



NEWSLETTER | 2021 JANUARY

EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



One of Etech's 12 core character commitments is being a "positive influence". Etech team members are called and coached to be positive through attitude and behavior. By being enthusiastic and passionate; having fun and laughing; demonstrating high-energy yet being approachable; modeling personal warmth and manners; looking for the positive in each person and situation; and being solutions focused while not blaming others are examples of being a positive influence. While this sounds and looks great, it is not always easy to be consistently positive, even before Covid!

Below is an brief article from my friend and author, Jon Gordon. Please take a moment to read and embrace what Mr. Gordon has to share about being positively contagious!

Until next time, I remain yours in service!

Matt

We are reminded every day that we are contagious in a negative way. Well, I want to remind you that your love is contagious. Your hope is contagious. Your kindness is contagious. Your attitude is contagious. Your smile is contagious. Your energy is contagious. Your optimism, belief and faith are positively contagious.

The latest research demonstrates what we've known to be true; emotions are contagious. Researchers call them emotional contagions and they impact our work environments, teamwork, customer service and wellbeing as a society.

While fear, discouragement and pessimism can sabotage the morale, performance and future of a team, organization, city and country... people who share hope, love, encouragement, and positive energy can impact everyone in a positive way.

Emotional contagions are the reason why when I speak to businesses, schools and sports teams I say that everyone in the organization contributes to the culture of it. You are not just a creation of your culture but rather you are creating it every day through your thoughts, beliefs and actions. What you think matters. How you feel matters. And the energy you share with others, whether it's positive or negative, really matters.

What kind of energy are you sharing with those around you? Each day you have a choice of the kind of energy you are going to share. You can be a germ of a big dose of Vitamin C.

I know we are going through a challenging time. I know it's easy to buy the doom and gloom. But I want to encourage you to keep investing in faith, hope and love and sharing it with others.

You are greater than your circumstances and more courageous than your fears. The struggle is real but you are strong. Life is tough but you are tougher. The positive power in you is greater than the forces against you.

Just as stars shine the brightest in the darkness you and your positive energy will shine the most through adversity. Keep shining so you can be a light for others!

- Jon Gordon

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Etech's 12 Leadership Characteristics

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

Etech Give Back Program - Blood Drive at Nacogdoches

On January 26, 2021, Etech Nacogdoches hosted a blood drive for Gulf Coast Regional Blood Center. We had 10 donors and they collected 7 units. These donations will help patients throughout our community and are greatly appreciated. Thank you Etech family for being remarkable.



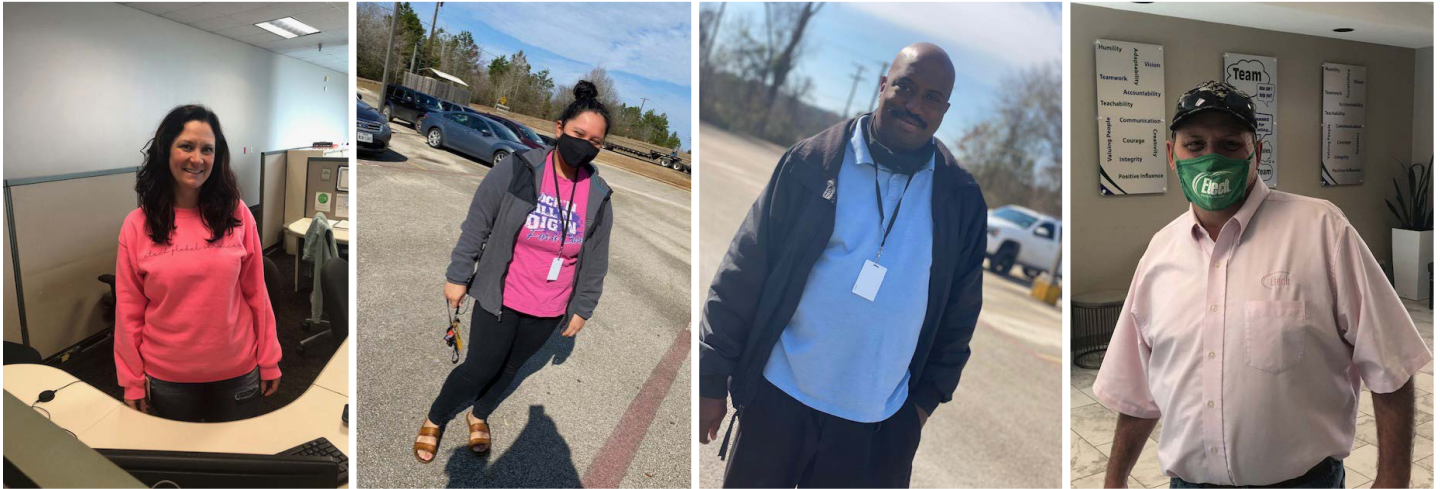
Etech Give Back Program - Food Drive at Nacogdoches

