



# NEWSLETTER SEPTEMBER 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



## Wellness @ Etech

ETECH WELLNESS

# SUICIDE PREVENTION AWARENESS MONTH



SEPTEMBER 2022

September is Suicide Prevention Awareness Month — a time to raise awareness of this stigmatized, and often taboo topic. We use this month to shift public perception, spread hope and share vital information to people affected by suicide. Individuals, friends and families should have access to the resources they need to discuss suicide prevention and to seek help.

WE ARE SHARING THE FACTS ABOUT SUICIDE AND  
EDUCATING YOU ON HOW WE CAN HELP THOSE  
WHO MAY BE STRUGGLING.

ETECH WELLNESS

Suicidal thoughts, much like mental health conditions, can affect anyone regardless of age, gender or background. In fact, suicide is often the result of an untreated mental health condition. Suicidal thoughts, although common, should not be considered normal and often indicate more serious issues.

In recent years, society has become more open and receptive to discussions and conversations on suicide. However, there is still a stigma surrounding it and, with suicide rates increasing, it still means that the right help is not reaching people on time and we have a long way to go. It's one of the fastest-growing epidemics around the world

ETECH WELLNESS

Suicidal thoughts can plague anyone regardless of age, gender, or social status. Commonly linked to depression, there is no foolproof indicator of suicidal tendencies. Many people suffering from depression or suicidal thoughts cover them up quite well.

**79% of all people who die by suicide are male.**

**Although more women than men attempt suicide, men are 4x more likely to die by suicide.**

**46% of people who die by suicide had a diagnosed mental health condition - but research shows that 90% may have experienced symptoms of a mental health condition.**

ETECH WELLNESS

Despite outdated misperceptions, suicide is neither a personal failure nor the evidence of mental illness, but rather a common human response to difficult environmental factors and emotional pain. Improving life circumstances, enhancing social connection and reducing emotional pain are the most effective ways to reduce the frequency and intensity of suicidal thoughts and feelings.

Everyone has a role to play to save lives and create healthy and strong individuals, families, and communities. We can come together to reduce factors that increase the risk for suicidal thoughts and behavior, and increase the factors that help strengthen, support, and protect people from suicide.

ETECH WELLNESS

**IF YOU NEED HELP, OR KNOW SOMEONE WHO DOES, THE FOLLOWING RESOURCES ARE AVAILABLE:**

MINISTRY OF HEALTH AND WELLNESS  
MENTAL HEALTH EMERGENCY TELEPHONE NUMBER

WESTERN REGION

876-952-5100-9

THRIVE BEHAVIORAL HEALTH  
AND COUNSELING SERVICES  
Suite 4, Sagcor Commercial center  
876-833-5094

WOMAN INC.  
53 St. James Street  
876-952-9533-4

CHILDREN OF FAITH  
7 Hart Street  
876-940-4615

COMMUNITY FOR THE  
UPLIFTMENT OF THE MENTALLY ILL  
Isaac Dylan Drive, Brandon Hill  
876-952-9533-4

MR. RICHARD HENRY  
Addiction Treatment Specialist  
876-347-2712/976-468-5765

JAMAICA AIDS SUPPORT  
FOR LIFE  
1st Floor, Van Haze Building,  
16 East Street

ETECH WELLNESS

**KNOW THE SIGNS**

Pain isn't always obvious, but most suicidal people show some signs that they are thinking about suicide. The signs may appear in conversations, through their actions, or in social media posts. If you observe one or more of these warning signs, especially if the behavior is new, has increased, or seems related to a painful event, loss, or change, step in or speak up.

