



NEWSLETTER

JULY - AUGUST 2021

EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



“Change is inevitable, growth is optional. The greatest discovery of all time is that a person can change his future by merely changing his attitude.”

- Dr. John Maxwell

Of the many lessons that has been reinforced during this 18 month long pandemic is that change is inevitable. In fact, if you look back at the 18 year history of ETECH there is one common thread – change! No matter where we are or what we are going through, things will change. At ETECH, we are called to be adaptable by not only accepting change but thriving in the midst of changes. While this sounds inspiring, how do we accomplish this? Below I have outlined some

ideas on how to be a positive change agent Please take some time to read and reflect.

1. **Control What You Can Control** – I tell this to the senior time all the time – understand and focus on what you control. You can’t control what people are saying and thinking about you. You can’t control the competition that is coming after your business or the pandemic that is raging. You can’t control most things in life but you can control your attitude, your effort and your actions.
2. **Focus on Solutions instead of Complaints** - When things are not going well and you are being bombarded with negativity it’s easy to complain. Great leaders don’t complain, they inspire others to find solutions. If you are complaining, you are not leading. If you are leading you aren’t complaining. Instead of focusing on where you are, think about where you want to go and what you want to create. Instead of complaining about what’s holding you back, think about solutions that will propel you forward.
3. **Embrace Change** - Individuals and organizations that thrive embrace the entire process of transformation and change knowing it leads to improvement and growth. Throughout history we see that individuals and organizations that embrace or even create change riding it to a successful future – think about NETFLIX verse BLOCKBUSTER. Those who resist the wave get crushed by it. Leadership is influence, it is essential that leaders not only embrace the change but communicate their positive belief about the change throughout the organization.
4. **Stay Positive and Put in the Work** - Through challenges, adversity and negativity you must stay positive and continue to do the work. You control what you control. Tune out the negativity and focus on solutions. Give 100% every day. Over time performance improves, the numbers rise, confidence grows, people feel and see the change and then everyone starts talking about why you are succeeding instead of failing.

I hope you take a moment to evaluate what type of change leader or employee you are and how you can improve It matters, you matter! Until next time, may you make a remarkable difference in the lives of the people you touch each day.

-Matt Rocco

President/CEO

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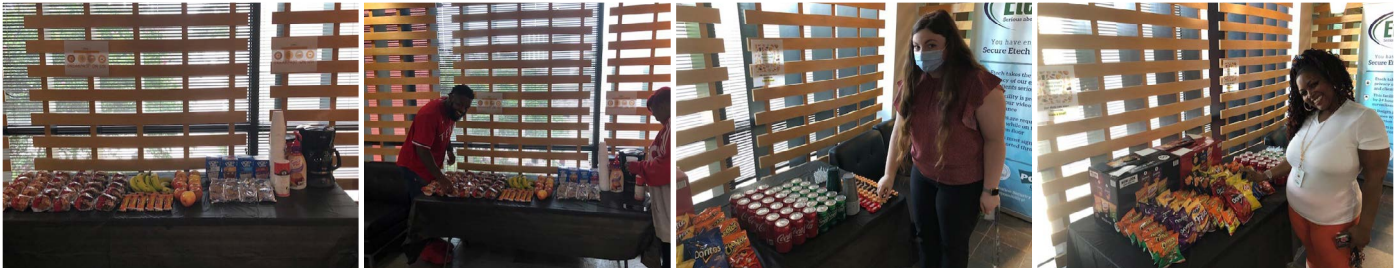
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Etech's 12 Leadership Characteristics

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

Grab a snack day at Dallas

Grab a snack day was celebrated across Etech Dallas and here are glimpses of our employees in action



Theme week at Dallas

Etech Dallas celebrated Theme week from 19 to 23 July with themes ranging from Jersey day to decade day. Here are glimpses of how Dallas celebrated Theme Week.

Etech Sprit day celebration in full swing – glimpses of employees in green and blue!



Top Chef competition at Jamaica

Etech Jamaica organized Top Chef competition to tickle the gastric senses of the center. Odaine Wallace, Asst. Trainer won the competition and was awarded with a prize of \$50! The dish that won him the top chef title was Peanut crusted cordon bleu served with pineapple rum sauce and sweet carrots.



FINAL WINNER-ETECH TOP CHEF

Odaine Wallace- Assistant Trainer at the Jamaica Center walks away with the prize of a USD\$50 Amazon gift card.

Etech Give Back Program – Community Service, Etech Jamaica

Etech Jamaica donated a beautiful gift basket with lots of personal care items to the maternity ward at their local hospital as part of the Give Back Initiative. Due to Covid-19 restrictions the team was not able to go inside on the ward and so the basket was handed over to a doctor for distribution to the patients.



