



NEWSLETTER DECEMBER 2022



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

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Etech's 12 Character Commitments

- INTEGRITY
- VALUING PEOPLE
- TEAM WORK
- ACCOUNTABILITY
- COMMUNICATION
- VISION
- ADAPTABILITY
- HUMILITY
- CREATIVITY
- TEACHABILITY
- POSITIVE INFLUENCE
- COURAGE

Happier and Healthier Holidays Month

The Science and Beauty of Gratitude: And Why a Little Goes a Long Way

You know how the simple act of saying or hearing “thank you” can make you feel happier, more hopeful, and less alone? Well, it turns out there’s some science behind that.

When you express or embrace gratitude, feel-good neurotransmitters like dopamine, oxytocin and serotonin are released by the brain. And that leads to both emotional and physical rewards, including:

- A more positive attitude
- Better sleep
- Reduced levels of stress and depression
- Improved relationships
- Greater resiliency and self-esteem
- Lower blood pressure

To truly experience and enjoy the benefits of gratitude, try cultivating it in your daily life. You can start by making a habit of acknowledging others. You can also:

- Write thoughtful notes.
- Set aside one-on-one time for friends and colleagues.
- Meditate.
- Volunteer.
- Keep a journal.

Even remembering to count your blessings can change your outlook on life and the impact you have on those around you. The thing about being appreciative and appreciated ... it’s contagious. When you choose gratitude, you’re spreading the message of kindness, respect and giving.



Wellness @ Etech

Etech Sweet Treats December 2022



Dallas

Etech held a Sweet Treats celebration to show our appreciation to our employees! There were a variety of snacks available. Pictured top left is Flora Kamau assisting with packing the cookies, and Alexis Robinson helping set up the event.



Jamaica

Our Jamaica center held a Sweet Treats celebration to show employee appreciation, and the Christmas holiday. There were a variety of snacks available, as well as a tasty cake!

Lufkin

To show our appreciation for our employees during the holiday season, the HR team hosted Sweet Treats. Yummy treats were shared in center with all employees.

Pictured to the right are Bri Price (left), and Ann Thomas (right), who helped prepare the tables. Merry Christmas and Happy Holidays to all!





West Palm Beach

Palm Beach Center had a Sweet Treats Day for the Holiday Season. Employees enjoyed from a variety of baked sweets including Cupcakes, Cinnamon Rolls and Chocolate Chip cookies. Refreshments were also available for all in the Breakroom.

Pictured above are Alexandra Ortiz and Satoya Jones in the Palm Beach breakroom enjoying some Cinnamon Rolls.



Nacogdoches

To show our appreciation for our employees during the holiday season, the HR team hosted Sweet Treats. Yummy treats were shared in center with all employees. Merry Christmas and Happy Holidays to all!

Rusk

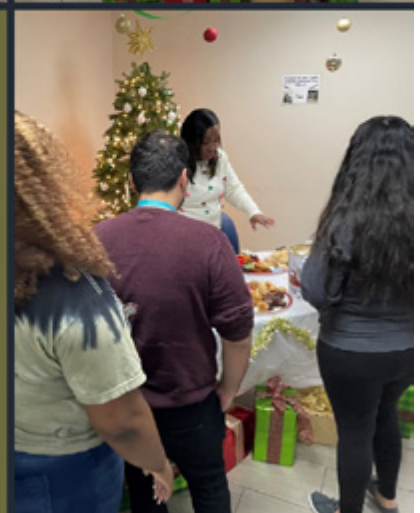
To show our appreciation for our employees during the holiday season, the HR team hosted Sweet Treats. Yummy treats were shared in center with all employees on December 20th. Merry Christmas and Happy Holidays to all!



