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Etech's 12 Character Commitments







EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Wellness @ Etech

NATIONAL DIABETES MONTH

In November, National Diabetes Month focuses attention on the growing cost of diabetes on American's health. From the physical, emotional, and social effects to the financial and damaging health consequences, diabetes impacts more than 30 million people in the United States. Also known as American Diabetes Month, the month focus on making healthy changes and reducing the risk of type 2 diabetes.

Did you know that more than one in five of the people in the United States who has diabetes doesn't even know they have it? According to the American Diabetes Association (ADA), that's 7.3 million people — out of a total 34.2 million — who aren't aware they're living with the disease and all the health risks that poorly managed blood sugar can pose. No wonder an awareness month is needed for diabetes.

Types of Diabetes

The major types of diabetes are:

Type 1 Diabetes An autoimmune disorder that typically begins before adulthood, in which the immune system destroys cells within the body that make insulin, a hormone that regulates blood sugar

Type 2 Diabetes A disease that usually begins in middle age, which results when the body can't use insulin properly to regulate blood sugar

Gestational Diabetes A condition during pregnancy in which the body doesn't use insulin properly, like type 2 diabetes

Here are some tips to help manage prediabetes and prevent diabetes.

- Take small steps. Making changes to your lifestyle and daily habits can be hard, but you don't have to change everything at once. It is okay to start small. Remember that setbacks are normal and do not mean you have failed—the key is to get back on track as soon as you can.
- Move more. Limit time spent sitting and try to get at least 30 minutes of physical activity, 5 days a week. Start slowly by breaking it up throughout the day.
- Choose healthier foods and drinks most of the time. Pick foods that are high in fiber and low in fat and sugar. Build a plate that includes a balance of vegetables, protein, and carbohydrates. Drink water instead of sweetened drinks.
- Lose weight, track it, and keep it off. You may be able to prevent or delay diabetes by losing 5 to 7 percent of your starting weight.
- Seek support. It is possible to reverse prediabetes. Planning, tracking your progress, and getting support from your health care professional and loved ones can help you make the necessary lifestyle changes.

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Etech Wellness

DIABETES

AWARENESS MONTH **NOVEMBER 2022**

NOVEMBER IS DIABETES AWARENESS MONTH AND DIABETES, OFTEN REFERRED TO AS 'SUGAR' IN JAMAICA. IS A POTENTIALLY LIFE-THREATENING ILLNESS AND IS THE SECOND-LEADING CAUSE OF DEATH FOR JAMAICANS UNDER THE AGE OF 70 YEARS

DIABETES IS A CHRONIC CONDITION IN WHICH BLOOD SUGAR LEVELS ARE HIGH. THE HORMONE INSULIN - MADE IN THE PANCREAS - IS ESSENTIAL FOR STORING GLUCOSE (SUGAR) FROM OUR DIGESTED FOOD. IN PEOPLE WITH DIABETES, THE BODY STOPS PRODUCING INSULIN, OR CANNOT USE IT PROPERLY, CAUSING HIGH BLOOD GLUCOSE LEVELS (HYPERGLYCAEMIA).

THERE ARE THREE MAIN TYPES OF DIABETES:

ALSO KNOWN AS JUVENILE DIABETES, IN WHICH PEOPLE ARE INSULIN-DEPENDENT, WHICH MEANS THEY MUST TAKE ARTIFICIAL INSULIN DAILY TO STAY ALIVE.

TYPE II DIABETES
WHEN THE BODY IS UNABLE TO MAKE ENOUGH INSULIN, OR CANNOT PROPERLY USE THE INSULIN IT MAKES

GESTATIONAL DIABETES
WHICH AFFECTS SOME WOMEN DURING PREGNANCY, DUE TO THE BODY NOT BEING ABLE TO USE INSULIN PROPERLY.

YOU ARE AT RISK OF DEVELOPING TYPE II DIABETES IF YOU'RE:

- · OBESE OR OVERWEIGHT
- · PHYSICALLY INACTIVE
- · EATING UNHEALTHY FOOD
- · GETTING OLDER
- · A SMOKER AND/OR HEAVY DRINKER . HAVE HIGH BLOOD PRESSURE AND HIGH BLOOD CHOLESTEROL
- · HAVE A FAMILY HISTORY OF DIABETES LIFESTYLE CHANGES ARE KEY FOR PREVENTION AND TREATMENT OF TYPE II DIABETES.

