



NEWSLETTER JUNE 2018



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

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Father's Day Lunch at Etech Dallas



Etech Employee Appreciation Program - Rewards and Recognition Ceremony at Dallas



Etech Give Back Program - Blood Drive at Lufkin

On Thursday, June 7th, Etech Lufkin had their second blood drive of the year. For this blood drive, donations were made in a local girl's name, Ms. Jayde Wimbush, the granddaughter of Lufkin's agent, Carla Musick, because Jayde has been fighting stage three cancer. Jayde and her family came to the event to talk to people about what she has been going through, explain how donating blood helps to save lives, and to thank the people who donated.



Etech Employee Appreciation Program - Second Quarter Rewards and Recognition Ceremony at Lufkin

To celebrate Lufkin's second quarter MVPs and All Stars, Etech threw a Mexican themed Rewards and Recognition ceremony. As commented throughout, this R&R was the largest ever at Lufkin's location complete with piñatas, sombreros, and fake mustaches to complement the buffet of Nachos. Excellent job, Etech Lufkin!



Etech Aspiring Leadership Program at Lufkin

On Thursday, May 31st, four Lufkin agents graduated the Aspiring Leader program. After weeks of classes and meetings, LaQuisha Bailey, Colby Oliver, Erica Jasso, and Carla Musick received their certificate of achievement.



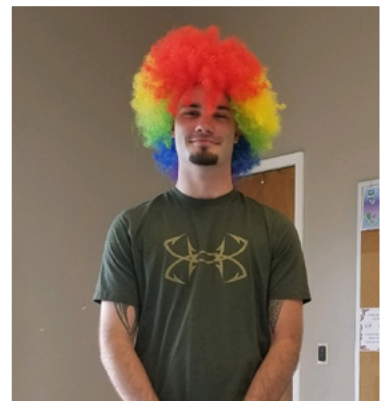
Beach Day Contest at Lufkin

On Friday, June 15th, Lufkin ended their theme week with a Beach Day Contest. Participants included agents and leaders wearing outfits from surf shorts to sun dresses, sun glasses to beach hats. The lobby had a beach background set up with props donated by the Progressive Sales Coach, Amber Christian, to get agents who were unable to dress up involved as well. The team even coordinated together and wore tie-dye beach shirts, with their sales coach, Doug Sanchez, rocking a life guard shirt. Winners received gift cards to Chipotle and Buffalo Wild Wings.



Theme Week at Lufkin

Lufkin theme week took place in June between the 11th and the 15th. From camo to hat day, Etech agents and leadership alike dressed up and got involved. The two most participated days were, of course, hat day, and Etech day. However, on crazy hair day, multiple people got involved by bringing wigs to work, especially a few of the men who didn't have any hair to work with.



Father's Day at Lufkin

To celebrate Father's Day, Lufkin HR put together a Father's day "gift basket" to raffle off, which actually consisted of a 12-can cooler, a bag of charcoal, lighter fluid, grill racks, and two gift cards. The winner of the raffle was Dana Thorn, who planned on giving the gift to her husband that weekend. Lufkin was also able to grab a small handful of dad's that were able to get off calls and chats for a group picture.



Ribbon Cutting at Chambers Smokehouse at Nacogdoches

Etech Nacogdoches was honored to host the ribbon cutting on Thursday, June 7, 2018 by Nacogdoches Chamber of Commerce for our well-known Chambers Smokehouse which Etech has a special connection to. The new trailer also features the Etech logo. Congratulations to Brandon Chambers on his new successful business! We look forward to seeing your business continue to grow.



Aspiring Leaders' Graduation at Nacogdoches

The Nacogdoches Center would like to congratulate the Aspiring Leader graduates of this session. Aspiring Leaders is a learning development course that provides individuals with an understanding of leadership skills. The graduating class included Ashley Rodgers, Savian Nugent, James Payton Jr, Ventura Ivory, Samuel Patrick Jr, Rodneisha Robertson, Shameeka Dennis, and Jeffrey Athey! Keep up the great work.



Etech Give Back Program - Give Back to Kids at Nacogdoches

For our May Give Back program at Nacogdoches, we decided to "Give Back to Kids." During this event, we gathered donations underneath the skylight in Nacogdoches such as diapers, toys, and clothing to give back to the children in need. After we gathered all of the items that our employees came together to offer, we brought these donations to our local Family and Protective Services. A big thank you goes out to all of the kind-hearted and wonderful people who took the time to Give Back to their community!



