

15

rProcess

ANNUAL CSR REPORT


2024-25

Visit Our Website
www.rprocess.in




rProcess, headquartered in Mysuru, is a specialized provider of IT-enabled services (ITES) with a team of over 1,800+ professionals operating across three centers. The company offers deep expertise in machine learning and AI annotation, market research, and engineering services. As a recognized leader in impact sourcing, rProcess takes pride in a workforce where 70% originate from rural communities, 60% are women, and 5% are persons with disabilities, reflecting its commitment to inclusive employment.

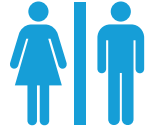
rProcess adheres to the highest industry standards as a Platinum member of the Responsible Business Alliance (RBA) and maintains ISO 27001:2022 and ISO 9001:2015 certifications, along with GDPR and HIPAA compliance. Its operational footprint spans Mysuru, Santhamarhalli (Chamarajanagar), and ancillary units in Erode and Thiruvavur in Tamil Nadu. With over a decade of proven excellence, rProcess continues to drive value through quality, inclusivity, and innovation.




2010
Established in




1800+
Workforce





62:38
Female: Male ratio




5%
Person with disability inclusion





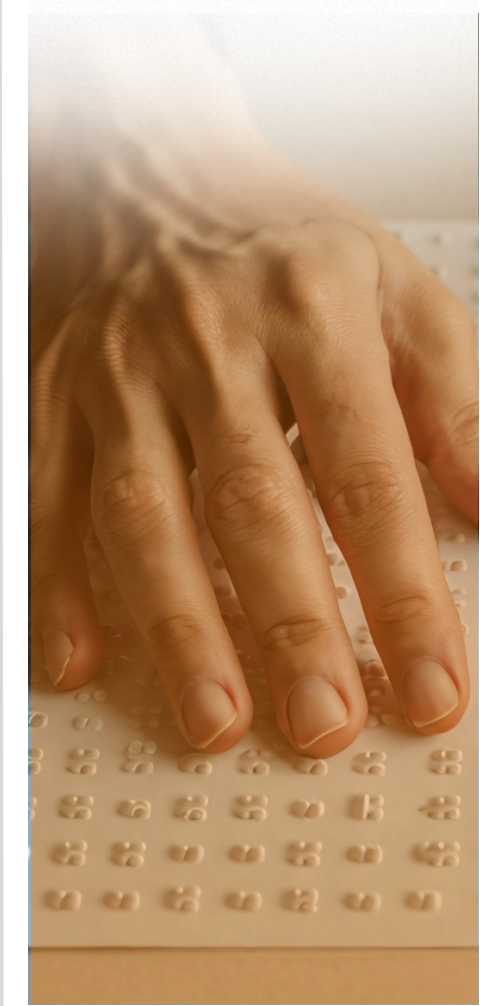


Responsible Business Alliance
Advancing Sustainability Globally



The CSR Policy of rProcess Outsourcing Services Pvt. Ltd. outlines the company's commitment to conducting business in a socially responsible and sustainable manner, in line with the Companies Act, 2013. It focuses on key areas such as education, healthcare, environmental sustainability, and community empowerment. The policy defines the roles and responsibilities of the Board and CSR Committee, ensuring at least 2% of the average net profit from the past three years is allocated to CSR activities. The document details the process for identifying, implementing, and monitoring projects, emphasizing transparency, compliance, and stakeholder engagement. It also includes guidelines for amendments, financial reporting, and required documentation for CSR initiatives. [CSR Policy](#)

SKILL DEVELOPMENT



EDUCATION



HEALTH & WELLBEING



SUSTAINABILITY



CONTENTS

EDUCATION

Building Safer Learning Environments	01
Investing in Education, Empowering Futures	03
Educating Minds, Igniting Ambitions	04