SCREENING FOR DIABETES

A BLOOD GLUCOSE TEST MEASURES THE AMOUNT OF SUGAR (GLUCOSE) IN THE BLOOD. YOU CAN DO A BLOOD GLUCOSE TEST TO CHECK IF YOU HAVE DIABETES OR PRE-DIABETES, ASK YOUR HEALTH-CARE PROVIDER ABOUT GETTING TESTED.

SIGNS AND SYMPTOMS OF DIABETES

- · INCREASED HUNGER AND THIRST
- · FREQUENT URINATION
- · SLOW HEALING WOUNDS
- · BLURRED VISION
- · EXTREME TIREDNESS
- · NAUSEA AND VOMITING
- · WEIGHT LOSS
- · WEIGHT GAIN

COMPLICATIONS OF DIABETES

IF IT IS NOT CONTROLLED, YOU MAY DEVELOP COMPLICATIONS OR PROBLEMS, SUCH AS:

· HEART DISEASE

· FOOT DISEASE - ULCERS OR SORES THAT MAY LED TO AMPUTATION IF NOT PROPERLY TREATED

· NERVE DAMAGE — THIS CAN CAUSE NUMBNESS, TINGLING OR PAIN IN THE TOES AND FINGERS · KIDNEY DISEASE (KIDNEY FAILURE)

· EYE DISEASE — REDUCED VISION AND BLINDNESS

. GUM DISEASE AND LOSS OF TEETH

CONTROLLING DIABETES IF YOU HAVE DIABETES:

GO TO YOUR DOCTOR FOR REGULAR CHECK-UPS

EAT HEALTHY FOODS

BE PHYSICALLY ACTIVE

MAINTAIN A HEALTHY WEIGHT

CHECK YOUR FEET DAILY FOR CUTS, SORES, BRUISES, RASHES, SWELLING OR SIGNS OF INFECTION

IF YOU SMOKE, QUIT MAINTAIN A NORMAL BLOOD PRESSURE AND BLOOD CHOLESTEROL LEVEL

IF YOU DRINK, ASK YOUR DOCTOR HOW MUCH IS RIGHT FOR YOU

THE JAMAICA HEALTH AND LIFESTYLE SURVEY III (2016-2017) INDICATES THAT ONE IN EVERY EIGHT PEOPLE, 15 YEARS AND OLDER, HAS DIABETES. FOUR OUT OF 10 PEOPLE IN JAMAICA WHO HAVE DIABETES ARE NOT AWARE OF THEIR STATUS AND OVER TIME, UNCONTROLLED HYPERGLYCAEMIA CAN CAUSE DIABETIC COMPLICATIONS - NERVE DAMAGE, EYE DAMAGE, KIDNEY DAMAGE, POOR CIRCULATION, HEART DISEASE BEING CHIEF AMONG THEM AND EVEN PREMATURE DEATH.

TALK TO YOUR DOCTORS ABOUT DOING REGULAR CHECKS ON YOUR EYES, FEET, KIDNEYS, HEART, BLOOD PRESSURE AND BLOOD CHOLESTEROL TO ENSURE YOU ARE ON TRACK TO PREVENTING OR SLOWING THE DEVELOPMENT OF COMPLICATIONS FROM DIABETES.

(4)**Etech Global Services**



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Etech Idol was an event conducted in various center's of Etech. Please enjoy the pictures to see the fun.



Employee Engagement activity @ Etech - Team Dallas







Etech Global Services (5)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Team Lufkin - On November 18th, 2022, Lufkin Etech Hosted our annual Etech Idol. They had 9 awesome performers. Thank you to everyone who participated. We appreciate all who were able to come watch the show! Congratulations to Katelyn Potter and Rick Holmes who took home the top prizes.