National Vanilla ice-cream day at Jamaica

Jamaica center celebrated the National Vanilla ice-cream day on July 23 by wearing white. They also had a trivia challenge. Here are the glimpses of employees in white and the winner of the trivia challenge!



UB Store gift vouchers at Jamaica

Jamaica center distributed the UB Store gift vouchers on July 30, 2021. They celebrated with team members who earned their UBs and awarded them with a special booth. Here are the photos of a few TM's collecting there vouchers.



Work Life Balance – Have you had your carrot?

Jamaica focused on the work life balance by presenting 'have you had your carrot'. For 4 weeks they focused on using carrot as part of their balanced diet. For the first three weeks they presented information on carrot recipes and ingredients including how to make carrot oil for your skin/hair, carrot snacks and meals. The final week was completed by offering a sample carrot drink to onsite staff. Here are glimpses of the event.



Independence day at Lufkin

Lufkin center celebrated Independence Day by wearing red, white, and blue!



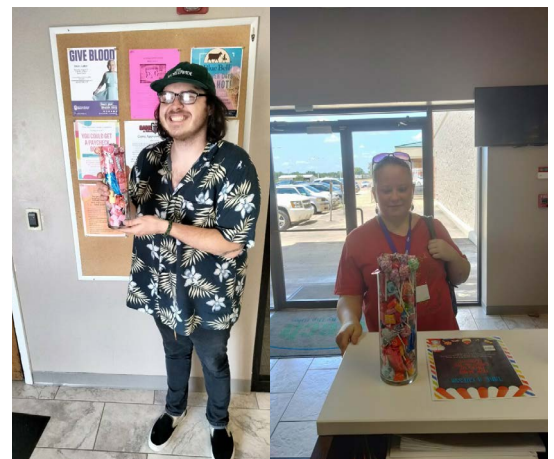
Etech Give Back Program – Relay for Life, Etech Lufkin

During the last week of July, Etech Lufkin put together a basket raffle! The basket had prizes for everyone, from candles and chocolate to a Sonic gift card and a puzzle book. The money raised went to Relay for Life as part of the give back initiative. Congratulations to the lucky winner of the basket, Hannah Joyce!



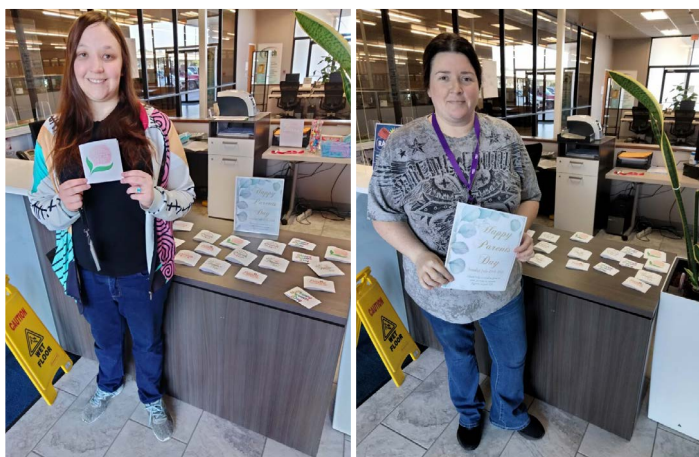
Candy Guessing Game at Lufkin

Candy Guessing Game was celebrated during the week of July 26th-30th at our Lufkin center. Participants had the opportunity to take one guess at how many pieces of candy they thought were in the vase. The winner was Austin Flowers! His guess was 115 and the actual number was 116. Congratulations!! The prize was the vase and candy!



Parents Day at Lufkin

This year, Parents Day fell on Sunday, July 25th. Etech Lufkin handed out Parents Day cards for Etech Employees who were parents, as well as for Employees to take home to the parent figures in their lives as part of the Parents day celebration on 25 July. It is just our way of showing all parents that they are thought of, and appreciated not just on Parents day, but every day!



Etech Give Back Program – Clothes Drive, Etech Nacogdoches

Etech Nacogdoches hosted a weeklong clothing drive requesting the donation of gently used clothing items from July 21st to the 28th. Several items were donated and have been given a second lease on life by providing them to the Nacogdoches Women's Shelter. Thank you to VZW Assistant Sales Leader April Hollis for organizing this giveback event and making a remarkable difference for our community.



Tuition Reimbursement at Nacogdoches

21 employees from Etech Nacogdoches center availed the tuition reimbursement facility.