HEALTH & WELLBEING

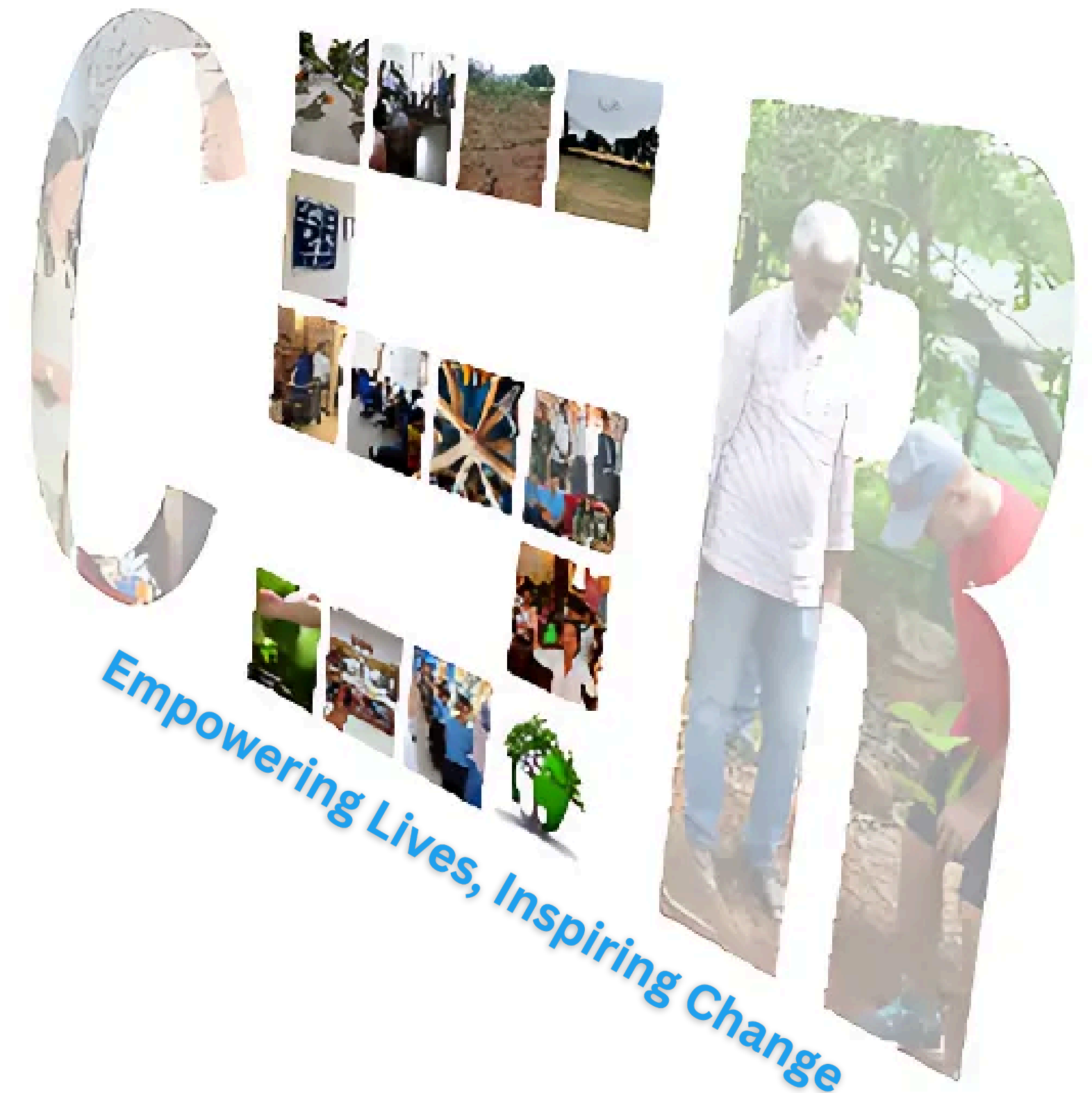
Healing and Hope: The De-Addiction Initiative	05
Clean Energy for Safer Homes	06
Empowering Rangers with Water Solutions	07

SKILL DEVELOPMENT

Pathways from Education to Employment	09
Empowering Vision Beyond Sight	10
Overcoming Fear, Embracing the Spotlight	11

SUSTAINABILITY

Miyawaki Forest at Nadanahalli: A Step Toward Sustainability	13
--	----





A SAFER TOMORROW BEGINS TODAY: INFRASTRUCTURE FOR EDUCATION

The **Safe School Initiative**, undertaken by the Malla Foundation Parent Trust in collaboration with the implementing agency, successfully enhanced the **safety and infrastructure of the government school building(Gullipura School)**. The project focused on critical renovations to address structural vulnerabilities ahead of the rainy season, aiming to create a secure and conducive learning environment for students.

The project was completed in June 2024., **The initiative involved repairing wall cracks, replacing damaged doors, and reinforcing structural integrity to prevent water damage, ensuring a safer space for students to learn and grow.**

The project **immediately benefited 100 SSLC students**, providing them with a safer and improved learning environment. Additionally, the upgraded facilities are expected to support approximately 2,000 students over the next two decades, ensuring long-term educational development.

By investing in sustainable infrastructure improvements, this initiative aligns with our commitment to Quality Education (SDG 4) and Sustainable Communities (SDG 11).

