



# NEWSLETTER

# JULY 2018



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

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## Etech Employee Appreciation Program – Tuition Reimbursement at Dallas



## Road Show at Dallas



## E.I & P.I Teaming Up for Success at Dallas





## Etech Give Back Program – Dallas Nephrology Associates

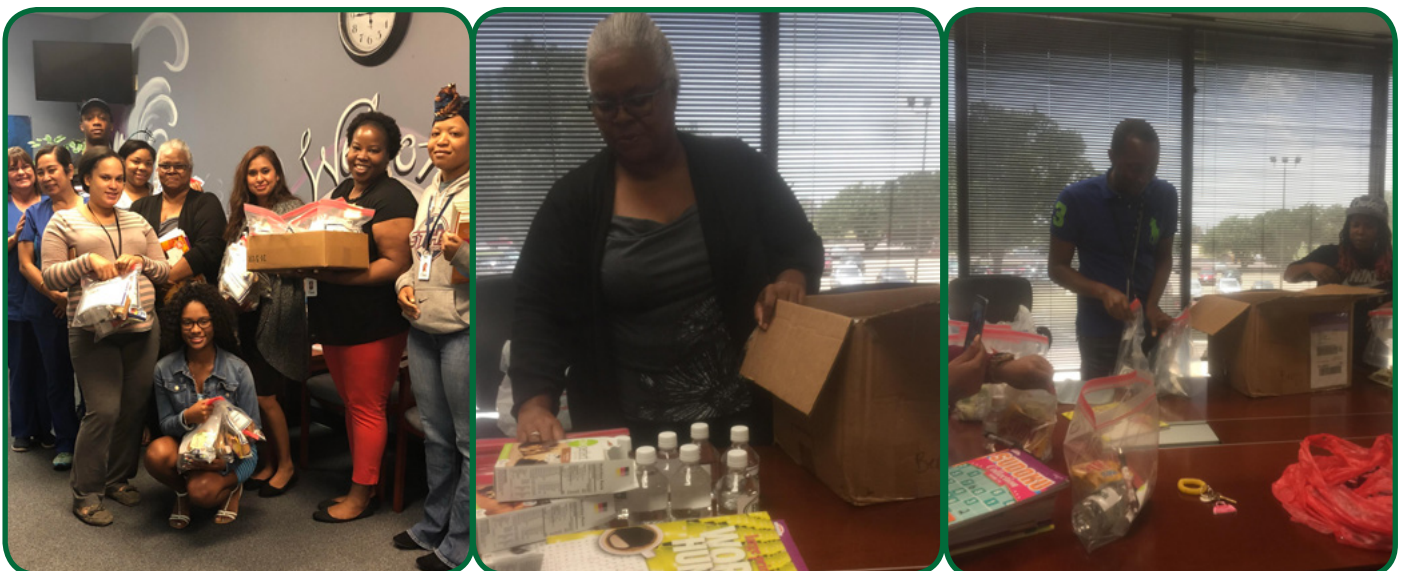
For the month of June the Dallas Center collected donation to provide snack bags for 32 dialysis patients at the Dallas Nephrology Associates.

The snacks will help the patients with some of the side effects after dialysis treatment. Snack provided was crackers, animal cracker, raisins, cranberries, protein bars, 8oz Etech water and puzzle books/pens. We included puzzle books and pens for the patients to have something to do during their treatment since each treatment last 2 ½ to 4 ½ hours 3 times a week.

Many patients can live well on dialysis for 20 or even 30 years. According to the latest U.S. Renal Data System Annual Data Report, there are 468,000 dialysis patients and more than 193,000 have a functioning kidney transplant.

This gave back became personal for the Dallas employees, due to so many of us have a family member that is currently receiving dialysis treatments or have had dialysis.