IN HONOR OF
Etech's Own



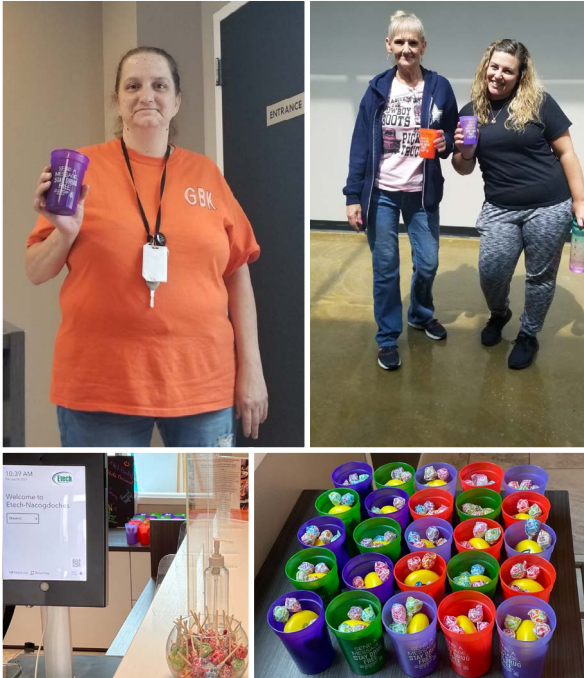
Elyse "Nicki" Beard
University of Arizona Global(Ashford)
Masters in Organizational
Management in HR

Randall Upshaw-Simon
Training Industry
Certified Professional in
Training Management (CPTM)
Current Position: Global
Corporate Trainer



National Lollipop Day at Nacogdoches

In celebration of National Lollipop Day 2021, Etech Nacogdoches encouraged onsite employees to partake in the festivities by offering complementary lollipops in the lobby. Thank you to all who participated.



Etech Give Back Program – Free Books Drive, Etech Nacogdoches

Etech Nacogdoches partnered with the Nacogdoches Rotary Club and their Mobile Library to assist local children between 3rd and 6th grade in selecting free books to improve literacy during the Summer. A total of 30 volunteers over 8 separate occasions between June and July from multiple departments.



Independence Day at Rusk

The 4th of July was celebrated in the Rusk Center with Grilled Hotdogs, Chips, desserts and fresh Lemonade and Sweet Tea. This was enjoyed by all agents working in the center that day.



Etech Give Back Program – Community Service, Etech Rusk

The Rusk center walked around the town to lay out painted rocks for the kids young and old for our Rusk Rocks. People of all ages walk around town to look for the painted rocks. Some they keep and most the relocate for others to find. A great way to keep walking alive around our town.



Ergonomic and safety tips when working from home

By Stacie Goodrich, M.A., OTR/L, CDMS, QRC

Whether you work from home occasionally or exclusively, it's worth taking a little time to set up your space in a way that allows you to be safe working from home and have a comfortable work set-up.

Follow these guidelines to avoid pain and strain while working from home.

Set up desk space to support neutral posture

Do your best to find a chair that supports your back, and positions you with at least a 90-degree angle at your hips. If available, use a table or desk surface that allows you to maintain a 90-degree angle at your elbows. Refer to our Ergonomic Workstation Education handout for the ideal positioning.

Ergonomic recommendations for laptops

The ergonomic challenge with laptops is that because the screen and keyboard are attached, using a laptop for a long time requires you to make a tradeoff between using a neutral head/neck posture and hand/wrist posture. Using a separate keyboard, mouse and monitor can help combat this.

Follow these recommendations when using a laptop to avoid pain and strain:

- Find a comfortable chair that supports your back
- Monitor your hand/wrist posture and height
- Angle the laptop screen allowing for optimal viewing with your neck in as neutral alignment as possible
- Use a separate keyboard, mouse and monitor, if available
- Plan for frequent positional changes and postural breaks to allow for muscle recovery

Avoid neck strain when using your phone

If you use your phone often when working from home, use a headset or the speaker phone option to prevent neck strain. Avoid cradling a headset between your shoulder and head.

Take breaks often to move and stretch

Take frequent breaks to change up your posture and stretch throughout the workday. This is key to working comfortably for long periods of time.

Incorporate exercise throughout your workday by taking a few 10-minute walks. Remember that exercise is cumulative, so three 10-minute walks are just as beneficial as one 30-minute walk.

Check your home office environment for hazards

When working in an office, you likely have others examining the space for safety hazards, but when working from home, that is most likely up to you.