Overall Impact

Better Learning

Student Well-Being

Sustainable Impact

Aligned with SDGs

Safe and well-maintained school buildings reduce disruptions and improve academic outcomes

Quality infrastructure ensures safety, health, and comfort—key to holistic development

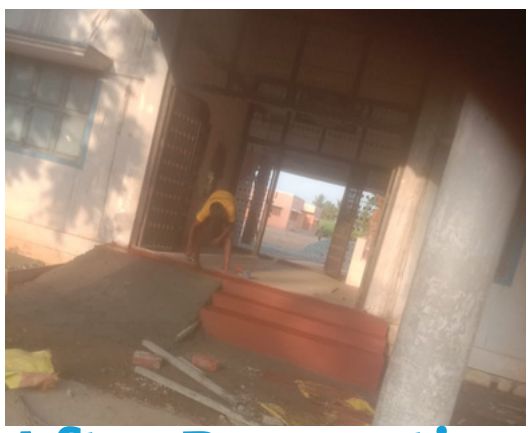
Improved facilities benefit both current students and future generations, supporting long-term educational growth

Aligned with SDG 4 (Quality Education) and SDG 11 (Sustainable Communities)

Before Renovation



Work in progress



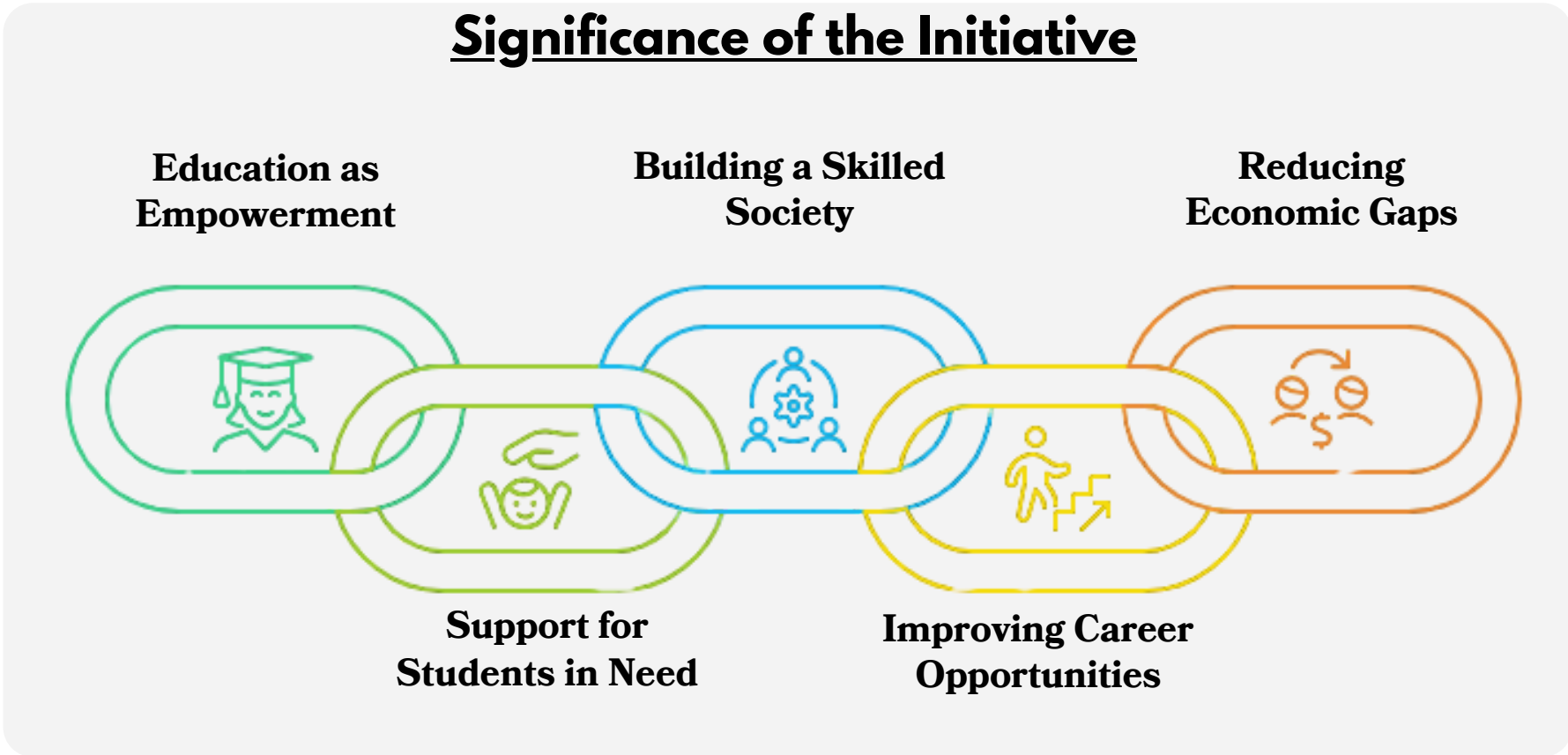
After Renovation