- Talking about wanting to die or wanting to kill themselves
- Talking about feeling empty or hopeless or having no reason to live
- Talking about feeling trapped or feeling that there are no solutions
- Feeling unbearable emotional or physical pain
- Talking about being a burden to others
- Withdrawing from family and friends
- Giving away important possessions
- Saying goodbye to friends and family
- Putting affairs in order, such as making a will
- Taking great risks that could lead to death, such as driving extremely fast
- Talking or thinking about death often

**Health @ Etech**

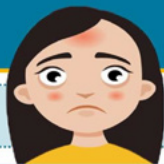
## Do's & Don'ts for Dengue, Chikungunya, Malaria & Swine Flu.





## MALARIA

India reported almost **3 million** fewer malaria cases in 2017  
Malaria is a life-threatening mosquito-borne blood disease.



### SYMPTOMS



### COMPLICATIONS

- ▶ Cerebral malaria
- ▶ Low blood sugar
- ▶ Liver and Kidneys failure
- ▶ Anemia

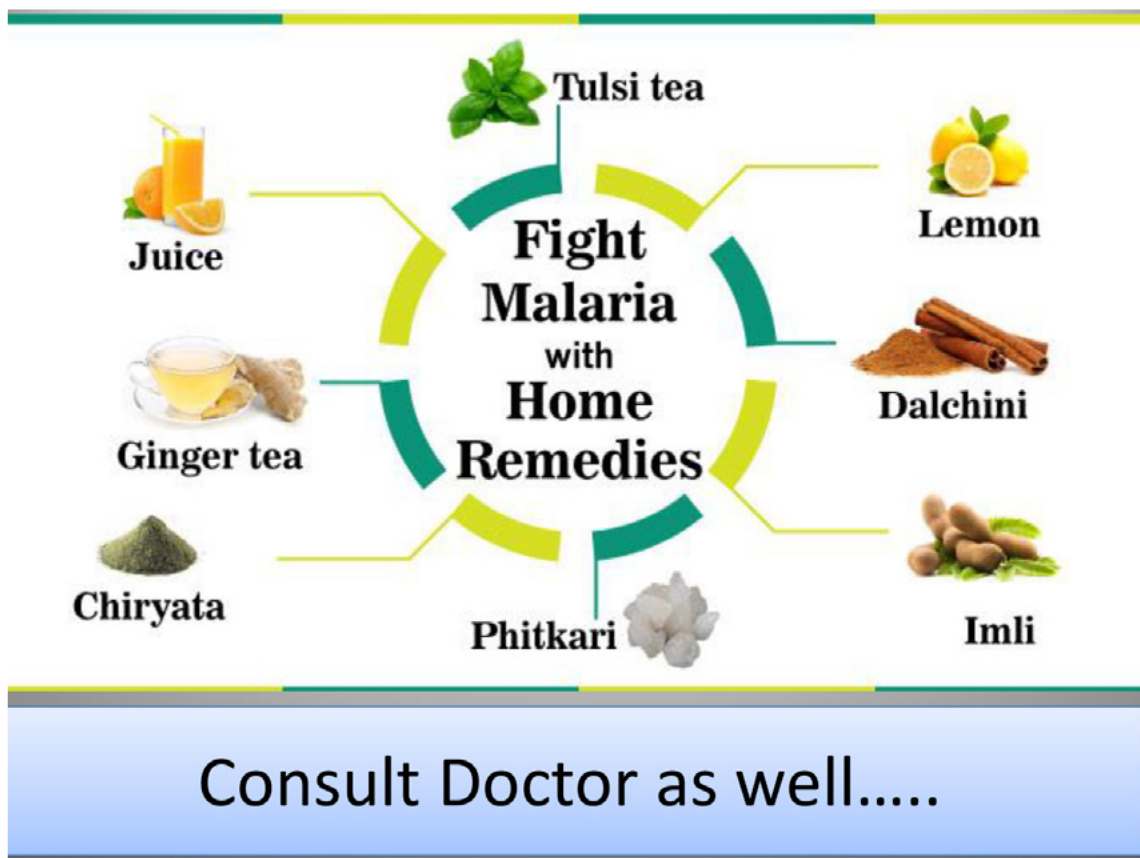
### PREVENTION



### Prevent MOSQUITO BITES



World Health Organization  
REGIONAL OFFICE FOR South-East Asia



## Do's and Don'ts of Dengue



### Do's

1. Spray the house with insecticides.
2. Water storage vessels like bottles, cups, drums, buckets, pots, etc. should be cleaned everyday and then filled. Also, they should be covered.
3. Use mosquito nets (normal or sprayed with insecticides) while sleeping.
4. Apply mosquito-repelling cream on skin in daytime, advised by doctor.