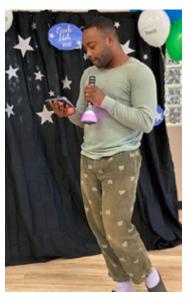








Community Give Back Initiatives @ Etech - Team Nacogdoches









Etech Global Services (6)



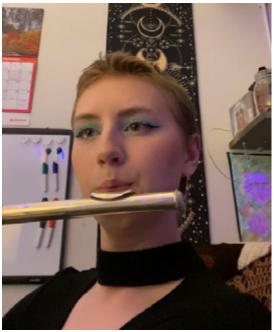


EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Team Rusk – The Rusk center had 2 awesome participants for our 2022 Etech Idol competition. Jessica Witt sang A Broken Wing by Martina McBride and Autumn Terrell played Petite Gavotte by H. Voxman on flute. The panel of judges selected Autumn as the winner for the Rusk center!







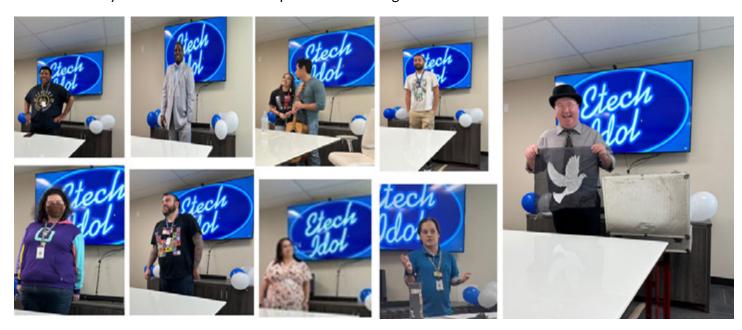
Etech Global Services (7)



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EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Team San Antonio – In November, Etech San Antonio held their Etech Idol. Nine amazing talents performed, but there could only be one winner. Ben Allen performed his magic act and won Etech Idol for the San Antonio center!



Community Give Back Initiatives @ Etech

Team Dallas – Tyrus Gamble had an opportunity to give back to the student at the University of Texas in Arlington. During the event Tyrus spoke on professional development strategies and motivated students to pursue their passions and dreams.



Etech Global Services (8)







Team Jamaica – For the month of November, employees of Etech Global Services donated canned food items in addition to cash that was used to purchase the same. These items were donated to the St. James Parish Council Care Centre in Montego Bay, which is operated by the Open-Heart Charitable Foundation. Administrators at the Centre were grateful and appreciative of the donation, which will be used to provide meals and food to the homeless which they serve. We are happy to have been able to assist with this worthy cause.







Community Give Back Initiatives @ Etech

Team Lufkin – On November 18th, 2022 Lufkin Etech had a chicken spaghetti fundraiser. They were able to raise money for our Center Give Back. A huge thank you to everyone who helped serve plates and everyone who supported the fundraiser on their lunch break.





Etech Global Services (9)





Team Nacogdoches - Throughout 2022, team has had several fundraisers benefitting the Nacogdoches Area United Way (NAUW). November was the annual pledge drive for 2023 where many local businesses participate by publicizing and arranging payroll deduction of My Fair Share. This allows team members to conveniently donate 1 hour of pay per month throughout 2023 and all handled via payroll deduction. On Nov. 16th, leaders in Nacogdoches had lots of fun cooking & serving pancakes to everyone who made United Way donations. What a way to make a remarkable difference for many in the local community! Many participants received entries into drawings for a 50" smart TV or a new car. Drawings will be held during December. NAUW raises money to award to numerous partner agencies to support their charitable works. All the money raised stays in the local community. Thanks to the Nacogdoches planning team of leader and to all who participated and donated, THANK YOU!























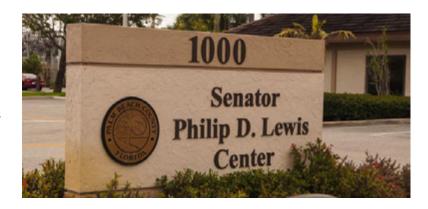
(10)**Etech Global Services**





EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Team Palm Beach – Etech Palm Beach Center had an amazing turn out at our Canned Food Drive this month. There was a total of over 60 canned goods to that were donated. Our foundation of choice this time was: The Senator Philip D. Lewis Center. This specific center focuses on advocates of the homeless. They provide temporary housing, food, etc. for people in need in the Palm Beach area.