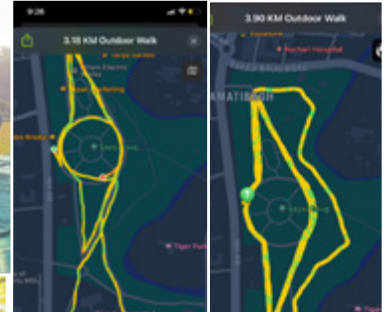
San Antonio



To show our appreciation for our employees during the holiday season, the HR team hosted Sweet Treats. Yummy treats were shared in center with all employees. Merry Christmas and Happy Holidays to all!



Team India – They conducted Walk for Wellness month where they asked the members to share pics of walking & exercising on Sunday mornings.



Employee Engagement activity @ Etech

Team Dallas – HR organized a sweet treat for the employees



Team Lufkin – The team organized an Ugly Christmas sweater competition for the members



Team Palm Beach – Center had a Sweet Treats Day for the Holiday Season. Employees enjoyed from a variety of baked sweets including Cupcakes, Cinnamon Rolls and Chocolate Chip cookies. Refreshments were also available for all in the Breakroom. Pictured above are Alexandra Ortiz and Satoya Jones in the Palm Beach breakroom enjoying some Cinnamon Rolls.



Team Nacogdoches – To show appreciation for the wonderful employees at Etech, the Nacogdoches Center hosted our annual sweet treats employee appreciation event on December 20th. This year they were able to offer a sizable spread with both sweet and savory options. Thank you to everyone who was able to partake and a big thank you to all Etech employees, it is because of you and your daily contributions that Etech was able to make a remarkable difference.



Team Rusk – To show our appreciation for our employees during the holiday season, the HR team hosted Sweet Treats. Yummy treats were shared in center with all employees on December 20th. Merry Christmas and Happy Holidays to all!



Team Rusk – To say thank you for everyone's hard work throughout the year, HR hosted an Employee Appreciation Day by providing sweet treats to all employees. There were so many delicious sweets and pastries to choose from! Additionally, we included a raffle where we gifted 5 employees with home items. The event was an excellent way to express our appreciation for our employees.



Team Vadodara – They invited Citibank to offer credit cards to the team members and hosted some fun activities following with trophy to the winners.



Team Gandhinagar – They arranged a Zumba session for the team members to help them be fit & learn a few steps.



Give back community activity @ Etech

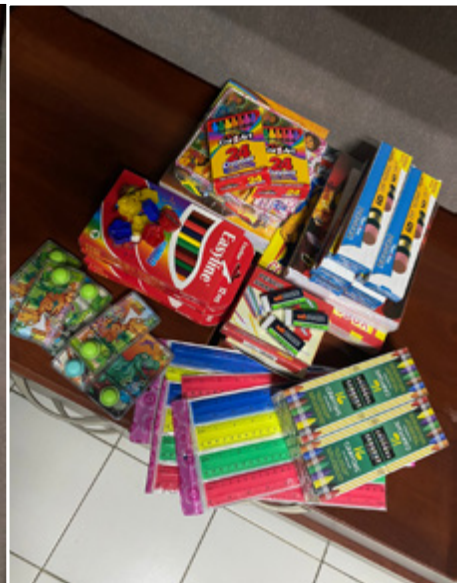
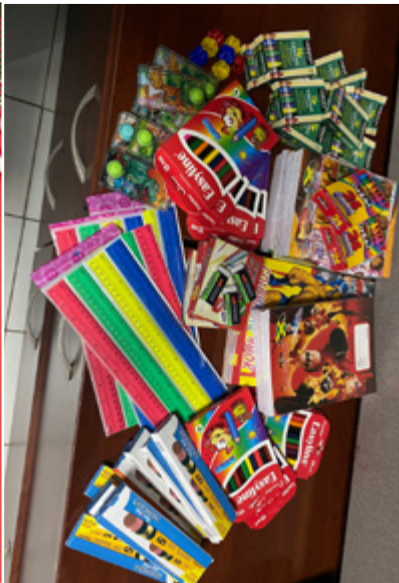
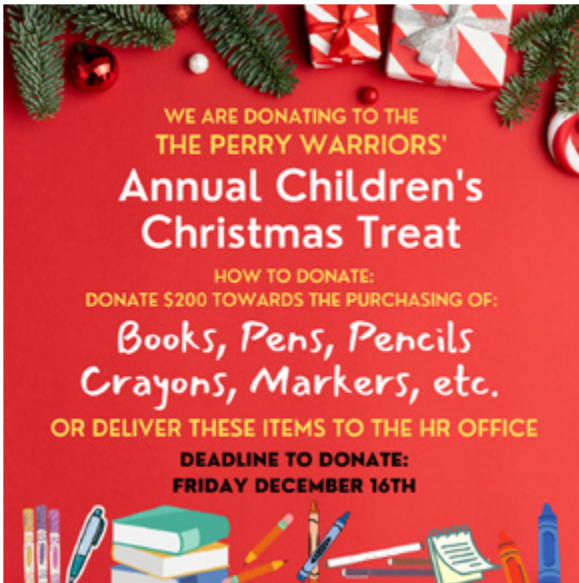
Team Dallas – The team arranged winter clothes donation for the homeless