During the month of January, Etech Nacogdoches hosted a non-perishable food collection for our local food bank. During this giveback opportunity, we collected just over 100lbs of food items. Thank you everyone who donated, your help makes a remarkable difference for the people in our community.



Fun at Work Day - Nacogdoches

In support of National Fun at Work Day, Etech Nacogdoches employees were encouraged to wear bright-colored clothing on January 29th. It was great to see several employees participate and wear their bright colors to celebrate our bright outlook for the New Year!



Cleans up Plyler Memorial Park at Rusk

The Rusk center employees volunteered to clean up the Plyler Memorial Park located on the side of the building during the month of January. Jessica Witt, Emilio Mata, Kerry Tubbs, and Charlotte Rasmussen are pictured making the park more beautiful!



Cookbook Sale at Rusk

The Rusk Center sold Cookbooks in the month of January to raise funds for our Work-Life Balance fund. This fund is used to celebrate events and give treats to our employees. Thank you to all who purchase Cookbooks – we hope you enjoy it!



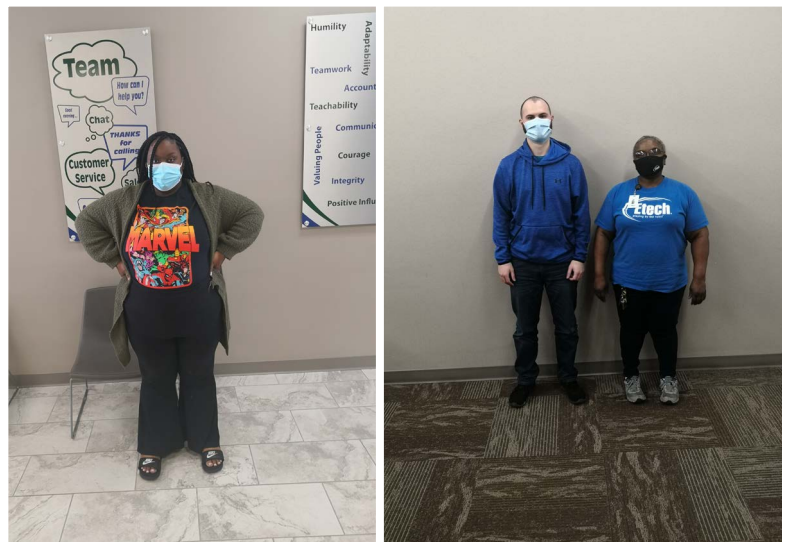
Etech Give Back Program - Palm Beach

As we start a new year, Palm Beach center continues to set a great example by giving back to the community. They are currently collecting canned goods to donate to a local homeless shelter in the Palm Beach area.