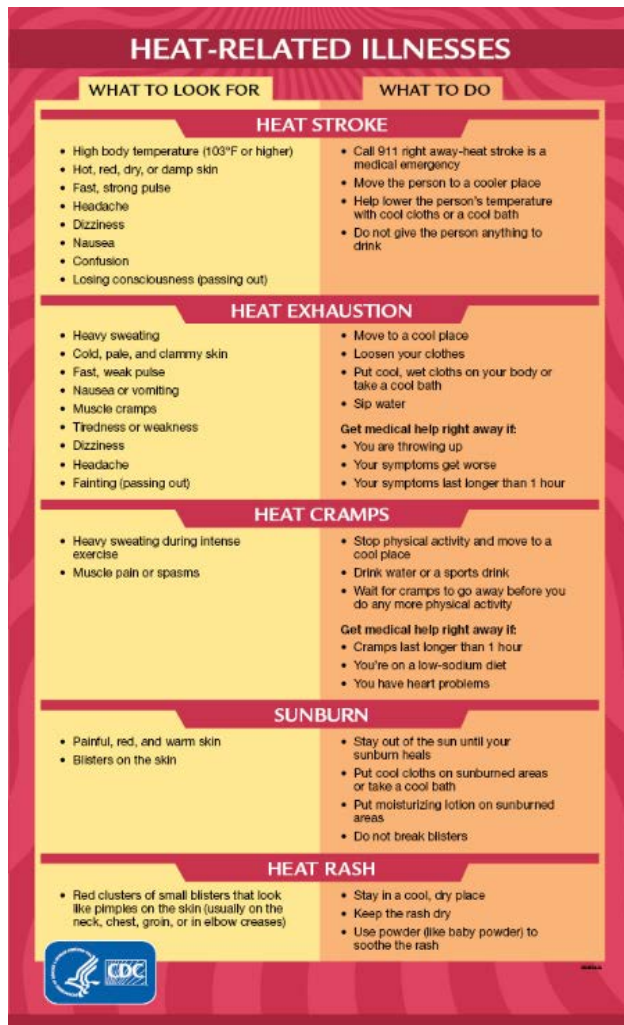
Check your surrounding environment for safety hazards:

- Ensure the area surrounding your home workspace is free from clutter and tripping hazards
- Evaluate your workspace for adequate lighting and position screens/monitors to minimize glare
- Ensure your environment is free of excessive noise and private enough for you to work securely

Working from home should not be any less safe or comfortable than being in an office environment. Thinking through these considerations can help you stay free of pains and strains after a day at the home office.

Warning Signs and Symptoms of Heat-Related Illness

Heat-related illnesses are preventable. Learn the symptoms and what to do if you or a loved one shows signs of having a heat-related illness.



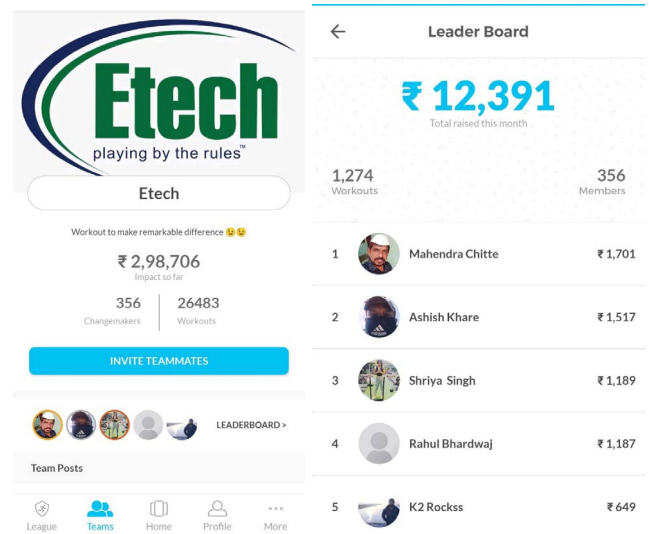
WHAT TO LOOK FOR	WHAT TO DO
HEAT STROKE <ul style="list-style-type: none"> High body temperature (103°F or higher) Hot, red, dry, or damp skin Fast, strong pulse Headache Dizziness Nausea Confusion Losing consciousness (passing out) 	<ul style="list-style-type: none"> Call 911 right away-heat stroke is a medical emergency Move the person to a cooler place Help lower the person's temperature with cool cloths or a cool bath Do not give the person anything to drink
HEAT EXHAUSTION <ul style="list-style-type: none"> Heavy sweating Cold, pale, and clammy skin Fast, weak pulse Nausea or vomiting Muscle cramps Tiredness or weakness Dizziness Headache Fainting (passing out) 	<ul style="list-style-type: none"> Move to a cool place Loosen your clothes Put cool, wet cloths on your body or take a cool bath Sip water <p>Get medical help right away if:</p> <ul style="list-style-type: none"> You are throwing up Your symptoms get worse Your symptoms last longer than 1 hour
HEAT CRAMPS <ul style="list-style-type: none"> Heavy sweating during intense exercise Muscle pain or spasms 	<ul style="list-style-type: none"> Stop physical activity and move to a cool place Drink water or a sports drink Wait for cramps to go away before you do any more physical activity <p>Get medical help right away if:</p> <ul style="list-style-type: none"> Cramps last longer than 1 hour You're on a low-sodium diet You have heart problems
SUNBURN <ul style="list-style-type: none"> Painful, red, and warm skin Blisters on the skin 	<ul style="list-style-type: none"> Stay out of the sun until your sunburn heals Put cool cloths on sunburned areas or take a cool bath Put moisturizing lotion on sunburned areas Do not break blisters
HEAT RASH <ul style="list-style-type: none"> Red clusters of small blisters that look like pimples on the skin (usually on the neck, chest, groin, or in elbow creases) 	<ul style="list-style-type: none"> Stay in a cool, dry place Keep the rash dry Use powder (like baby powder) to soothe the rash