Team Dallas – Team volunteered for the packing of shoes & packing the boxes for the Christmas



Team Jamaica – They arranged donation by buying stationery & also arranged cake for children on Christmas.



Team Lufkin – On December 19th, 2022, Lufkin Etech hosted a blood drive! Thank you to Gulf Coast Regional Blood center for bringing their bus out and making our donations possible. They had 13 people donate.



Team Lufkin – The Center Give Back for the month of December was a nonperishable food drive with all donations going to the Harvest House Nacogdoches, a nonprofit charity that distributes food to more than 700 families every month. The Center was pleased to donate more than 200 lbs. of nonperishable items. Thank you to all you participated and a special thank you to Bailey Cox, Torticity Assistant Team Leader, for organizing this give back and helping to make a remarkable difference in our community.



Team Rusk – The team participated in the community Christmas parade on Tuesday, 12/6. Leaders Ashley Rodgers, Ben Johnson and son Evan, John Hallmark, Katie Streetman, Mike Horton, and Rachelle Barnett rode in the parade and passed out candy to the kids along the route. The parade was a success for the community with a total of 52 participants who entered by donating 5 canned food items to the Good Samaritan.



Team Palm Beach – Center chose the YWCA of Palm Beach as their Give Back for the month of December. YWCA is an organization committed to eliminating racism and empowering women. They accomplish this by various sponsored programs throughout the community including a shelter for women fleeing domestic violence situations. Palm Beach center collected clothing to donate to the YWCA as they currently had a need. Pictured above is Sales Leader Danny Garrett who helped deliver the bags of donations to the YWCA.



Team Rusk – For the holidays this year, the Rusk center leaders and Winning Culture Survey Task Force organized the 4th annual present drive for families in need. Fundraisers, including a chicken spaghetti dinner (pictured), were held and employees raised money to purchase toys, clothes, food, and other presents for 4 families. Thank you to all who participated to make these families holiday season brighter!



Team San Antonio – The center hosted its first Picture with Santa brought by the Winning Culture Survey Task Force. 9 Etech families had their pictures taken with our very own Santa! It was a jolly time.



Team San Antonio – This month, the San Antonio center held a coat drive that went to the Victory Outreach Center. 15 Jackets were donated, the Victory Outreach Center was thankful for all the donated jackets especially since we have been experiencing colder weather.



Team Vadodara – CSR team Vadodara in association with NGO partner Anand Ashram Charitable Trust, sponsored school bags to the school kids of Shyamji Krushna Verma Prathmik School. Be an Activity on field or off field, team Etech always strives to do their bit. Parvez Mansoori & Arun Kumar Chaubey represented Etech during the distribution of school bags to the Little Children and lots of smiling faces were witnessed. Nothing more can make a Human being Happier than sharing his/her heart out to the little stars. *God Bless the Helping hands that serve the Humanity. 18 School Bags worth INR 4500 (\$55) were donated.