Dallas Nephrology Associates were very overwhelmed with gratitude for the donations. Cheryl the case manager for the center stated in all of years working in this field no one has ever donated to their patients. She kept saying “Thank God for Etech”





## Etech Give Back Program- Serving Breakfast at the Homeless Shelter at Dallas



## Fourth Of July Theme Week at Lufkin

To celebrate America's Independence Day and to say goodbye to a favorite sales coach, Etech Lufkin's sponsored their own theme week. Team members got to dress up for Day of the Dead, to Safari Day.





## Etech Wellness Program - Biggest Loser Contest at Lufkin

On Wednesday, May 20th, Etech Lufkin was proud to announce the winner of the Biggest Loser Contest as Ricky Tobias. Twelve contestants went all out to get healthy and win money. With the first weigh in on April 16th, and his last weigh in on May 18th, Ricky lost a whopping 45.5Lbs! Our second place winner, Harry Taylor, wasn't far behind, losing an incredible 37Lbs himself. This ten week competition inspired many of the Lufkin agents and leadership alike to band together and start their own journey to get healthy.



## Etech Give Back Program – Adopt a Highway at Nacogdoches

On July 17, Eleven Etech Nacogdoches employees participated with the Adopt-A-Highway program. This is a promotional campaign that encourages volunteers to keep a section of the highway from litter. It was a hot and sweaty day, and by the end everyone was exhausted. However, all volunteers showed hard work and dedication making sure all trash was picked up. Thank you for everyone who volunteered! If you didn't get to participate this time be on the lookout for upcoming flyers for the next Adopt a highway event





## Etech Give Back Program - United Day of Caring at Nacogdoches

Etech was proud to show our continued participation in this year's 2nd Annual United Way Day of Caring. This event was held on June 21, 2018. Etech employees banded together and collectively donated over 500 items in total to this event. Items ranging from animal welfare products, food, school supplies, clothes, and care items were all contributed. This event also included a community service portion where 16 of our fellow colleagues donated a combined 80 hours of Community Service by cleaning up the Girl Scouts property in Garrison. Thank you to all team members for participating and truly making a Remarkable Difference in our community.



## NLA Graduation at Nacogdoches

Congrats to all leaders who completed this session of NLA! Pictured are Myra Banda, Tony Kirby, Randall Upshaw, Laquisha Bailey, Michele Gillette, and Lydia Reimer.



## Unique Boutique at Nacogdoches

Nacogdoches employees were able to spend their well earned UB bucks at the Unique Boutique Shopping Day held on June 22. The store was stocked with Etech gear, shoes, home goods, and much more!



## Employee recognition Ceremony at Houston!

On June 20th, 3 employees from our Houston center were recognized for their initiative and talent in creating an onboarding guide and training material for new techs joining the program. Close to three months ago during a brain storming session, the idea came up of creating a guidebook that would not only start the training process but also build in some learning check points. Armando, Sheeraz, and Damon took the lead and now the guide they developed has become a useful resource not only for new hires, but for the whole operations team. Thanks for making a remarkable difference!





## Etech Give Back Program - Rotary's Mobile Library at Nacogdoches

### Our vision at Etech is:

*"To make a remarkable difference for our Customers, our people and within Community."*

June 21, 2018, we did that! Please join me in thanking (left to right) Nathan Diven, Jessica Richardson, Tremechian Barlow, Letitta Jones and Frejai Dimery-Tate for living out our vision, by being there to support our community especially our youth, with the Rotary's Mobile Library project to support literacy.

***"The best way to find yourself is to lose yourself in the service of others."***  
**Gandhi**





## Etech Employee Appreciation Program - Tuition Reimbursement ceremony at Nacogdoches

On July 6th, the Nacogdoches center hosted the Spring 2018 Tuition Reimbursement ceremony. Leaders and agents joined the celebration to congratulate those who have successfully juggled both school and work. If you are currently enrolled in school or plan to attend school in the future, please take a look at our full tuition reimbursement policy in the employee handbook for the details of the program.





## Father's Day at Rusk!

Team Members who worked on Father's Day received a special sweet treat!



## 4th of July at Rusk!

Independence Day at the Rusk Center was quite festive this year. The morning began with a parade on the downtown square. We really enjoyed being able to walk out the front door and enjoy!