LEARNING WITHOUT LIMITS: FUNDING EDUCATION, SHAPING FUTURES

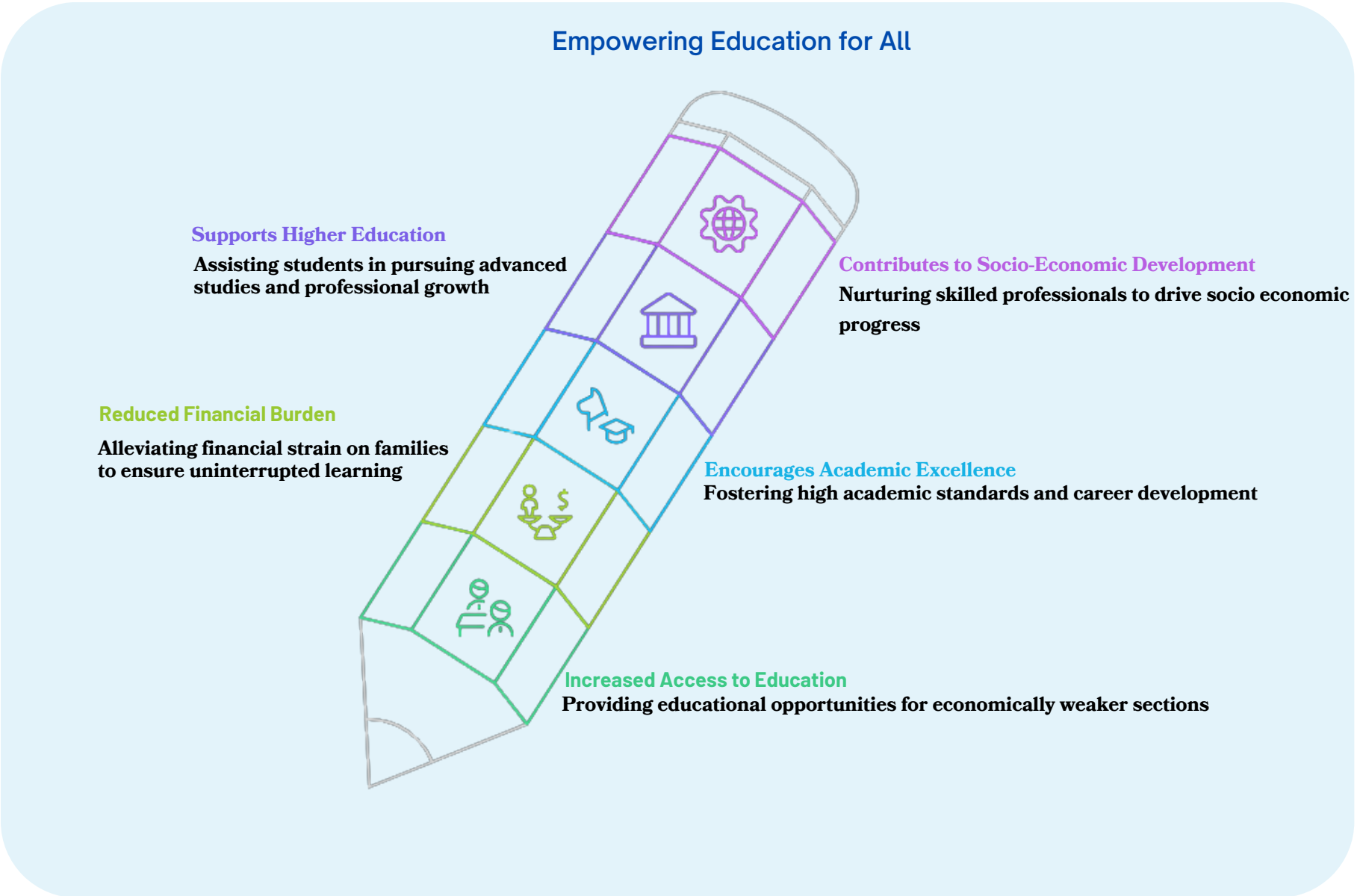
The Student School Fees Payment Program, initiated by the Malla Foundation, the parent trust of rProcess, is designed to support academically deserving students from underprivileged backgrounds by covering their school fees. This initiative ensures that financial constraints do not hinder a child’s education, enabling them to continue their studies uninterrupted. In addition to tuition fee assistance, the program provides essential educational resources such as books, uniforms, and stationery to students in need.