### Don't's

1. Don't let water accumulate anywhere in your house or the surrounding areas.
2. Don't throw things like broken cups, pots, tyres etc., where water gets accumulated during rains, in the open.
3. Don't wear clothes that expose your hands and legs.
4. Don't leave the water tanks kept on terraces and other places open. Fix the lid immediately if broken.

## PREVENT DENGUE



Prevent Mosquitoes from Breeding



Eliminate all breeding sites, prevent **water-logging** in surroundings



Remove all sources of **stagnant water accumulation** (pots, open containers, discarded tyres, jars, etc.)



Keep **storage tanks** covered



Wear **full sleeved clothes** to avoid exposure to mosquitoes



Use **mosquito net** while sleeping even at day time



Use **mosquito repellants** during day and night



In case of **persistent fever**, immediately see the doctor



**PREVENTION  
IS BETTER THAN  
CURE**

## Fight Dengue with these simple Diet tips



## DENGUE FEVER

### WHAT TO EAT?





## PREVENT THE SPREAD OF THE FLU

Besides getting vaccinated, the CDC recommends taking these steps:



■ **Avoid contact** with sick people.



■ If you have flu-like symptoms, **stay home** until 24 hours after the symptoms disappear.



■ Disinfect surfaces and **wash your hands** often with soap and water.



■ **Avoid touching** your eyes, nose and mouth, as germs spread faster that way.



■ **INSTEAD,** cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue away.

## H1N1 (SWINE FLU) PREVENTION TIPS

PROTECT YOURSELF AND THOSE YOU LOVE AGAINST FLU:



Wash hands often



Cover coughs & sneezes



Stay home when sick

Millions are at risk of catching regular seasonal influenza or H1N1 pandemic flu (Swine Flu) this year.

**GET THE REGULAR SEASONAL FLU SHOT**

**ASK YOUR DOCTOR ABOUT GETTING THE H1N1 VACCINE.**

### Risk Groups for H1N1 Virus:

- Children and young adults age 6 months to 24 years
- Pregnant women
- People with chronic illnesses up to age 64
- Health care workers
- Household contacts of children under age 6 months

## Benefit @ Etech

### Eye checkup @ Vadodara

The team organized an eye checkup for the team at the center.



## Employee Engagement activity @ Etech

**Team Dallas – The Hot One's Challenge** – The team organized a challenge to eat the maximum pops from the Heatonist





**Team Jamaica – Financial Service fair** – Individuals from JMMB visited Etech Global Services to engage our employees. Employees were engaged in an informational session geared towards financial education. Pensions, Savings, and Investments were the topics of discussions. Employees were assisted with opening savings accounts and making appointments to speak with investment advisors and pension fund administrators. Our employees were educated on the various levels of financial decision making that they will face in the future and were provided with as much guidance as possible on the consensus on how to navigate through these levels. Our employees were also grateful for being provided with infographics and brochures from the financial institution. This event was greatly appreciated by our staff.



**Team San Antonio– Pie in the Face** – Our center spoke, and we listened! To raise money for the center, Etech San Antonio held their first Pie A Leader in the Face event. All our leaders participated in the event, including our CCO Jim Iyooob and COO Kaylene Eckels. It was a huge success!