The Center provided red, white and blue snow cones to all working on the holiday. We also had a contest for the best patriotic dress on both day and night shifts.





## Etech Wellness Program – Salad Bar at Rusk!

Team members in Rusk enjoyed a healthy salad bar meal on 7/11 to kick-off their Biggest Loser Challenge this month.



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## Etech Employee Appreciation Program - First Tuition Reimbursement Ceremony at Rusk!

Etech Rusk was thrilled to recognize its very first Tuition Reimbursement recipient. Congratulations to Justin Rodgers. Keep up the hard work!





## Etech Give Back Program – Square Cleanup at Rusk!

Rachelle Barnett planned and carried out a wonderful Give Back Activity for her Sales Coach Road Map this month. Rachelle and 19 Team Members cleaned the area in front of our Center on the square as well as worked our adopted garden next door. Awesome participation! Great Team Work!



## Etech Give Back Program – City's Beach Cleanup Event

For this month's Give Back, Palm Beach Center took part in the city's beach clean up event. We were able to play apart in the success of the event and help make our community more beautiful. Thank you to all those who participated and your bringing you little helpers with you!





## New Class at the Palm Beach Center

We want to recognize our new class in Palm Beach! As the program grows in Palm Beach we want to welcome our new agents to the Etech family!



## Training Team Outing at Gandhinagar

As a part of team building activity, our July'18 training batch went to watch the most recent 'Mission Impossible' movie. The tasks such as finding the most convenient show time and theatre, collecting money from everyone, and booking tickets were assigned to the trainees. This helps us build a sense of responsibility and cooperation amongst the team. It was fun watching the movie with vivid comments and popcorn while getting to know each other better. This outing also created a deeper understanding amongst the team; they respect each other's opinions. Most of all, everyone had a good time!





## How to Cope with Extreme Post-workout Soreness

It's normal to be a little sore after a good workout. After all, your muscles become stronger through a process of breaking down and rebuilding. However, sometimes the soreness might ebb into more extreme territory and have you feeling like it's hard to get up and move around at all. This isn't unheard of, even for people who make an effort to stay fit, since it can be easy to push your body too far and cause more damage than you realize in your muscles, which will lead to delayed-onset muscle soreness. Aside from recognizing your limits and toning down your exercise routine in the future, what can you do to ease intense soreness and keep your workout routine moving forward?

### **Get some light, low-impact activity**

When your legs feel like jelly or you just can't lift your arms without an intense and sharp sore feeling, you may be tempted to just lie in bed or stay couch-bound all day. However, light movement can make you feel better faster. Even just a moderate walk or a swim can be helpful, since it boosts circulation and accelerates your body's healing process. If the soreness is isolated, you can also just mix up your workout to focus on other body parts—for example, focus on your arms and chest if your thighs are super sore.

### **Drink extra water**

Another step you can take to improve your circulation and kickstart your healing is stay hydrated. Slight dehydration can make soreness much worse, and drinking more water is almost never a bad idea to help sore muscles.

### **Heat or ice sore spots**

Stay away from anti-inflammatory drugs to ease pain but consider the benefits of using hot and cold treatments for pain relief. Icing sore muscles or using a warm compress can take the edge off the pain and help stimulate healing.

### **Eat some extra protein**

Protein is what your muscles use to rebuild, so don't skimp on it after your most intense workouts. That goes for immediately after your workout, as well as when any delayed soreness sets in. If you regularly experience intense muscle soreness or you aren't sure how to get back into an exercise routine safely, you shouldn't hesitate to consult a physician.



## Blue Cross BlueShields Of Texas



### **Employees Will Be Excited About the Addition of Fitbit to Blue365®**

The more health conscious members become, the more they want tools to help them succeed on their health care journeys. The wearables fitness industry is exploding. While there are many product options available, we are happy to announce the inclusion of one of the leading wearable devices, Fitbit, to the roster of Blue365 vendors. Fitbit has a range of products that support physical activity, sleep, nutrition and weight. These devices track a user's daily data and sync to a mobile phone or computer to show progress. This helps users better achieve their goals.