Etech Give Back Program – Women's Shelter, Etech Palm Beach Center

Etech Palm Beach center continues to support the YWCA Women's shelter of Palm Beach county. This time, they donated antibacterial gel and wipes. Our HR Manager Oliver Grandez delivered the donations in person.

Etech Give Back Program – Wellness Drive, Etech Vadodara

Etech Vadodara crossed the milestone of 200,000 INR this month using Impact app – a fitness app that converts steps you take into pledge for various causes. Mahindra Chitte from Admin team was the topmost contributor for the month of July! Here is the scoreboard.



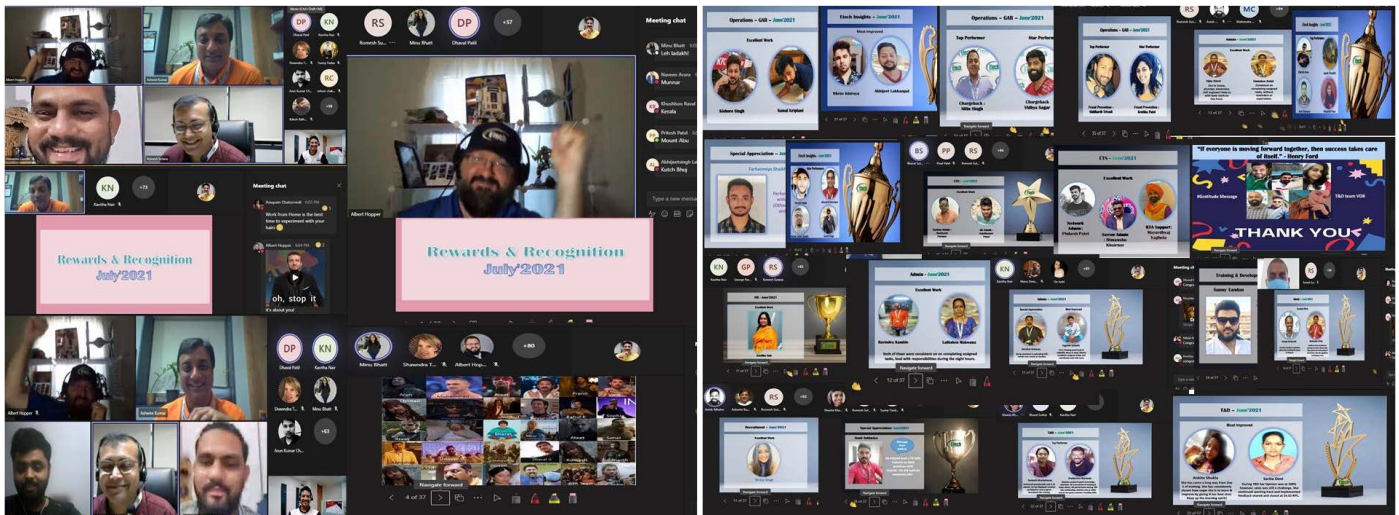
Memorandum of Understanding with MSU

Etech Vadodara signed an MoU with The Maharaja Sayajirao University of Baroda for placements. We now have tie ups with the Faculty of Social Work, Faculty of Fine Arts, Faculty of Arts, Faculty of Commerce and Faculty of Management Studies



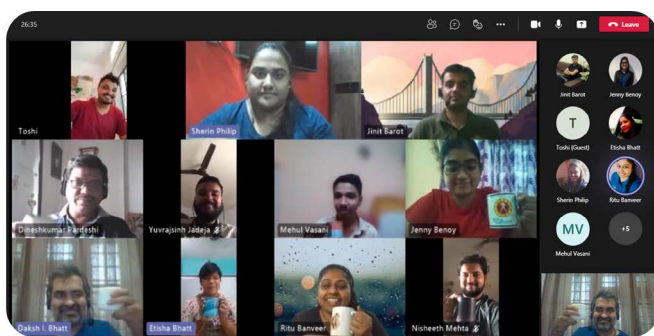
Rewards and Recognition at Vadodara

Etech Vadodara celebrated Rewards and Recognition ceremony virtually where 62 recipients were recognized and rewarded, who went that extra mile and created a WOW moment for each other, & our customers. We also celebrated work anniversaries of 44 employees. Here is a snapshot of the winners



Coffee with HR at India

Coffee with HR is a friendly platform for intra personal discussion to know our employees' likes, what they do in their free time and any suggestions they want to share over the cup of their favorite Coffee.