Bite competition at Etech Nachogdoches

Please join me in sending congratulations to Randall Upshaw for making Etech #1 with her beautiful display of tasty desserts at the Blueberry Bite competition (Texas Blueberry Festival). This BERRY delicious battle comprised of the competitive groups from all around. Contestants were required to create 6 cupcakes to be judged based on taste, presentation, and the theme of the Texas Blueberry Festival. Randall helped bring home the trophy for Etech with her Sweet Words dessert!

Thank you to each of our Etech contestants. We greatly appreciate each of you for lending your time, talent, creativity, sugar, and flour.



Etech Give Back Program – Keep Nacogdoches Beautiful Litter Pick Up

Nacogdoches Etech teamed up with Keep Nacogdoches Beautiful during the annual Blueberry festival to help keep the event clean of any litter. Volunteers met up in downtown Nacogdoches at 7AM before the festival started to set up trash bins around the festival. Once the festival started they walked around and made sure all trash was in the trash bins. They also had fun along the way enjoying the different festival sites!



Etech Employee Appreciation Program – Rewards and Recognition Ceremony at Nacogdoches

Etech Nacogdoches celebrated their 2nd quarter Rewards and Recognition event on May 29th with a Cinco de Mayo inspired theme. Agents were able to relax and enjoy some delicious food, while being entered in drawings for a chance to win a variety of electronics. Keep up the great work everyone!



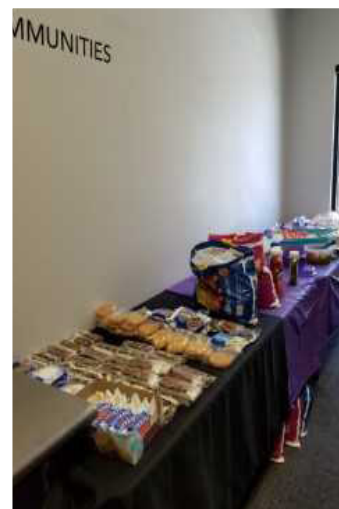
New Training Class at Palm Beach Central

New agents are off to a strong start. Welcome to Palm Beach and the entire Etech family!



Memorial Day Cook-Out at Rusk

Etech Rusk treated all Team Members to a Memorial Day Cook-Out on 5/30. Thank you to Charlotte, BJ and Kerry for grilling the hamburgers and hot dogs. And also a special thanks to all who have served our great country!



Etech Give Back Program – Blood Drive at Rusk

The Rusk Center had a successful blood drive on 5/25. We had 14 participate.



Unique Boutique Shopping day at Rusk!

The Unique Boutique held a shopping day in Rusk on 6/12. The event was well attended and the summertime theme was enjoyed by all!




Father's Day at Rusk!

The Rusk Center recognized Father's Day by providing a special treat to all Team Members who worked on 6/17.



Yoga Day Gandhinagar at Gandhinagar

Etech Employee Wellness Initiative – International Yoga Day




International yoga day

21st June


The Yoga Way of Life!!!

Yoga is a physical, mental & spiritual practice or discipline which originated in India. Though many think of Yoga only as a physical exercise where people twist, turn, stretch & breathe in complex ways, these are actually only the most superficial aspect of this profound science of unfolding the infinite potential of Human Body, Mind & Soul...


Yoga Poses to relieve Back pain




Cat and cow stretch




Half Lord of the fish pose




Child pose




Legs up the wall



Supine Hamstring stretch



Palm tree pose




Downward facing dog pose

YOGA INCREASES.

- Positive Attitude
- Energy Levels
- Memory Attention
- Concentration
- Social Skills
- Self-Acceptance
- Flexibility
- Strength

YOGA DECREASES.

- Anxiety & Stress
- Blood Sugar Levels
- Cholesterol Levels
- Hyperthyroidism
- Tension in Muscles
- Weight
- Blood Pressure



DID YOU KNOW?

- The actual goal of Yoga is Inner Peace
- There are total 78 Yoga Asanas
- Doga is Yoga for Dogs. It was started in New York in 2002, by Suzi Teitelman.
- There are more than 100 yoga schools in the world.

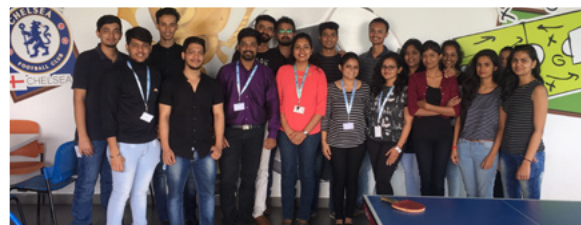
Etech Employee Appreciation Program – Indulge with HR at Gandhinagar

Indulge with HR, a concept where we invite all the top performers who have been consistent the entire quarter to dine with HR. This is a platform to exchange thoughts and to know your company better. Our team had a lavish dinner this month at Barbeque Nation.