### **Great Savings of 18 Percent Off Fitbit Devices, Plus Free Shipping for Members:**

Fitbit's family of trackers and smartwatches work seamlessly with any lifestyle or budget. Members get an 18 percent discount on the entire line of Fitbit products, including:

- ▶ Zip
- ▶ Flex 2
- ▶ Alta and Alta HR
- ▶ Alta SE (Special Edition) and Alta HR SE
- ▶ Aria 2 Scale
- ▶ Ace Kid's Device
- ▶ Charge 2 and Charge 2 SE
- ▶ Versa and Versa SE
- ▶ Ionic and Adidas Ionic

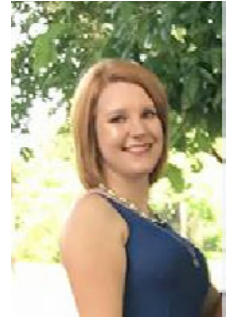
Blue365 is a discount program included in Blue Cross and Blue Shield of Texas (BCBSTX) health plans to help members live healthier lifestyles. They can save money on health care products and services that are not usually covered by their medical insurance. In fact, Blue365 helps save members millions of dollars each year. **Members can register and see additional Blue365 discounts by going to [Blue365deals.com/BCBSTX](https://Blue365deals.com/BCBSTX).** Once a member registers, they'll start receiving weekly "Featured Deals."



## Announcements

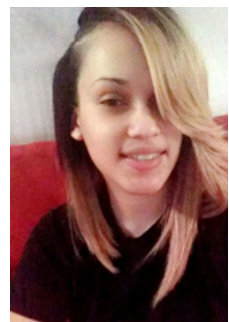
### **Kayla Williams - HR Specialist**

Kayla Williams has been selected as our new HR Specialist and is working closely with Dana for a smooth transition. Kayla is an experienced customer relations professional with a diverse educational background. She is currently completing her Bachelors of Science degree in Information Technology, specializing in Cyber Security and Forensics at Walden University. Kayla joined the Etech team in February of 2018 as an agent, and looks forward to bringing her strong interpersonal skills and enthusiasm to the HR department. Kayla is originally from Magnolia, MS, but has lived in several states. She is an avid reader, movie-enthusiast and a dedicated mother to her two-year-old daughter, Skyla. She also enjoys cooking, kayaking, and traveling. Kayla is excited for this new opportunity and is ready to make a remarkable difference with Etech. Kayla is based in our Lufkin Center but will assist with hiring for non-agent roles across all onshore centers, as well as handle our exit interview process. She can be reached at ext. 5026 and reports to Nancy Pratt, HR Director.



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### **BreAnna Wilson - HR Receptionist**

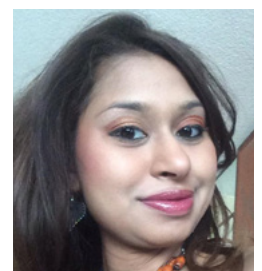


BreAnna is a native of Dallas, TX. She and her spouse are parents to two small children and expecting their third child this September. She enjoys spending time with her children and new puppy Cashmere. Her hobbies are shopping and baking! BreAnna favorite food is Mexican food! She has been in the customer service field for over 3 year. BreAnna is excited about working with Etech. She's ready to learn and plans on being a great addition to our company. Her goal is to move up within the company to a position that would help future agents in the company.

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### **Sarah Walker - HR Assistant**

It is with great pleasure to introduce the newest member of the Dallas HR team! Sarah Walker is joining Etech in the role of HR Assistant. Sarah is a native of Brooklyn, New York and is currently residing in Arlington, TX. Sarah is a graduate of the University of Texas in Arlington with a Bachelor's of Arts





in Interdisciplinary Studies with a concentration in Human Resources. In her spare time Sarah loves to spend quality time with her family. Sarah is married and a mother of two beautiful children six year old TJ, and two year old Zoe. Sarah hobbies include reading books, participating in sports events, traveling, and going to the movies. Please help me welcome Sarah Walker to the Etech family!