By alleviating the financial burden on low-income families, the program has helped prevent school dropouts and promoted academic stability. With a contribution of Rs. 30,000, multiple students have been able to continue their education, enhancing their learning experiences and career prospects. The initiative has also created a positive impact by ensuring that students receive the necessary resources to focus on their studies without financial stress.



FUELING AMBITIONS WITH THE POWER OF EDUCATION

The Student Scholarship Program, initiated by the Malla Foundation (parent trust of rProcess), aims to provide financial assistance to deserving and underprivileged students. This initiative enables them to pursue quality education without financial barriers. Scholarships are awarded based on merit, financial need, or both, ensuring inclusivity and equal opportunity. In addition to financial support for tuition fees and educational expenses, the program offers mentorship and career guidance, empowering students to achieve academic excellence and pursue higher education in various fields.



RECOVER, REBUILD, REINTEGRATE: THE DE-ADDICTION MISSION

The **De-Addiction Camp**, organized by the Malla Foundation, the parent trust of rProcess, is a **transformative initiative** aimed at supporting individuals in **overcoming alcohol dependency**. This program adopts a **holistic rehabilitation** approach, **integrating medical assistance, psychological counseling, and skill-based training** to empower participants in reclaiming control over their lives.

Through structured interventions, the **camp fosters self-awareness, discipline, and social reintegration**, ensuring that individuals develop the necessary **mental and emotional resilience** to sustain an addiction-free lifestyle. The initiative also focuses on enhancing **self-confidence and vocational skills, equipping participants to lead independent and productive lives**.

Additionally, the program recognizes the importance of family and community support, helping individuals rebuild relationships and create a supportive environment that strengthens long-term recovery.

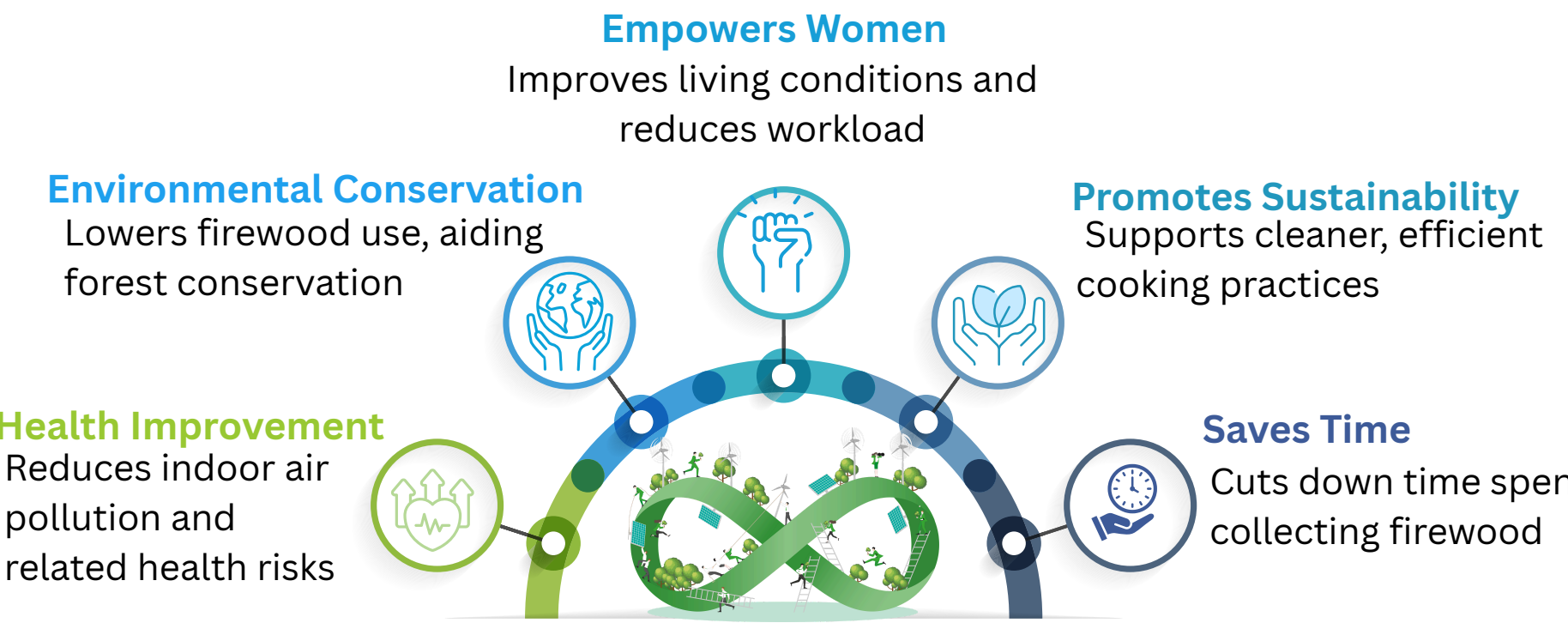
IMPACT OF THE INITIATIVE

- **Empowered 50 Beneficiaries** – Provided essential rehabilitation support, helping participants regain control over their lives
- **Holistic Recovery Approach** – Integrated medical, psychological, and skill-building support for sustainable rehabilitation
- **Stronger Family & Community Bonds** – Strengthened relationships and social reintegration for long-term well-being
- **Improved Mental & Physical Health** – Fostered self-discipline, confidence, and a healthier lifestyle