Session on Insurance at India

Etech India organized a virtual session to increase awareness investment in the field of investment and tax planning. We partnered with HDFC bank for delivering the webinar on 'Introduction of NPS and its Benefits'.



Rewards and Recognition at Gandhinagar

Etech Gandhinagar organized virtual R&R ceremony to celebrate achievements of our employees. It was fun-filled time to recognize our team members for their excellent. Team members' birthdays and work anniversaries falling in the current month were also announced during the ceremony. 108 recipients recognized and rewarded, who all went that extra mile and created a WOW moment for each other, & our customers.

Etech Give Back Program – School Drive, Etech Dallas

Team Dallas organizing giving back sessions. This month the contribution went to Maple Lawn Elementary School



15th Work Anniversary

Tyrus Gamble from the HR department completed 15 years with Etech in August!



Lemonade with HR at Dallas

Etech Dallas HR team (Tyrus Gamble, Nancy Jackson, and Mikaela Ferreira) hosted the August focus group 'Lemonade with HR' on 17 August with lemonade and popcorn. HR representatives were in the breakroom for an hour to answer any questions that employees had, inform them about upcoming events, collect any feedback provided, and get to know some of the employees a little better. Here are the glimpses.



Diabetes Awareness Day at Jamaica

Etech Jamaica held Diabetes Awareness Day on August 25th. The aim of the day was to bring awareness to the cause of diabetes, preventative methods and how to live a healthy life if one is diagnosed with the disease. Healthy meal recipes, different aspects of healthy habits such as exercising and taking medication on time were shared with participants. The team also encouraged staff members to weigh themselves and use the BMI chart to check whether they are within the healthy range.



Independence day at Jamaica

Etech Jamaica celebrated Independence day and emancipation with Emancipendence Month. Special prizes and surprises were arranged for each week which increased employee engagement increased as many persons gravitated to answering the fun trivia. Here are glimpses of the fully decorated center along with tasty treats such as cake, our home recipe called grater cake, and ice-cream.



Etech Give Back Program – Food Drive, Etech Jamaica

As part of the give back initiative for August, Etech Jamaica donated uncooked rice to Fresh Bread Ministries Mission Outreach Team. This ministry distributes grocery bags to the less privileged on a weekly basis and feeds the homeless with hot lunches.



RICE DRIVE

For our August give back we would like to donate uncooked rice to the FRESH BREAD MINISTRIES FEED THE HOMELESS MISSION.

To donate: deliver one pound of rice or more to the HR department or donate JMD\$150 cash towards the purchasing of uncooked rice.

Deadline to donate:
August 30, 2021

Lemonade with HR at Nacogdoches

Etech Nacogdoches hosted Lemonade with HR on August 17th, in the back breakroom, for members of the Human Resources Department to meet with and answer questions from team members. Any gathering in the oldest town in Texas would not be complete without delicious lemonade and snacks. HR members had a great time engaging with the attendees and appreciated questions and suggestions that were presented.



Lemonade with HR at Jamaica

Lemonade with HR was organized at Etech Jamaica where a booth was set up for staff to speak with HR while enjoying a snack. Feedback from various departments were shared during the three-hour session.



Etech Give Back Program –Blood Donation, Etech Lufkin

Etech Lufkin hosted a blood drive on August 12th as part of the give back initiative. 8 donors donated blood and received a coupon for a free ice cream.



Rewards and Recognition at Lufkin

The month of August, Etech Lufkin celebrated R & R. Unique Boutique delivered the prizes including a beach towel and other summer Etech memorabilia. Congratulations to every Etech employee who was recognized for their hard work.



