraction, water treatment, bottle washing, plant operation and design. Director of the company, Dr Terry Child, is an independent plant and distributor auditor, trainer and hygiene trouble shooter.

For more information of all the benefits available to EDWCA members contact the office at tracy@edwca.com or 0845 812 2199

New website...

EDWCA

Service At Your Fingertips

Association website to serve as a one-stop shop for new and existing members

16 May : Executive Council Meeting, Saunderton

18 May : EDWCA Installers Course, Newport

20-22 June : Facilities Show, Excel, London

28 June : The Vendies, London

5-7 July : LACA, Hilton Birmingham Metropole

AVEX 2017...not just a show, it's an experience

September 2017 sees the return of AVEX International 2017.

Returning to the NEC once more the show is shaping up to be more of an experience than your typical industry show.

From specific zones, operator workshop and the innovation area, the central hub will host the exciting new Speakers Programme along with the ability to network with new contacts and old acquaintances.

The EDWCA are pleased to announce a bespoke area aptly named "Hydration Highway" that will concentrate on all things Water related.

This area will host exhibitors from the Water Dispensing Industry and with it's close proximity to the entrance, it is a prime spot for both companies that wish to exhibit and for those of you looking for that something different to add to your offering.

HYDRATION



With a key focus on service excellence, EDWCA - one of the leading associations for the water industry at large, is very much on point when it comes to advising on array of hot and emerging topics.

The release of our new website earlier this month now means our members can benefit from a suite of news, templates and information to ensure they're always on a firm footing.

With continual changes to industry legislation, EDWCA has partnered with [Pistachio Design](#) to ensure a seamless online user-experience, whilst providing an engaging e-tool that offers a library of information like no other within its field.

The new website reflects our rebrand and has raised the bar on what we are able to offer our members and is a now one-stop shop for anyone in the water industry seeking to keep a breadth of all the relevant news, gossip and, crucially, legislative updates to ensure that they remain compliant.

After talking to you, the members, it was clear that ease of navigation was fundamental to the design, so you can quickly access or download a wealth of information to up-skill their knowledge and mitigate potential risk.

Over the last 18 months The Association has taken a number of proactive steps to increase its value proposition, which is why we've added a number of draft industry documents within the login area so you don't need to re-invent the wheel. This saves you a lot of time and cost.

HIGHWAY

New for 2017 is Operator Zone...this zone is dedicated to the companies providing a service to the end-user. With increased activity planned from FM, Education, Health Care, Sports facilities and many more, there is no better place to showcase your business.

Interest in the event is high and stands will not be available for long so take advantage of your EDWCA discount by contacting:

For more information contact: tracy@edwca.com or rosie.mills@the-ava.com

Member's communication.

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Our aim at the EDWCA is to continue to be one of the driving forces for industry standards, innovation and best practice across the UK and Ireland, however we're also pleased to support a wide range of drinking water-related products and services.

In an ever changing industry and more competitive industry, buyers expect their suppliers to have gone through rigorous checks and operate to the highest standards and we have the range of tools, literature and documents along with annual audits to help our members verify this when looking at new business propositions.

We to pride ourselves on the quality of our work and the standards we set to assist our members and the new website simply house everything together under one roof.

If you would like to find out how to become an EDWCA member, please go to:

www.edwca.org

Training & Development
A mandatory part of EDWCA membership



EDWCA Training Courses

EDWCA Hygiene and Industry Awareness Course

All staff engaged in installation, servicing and sanitisation of dispensers and the delivery of water must have received EDWCA approved/accepted formal, certificated hygiene training and achieved the required standard by examination, within 6 months of taking up employment. Such qualifications must be renewed every 3 years.

This is a 4 hour course and they will be held



It's good to talk... here are some of the member communication in 2017

- 03.01** - Bad Taste Alert
- 18.01** - Employment Tax Webinar Invite
- 07.02** - EDWCA Audit Standards
- 09.02** - Qdos membership benefit
- 16.02** - NSF Installers course reminder
- 21.02** - EDWCA/AVA Regional meeting invite
- 14.03** - Alexandra Workwear membership benefit
- 17.03** - First AVEX speakers announced
- 03.04** - Vendex Promotion
- 04.04** - Hygiene Course Invitation
- 13.04** - Qdos Advice Fact sheet on VAT
- 13.04** - The Vendies Water category promotion
- 18.04** - New EDWCA Website Launch
- 20.04** - Qdos Business Support Handbook
- 24.04** - RSM Tax Review document.

The Vendies... the Oscars of

throughout the year in various geographical locations. If you have 10 delegates or more why not consider an in-house course. These can be arranged via your secretariat, so don't hesitate to contact us.

Upcoming Courses:

10th May 2017

Premier Inn Trafford Park West, Manchester.

19th July

Holiday Inn Warwick

27th September

The Clare Charity Centre, High Wycombe

9th November

Holiday Inn North East

EDWCA & NSF/WRc Installers Course

NSF/WRc Installation course is a mandatory part of EDWCA membership and all EDWCA engineers must hold current accreditation within 6 months of taking up employment.

As part of the audit process you will be asked to produce training records for all of your engineers and other staff members who carry out Installation and be able to provide evidence of their current training.

As the only Water Cooler Trade Association with a hands-on practical element incorporated in their Installers course, it was important that this section of the course gave the delegates experience in the scenarios that they are likely to encounter within their normal working days.

Our new individual work stations provide a typical installation scene with cupboards, drainers and pipework, all of the obstacles that could be found in a general installation.

It is essential to our industry for the delegates to be trained to carry out a quality installation to maintain the standards required under EDWCA Guidelines, WRAS and The Water Supply (Water Quality)

the beverage industry



It's that time again...you know when the summer is here as it is heralded by The Vendies

The EDWCA in conjunction with The Vendies 2017 are delighted to announce the 2017 Water Categories.

This is the chance to celebrate all our successes with the industries answer to the Oscars.

Nominate and reward your staff recognising their dedication to your customers with this year's newest categories.

[Field Service Engineer of the Year - Water](#)

This category is for service engineers in the mains-fed and bottled water cooler industry.

[Team Manager/Supervisor of the Year - Water](#)

This category is for managers in the mains-fed and bottled water cooler industry.

These new awards along with 2 favourites, Best Environmental Initiative and Best Innovation, gives the water dispensing industry a chance to reflect on the past 12 months achievements, to recognise the developments and innovation we

Regulations 2010.

The course is run at the NSF location in Newport Gwent and is a one day course with some classroom and practical work. Courses are run for 10 people so why not add your delegate to the waiting list for the next available course.

Upcoming courses

- 18th May 2017
- 21st September 2017

Contact - tracy@edwca.com

have achieved and to celebrate the people that help to steer our course.

**Closing date for entries is
Wednesday 16th May 2017.**

Reward the best, encourage the rest!!

EDWCA Move in...

The first quarter of 2017 has been a busy one here at EDWCA HQ with audits in full swing and 4 Hygiene training courses and 1 Installation course already completed.

Not ones to rest on our laurels, the EDWCA embarked on another adventure...an office move!!

Whilst still remaining to the warm embrace of the Automatic Vending Association and continuing to forge our partnership, we are delighted to announce that we now occupy our own EDWCA office.

It was felt that this was a necessary move as our association gathers momentum to keep our ties with the AVA and the Clare Charity Centre but our own identity was imperative.

We completed the move in early April and we now have the ability for meetings with other interested parties without incurring the cost of hiring rooms.

The secretariat will be only too delighted to welcome you if you are ever in the area.





And finally, here's to the summer months



The EDWCA does not endorse any products or services advertised in this publication.

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