FUEL-EFFICIENT STOVES FOR HEALTHIER HOMES AND A GREENER PLANET

The **Smoke-Less Stoves Donation for Tribal** Project in BR Hills, led by the Malla Foundation (parent trust of rProcess), focuses on improving the health and well-being of **tribal communities** by providing **eco-friendly, fuel-efficient stoves**. These stoves significantly **reduce indoor air pollution, lowering the risk of respiratory diseases, eye infections, and other health issues**, particularly for women and children. Additionally, they promote sustainable cooking practices by decreasing firewood consumption, which helps in **preserving forests and biodiversity** in the BR Hills region. The initiative also empowers women by reducing their exposure to smoke and minimizing the time spent on cooking and firewood collection, allowing them to focus on income-generating activities and education. By encouraging cleaner and more efficient cooking methods, the project contributes to long-term environmental sustainability and enhances the quality of life for tribal families.



HYDRATION FOR CONSERVATION: STRENGTHENING ANTI-POACHING EFFORTS

The **Safe Drinking Water for Forest Staff in Anti-Poaching Camps** initiative, led by the Malla Foundation, the parent trust of rProcess, is designed to provide **clean and safe drinking water to forest personnel stationed in remote anti-poaching camps**. These frontline wildlife protectors operate in challenging environments, often with limited access to basic resources, making access to potable water essential for their health and efficiency.

Through this initiative, advanced water purification systems such as **reverse osmosis (RO) filters, borewells, and rainwater harvesting solutions have been implemented** to ensure a **consistent and safe water supply**. Additionally, the project includes **health and hygiene awareness sessions to educate forest staff on preventing waterborne diseases** and adopting sustainable water management practices.

Improved Working Conditions

Ensured reliable access to safe drinking water in remote forest areas



Enhanced Health & Well-being

Reduced health risks associated with waterborne diseases



Boosted Morale & Efficiency

Healthier staff contribute to better performance and effectiveness in anti-poaching efforts



Empowered 20 Frontline Defenders

Directly benefited forest personnel, strengthening their ability to safeguard wildlife and ecosystems





BRIDGING EDUCATION & CAREERS – A PATHWAY TO SUCCESS

The **SUGAMYA SHIKSHA project**, initiated by the Grassroots Research and Advocacy Movement (**GRAAM**), empowers students from **government high schools** by providing essential guidance and resources to pursue higher education and professional careers. Through targeted interventions, the program **enhances students' career planning skills and boosts their confidence in making informed educational choices**.

Designed to **inspire and support students** in shaping their academic and professional futures, SUGAMYA SHIKSHA equips them with crucial information, exposure, and motivation to make well-informed decisions. GRAAM, as an organization, fosters an inclusive platform for public policy engagement, collaborating with government bodies, citizens, and civil society organizations to drive meaningful social change.

Under its Career Planning Initiative



Benefited approximately 300 students annually



80% increase in AIM scores



80% of students have gained clarity in their educational and career choices

For more details on SUGAMYA SHIKSHA and its impact, visit [GRAAM's website](#)

EMPOWERING VISION BEYOND SIGHT

Transforming Lives Through Skill Development

Since 1977, NAB-Karnataka has been dedicated to **empowering visually impaired individuals** by providing them with vocational training that fosters independence—both physically and economically. Through its training centers in Bangalore and Mysore, as well as seven newly established Taluk Training Centres in Mysore, Hassan, Tumkur, Sira, Raichur, Nanjangudu, and Hospet, NAB-Karnataka has helped thousands of individuals gain essential skills for self-sufficiency.

The skill training initiative is implemented by Malla Foundation, the Parent Trust of rProcess, in partnership with **The Skills Council for Persons with Disability (SCPwD)** and the **National Skill Development Corporation (NSDC)**. The program focuses on equipping visually impaired individuals with both blue and white-collar vocational skills, enhancing their employability and enabling them to lead a life of dignity. The trainings are certified by SCPwD to ensure alignment with industry standards, ensuring that participants receive high-quality, job-relevant education.