Team Gandhinagar – Etech CSR team at Gandhinagar, arranged warm cloth drive this winter and collected 400+ used wearables. Etech Insights team was partnering in this drive. A total of 15 Members from Etech CSR team and Etech Insight partnered to visit the neighborhood to help people with shield to save them from winter.

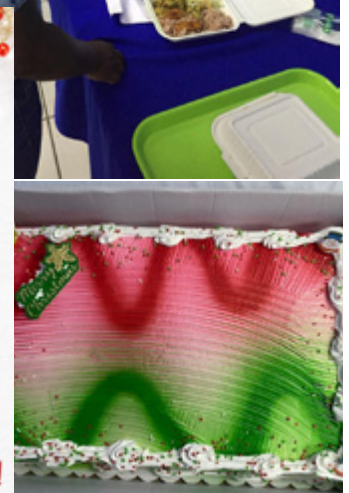


Christmas @ Etech

Team Dallas – The Christmas decoration participation was amazing. The colors of the floor make you love the ambience.



Team Jamaica – They celebrated the Christmas in a unique way. They had 3 events planned. 23rd was the day for treats with Santa hats, 25th was the lunch organized & Christmas Trivia on 26th & 27th. The Winners of the Trivia were Taj-Wayne & Kayann.



Team Lufkin – They celebrated Christmas in the office & also had a desk decoration competition.



Team San Antonio – The center held a team DIY Tree Decoration Competition to bring in the Christmas spirit. Participating teams were given a chance to build a tree with everyday items and use their creativity to decorate the trees with ornaments. The competition's winner was Maria Maravilla's team with a coffee-themed tree. They used k-cups throughout the tree and a coffee can as the tree's base; how creative!

It was that time of the year for the San Antonio Center to bring out their Christmas sweaters for our Ugly Christmas Sweater competition. There were so many cute and creative sweaters on display. The winner was Bonnie Riggins!



Team Nacogdoches – In keeping with the spirit of the holiday season, the Center held a Holiday Tree Decorating Contest! The creativity and vision that was showcased by all participants was remarkable. The winners were as follows: 1st Place - Operations, 2nd Place - Facilities, and 3rd Place - Training and Development. Thank you to all departments and campaigns who participated, your trees were a great addition to the holiday decor around the center.

The Center also hosted annual pictures with Santa for employees and their children on the evening of December 21st. The turnout was great, and many wonderful pictures were taken. Special thank you to Joe Sanchez from Training and Development for volunteering to fill in for Santa.



Team India – The centers celebrated Christmas in a unique way. They had different days with event for making the Christmas week memorable. They celebrated Red & Black day where everyone dressed in either color or the combination. They also had a Muffin Decoration Day, a Christmas tree Decoration Day & a Potluck Day. They even had Santa visit the center to meet everyone & click pictures.



Theme Week @ Etech

Team Dallas – The team celebrated a winter holiday theme week



1st Day of Winter @ San Antonio

The San Antonio center celebrated the first day of winter on 21st December by offering candy canes to our employees.



Shali's Food Truck @ Rusk

The Rusk center enjoyed having Shali's Food Truck come to the square and serve employees and community members on December 6th!



Etech Idol Season 3 @ India

Team India had an excellent participation for the Etech Idol competition. The talent was immense & here are the winners



Hoodie & Denim Day@ Gandhinagar

To start to get the feel of the winters the center celebrated Hoodie Day to pair with the denims.



Football League 2022@ Gandhinagar

It was the final instalment for the Etech 2022 Football event! The Etech Football Event 2022 (EIFA – Etech India Football Association) ended with a highly enjoyable Final between Bleed EI (Green Team) and Galactico's (Black Team).

The first half was a tight nit affair, with both teams not giving an inch to the other. Towards to the close of the first 20 mins, a beautifully flighted cross into the Galactico's box was headed home by Bleed EI captain Hitesh Patel.

This seemed to have off-set the Galactico's Team as from the second half, the team became complacent and allowed 4 additional unanswered goals. Bleed EI star striker (Aayan) got a hat trick with some great footwork and powerful shooting.