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### **Congratulations to Melissa Woods!**

Over the last several weeks, Melissa Wood has been completing a certification specializing in Corporate Development, Family Relationships, and more. Melissa believes in life-long learning and has dedicated her career to continued education. Effective June 24, 2018, she became a Certified Professional Life Coach. Coaches have the ability to view things from afar — in what some call ‘helicopter vision’ — and to shed new light on difficult situations. Often they can act as a sounding board through tough decisions, help sharpen skills, and motivate others. She is thankful for the blessing to share this accomplishment with her Etech Family. Please join me by sending a huge congratulation to Melissa Wood! Thank you, Melissa, for representing Etech well during this training. Lastly, I have a video of Melissa motivating her classmates in singing the famous song, Too Legit to Quit. Yes, she did! That does not surprise me. I'll share on another occasion.

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### **Julissa Hernandez - Human Resources Manager**

We are happy to welcome Julissa Hernandez as the new Human Resources Manager for the Palm Beach Center location. In her role, Julissa will be the primary point of contact for PBC employee relations issues, orientations, policy questions, job postings, Sales Coach testing, Give Back service projects, reasonable accommodation requests and other HR support. She will also assist with the HR needs of the Amrit program. Julissa Hernandez is a Human Resources professional who has over ten (10) years of HR experience. She earned her Bachelor's Degree at Palm Beach State College and is fluent in Spanish as well. Julissa's areas of expertise are in recruitment, onboarding, payroll and employee relations. She plans to continue her educational path by earning her MBA in the future. Julissa enjoys spending time with her family, cooking and salsa dancing.