**Team Vadodara- Box Cricket Tournament** – The CEE (Corporate Entertainment Events) organized Corporate Box Cricket Tournament for all the corporates of Vadodara. 32 Corporates participated and team Etech emerged as the champions defeating some known & mighty teams. This tournament was organized at Presidency club, Sevasi Vadodara. It was a 2-day tournament starting with 1st round on 24th September 2022 and rest all the matches were held on 25th. his team (A mix from EI, Ops, T&D & TA) showed great resilience, teamwork, and winning attitude. It was overall a great team effort as all the playing members contributed to every aspect of the game, may it be batting, bowling, or taking great catches. Wakar Pathan emerging as the “Player of the Series”. Our veterans Rahul Kumamekar and Vinit Patel led the team like one unit. They led by example which was well acknowledged by the sponsors and the organizing team. Many of them were working in night shift and went on to play the matches without proper rest and still gave their 100% & emerged as Champions. Special mention for Arun Kumar Chaubey, Krutika Patel and Vallari Devashrayee for the support extended throughout.





## Community Give Back Initiatives @ Etech

**Team Gandhinagar- Garba at Vishesh School** – The team visited the Garba organized by the Vishesh Education Centre (School for special children). It was a Fun night to dance with everyone.



**Team Vadodara- Garba for Senior Citizens** – (Team Etech is always looking to do something for the senior citizens and grabbed this beautiful opportunity to motivate them and sponsor prizes for them. We were able to sponsor 4 prizes for the old age people who all were above 60 years of age. They were happy to see us support, motivate and encourage them to enjoy life to the fullest. Our team also performed Garba with them which was the moment to capture.)





**Team Dallas- Clean Up the Center** – Team Spent an entire day in cleaning up the center. The teamwork reflected was awesome!



**Team Jamaica- Donation of Drinking water** – For the month of September, employees of Etech Global Services donated cases of drinking water to the Type-5 Comprehensive Health Centre in Montego Bay. Administrators at the Centre were grateful and appreciative of the donation, which will be distributed to their patients. We are happy to have been able to assist with this worthy cause.





**Team Lufkin – Animal Shelter** – In honor of Jeanene McMullen, several Lufkin employees volunteered at Kurth Memorial Animal Shelter. Sarah, Megan, Jacklyn and Sharmion walked and played with dogs, then spent some time cleaning out kennels for cats while playing with them and giving them snacks!



**Team Nacogdoches– End of summer** – The Team celebrated a fun day and raised some money for the United Way during September. Leaders volunteered to take turns sitting on the Dunking Booth and team members bought tickets to take a shot! With Frito pie and chili dogs also being sold, we raised several hundred dollars for this great cause. Look for more fundraisers throughout the year as we work towards our goal. The United Way awards funds to local charities to help in their various missions. The money raised stays right here in Nacogdoches County!





**Team Palm Beach– Supplies for Delilah**  
– Palm Beach collected supplies for the Delilah's 2nd Chance Dog rescue. All items were dropped off by our HR Manager (Oliver Grandez).



**Team San Antonio – Pet Supplies** – During September, the San Antonio Center held a pet supply drive for the animals at San Antonio Pets Alive! Rope toys, biscuits, rubber balls, and treats were donated throughout the month and taken to the shelter.



**Team Rusk– Pet food donation** – For the month of September, the Rusk center collected and delivered donations of pet food, laundry, and cleaning supplies to the Jacksonville Animal Shelter. The animals were very thankful, and one pup showed it by giving lots of love!





## Lemonade with HR @ Etech

**Team Dallas** – A Day dedicated by the HR to the employees made them feel special



**Team Lufkin** – Thursday, September 22nd, 2022, Lufkin Etech had a Lemonade with HR party! Our HR Manager, Sharmion Reed, was available for questions or chat in the breakroom. There was lemonade, as well as healthy snacks to enjoy!

