

Nagy Lépés Courier Service

Project description

Our Goal

The goal of Nagy Lépés Courier Service is to set up integration and equal access to meaningful work for every member of society. The organization employs people with diagnosed mental disabilities who find it hard to find a job suitable for their needs and abilities, to work as couriers.

Work time spent in an active and meaningful, socially beneficial way is an important feeling of fulfillment for each of us. By creating jobs that meet specific needs, we contribute to helping disabled people to find meaningful employment, help earn a living independently and increase their self-esteem while allowing others to acknowledge their social esteem.

Implementation

Good Foot Delivery social enterprise, founded in Toronto in 2010, is serving as a best practice model for us. They employ more than 30 disabled employees as parcel couriers and dispatchers. Levente met the model example team during his Canadian studies and started creating a Hungarian version in his home city of Budapest after his return together with Kriszti.

Since the spring of 2017 we started to develop a business plan for the project participating in the Erste Seeds Egyrölakettőre pre-seed incubation program. In September 2017 we initiated a two-week pilot project to test the project's feasibility: we tested internal management processes and the success rate of the initial sales cycle. During the pilot, we employed three couriers who have previous training for the work. In two weeks, we delivered leaflets to more than 100 downtown cultural and entertainment venues and realized that our service was competitive within the greater market. At that point we already attracted the customer attention of cultural institutions and large companies. As a result, we gained two permanent customers during the pilot phase, from whom we are still receiving regular orders until today.

Built upon the pilots' results with the three couriers we started delivering Christmas gift packages for 2 weeks before Christmas 2017 and from January 2018 we publicly launched our service. Our couriers regularly attend special guided training sessions, where they become consistently prepared for package delivery services (the main topics are orientation, communication, and administration). Each courier is provided with a special educator mentor whose job is to help the courier work according to their needs and abilities, and to handle the difficulties encountered. The mentor always goes along with the courier during the initial period and they carry out the transportation task together. Continuous mentor escorts can be omitted over time after couriers have learned to orientate themselves in the city and to connect with the customers. Since our launch in December, we have acquired new customers and raised the number of couriers to four.

Partnerships

We consider the Nem Adom Fel Foundation as our most important partner, with whom we have been working since the onset of the project. We are sourcing the couriers currently working for us from them. Our work is a means of gaining access to additional income for the foundation, and the constant mentoring process of the couriers provide new knowledge for their employees. This acquired knowledge can later be used either during their work for the foundation or somewhere else.

Other collaborating partners: Munka-Kör Foundation, Salva Vita Foundation, ÉFOÉSZ, Kézenfogva Foundation

Supporting partners: Erste Bank, Magnet Bank

Current customers:

- Trafo House of Contemporary Arts
- Lidl Magyarország
- Átlátszó.hu
- Magnet Bank
- Szatyor Bolt
- Cargonomia
- Aranykerék Futárszolgálat

Financing

The company in the development phase was funded entirely from own equity (3F). We can reach the operational break-even point when 6 couriers are working every day continuously. Our business plan has been awarded the ERSTE Seed grant in 2017 which will enable us to grow in the initial phase. We are trying to generate additional collateral from our own resources, and we are currently looking for sponsors and business angels.

Income	2018	2019	2020
Leaflet distribution	6.300.000 Ft	15.000.000 Ft	24.000.000 Ft
Webshop deliveries	1.100.000 Ft	9.000.000 Ft	16.000.000 Ft
Domestic deliveries	190.000 Ft	1.000.000 Ft	2.400.000 Ft
Expenses			
Services	1.630.000 Ft	2.000.000 Ft	2.500.000 Ft
Salaries	9.200.000 Ft	22.000.000 Ft	33.000.000 Ft
Other expenses	1.240.000 Ft	1.100.000 Ft	1.500.000 Ft
Investments	600.000 Ft	800.000 Ft	1.000.000 Ft
<i>Number of couriers</i>	6	8	14
<i>Number of deliveries</i>	15.000	36.000	50.000