



Empowering gig economy riders in Nigeria

Project implemented from: Jan. 2022 to Sept. 2023
Sector: Transport & logistics
Agency: GIZ



Opportunity

In Nigeria, the **delivery** service segment of the **gig economy** stands as a significant force, introducing new work models, creating **economic opportunities**, and attracting substantial **investments**. This surge also contributes to improved income, particularly for marginalised youth.

However, the sector faces capacity challenges and limited training access, hindering its potential for income creation and social and economic development.

To address this gap, VET Toolbox collaborates with major private sector actors like Glovo, an

internationally established on-demand delivery platform that recently launched their business in Nigeria. Together, they introduce **scalable training solutions** to meet the sector's growing demands.

Through the "Skills4Riders" project, VET Toolbox empowers gig economy courier riders with essential skills, ensuring their long-term **employability** and personal development. This strategic approach not only addresses **decent work** opportunities in the fast-paced gig economy but also supports the sector's growth and paves the way for **future investments**.



Achievements

VET Toolbox is collaborating with both **public** and **private partners** to reinforce national investment programmes in the Transport and Logistics (T&L) sector, with a specific focus on enhancing the skills of courier riders. Key achievements include:

- Establishing the **Gig Economy Partners' Forum (GEPF)**, hosted by the Lagos State Employment Trust Fund (LSETF), and including private sector partners within the gig economy such as Glovo, Bolt, GoKada, SendStack, Jise and Jand2gidi. The platform discusses topics relevant to the gig economy, including decent working conditions, quality assurance, licensing and certification.
- Developing a **digital e-learning platform** enabling short, practical training across four

modules relevant to the gig economy, covering safety and health, customer service, financial literacy, and digital literacy.

- Developing **capacity** and **training** of drivers, VET providers, and companies like Glovo, Mano, and Gokada. A digital room is currently being procured for the Lagos State Drivers Institute (LASDRI), where blended learning training sessions are continuing.

Key results



232 people trained

Pending employment results



Partners' contributions

Private partners

- **Glovo** (Spain) is a tech company and the fastest-growing delivery player in Europe, Western Asia and Africa. It is one of the main partners of the Skills4Riders project and provided the entry point for the development of the training. In addition to participating in public-private dialogues (PPDs), they provided feedback on the curriculum, hosted trainings at their location and promoted training among their employed riders.
- **Bolt** (Estonia) is an international delivery company that is highly active in Nigeria and participated in the PPDs as well as in the training.
- **GoKada, Mano, SendStack, Jise** and **Jand2gidi** are Nigerian companies offering delivery services, which participate in PPDs and training.
- **Fairwork** is a joint project by the University of Oxford and WZB Berlin Social Science Centre committed to improving decent work in the (gig) economy. They work with private companies in the gig economy sector in assessing their decent work ratings.

Public partners

- **LASDRI (Lagos State Drivers Institute)** is an institute that hosts safety training for drivers and riders in Lagos. They participated in delivering Skills4Riders trainings and started to build a digital room at their premises where the trainings will continue.
- **LSETF (Lagos State Employment Trust Fund)** was established to provide financial support to residents and entrepreneurs in Lagos, providing business support and creating employment. They currently host the Gig Economy Partners' Forum (GEPF).
- **Nigerian Postal Service (NIPOST)**, the official postal service of Nigeria, responsible for regulations regarding delivery services, and the **Ministry of Transport (MOT)**, the governmental authority authorised to develop and endorse policy in the transport sector, participated in the PPDs with other actors in the gig economy.





Key success factors

- A strong need for **PPD** from the private sector in a newly emerging sector allowed for momentum and enthusiasm to continue discussing issues within the gig economy, including certification, quality regulations and safety.
- The developed **digital platform** allows for short, practical training that can be done on the go and is accessible for both unemployed and employed drivers. This blended learning approach, combining offline and online learning, is optimal for **engagement** and **learning**, and is particularly beneficial in the gig sector where employee turnover is high.
- The lack of regulation in the sector calls for standards and criteria for the safety and quality of the drivers. In the frame of the project, private sector stakeholders actively promote constructive dialogue with the public sector, pursuing **improved quality** and **safety standards** through skills development and improved working conditions.
- The training resulted in more **safety and financial literacy** of riders in the gig economy and increased satisfaction and **profit** of delivery companies.



Upscaling and sustainability

- To support future **PPD**, the GEPF was established and will continue under LSETF, supported by GIZ. This forum will allow partners to discuss and push issues forward toward the government.
- The developed training Skills4Riders will continue with the support of the project "**Skills Development for Youth Employment (SKYE)**", which is funded by German Ministry for Economic Cooperation and Development (BMZ) and implemented by GIZ. It will be implemented by LASDRI as part of their training package. LASDRI is also showcasing a commitment to sustained training with the procurement of a **digital room**.
- There is potential to **certify** and enforce the training by making it a Mandatory Industrial Training with the support of NIPOST and the MOT. This will compel future drivers to follow the training and encourage players in the gig economy to promote the training to their employees.
- **SEDIN**, a GIZ programme that supports the employment and income situation of MSMEs, sees Skills4Riders as complementary with its objectives and has offered to support the continuation of the training as well as the GEPF.
- The e-learning platform has been adapted to fit into the [GIZ Atingi online training platform](#) and will be run by the GIZ Gig-Economy Global Project, which will also extend its reach to **other African countries**.



Policy recommendations

- Harnessing and **institutionalising PPD** for the gig economy.
- **Standardising** and **dispatching riders training** nationwide, and **institutionalising the e-learning platform**.

Read more about the project's:
[Policy recommendations](#) | [Lessons learned](#)



VET Toolbox is a programme developing opportunity-driven skills development initiatives aligned with investments' needs, supporting the private sector with local job creation. For additional information, please visit www.vettoolbox.eu.

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