

# The TurnAround Times

Good News for Toronto's Youth and Supporters  
of the TurnAround Couriers Social Mission

XMAS 2004 Issue



*Couriers Jay, Phil, Marc, Jonathan and Sean*

## **HAPPY XMAS FOLKS!**

Xmas 2004 is the third Xmas in the history of TurnAround Couriers and coincides with two important milestones in our corporate history! Firstly, we have recently hired our 50th bicycle courier to work with us. Secondly, we have entered a new phase with one of our large clients, RBC Financial Group, for whom we are now their bicycle courier of choice in downtown Toronto and from whom we now receive our orders online, the first time that we have been able to do this!

In light of the number of young people who have worked here, we have recently

started to work with one of our shareholders, Social Capital Partners, to measure the social returns that we have had to date. As a general overview, I can report that of the 50 couriers that have worked with us to date, 5 still work here and 24 of the other 45 worked with us for more than 1 month. Of this group, 16 moved on to other jobs or school after they left us and 16 had stable accommodation.

It has been very pleasing for me to see the growing acceptance of the philosophy behind the company during 2004. The fact that we now have over 350 clients, including a large number of "household names" demonstrates that we are becoming a trusted supplier to organisations that one would not necessarily expect to embrace the fact that we exclusively hire "youth at risk" to deliver their packages! We are flattered by this recognition, but also know that we have worked hard to earn this trust.

As many of you know, we have been blessed with Delanie's help at reception since September, our first office hire

since Graham left us earlier in the year. Delanie has reintroduced a sense of order to the paperwork in the office and has been a tremendous help to me, especially since my family grew by one in October! Although I am hoping to keep Delanie here for as long as possible, this is not (unfortunately in this case!) our mission, so if any of you are in need of a very capable and personable receptionist/administrative assistant, please let us know.

I am looking forward to an exciting 2005! I hope that we will continue to attract new clients which will enable us to reach out and recruit more job ready youth in the city who have not had the opportunity to yet work in the economic mainstream. I am very grateful to all of you who have recommended our services to friends and acquaintances, these referrals have been tremendously valuable!

With best wishes for a very festive Xmas and a happy and healthy New Year!

*Richard Derham*

## **A FEW WORDS FROM OUR CLIENTS:**

"We tried TurnAround Couriers because it's such a good cause. We took a chance and don't regret it. It's worth checking out."  
*Fergus Flattery, mailroom supervisor, Stikeman, Elliott LLP.*

"I definitely recommend TurnAround Couriers. They're a great little company. The couriers are fast, courteous and reliable. The people there are really nice. And their rates are competitive - they're cheaper than other companies we've used."  
*Nikki Zembal, Office Manager, Revolver Films*

"The TurnAround Couriers model is a win-win situation. We're getting great prices for phenomenal service, the kids in shelters are getting work for fair pay, and Richard is showing how even small businesses can make a difference in the community."  
*Davinder Dhillon, Office Manager, The Hive Strategic Marketing Inc.*

"I like TurnAround Couriers for their reliability and their speed. You really can't beat them in the downtown area."  
*Mary Worrall, Diamante Development*

# TurnAround Couriers

*Turning around documents and young people's lives*

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## COURIER PROFILE

Jay Colin and his girlfriend were facing difficult times. They had a new baby to care for and growing expenses. Jay had been doing some construction work, but he needed a stable job and a steady paycheque. He had been homeless before and he felt he was close to ending up on the streets again.

"My life has involved poverty and shelters. It's like a black hole and it's so easy to fall back in. I've spent the past two years trying to dig myself out and keep moving ahead," explains Jay.

Jay found out about TurnAround Couriers in October 2003 and the company has become an important part of his efforts to stay off the streets and keep moving forward. **With steady income from his courier work, Jay now has his own place, his own bike, and money for good food and clothes.** He's even saving money for a night-school accounting course at Georgian College.

Savings aren't the only benefit of the job. Jay enjoys the opportunity to learn about how the business is run and he would like to have a business of his own eventually. Jay credits Richard and TurnAround Couriers with giving him guidance and increased self-confidence that will help him reach his goals.

"Richard has been a good guiding hand - he understands and helps you grow at your own pace," explains Jay.

Jay concludes with this message to TurnAround Couriers clients, "Thanks for helping us change our lives. Without your help we would be on the street. Thanks for being a customer. We hope to meet all your needs, and surpass them."

## RAIN, SHINE OR SNOW!

Please be assured that we will be working on each and every business day during the winter, no matter what the weather conditions!

## PARTNER UPDATE - RBC

Last year you read about Elaine Mallick of RBC Strategic Sourcing Group and why she uses TurnAround Couriers. We are pleased to announce that as of December 1, 2004, TurnAround Couriers has been officially designated the downtown courier of choice for all of RBC Financial Group and we are now able to receive orders from RBC electronically.

"Their excellent record speaks for itself. There has never been a single error or a complaint. It's a great partnership and we're pleased to take it to the next level with the introduction of on-line ordering and the designation of TurnAround Couriers as our downtown courier of choice." - Elaine Mallick, RBC Strategic Sourcing Group, Manager for Logistics and Travel

## REFERRAL PROGRAM

**You can save 25% on 5 deliveries and help even more young people turn around their lives at the same time!**

Please tell your friends and colleagues about TurnAround Couriers and our social mission! If a contact you referred opens and uses a new TurnAround Couriers account, you will each receive a 25% discount on five deliveries. Please call for details: 416-260-1400

**With your help we can keep the couriers busy and create even more opportunities for young people to turn their lives around!**



Founder Richard Derham and receptionist Delanie.

\*Newsletter development donated by Evil Deeds Marketing and Design

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