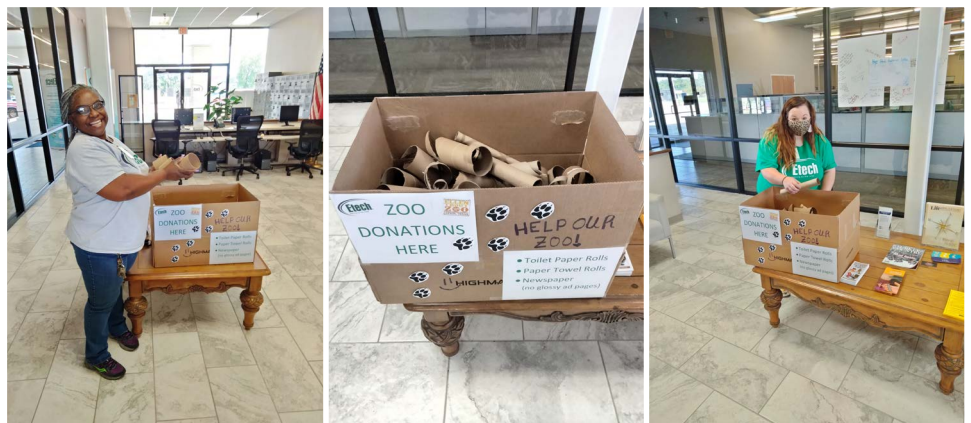
Lemonade with HR at Lufkin

On August 17th, Etech Lufkin had Lemonade with HR! Ms. Sharmion Reed had a table in the breakroom giving out lemonade and snacks and was available for two hours answering any questions that employees had.



Zoo Donation Drive at Lufkin

In August, Etech Lufkin Training Department hosted a Zoo Donation Drive. Employees collected cardboard toilet paper and paper towel rolls to help make the animals daily beds. The donation went to Ellen Trout Zoo.



Etech Give Back Program –School Supply, Etech Lufkin

Etech Lufkin hosted a school supplies drive. Employees collected notebooks, folders, and pens. All the collected supplies were donated to families in need



Etech Give Back Program –Blood Donation, Etech Nacogdoches

Etech Nacogdoches in cooperation with the Gulf Coast Regional Blood Center conducted a mobile blood drive on August 12th, at the Nacogdoches Center. 10 successful donors selflessly chose to make a remarkable difference. All of donors not only received a voucher for a free pint of Blue Bell ice cream, but were also entered into a center raffle for gift cards, shirts, back packs and towels all donated by the Gulf Coast Regional Blood Center.



Etech Give Back Program –School Supply, Etech Nacogdoches

From August 1st through 15th, Etech Nacogdoches held a school supply drive to benefit students at Nacogdoches ISD. Caring employees donated paper, pencils, backpacks, pens, markers, and crayons.



Etech Give Back Program –School Supply, Etech Palm Beach

Etech Palm Beach center organized a 'Back to School Supply Drive' which will roll on till the 24th of September. Local school, Lake Park Elementary, will be the recipient of the donations.

Lemonade with HR

In August, Palm Beach center organized Lemonade with HR with Oliver Grandez, who was available for our employees for any questions and feedback. The breakroom was set up with lemonade and snacks.



National Bow Tie Day at Rusk

National Bow Tie Day was August 28, 2021, which Etech Rusk used to organize a theme week. Winner of the coloring contest was Louise Braxton (IT). The week also included choose a tie and win a prize day, and wear a bow tie day. Snacks and prizes were shared with everyone!



Etech Give Back Program – School Supply, Etech Rusk

Etech Rusk center helped the Tree of Promise to fill and hand out backpacks to the children of Rusk on 3 August. Each backpack was filled with the items needed to start school from Pre-K to 8th grade.