Bright Color Day - Lufkin

On Friday, January 29th, Lufkin Etech participated in the Bright Color Theme Day that was offered to all Etech locations. We wore bright colors to celebrate our bright outlook for the New Year! Thank you everyone who participated in this theme day! A special thank you to Lottie Holcomb, Zack Kay, and Tyreshia Powell who were all kind enough to be in the picture!



Chamber of Commerce Banquet at Rusk

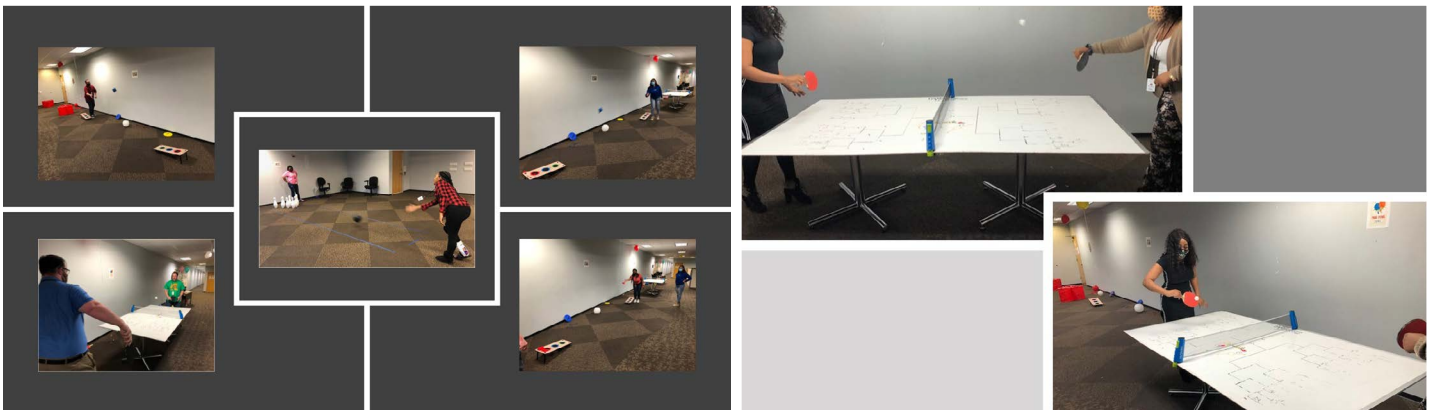
The 80th Annual Rusk Chamber of Commerce Banquet was attended by Ben Johnson and his spouse, Katie Streetman and spouse, and David Wingard on January 23, 2021. Etech Rusk received an award for being a 2020 Silver sponsor for the Chamber of Commerce. Etech Rusk was nominated for Business of the Year, and Ben Johnson was nominated for Businessman of the Year. Though others were awarded those awards, the banquet was enjoyed by all.



Fun at Work Day - Dallas

On Friday, January 29th all onshore and nearshore centers participated in Etech's Fun at Work Day. Each center hosted games and activities to engage their team members. Along with the fun activities, all nearshore and onshore agents were able to dress up for a theme day by wearing bright attire to reflect their bright outlook for the new year.

The Dallas Center hosted a few socially distant games including but not limited to, life-size Jenga, Ping Pong, Bowling, Wicked Big Pong, and Sack Toss. They also had riddles posted throughout the center as well as various Puzzles and Sudoku printed for team members to enjoy in their leisure.



Center Activity at Dallas

Everyone looked forward to a fresh start coming off 2020. The beginning of the year has been the optimal time to lay a foundation for our personal and professional plans. Etech defines vision as looking toward the “big picture” by using discernment, wisdom, focus, and determination. Employees of Etech Dallas kicked off the year by creating a large vision board for employees to display their plans in 2021. The board will act as a visual reminder into the **why** we do what we do.

The HR department created personalized vision boards for members of the leadership team. Our hope is to inspire leaders and employees toward their why as they enter the office each day. 2021 will be a great year for Etech because our team’s sight will be set on the mark of making a remarkable difference in and outside of Etech.