Communication Training Completion at Gandhinagar

Etech Trainer, Ekta Agarwal with her recent batch of graduates from the communication training!



Announcements

MICHELE GILLETTE - ACCOUNT LEADER, ETECH INSIGHTS

Michele brings 28 years of Call Center Experience where she has spent 6 years as a marketing associate & a business analyst. Michele also spent 4 years in direct sales and 18 years combined Project Management experience.

Michele has been married for 32 years to her High School Sweet Heart Jeff; they have three daughters, Kady, Kacy & Kary. Three dogs Luna, Willie & Joker. Michele loves to volunteer. She was the Secretary for the Ride for Diane, an organization that raised money for families fighting cancer. She currently is on the board for Kathleen's Crusade an organization that raises money for the Lackawanna & Susquehanna county Women's Resource Centers, she is also the president of her daughter's varsity softball team's parent's club.

Michele enjoys walking, watching softball, swimming and spending time with her family. In her new role, Michele will work directly with clients to insure strategic analytics and positive customer experience. We are happy to have Michele as part of the team!



JOSE POLANCO - SECURITY OPS

Jose Polanco has been part of the Security Ops Unit as an auditor for the past year and has shown tremendous growth since coming to the team.

Jose started his employment with Etech as a Helpdesk technician before moving into on-shore development and finally Security Ops. He is a graduate of Stephen F. Austin with a degree in Computer Science. He holds several industry certifications that include CompTIA Security Plus and Certified ISO Security Auditor.

During his off time, Jose enjoys traveling, making Game Bots, and working on Raspberry Pi projects such as a network-level ad blocker and RetroPie. In this role, Jose will be guiding the efforts of each auditor as well as establishing audit schedules and guidelines for Etech programs and Departments.

CHRIS BEEBE - SYSTEMS ADMINISTRATOR

In his new role he will be supporting our Palm Beach Center Location. He will be responsible for managing the centers software and networking systems.

Chris has over 15 years experience in the Information Technology field and 10 years in employee direction and management. Chris comes from Phoenix, Arizona and has been living in South Florida for 10 years. When not at work Chris enjoys spending time with family and playing video games.

Please help me welcome Chris to the Etech Family!



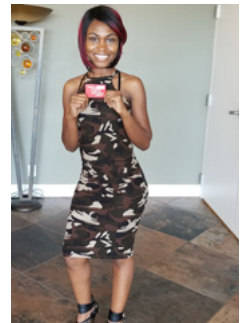
JON JOHNSON'S FAREWELL

On Thursday, May 21st, Etech Lufkin said Goodbye to Jon Johnson as Director, and welcomed Chris Green in his place.



RAFFLE WINNER!

Congratulations to Genide Nazaire for being our monthly raffle winner. We appreciate your hard work!



Etech Employee Wellness program - Computer Vision

Chances are you're reading this on a digital device, and there's an even greater chance that today you'll spend at least two hours on one. In fact, 88% of Millennial, 83% of Gen Xers, and 76% of Baby Boomers are too.¹ So, it's no surprise that nearly 80% of people who regularly use a computer or tablet have signs of eye trouble.²

You've likely heard of Computer Vision Syndrome before, but have you thought about the small changes you can make right now to help reduce the effects?

Here are six simple steps you can take to help minimize the impact of Computer Vision Syndrome:

- **Blink!** Each time you blink, it helps to rinse your eyes in naturally therapeutic tears.
- **Always practice the 20-20-20 rule.** Every 20 minutes, spend 20 seconds looking at something 20 feet away
- **Lighting and Ergonomics is everything.** Keep bright lighting overhead to a minimum. If you have a desk lamp, make sure it's illuminating your desk, not you. You can even position your computer screen to reduce reflections from windows and overhead lights.
- **Keep your distance.** Your computer monitor should be at least 20 inches from your eyes, and make sure it's big enough with just the right brightness and contrast.
- **Ask your VSP network doctor about anti-reflective coatings or Computer Vision Lenses.** VSP members save big on anti-reflective (AR) coatings, like, TechShield® Blue, which can improve visual comfort for those with high amounts of screen time. Computer Vision Lenses can also help to combat eye strain and ergonomic discomfort.
- **Visit your eye doctor.** During your annual comprehensive eye exam your VSP network doctor can check for more than just computer vision problems. They can check for signs of conditions like diabetes, high cholesterol, high blood pressure, glaucoma, and macular degeneration. This exam is an important part of your overall health routine.