Team Rusk – During the month of November, the Rusk center placed a Cornucopia, also known as a Horn of Plenty, on the wall for all employees to write what they are thankful for. Many employees participated and some of the items listed included family, my job, and friends. We are thankful for all our employees and what each of them contribute to Etech!







Etech Global Services (11)



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EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Team Gandhinagar - Blood donation camp at office. CSR Team of Gandhinagar organized Blood Donation Camp at office on November 24, 2022, The Blood Donation Camp was being organized in association with Indian Red Cross Society. The camp was visited by approx. 60 interested donors who contributed 39 units of blood which will help the Indian Red Cross team.























Etech Global Services (12)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



Team San Antonio – For November, Etech San Antonio collected canned food to be donated to the San Antonio Food Bank. The drive was a huge success, as 162 items were donated.





VM Bank visit @ Jamaica

Team Jamaica organized a visit of VM bank members to help our employee with accounts.





Etech Global Services Business Day



Today, Nov.18 11:00am- 3:00pm

Breast Cancer awareness @ Dallas

Team celebrated breast cancer awareness by wearing pink for the day.





Etech Global Services (13)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Ornament making@ Jamaica

Team Jamaica organized an Ornament making competition for the members & look how pretty was the winning ornament







Potluck @ Palm Beach, Rusk & San Antonio

Palm Beach Etech Center held our creative, delicious Potluck Lunch. Each team member brought in a favorite meal to share with our team. The Buffet Line Included: Haitian Pork, Chicken Spaghetti, Homestyle Mac & Cheese, and Pumpkin Cheesecake.





Etech Global Services (14)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Etech San Antonio held a Thanksgiving potluck to come together and celebrate as a team. There was plenty of food for everyone and an exceptional magic act from our own Etech Idol winner, Ben Allen. The San Antonio center is thankful for all the wonderful people that walk through its doors.













The Rusk center held a Friendsgiving potluck on November 11th to come together and enjoy the Thanksgiving season.



Etech Global Services (15)



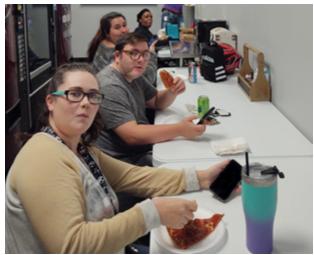


EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Pizza Party@ Rusk

During the month of October, the Rusk center held a candy contest to supply candy for the Halloween Scare on the Square. On November 16th, the teams who supplied the most candy were treated with a pizza party!





Veteran's day @ San Antonio

Etech San Antonio thanked all our veterans by hanging their pictures in the breakroom for all to see. Below each picture detailed their branch, years of service, where they were stationed, and the medals they received.



Utensil Dispenser @ San Antonio

The San Antonio centers Winning Culture Survey Taskforce is constantly listening to the needs of all our employees. To better serve the San Antonio team, the Winning Culture Survey Taskforce bought utensil dispensers for the breakroom that hold spoons, forks, and knives.



Etech Global Services (16)





EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

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.

With that spirit in mind, we take great pleasure in announcing the promotions



Rhea Ganz to the position of **Payroll Assistant** in our Payroll Department.

Rhea's new role will be assisting the payroll team to pay our employees correctly & on time! Rhea will report to Jaime. Rhea has been with Etech since January 2022 and has worked on the one campaign. Rhea loves shopping and spending time with her boyfriend on the weekends. Rhea enjoys watching street racing and recently went to a show in person.



Shabbir Kachwala is promoted to Operations Leader at Vadodara.

Shabbir started his journey with **Etech** as a Front-line representative back in 2013. His journey since then, has been a joy ride. He has always taken every opportunity as a challenge and never looked back. Shabbir is a true believer of heart and mind leadership. He has been part of Operations for the longest time and has also led the Offline team. Along with developing front line representatives, he has also mentored aspiring leaders to grow their careers at Etech. He feels blessed to have gotten this opportunity and shares equal credit with his peers and supervisors.