Personalized Vision Board

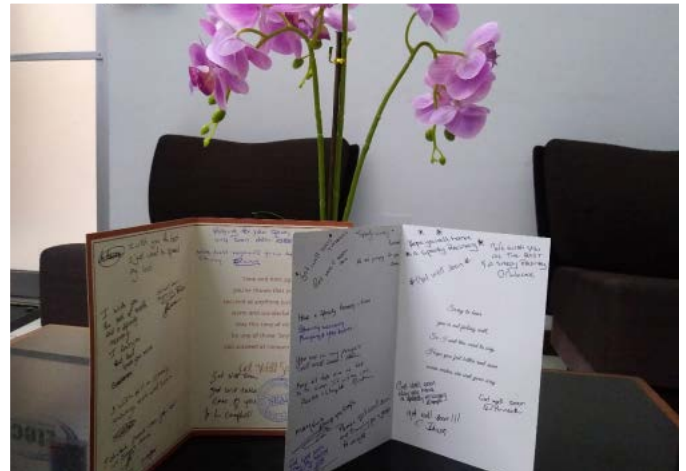


Fun at Work - Theme Dress Day Collage at Dallas



Etech Give Back Program - Get Well Cards For Covid-19 Patients at Jamaica

These get well cards with an expression of love, care and compassion were delivered to the Covid-19 ward in our local hospital to lift the spirit of the patients who are suffering from this deadly disease which comes to disrupt the lives of our families. Our prayers are that they will get well and return to their normal lives.



Breakfast Treat at Jamaica

The Breakfast Treat was an event held on 'Wonderful Wednesday', January 20, 2021. The purpose was to serve our employees with tasty meals. Meals were packaged and delivered to each staff member. We also had a fun competition to answer a riddle. Our team member **D'Andre Chin-Yee** answered and was awarded the prize for this competition.



Ergonomics Session for Gandhinagar and Vadodara

The session was conducted by Dr. Mukesh Shanker

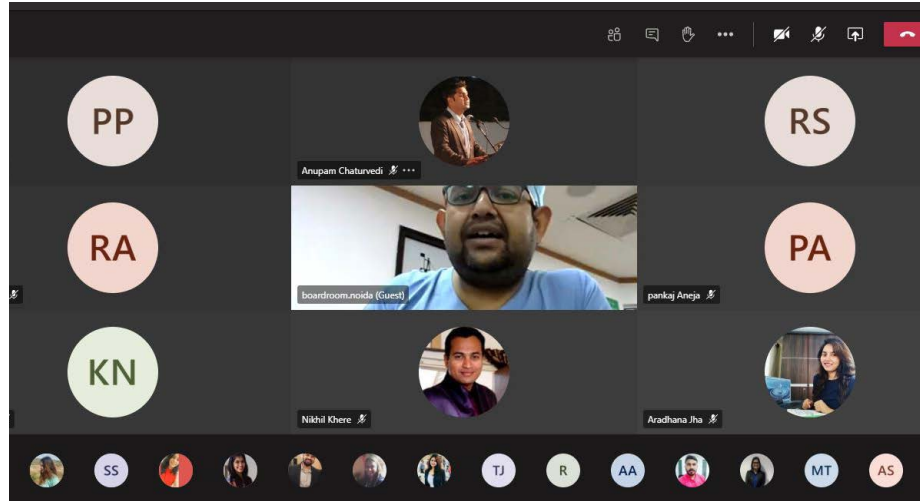
MBBS: Kasturba Medical College, Manipal.

MS Orthopaedics: PMCH, Patna.

DNB Orthopaedics: Delhi. Fellowship training in pediatric orthopedics at CNBC Delhi.

Have been working at Fortis Hospital Noida for the last 2 years with a special interest in Trauma and Joint replacement.

Dr. Mukesh shared great insight on sitting position, taking required breaks to avoid stiffness in joints and the importance of taking vitamins. We had a Q&A session.