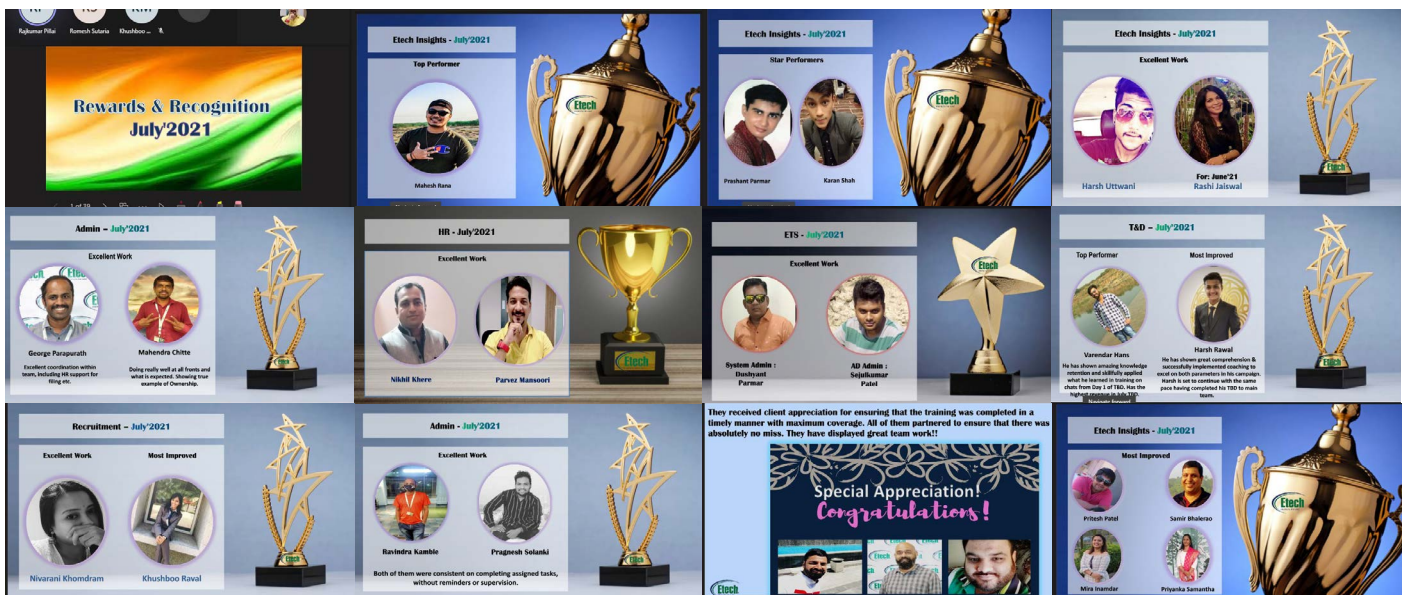
Lemonade with HR

Lemonade with HR was organized where employees enjoyed lemonade and snacks while taking the opportunity to share thoughts and ask questions to Nancy Pratt.



Rewards and Recognition at Vadodara

Etech Vadodara center organized virtual R&R to cherish and celebrate achievements and accomplishments of employees. 59 recipients were recognized and rewarded, who all went that extra mile and created a WOW moment for each other, & our customers.



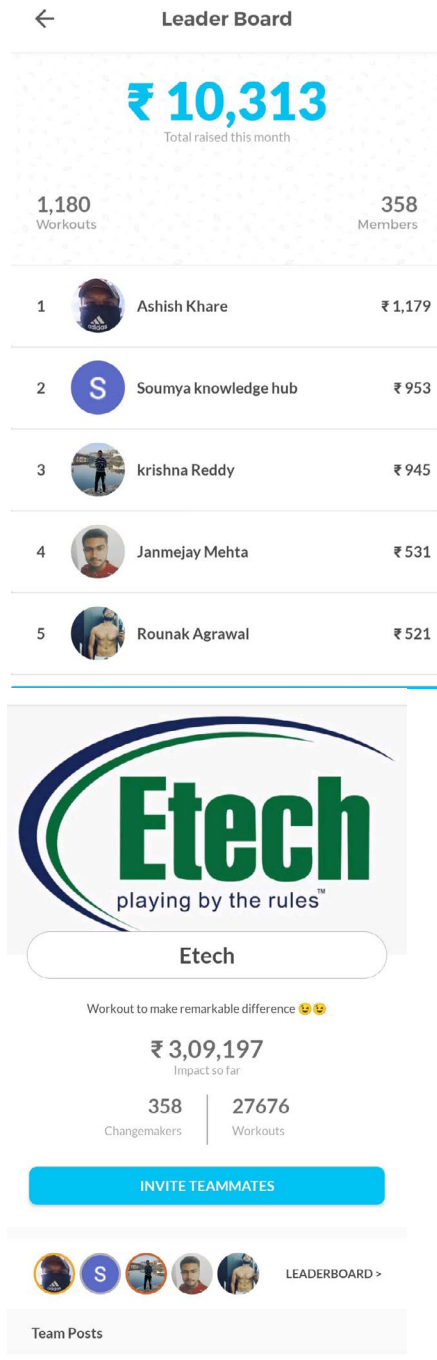
Raksha Bandhan at India

Celebrated as a mark of protection and love between siblings, the festival of Raksha Bandhan is observed with great pomp and show especially in India. Also known as Rakhi or Raksha Bandhan, the ceremonial Rakhi is tied on the siblings' wrists. It is a time-honored ritual of protection, the greatest gift that siblings give each other and celebrates the pure bond that exists between siblings. This is how our India centers celebrated Raksha Bandhan .



Etech Give Back Program – Wellness Drive, Etech India

Team members across India centers have been using Impact app to convert their steps into pledges. Etech India crossed the milestone of INR 300K.



Toon App at Vadodara

Etech Vadodara rolled out a fun activity – employees had to share their images using an app which would convert their pictures into a cartoon. Team members had created their toon images and had fun doing so.



Etech India celebrated the 75th Independence Day with great patriotic fervor, zeal and spirit befitting the occasion. A flag hoisting ceremony was organized at the center.