**Team Nacogdoches** – Sips of Lemonade & Fun with HR



**Team Rusk** – Lemonade & cake adding the smile





## Benefit Corner @ Etech

**Team Lufkin- Food Locker** – Our Winning Culture Survey Task Force has created a helpful new resource that will be beneficial to all Lufkin Etech Employees. We now have a Food Locker that is available to any employee that is unable to bring their lunch or snack to work due to financial or personal reasons. The food locker is funded by donations. A huge thank you to Ms. Pat for organizing this project!



## Hat, Jerseys & Nineties Day @ Lufkin

September 12th-16th Lufkin Etech had a Theme Week. A huge thank you to Mrs. Debbie Owen for creating this dress up days. We had awesome participation on Hat Day, Jersey Day, and Nineties Day!



## Best Dress & Crazy Hair @ Lufkin

September 26th-30th, Lufkin Etech had another Theme Week! Shay Johnson came up with this totally fun and random Theme Week. Employees were able to dress up in their best clothes one day and have crazy hair the next day! Thank you to everyone who participated.





## Garba @ Gandhinagar & Vadodara

Nine Days of the festival called “Navratri” was celebrated each day at the center. The team members came to office each day dressed in traditional dresses & danced to the garba beats.





## Color Party Event @ Dallas

The team dressed in different colors each day. The color co-ordination looks awesome when you look at the pics.





## United Way Nacogdoches Kickoff Program @ Nacogdoches

A group of Etech leaders attended the United Way Nacogdoches Kickoff Program on September 13, 2022. Etech participates every year, as part of our corporate social responsibility, in fundraising for this organization which then awards funds to support 19 partner agencies that provide local resources. The money raised helps increase the well-being of people in Nacogdoches County. This Kickoff event started the primary Fall fundraising season and Etech Nac will have a few other fun events and convenient ways to contribute over the next 2 months. United Way is best known for “My Fair Share”, a convenient way using payroll deduction to donate just one hour of pay per month so it’s automatic. By donating My Fair Share, each person is entered into a drawing for a new car! More details coming soon.



## UB Store Returns @ Rusk

The Rusk team was so excited to see the UB Store return for an in-person shopping day! The UB team entered all agents who shopped into a drawing for a \$50 gift card and Ashley Wheeland was the winner of the gift card. Thank you to the UB team!





## Matt Rocco Visit @ Rusk

On Wednesday, September 28th, Etech President and CEO Matt Rocco visited the Rusk location. Matt and Kaylene hosted a fireside chat with the leaders where Matt asked leaders to share about themselves, their favorite character commitment, and productive ideas. He gave leaders insight into the growth of the company and shared some of his personal story. The visit was enjoyed by all – thank you to all the visitors for coming to Rusk!



## First Day of Fall @ San Antonio

Although the cold temperatures have not reached San Antonio, that did not stop us from celebrating the first day of fall with some hot chocolate! Everyone in the center got the chance to enjoy a delicious cup of hot chocolate.



## IT Professional Day @ San Antonio

Team celebrated national IT Professionals Day by providing our Etech San Antonio IT team with donuts to show our appreciation for everything they do for the center.





## Promotions @ Etech

**Chintan** has an experience of over 10 years and has worked with operations, quality, and training across various domains like banking, finance, and utilities. The dynamic nature of training inspired him to choose and embark on his journey as an Assistant Trainer for Etech Gandhinagar in February 2021. Before joining Etech, he worked for TCS as a Process Associate. Chintan likes to explore new places and is an amateur photographer. Bike riding is his passion which keeps him motivated and prepared for upcoming challenges. He quotes 'Life is like a road trip. You never know when it throws a new hurdle or an obstacle. One should always be ready!' He loves to spend time with family and especially with his kid – he says that he gets to live his childhood again with his son.



**Minesh** has more than a decade's experience of BPO sector. Before joining Etech, Minesh worked with TCS, SIFY.com & YouTelecom. Minesh just completed 12 years with Etech. Working with Etech has been fun, he got stability in professional and personal life and awesome colleagues. He recently completed his SERVE mentoring program. He is tech savvy and has sound knowledge of computer hardware and Operating system since he has worked with Dell Computers as part of Sutherland Global Services. He believes in the words of Walt Disney – 'All our dreams can come true if we have the courage to pursue them.'