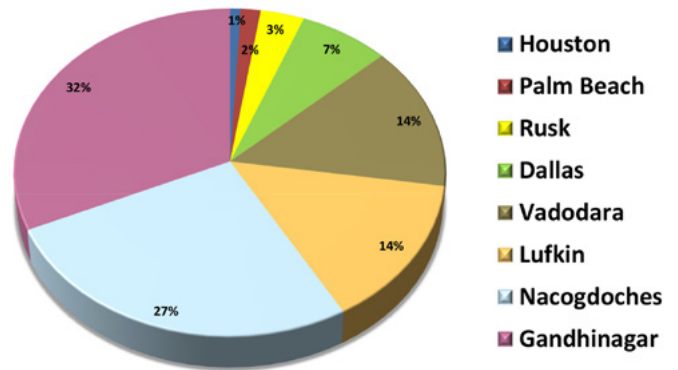


## July Month End Report 2018

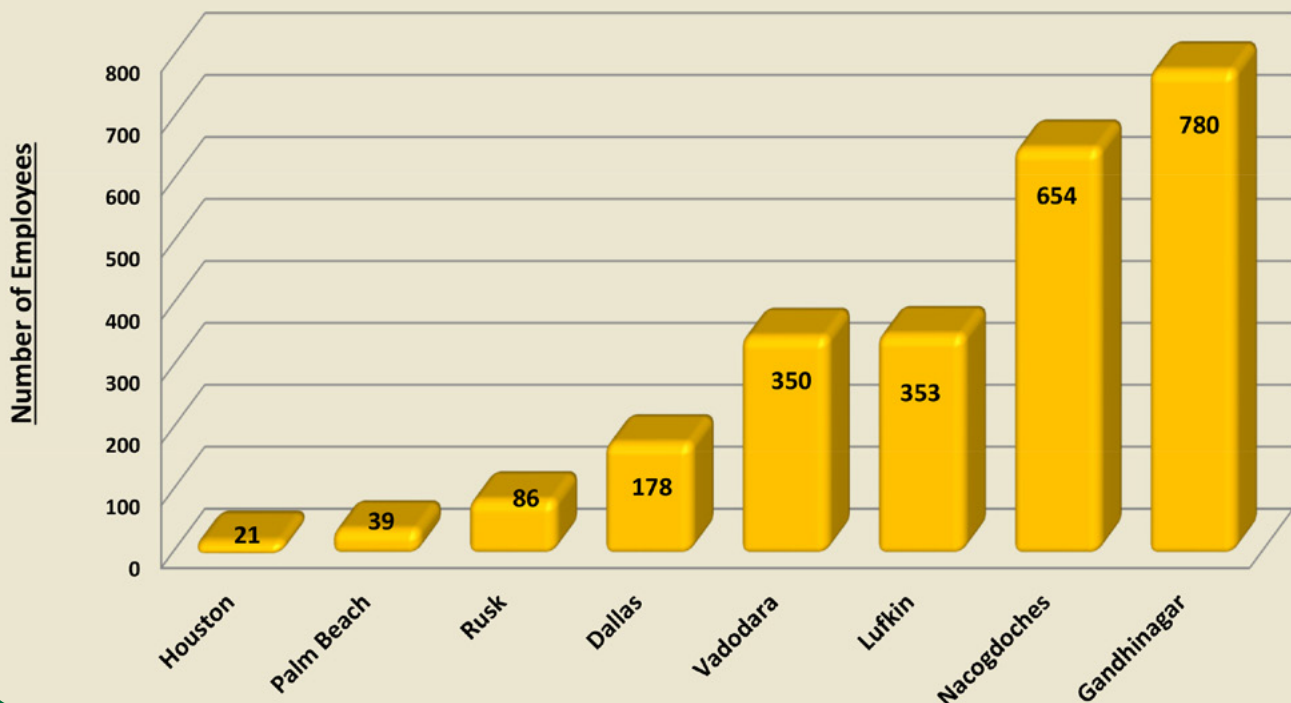
### Global Headcount

- **Total Employees:** 2461
- **Onshore:** 1331
- **Offshore:** 1130
- **Male:** 1307
- **Female:** 1154
- **Average Age:** 31.87 Yrs

### Active Employees



### Active Employees (in numbers)





## July Give Back Update

### 130 Hours Completed

- Adopt a Highway
- Rotary Literacy Project
- Preparations for Community Yard Sale in August. Funds will provide school supplies for local children
- Donated 100 items for team goody bags - State Softball Tourney held in Rusk
- Collected donations for the dialysis center. Items collected were puzzles, pens, water, crackers, and snacks
- Hosted a packing party for items that were donated. Six employee assisted with packing items in zip lock bags
- Volunteers went to the StewPot Shelter to serve breakfast
- Food drive for Palm beach county food pantry
- Monsoon Fiesta for kids at Rampura Village
- On site Blood Drive with CRH Blood Bank

## Our Centers

### Nacogdoches, Texas

1903 Berry Drive, Nacogdoches, TX 75964  
Tel: 936-559-2200, Fax: 936-559-2225

### Lufkin, Texas

106 N. John Redditt Drive, Lufkin, TX 75904  
Tel: 936-633-9200

### Rusk, Texas

146 E 5th St, Rusk, TX 75247  
Tel: 903-683-9791

### Dallas, Texas

8700 N Stemmons Freeway, Dallas, TX 75235  
Tel: 214-366-0229

### Palm Beach, Florida

155 East Blue Heron Blvd.  
Riviera, Florida 33404  
Tel: 561-841-0040

### Gandhinagar, Gujarat

1st Floor, IT Tower 4, Infocity, Nr. Indroda Circle, Gandhinagar-382009, Gujarat  
Tel: 91-79-23213089, 91-79-23213240

### Montego Bay, Jamaica

Building 1, Montego Bay Freezone, 1 Mangrove Way, Montego Bay, Jamaica.  
Tel: 876-952-9197

### Vadodara, Gujarat

Keval Corporate Park, Building Block 3, Opp – GEB office, Chhani Road, Beside Prakruti Resort, Vadodara – 391740, Gujarat  
Tel: 91-265-2771942, 91-265-2771943.