With this being the first Football tournament after Covid, it was great to see so much enthusiasm from both players and supporters. We look forward to another incredible season next year.

Etech Football 2022 Winners - BLEED EI (Green Team)

Here are some memorable moments of the tournament.



“SHAURYA” A Feat of Courage @ Vadodara

There needs to be a lot more emphasis on what a child can do instead of what he cannot do – Dr. Temple Grandin.

Living by the above words, Etech CSR team Vadodara sponsored Friends Society’s - SHAURYA event. Etech Vadodara along with many other well-known corporate partners Friends Society to organize this event in the city of Banyan. Etech family was always invited to join this event and motivate the special kids during the competition. “SHAURYA” organized every year by city-based Friends Society (One of our Partner in Give back initiative), a voluntary youth organization.

Shared below are the glimpses from the event and the special kids making a remarkable impact...



Announcements @ Etech

Etech has always been committed to the development of its people and supports the vision of making a remarkable difference for each other, our customers, and within our communities. Living our vision requires talented people who are passionate about developing others and equipping them to accomplish great things. It is truly amazing to be a part of an organization that places “Valuing People” as one of its core character commitments.



Prateek Vyas- Training Apprentice (Vadodara)

Prateek started his journey with Etech in February, 2021 as a Customer Experience Specialist. He has worked in various campaigns in a very short span of time and learnt various skills from each process. In October, 2022, he joined T&D team. He learned a lot throughout his Etech journey and willing to learn and experience more. He always feels the organization as his family and it's a major part of his life. He was born and raised in Jodhpur, Rajasthan and lived in various cities across the country and experienced various cultures as well. Beside work, He likes to sing, dance, travel, read, write and he is always very enthusiastic to learn new things.

He is more of a solution seeker, which helps him to be optimistic in every situation. He believes in a saying, “If you look at what you have in life, you’ll always have more. If you look at what you don’t have in life, you’ll never have enough” and always applies it to his life.

Lizza Patel – Training Apprentice (Vadodara)

Lizza was born and brought up in Vadodara. She started her journey with Etech in December 2020 and has worked in various campaigns which helped her to learn many skills. It has been a great experience for her being part of Etech. She loves reading books, adventure and enthusiastic about learning new things. In her leisure time, she spends time with her family and friends, outdoor sports. She loves to watch Tedtalks. She is currently pursuing bachelor's in science (Physics) and completed her internship in space educational organization. She is passionate about learning that can help her grow in her professional and personal life. She believes and implement the words of Jordan Peterson - “Compare yourself to who you were yesterday, not to who someone is today”



Prachi Purohit – Training Apprentice (Gandhinagar)

Prachi was born and raised in Mumbai. She holds a Bachelor of Business Administration from Parul University (Vadodara). She has previously worked as US IT Technical Recruiter in Vadodara, Bangalore and in Gandhinagar as Customer Experience Specialist. Prachi prefers spending time with friends, Solo travelling, binge watching horror movies, series, and crime thriller series. She loves South Korean language and culture; she is also a tattoo lover having currently 7 tattoos. She is looking to be part of animal welfare organization as she loves animals and taking care of them.

Renee Stoddart: Account Leader

Renee's Etech journey started with the Operations Team back in August of 2018. Over her 4 years with Etech, her journey has stretched her mentally and she has learned so many lessons that will assist her in supporting the clients. In her spare time, she loves spending time with my family, friends and serving people. She also enjoys watching action / adventurous movies, reading, going to the beach, and watching the sunset.

One of her favorite quotes is from author Pearl S Buck "To serve is beautiful, but only if it is done with joy and a whole heart and a free mind."



Shavaine Newell: Operations Leader



Shavaine Newell has worked in the BPO industry for over 6 years. During his tenure he has held several roles to include customer service representative, sales leader, quality analyst, QA supervisor, QA manager, and assistant insight leader/operations leader. Despite launching and structuring multiple campaigns, his proudest accomplishment has been creating a comfortable and safe environment for his team to work in. In his new role he will be supporting our client.