Lohri at Vadodara

Lohri is celebrated to memorialize the passing of the winter solstice. This festival is celebrated to welcome the new financial year of farmers. It is like a thanksgiving festival as the farmers on Lohri show their gratefulness to the almighty for good abundance and rich harvest. Lit bonfire, sing, dance and feast on this special day.



Etech Give Back Program - Dallas

Etech Dallas January 2021 Give Back

Step 1

Register for our [Social Media Ambassador Program](#).

Step 2

Explore the NTFB website and social media channels to learn more about what we do!

Step 3

Share our social updates, new blog posts, and more!

Virtually Volunteer with NTFB

Join us in fighting hunger through the power of social media. Sign up to be a Virtual Volunteer today at ntfb.org/virtualvolunteer

Republic Day Celebrations at Vadodara

Every year Republic Day, a gazette holiday is celebrated in India on 26th January with grandeur, pride and zeal to honor the establishment of the Indian constitution. After gaining independence from British rule, the new constitution was drafted by the drafting committee helmed by Dr. B.R Ambedkar. The constitution was adopted by the Indian Constituency Assembly on 26 November 1949 and came into effect on 26 January 1950 with a democratic system, which affirmed India's existence as an independent republic. January 26th was chosen as the date because on this day in 1930, the Indian National Congress proclaimed Purna Swaraj, the declaration of India's independence from the colonial rule.

The office was decorated and team members were dressed in tricolor attires.



Fun at office - Vadodara

Leaders working from the office hosted fun activities for team members as it breeds creativity, improving communication and collaborative approach. Pictures say it all.



Uttarayan – Kite flying at Vadodara

Makar Sankranti, one of the most ancient festivals of India, is celebrated as Uttarayan in Gujarat. Dedicated to the Sun god, Uttarayan marks the arrival of spring. Gujarat's Uttarayan festivities are rich in traditions. Kite flying, making delicacies with sesame seeds and jaggery, the ritual of taking a holy bath in the rivers are an integral part of Uttarayan festivities. Uttarayan in Gujarat is a time of great merry-making and the festival also marks the beginning of the harvest season. It is believed that after a chilly winter, the bright sunshine of Uttarayan brings good health and happiness, and to mark the change of season, people like to get out of their houses and enjoy the sunshine. Kite flying, a cheerful activity, traditionally became closely linked to the festival. Many people also see this as an expression of gratitude to the Sun God.

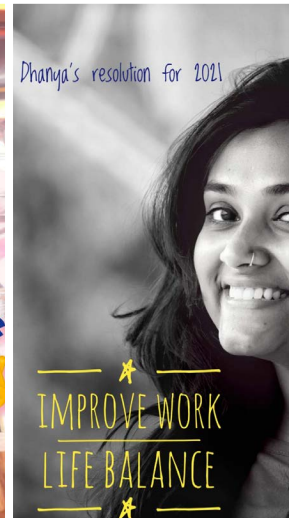
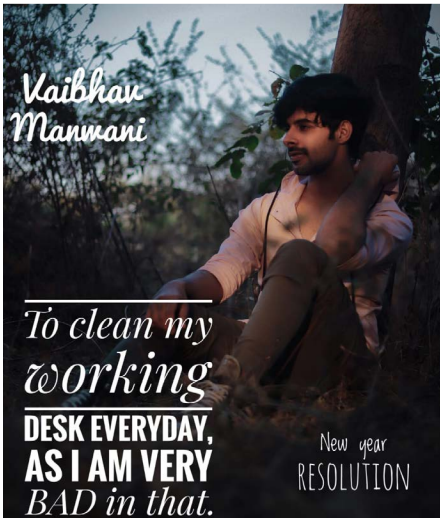
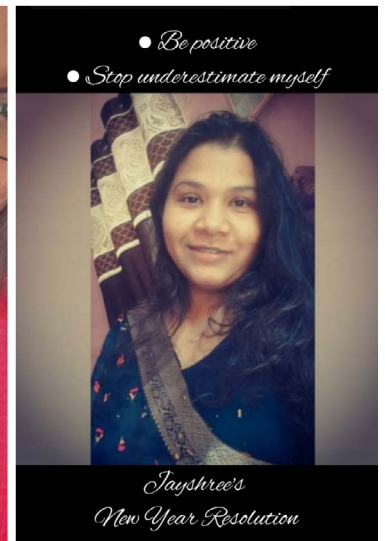
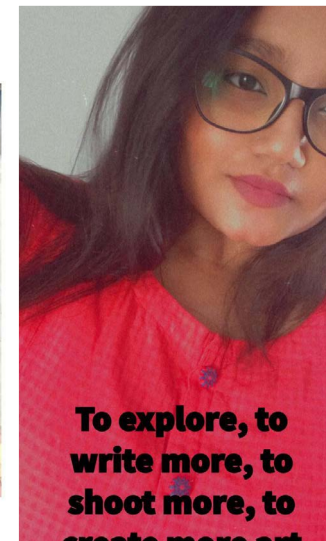