BlueCross BlueShield OF Texas



Connect Your Health: **Summer Is Near! Care for Your Skin in the Summer Sun**

The amount of melanin that someone has in their skin does play a major part in skin cancer risk, states the [Skin Cancer Foundation](#). According to the website, melanoma is the fifth most common cancer in the U.S. and although it accounts for less than two percent of all skin cancer cases, it is the cause of the majority of skin cancer deaths.

According to the Centers for Disease Control and Prevention, the risk of developing melanoma varies between ethnicities. Caucasians develop it 3-to-5 times more often than Native Americans and Asian/Pacific Islanders, and 15-to-25 times more often than Latinos and African-Americans. However, people of color can still develop melanoma.

As the body's largest organ, it's hard to ignore the look and feel of your skin over time. Regardless of your skin color or amount of melanin it contains, there are steps that you should take to ensure it stays vibrant and prevent any future skin problems.

Here are some suggestions from the [Mayo Clinic](#):

Protect yourself from the sun. First and foremost, protecting yourself from the sun can help prevent wrinkles, age spots, other skin problems and decrease your risk for skin cancer.

- **Remember to use** sunscreen. Apply at least a 15 SPF solution generously ever two hours.
- There's nothing wrong with sitting in the shade when you're outside. Avoid the sun when the rays are the strongest, between 10 a.m. and 4 p.m.
- **Wear protective clothing.** Tightly woven long-sleeved shirts allow your skin to breathe, while putting an extra layer between you and the sun rays.

Don't smoke. And if you do, quit. Smoking makes your skin look older because it narrows the tiny blood vessels in the skin, decreasing blood flow and making skin look paler. It also depletes the skin of oxygen and nutrients important for healthy skin.

Be gentle with your skin. Although your skin care process could be good, it might take a toll on your skin. Here are a few things that you can do to keep it gentle:

- **Limit the amount of time you're in hot water.** Both hot water and long showers remove oils from your skin. Use warm water rather than hot.
- **Avoid strong soaps.** The more natural, the better. Strong soaps and detergents can also strip oil from your skin. Use mild cleansers instead.
- **When you shave, be sure to protect your skin by keeping it lubricated.** Apply shaving cream, lotion or gel before shaving and use clean, sharp razors for a close shave. Shave in the direction the hair grows.
- After washing or bathing yourself, do not rub the towels along your skin. Instead, **pat or blot your skin dry with a towel** so that moisture stays in your skin.
- If you have dry skin, **Consider using a moisturizer** that fits your skin type. If you're using it daily, try using a moisturizer that contains an SPF

Eat a healthy diet. By drinking plenty of water, you'll keep your skin hydrated. Eat plenty of fruits and vegetables, whole grains and lean proteins. Some research has suggested that a diet rich in fish oil or fish oil supplements may help to promote younger looking skin

Manage stress. Did you know that uncontrolled stress may trigger breakouts and other skin problems? Stress, especially if it's uncontrolled, makes your skin more sensitive. To promote healthy skin and a more balanced mental state, take steps to manage your stress.

More Health and Wellness Information

Check out Blue Cross and Blue Shield of Texas' [Connect blog](#) for more health and wellness information.

Our Vision

To make a remarkable difference for our people, our customers, and within our communities.