## Welcome @ Etech

**Let's Welcome Mudita Chhabria** in our Etech, Vadodara Talent Acquisition team as Jr. Talent Acquisition Specialist. Mudita is a commerce postgraduate, passionate about Interpersonal skills of her. She aspires to become the best version of herself and believes in new learnings and sharing knowledge is an everyday process in life. She describes herself as a Motivational speaker and has assisted many corporate training workshops during her college times.

She is always ready to help people & community. She believes sky is not only the limit if one must persuade their dreams. She wants to secure her future for herself, Family also thrives to achieve excellence.



Besides work She loves to travel, go for a shopping apparel as this makes it a happier moment. Her motto is "Every day is a new beginning and Good things happen to those who hustle. She believes in Work hard, Play hard & Party Harder



**Welcoming Patricia Ayers:** Sr Training Leader (ETX). In this role, Patricia will develop, lead, and support the East Texas Training Team as they live out the training mission: to develop knowledge and provide resources to equip team members to succeed. Patricia will directly oversee training for different campaigns and report to Kim Westerhaus, Director of Training.

Patricia brings over 17 years of experience in retail sales working as a sales manager, B2B service department, and an area manager overseeing multi-unit operations. Patricia also earned her Bachelor's in Business Management from the University of Phoenix and is working on a Master's in Business Administration. You'll find Patricia traveling with her family, preferably outside the United States! Her last vacation was a girl's trip to Miami and Key West with her best vacation ever being a trip to Cancun Riviera Maya for the 2019 Solfest music concert. Patricia eagerly awaits her next vacation to Jamaica! Last week Patricia celebrated her second anniversary with her husband, and is a proud mama of her three children, two sons and one daughter.



## "Education is the Key to unlock the golden door to freedom" Congratulating the Key holders @ Etech

**Congratulations Manoj Dhoundiyal** - Manoj completed his 1-year course in "Advance Program in Strategic Management for Business Excellence" from IIM, Lucknow (Top Management School, India)"

He describes his journey as pilgrimage to curiosity in strategic decision making. He has always been curious and wanted to understand the world better by connecting the dots around us. Recently he has been very curious about what goes into strategic decision making. What is a strategy? How do you develop one? What are the current excellence models? After 12 months of rigorous journey with 9 Stops/Assessments, Meetings and discussing this with numerous C level executives on the same journey, now he knows the world strategy to be an ocean, where the deeper you dive, more you find. He truly believes that: "Success is 20% skills & 80% strategy. You might know how to succeed, but more importantly, what's your plan to succeed?" "Building a visionary company requires one percent vision and 99 percent alignment"

Regardless to say we are very proud of him achieving this key milestone.

IIM Lucknow's Executive Program in Strategic Management is designed to equip professionals across functions with an end-to-end strategic perspective to bridge the gap between strategy planning & strategy execution and translate the lofty organizational goals into strategic initiatives & objectives. Industry experts/leaders/veterans from fortune 500 companies across globe has enrolled into it and that will help them to grow the strategy of their companies.





**Congratulation Jenney Benoy** - Jenny completed her 1yr Post Graduate Programme in HRM from India's top B – School, Indian Institute of Management, Raipur. It was a dream come true when she enrolled herself for the Programme last year and was awarded with the certificate on 4th September at IIM campus post 3 rounds of examination, presentation, and final project submission. Learning is a continuous process and keeping yourself updated about your function will ensure that an individual is at par to the market needs. During this tenure, she was able to network with her batchmates mostly the C level executives working with companies like Samsung, Genpact, Infosys, Suzuki, Axis bank, Deloitte, Amazon and many more. These programs also empower you to connect with some of the greatest minds in the industry and learn the best practices.