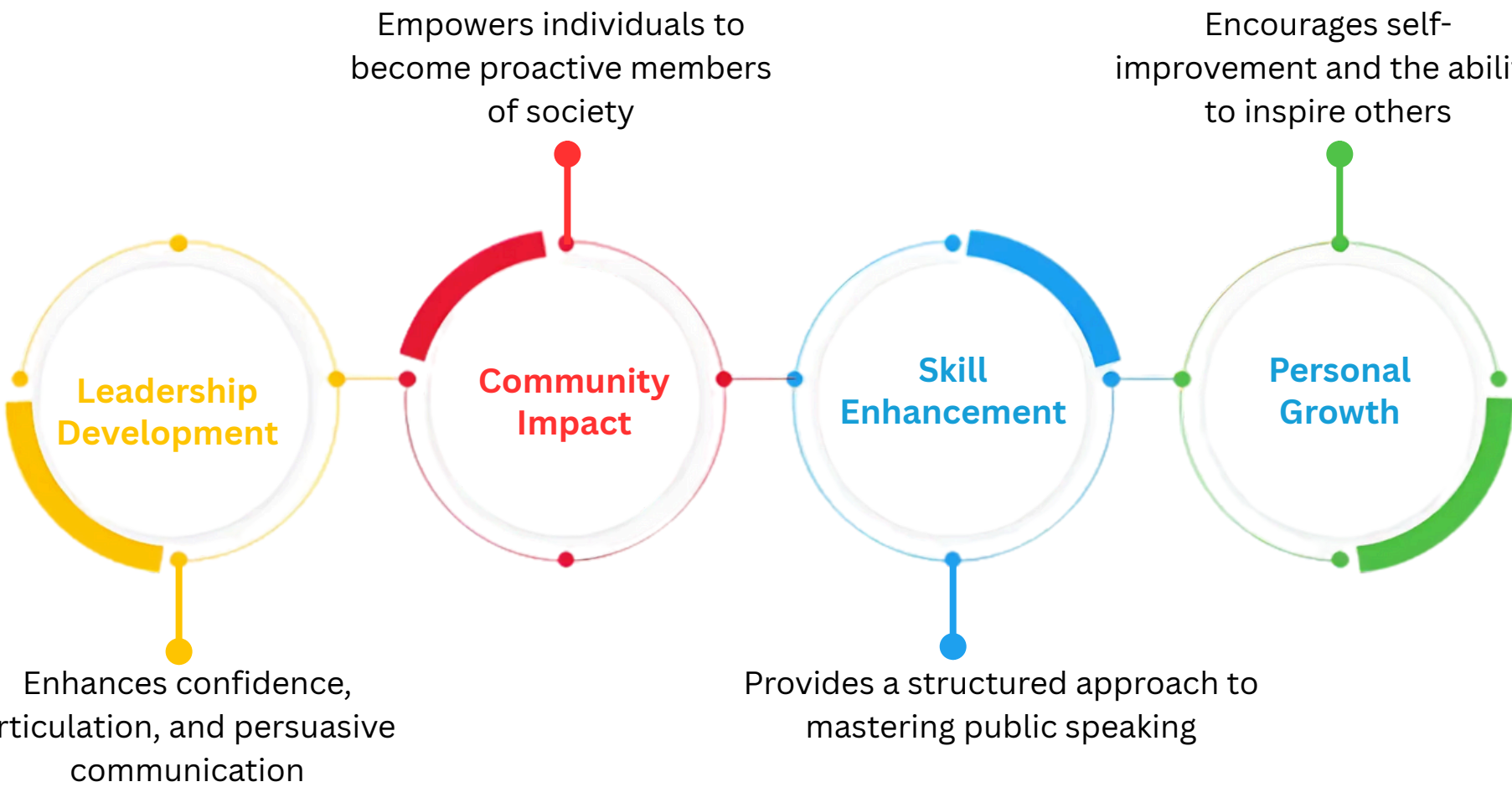
This initiative has significantly impacted the visually impaired community by providing structured training, opening new employment opportunities, and fostering financial independence. By bridging the skill gap and promoting inclusivity in the workforce, NAB-Karnataka continues to make a lasting difference in the lives of many.

For more details, visit: [NAB Karnataka](#)



FROM STAGE FRIGHT TO SPOTLIGHT: TRANSFORMING LIVES WITH EPS

The **Effective Public Speaking (EPS) Program**, conducted by **JCI Shimoga Malnad** in collaboration with the Malla Foundation Parent Trust of rProcess, is a structured initiative designed to empower individuals with **essential communication skills**. With a legacy of over 40 years, JCI Shimoga Malnad has been actively fostering leadership and societal growth through various training programs. EPS is not just about public speaking—it serves as a cornerstone for **leadership, personal development, and community engagement**. The program involves **interactive training sessions, real-world speech practice, and mentorship to enhance confidence and articulation**. By equipping participants with these skills, EPS helps build proactive citizens and dynamic leaders who contribute positively to society.