He is ambitious and driven, thrives on challenges and is constantly set goals to strive towards. He is not comfortable settling and is always looking for an opportunity to improve and achieve greatness. In his free time, he enjoys watching and playing football. His guiding philosophy is "Motivation is temporary and sporadic. Discipline is what gets things done".

Juhi Asthana – Assistant Instructional Designer

"You can get everything in life you want if you will just help enough other people get what they want- Sean Croxton"

Juhi is Ice cream lover & her hobbies include to spend time with her friends & family, watch movies & daydreaming with smiling eyes. She is responsible for creative & effective instructional design. She loves her job because she gets to use her creativity & her opinions are appreciated.



Patricia Ayers – Sr. Training Leader

"You don't have to be great to start, but you have to start to be great- Zig Zigglar"

She loved to grow vegetables in the garden, cooking, grilling, listening to music & travel. She enjoys being able serve others & support them both professionally & personally. Her Job gives her the opportunity to help others to develop new skills. She has created a team that has truly amazing energy.



Matthew Balle – Assistant Trainer

“The journey of a thousand miles begins with one step- Lao Tzu”

He once started a forest fire. He loves Reading, Gaming & writing. He has worked on multiple campaigns for T&D. He has always been trusted for the techniques & the skills he uses to develop the team.



Nicolas Graves – Assistant Trainer

“The Sky is never the limit”

He has been on TV before. He loves dancing & eating. He trains new hire for the campaign & plays a significant role in each agent’s success at Etech.



Wesley Greenhaw – Training Leader (Dallas).

“The four most powerful words are: I believe in you- Bill Walsh”

He has lived in one of the coldest places & one of the hottest places. He loves doing activities with his wife & 4 children, long drives & finding new places. He loves when someone has a A-HA moment & always tries to learn from everyone around him.



Jemor Hughes – Assistant Trainer

“Failure means you have now learned another valuable lesson that pushes you one step closer to success- Steve Harvey”

He is renowned for his jovial personality & having an innovative mindset. He is found of computer programming, listening to music & hanging out with friends & loved ones. He currently assists the classes & selflessly helps people achieve their goals.



Angela Johnson – Assistant Trainer (Lufkin)

“Actions speak louder than words”

She has lived in a mansion which is now for sale for \$8,000,000.00. She is found of fishing & is an antique collector. With this promotion she is super excited to teach her first class.





Briann Larose – Trainer

“Be the parent you always wish you had”

She has completed her master’s in education. She loves refinishing furniture. She loves building confidence in others & loves to watch them grow.

Darrious Polk – Trainer

“Fake it till you make it”

He has an identical twin. He loves sports, music & travelling. He is assisting the new hire batched & loves the job because of the family atmosphere and the chance to meet new people.



Joe Sanchez – Assistant Trainer

“When we strive to become better than we are, everything around us becomes better too. - Paulo Coelho”

He has a cat that thinks he is a dog. He loves playing video games watching movies & playing board games. He loves interacting with new trainees & see them grow. He loves that he can make difference to people’s life by training them to get success.

Flavia Simpson – Training Apprentice

“An educated mind teaches many”

She loves going on excursions, watching & playing football. She believes that training helps to develop minds into better citizens & helps people be sociable & communicate what is requested to serve with honor.



Deandre Taylor – Assistant Trainer

“If you look good, you feel good, if you feel good, you play good, if you play good, they pay good – Dion Sanders”

He still can hoop! His son who is starting Point Guard on Lufkin’s basketball team has never beat him one on one. His hobbies are everything that his 4 kids like doing basketball, football, cheer.

Leia Wilson – Assistant Trainer

“Nothing is impossible. The word itself says I’m possible – Audrey Hepburn”

She has 8 nieces and nephews & one on the way. She loves video games, crochet & spoiling her nieces & nephews. She loves seeing people grow & learn.