Etech Global Services (17)





EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



Atit Ravalji is promoted to Account Leader at Vadodara

He is a part of **Etech** since 2011 when he joined as an OCR. He grew within the operations leadership over the years gaining experience from multiple sales and customer service campaigns. In his new role he would be driving results and providing exemplary customer experience which will help Etech build stronger, and trusted relationships with their clients. Atit would have a dotted line reporting to Pritesh Shetty for day-to-day Operational actions and developments. In his free time, he loves to play co-op games like Cuphead and A Way Out with his wife, Minu. He is also a movie and TV buff, and his favorite film is Shawshank Redemption, and his favorite TV shows are The Wire, The Office and The Sopranos. He is also an avid reader, and his favorite authors are Stephen King, Tom Clancy, and Chuck Palahniuk. And if there is still time left after all of this, then he goes on rides with his friends.



Sohel Shaikh is promoted to **Sr Account Leader** at Vadodara

Sohel joined **Etech** in 2008 as an Online Chat Representative for a Campaign. Over the span of his Etech Career, Sohel served in many operational roles mostly at Vadodara; however, he has also served as a Team Leader at Nacogdoches launching a campaign and as a Site Leader at Montego Bay Jamaica launching and leading many campaigns. He has garnered great experience working with different cultures and creating an expertise in Inbound/Outbound, Voice and Chat campaigns with different industry domains such as Telecom, Travel, Education and Records Retrieval.

In his new role, Sohel will be responsible for streamlining processes, developing leaders, and driving results by continue following SERVE model and ensure strong partnership with Recruitment, T&D and EI teams. He has also received several

character commitment awards like Positive Influence, Teamwork, Vision, Adaptability, and Integrity being the latest one and is a certified Remarkable Coach. He is Lean Six Sigma Green Belt and currently pursuing psychology. Outside work he loves travelling on his motorcycle to new destinations with his friends. He is also very passionate about his family and loves to spend time with his daughters Aaizah and Zoya.

Etech Global Services (18)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



Sandip Suthar is promoted to **Operations Leader** at Vadodara location

Sandip started his journey in 2012 as Online Chat Representative and was promoted to Assistant Team Leader within 1.5 years. He has been part of various Sales, Service, Chat and Voice campaigns in his tenure and was rewarded with Teachability and Adaptability Awards in 2019 and 2020 respectively.

Sandip likes to spend time with his 2 years old son in the free time while catching up shows on Netflix, Better Call Saul, Dexter being his favorites. Loves to travel as well and aim to cover all the States of India.



Abhishek Mukhami is promoted to Account Leader at Vadodara

Abhishek joined **Etech** in the year 2008 as a Customer Experience Specialist. During his tenure, he has learnt many things starting People Management, Performance Management while working at different designations. He received his first promotion just after 12 months of his tenure with Etech and that motivated him to march his way to the position of position he is at now. With Etech, it has been a learning journey and has helped him evolve as a professional. He believes in process adherence and Quality. If a process is set up and adhered to, and it becomes a habit, it is very easy to outperform ourselves and always be at the top. He likes to spend time with his family, and his 3-year-old and a huge Shonen jump Fan. His All-time favourite is One Piece and Dragon Ball series.



Sunil Patel promoted to Sr Account Leader at Gandhinagar

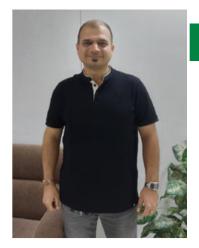
Sunil started his journey with **Etech** in 2009 as Online Chat Representative and has worked majorly with Verizon for different LOBs since then. He was assigned with new challenges with time, and he has proved his mettle at each stage. During his tenure with Etech, he got exposure to work closely not only with Offshore leadership but also with onshore leadership for 1 year and he leveraged that experience and learnings to groom himself and excel in all the challenges presented to him. He is very optimistic and believes that there is always a solution for every problem and it's just how we look at them. Though he is a workaholic, when not at work, he likes to spend time with his family at secluded places. He is also a gamer and Mobile Legends is his current poison.