GROWING A GREENER TOMORROW: MIYAWAKI FOREST AT NADANAHALLI LAKE

The Miyawaki Forest technique, developed by Dr. Akira Miyawaki, is a method of creating dense, fast-growing native forests in small spaces by planting a variety of indigenous species closely together. This technique accelerates forest growth, ensuring that trees grow 10 times faster, are 30 times denser, and absorb more CO₂ than conventional afforestation methods. Miyawaki forests play a crucial role in restoring ecosystems, improving biodiversity, and enhancing urban green spaces while requiring minimal maintenance once established. These forests contribute to climate resilience, carbon sequestration, and habitat restoration, making them a sustainable solution for environmental conservation.

The "Grow a Forest at Nadanahalli Lake" initiative, undertaken by the Malla Foundation Parent Trust in collaboration with rProcess, focuses on large-scale afforestation to restore ecological balance and promote environmental sustainability. Located at Devikere, Nadanahalli village, Mysore (Survey No. 117 & 118), this project aims to enhance local biodiversity, improve air quality, and create a self-sustaining green ecosystem for the community.

Launched on June 29, 2024, under the leadership of **Mr. Srivathsa Govindaraju**, the project began with soil preparation, removal of invasive vegetation, and fence repairs. **A total of 2,500 native saplings were planted**, including **200 bamboo** and other varieties placed as a green fence to protect ancient temple structures—supported by a water dripline system for proper irrigation. We extend our heartfelt gratitude to all rProcess employees for their contributions to this meaningful initiative.

The second phase of the initiative is currently underway, using the Miyawaki Forest technique, known for its ability to create dense, biodiverse native forests in compact spaces. These forests replicate the composition and functions of natural ecosystems, significantly enhancing carbon capture, restoring degraded land, and boosting biodiversity.

RAPID FOREST GROWTH

Accelerated tree growth 10 times faster than conventional afforestation

ENHANCED BIODIVERSITY

Creation of a self-sustaining ecosystem with native plant species

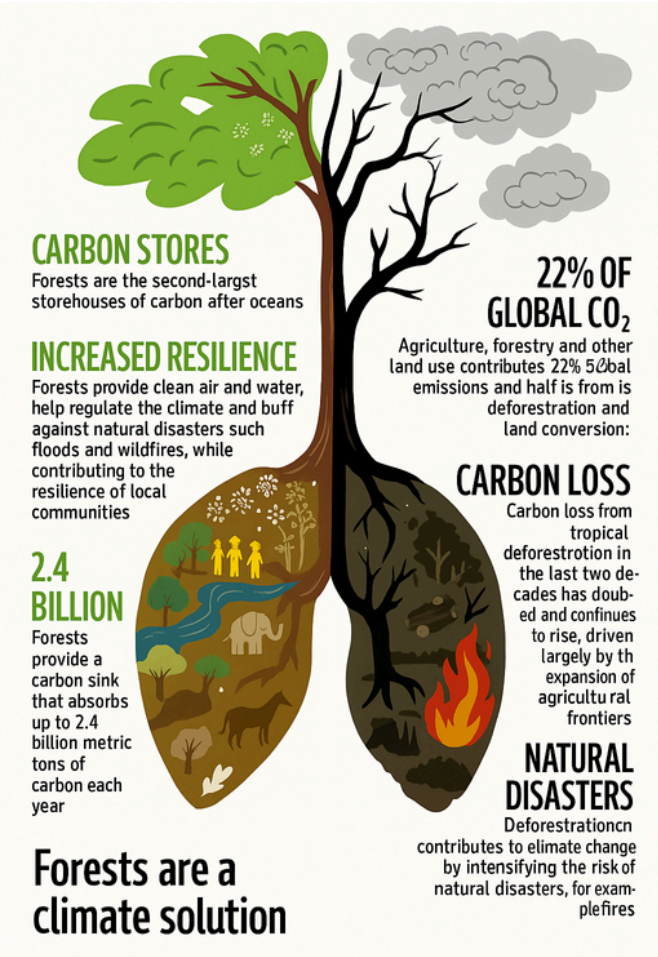
CARBON SEQUESTRATION

Increased CO₂ absorption and better environmental sustainability

LONG-TERM COMMUNITY BENEFITS

Improved air quality, soil fertility, and urban green space

This project stands as a testament to rProcess’s commitment to environmental stewardship, sustainability, and creating a greener, healthier future for generations to come.



COLLABORATION

