



TaleemTalk

Practical English for frontline teams

TaleemTalk — Safety & Compliance Enablement Platform for Last-Mile Delivery

- Mobile learning platform for delivery drivers and logistics teams
- Focused on **road safety, regulations, and operational compliance**
- Designed for **3PL operators managing large-scale delivery fleets**



The Language & Compliance Gap in Delivery Operations

Frontline delivery riders often:

- Don't fully understand instructions from dispatch or clients
- Struggle with customer communication at the door
- Misinterpret safety, hygiene, and service standards

This leads to:

- Traffic fines and license issues
- Accidents and insurance claims
- Rider suspensions or bans by delivery platforms
- Operational disruptions and reputational risk for 3PL operators



3PL Knowledge Pack

- Role-specific learning, not generic English
- Short, practical lessons translated in native language (Urdu, etc)
- Real, applicable scenarios

Road Safety &
Traffic Regulations



Platform
Compliance Rules



Food Handling &
Hygiene



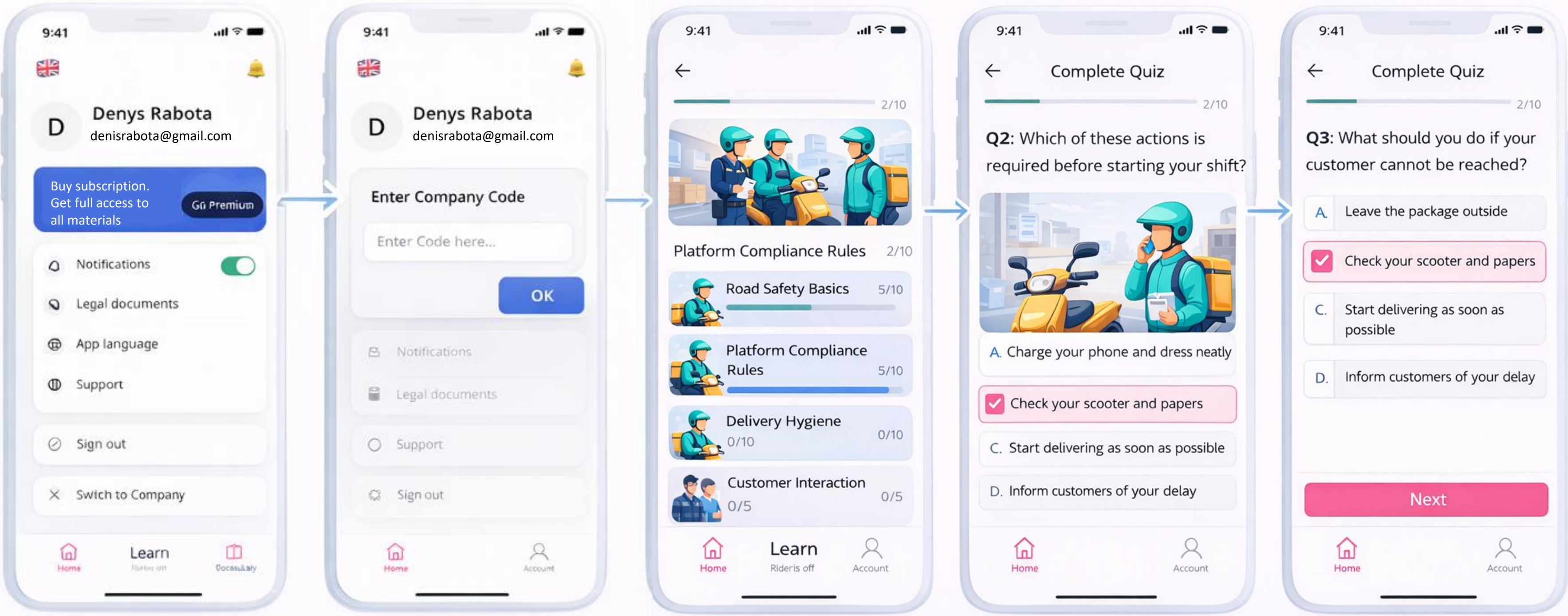
Customer Interaction



Dispatch & Supervisor
Communication



How It Works



Rider installs the app

Enters Company Code

Gets access to 3PL Course, studies, completes the quizzes for every section

Track the progress & readiness



3PL operator can track:

- Number of riders trained
- Quiz completion rates
- Average safety & compliance scores
- Riders who failed or need retraining

Data enables:

- Targeted follow-ups
- Proof of training for partners and insurers
- Centralized control across multiple fleets

Value For 3PL Operators

- **Safety & Compliance**

- Better understanding of traffic and safety rules
- Fewer accidents, fines and insurance claims

- **Operational Stability**

- Reduced rider suspensions by platforms
- Fewer service interruptions

- **Productivity**

- Faster rider onboarding
- Less time spent repeating safety briefings

- **Control & Scale**

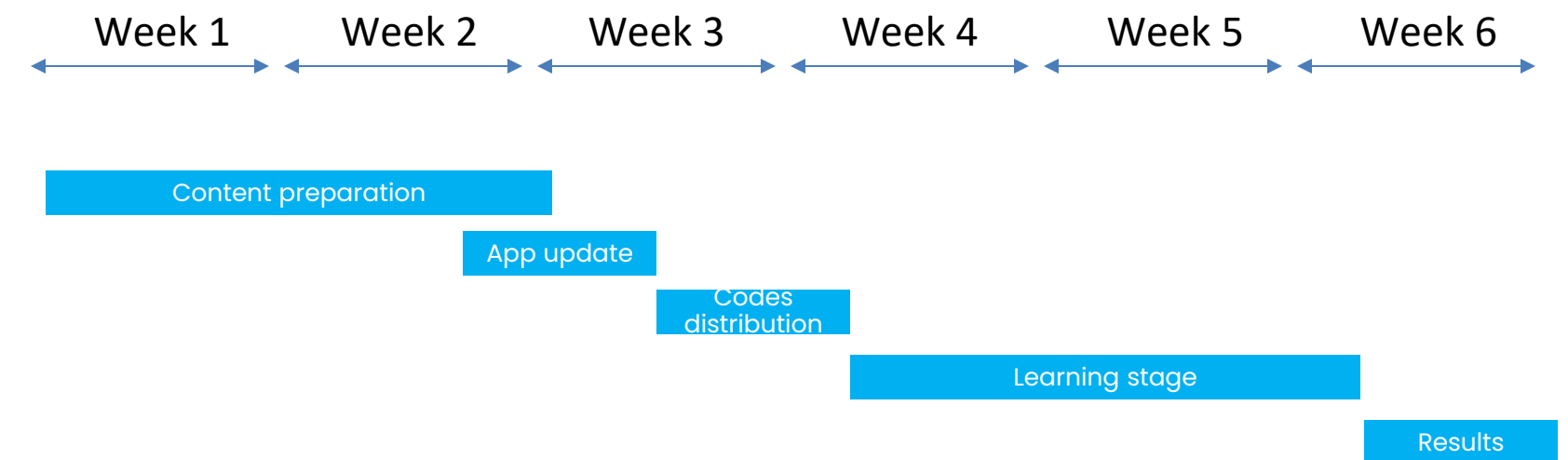
- Standardized training across large fleets
- Data-backed oversight instead of verbal supervision

Proposed Pilot

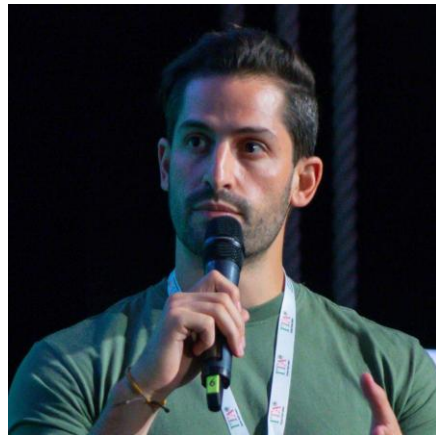
- 50–100 delivery riders
- 3PL Knowledge Pack
- 4–6 weeks pilot
- Access to basic usage analytics

Pilot Goals:

- Validate rider adoption
- Measure safety knowledge retention
- Collect staff & supervisor feedback



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