Etech Global Services (19)



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EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



Rajat Kaul promoted as Operations Leader at Gandhinagar

Rajat joined **Etech** in October 2007 as an Online Chat Representative. Since then, he has worked in multiple campaigns while climbing the leadership ladder. Soft skills are his forte as majority of his tenure was spent in 1st campaign. He was brought in for his expertise to the sales process and was part of the pilot batch to replicate the same skills. He believes in "Humility" and always is available for individuals who want to grow, and it gives him a great sense of achievement when such individuals grow within Etech. He is a big-time food lover and makes sure he spends his time at a beach while vacationing. When at home, he binge watches movies and TV series. Anime is the current genre that he is exploring.



Jitendra Prajapati promoted to Operations Leader at Gandhinagar

Jitendra has an experience of over 15 years and has worked with Operations in different LOBs that include Voice, Chat, and Email processes. He started his career back in 2007 with a Domestic BPO and later joined Etech as a Voice agent. He found Etech as a place where he could learn and develop himself with the available growth opportunities and his journey has been full of excitement. He got stability in professional and personal life and made friends with awesome colleagues. Jitendra is always ready to accept new challenges positively and thrives to achieve excellence. He loves to try new foods and travel new places with his family. He has an 8-year-old son, and he loves to spend time with him. His favorite quote is "Work for excellence and success will follow."



Animesh Agrawal promoted to Team Leader at Gandhinagar

Animesh joined **Etech** in July 2018 as a Customer Experience Specialist. With things clear in mind and with an aim to learn and grow, he was chosen for an internship role in January 2021. He has delivered stellar results in his tenure as a leader and has gained vast experience on his role being a coach. He remains one of the only two RCT L3 certified as an intern. He believes in being "teachable" throughout his professional career and implements the same off the work. He loves sports and follows cricket religiously. He is also fond of mobile photography and is currently developing his culinary skills.

Big Congratulation to all the well-deserved promotions!!

Etech Global Services (20)





EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Health @ Etech

Team Vadodara - Health test Camp (PhleboIndia) - Etech in collaboration with PhleboIndia announced that they have partnered to do employees and their family's health check by providing FREE blood test sample collection services on all lab tests from ANY LAB in Vadodara.

PhleboIndia team conducted a Health Testing Camp at Etech providing FREE testing of the following tests:

- 1. Random Blood Sugar (RBS) / Fasting Blood Sugar (FBS)
- 2. Cholesterol

Also, avail a 50% discount on all other add-on tests.

PhleboIndia is an online aggregator platform, and they are already operational in Vadodara, Hyderabad, Gurugram and other 4+ cities with 500+ Labs on-boarded till date. Now, you can take care of your family and friends even when you are at work, as PhleboIndia collects lab test samples from any location as per the patient's convenience.



















Etech Global Services (21)



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EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS













discount on all of your lab tests (Valid till Dec 2023).

Etech Global Services (22)





EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Team India - Diabetes Awareness month - #BlueFridays

Team India celebrated the awareness of diabetes wearing Blue every Friday for the month of November.





















Etech Global Services (23)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

























Etech Global Services (24)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

























Etech Global Services (25)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

Children's day celebration @ Etech India

Team India celebrated Children's Day at office where the children of all the team members cam to the office & played games, danced and had a lot of fun.

Team Vadodara - Team sponsored meal for 50 kids from Don Bosco Snehalaya's Bal Mela, on children's day celebration. **Team** connected with Don Bosco Snehalaya an organization who takes care of the orphan kids upbringings, schooling, graduation and help them make a livelihood by placing them in corporates and industries where they can be self-reliant in life. They celebrate children's day every year in November and invite around 800 orphan kids and celebrate this day with them making them the VIPs and treat them from morning breakfast, lunch and evening dinner with lot of other fun activities. Etech team sponsored meal for these kids.













Etech Global Services (26)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



















Etech Global Services (27)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS











International Men's Day @ Etech India

Etech India celebrated the International Men's Day on 18th November 2022. All Men wore the tie & formal attire.































Etech Global Services (28)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

































Etech Global Services (29)



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



Volleyball Tournament @ Etech India









Etech Global Services (30)