



Happy Xmas Folks!

We hope that you are all well and gearing up for a very festive holiday period! TurnAround Couriers is now three years old and we have had another tremendous year! I would like to thank all of our clients and partners for their ongoing support and referrals, but in particular:

- Thank you to **Royal Bank** for tripling your delivery volumes with us this year!
- Thank you to **Tony Lourakis**, President and CEO of **Complete Innovations**, for giving us a fabulous state-of-the-art **online ordering** system that now positions our company for explosive growth going forward!
- Thank you to **Spinglobe** for designing and hosting a fantastic website for us! See the new site at www.turnaroundcouriers.com. The new look for our newsletter is also based on their great site design.
- Thank you to **Social Capital Partners** for benchmarking the effectiveness of our social mission and for helping us to compile our financial statements!
- Thank you to the Job Team at **Evergreen, Yonge Street Mission**, for continuing to be our biggest supporter among the youth agencies in the city!

TurnAround Couriers currently counts 6 enthusiastic and hardworking youth among its staff. I am hoping to at least double this number over the course of next year. Thank you all again for your ongoing support of our social mission and have a very happy and healthy 2006!

Richard Derham



Meet John Saunders

John moved to Toronto to pursue a job, but the job fell through. With no money and nowhere to go, he ended up moving from shelter to shelter. But then John began working at TurnAround Couriers in July 2005. He started as a courier and then, in September, he began working in the office where he now serves as the company's admin guru. He enjoys the job because the atmosphere is great and he works with a good team.

Life for John has improved quite a bit since he joined the TurnAround Couriers team. Within a couple of months he was able to get an apartment with friends and now he is happier, easier going and has less stress in his life. "I don't have to worry about where my next meal is coming from or where I'm going to lay down for the night. This place has done more for me than Richard will ever know," explains John.

John's exciting plans for the future include family and career. Recently engaged, he is looking forward to the birth of his first child. And one day he would like to run his own courier company working with street youth, based on the TurnAround Couriers model. In the mean time, to TurnAround clients, he says, "Thanks for getting me off the street."

Photos

Top Left: Branden Howe, Ivan Mulder, Johnathan Beales, Mike Boucaud and Steve Way (left to right)

Top Right: Richard Derham, John Saunders, Rees Harrison (left to right)

A FEW WORDS FROM OUR CLIENTS...

Grip Limited

Julia Aviles, receptionist for the busy advertising agency and long-time client Grip Limited, shares her thoughts about working with the TurnAround team.

Interviewer: How did Grip start working with TurnAround Couriers?

Julia: TurnAround Couriers has been with us since Grip was founded three years ago. We found out about them through a referral and we liked the idea because we wanted to give back to the community. Since then, both companies have been growing together.

Interviewer: What do you like about working with TurnAround Couriers?

Julia: The positive attitudes of the couriers and office staff. Everyone is warm and easygoing. Also, they are fast, reliable and consistent. We've never had a problem with a package.

Interviewer: What makes TurnAround Couriers different from other services?

Julia: You never see their frustration – if the weather is bad or if they have to wait for a package, they don't get stressed. They're patient and polite and never complain. It makes your day easier.

Interviewer: Would you recommend TurnAround Couriers to other companies?

Absolutely. They're a wonderful bunch – warm, bright, people. You can totally see their potential. You know that they're going to go far. And at the end of the day, it gives you a good feeling to give back to the community. You're helping someone, and they're helping you too.

Rain, Shine, or Snow

We will be open every business day during the winter.

Online Ordering

Now available, thanks to Complete Innovations. Please call us at 416-260-0080 for details.



Virgilia Huston, Nancy Moniz, and Blossom Che, of the administration and support team at RBC Global Services

RBC Global Services Group

Abraham Binder's administration and support team serves over 750 employees at RBC Global Services, a world leader in custody, specialized investment administration and transaction processing services. Because they need to send high dollar value items quickly, having the right courier company is important.

"Our clients need things delivered right away, so we're delighted with TurnAround Couriers' capability to deliver as promised," says Abraham. "For us, the two most important things are on-time delivery and good service. The fact that they can give that to us and do good in the community just makes it even better for us."

The rest of Abraham's team agrees. Pankaj Marathe, Virgilia Huston, Blossom Che, and Nancy Moniz all work with TurnAround Couriers. Pankaj does the order inputting, including 20 to 70 packages a day downtown through TurnAround Couriers. Given this high volume, they are pleased to be using TurnAround's new online ordering system.

What Virgilia likes most about TurnAround Couriers is the good communication. They tell her if uncontrollable circumstances, like blizzards, could delay deliveries. And they can always tell her who signed for a package. She also likes their positive attitude. "Their people are so nice. All the couriers are very polite. If you're looking for a courier company, you should try TurnAround Couriers," concludes Virgilia.