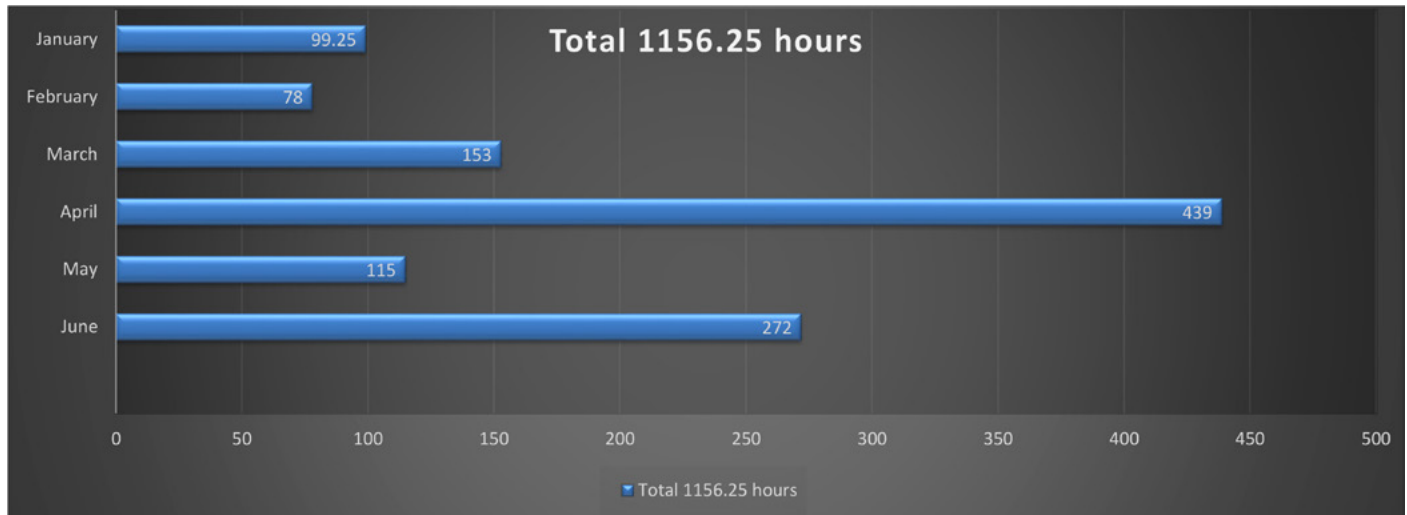


Our Mission

Etech is a servant leader organization providing superior customer experiences and innovative solutions which enable our clients to build stronger brands, strengthen customer relationships, and gain market share.



Q1 & Q2 - Etech Global Give Back Initiative!



Q2 Give Back - This is what YOU did! OneEtech!

APRIL

- Corporate Challenge
- Relay for Life
- SFA Gardens Volunteer
- Vintage Spring Days
- Junior Achievement
- Lufkin Middle School Competition
- Chamber of Commerce Ribbon Cutting
- Earth Day
- Plyer Park Memorial
- Baby Bottle and Coin Collection
- Mother's Day delivery
- Maple Lawn volunteer breakfast
- Blessing Box Salvation Army
- Toiletries for Palm Beach Homeless
- Val Gopal NGO/played games and performed dance
- Earth Day Clean Up Marine Park

MAY

- Collection of toys and baby items for
- Child and Family Service
- Dancing with the Stars Community
- Event
- Rusk Chamber of Commerce Tacky Tie
- Mommy and Me Shower for children in
- need
- Blood Drive
- Maple Lawn
- Water Balloons for community children
- Baby Bottle Drive
- Blessing Box
- Military Appreciation
- Notebooknation
- Blood Camp
- Donation to Ebenezzar Infant School

JUNE

- Blueberry Festival Trash Clean up
- Rotary Literacy Project
- United Way
- Blood Drive
- Chamber of Commerce Ribbon Cutting Edward Jones
- Clean Up Square event
- Flowerbed weeding for Dialysis Center
- Snack bags for patients at Dallas Nephrology
- Associates
- Clean up Riviera Beach
- Visit to Vishesh for specially challenged children
- Community toys, coloring books, crayons, cakes, flavored milk for each child at Vishesh Education
- Center
- Stationary Drive
- Bottled Water Donation Woodman of the World

Leadership Development

- **Aspiring Leader (Global) program graduation on 31st May 2018 completed.**
We had total 43 participants who completed 91% modules of course during the program.
- **New Leader Assimilation was conducted between 18th to 26th June 2018. We had Total 10 participants with 90% completion ratio. Improvement of 5% completion rate month over month. Jamaica NLA globalized (with LD review pending). India will be joining Global NLA 23rd July.**
- **Coaching tactics session conducted globally between 20th to 22nd June 2018.**
We had sessions for L1 wherein 18 leaders participated (Offshore 11 and onshore 7) with 100% completion ratio.
L2 is pending for new redesigned. Coaching Tactics Basics 100% Globalized. Level II- loaded on www.etechnology.com testing phase to launch July—all leader BLITZ.
Remarkable Certified- stays the same until new blitz complete.
- **For continued learning, we accommodated :**
 1. Trusted Advisor Session 3 June 7th complete. Online modules scheduled and assigned.
 2. Amrit Leadership Summit- Will send July video for reinforcement. Possible Level II Summit pending.

Our Centers

Nacogdoches, Texas

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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.