New Year Resolution at Vadodara

A New Year's resolution is a tradition, most common in the Western World but also found in the Eastern World, in which a person resolves to continue good practices, change an undesired trait or behavior, accomplish a personal goal, or otherwise improve their life at the start of a new year. Every year, we can make our mind ready to accept good things that are difficult though and leave off the bad ones that are hard to leave though. Setting New Year Resolution is a good habit to renew ourselves year after year keeping in mind that the changes we march towards should be good and dignified.

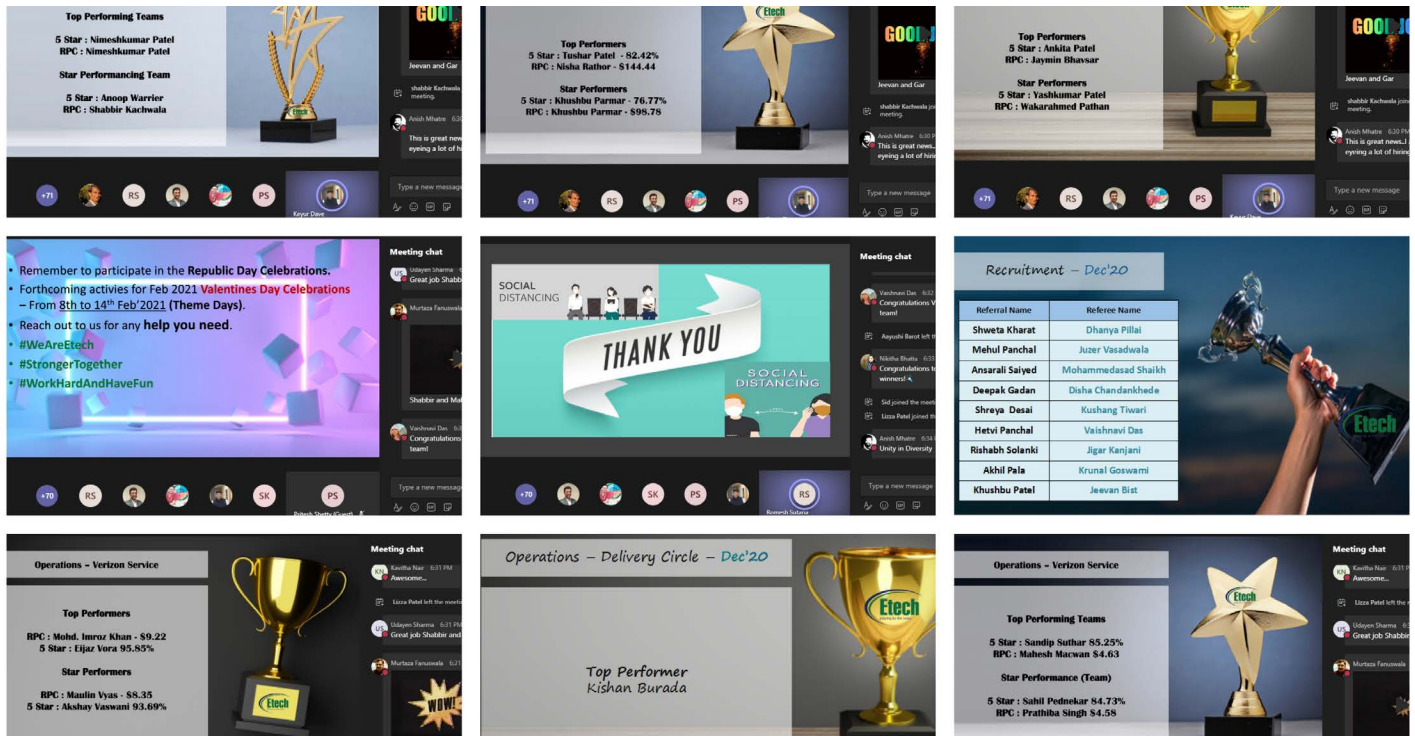
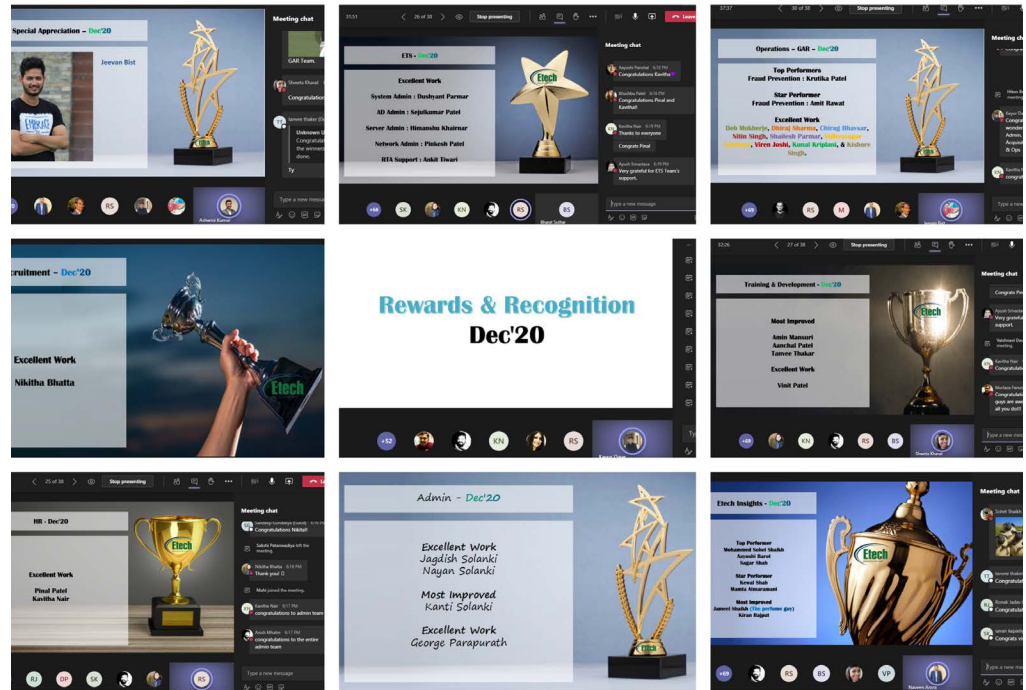
We received many responses for the topic and is worthwhile going through. Amazed at the inflow of thoughts.





Reward and Recognition at Vadodara

It was a fun-filled time to recognize our team members for their excellent work in the Rewards and Recognition ceremony. Team members' birthdays and work anniversaries falling in the current month were also announced during the ceremony. Getting rewarded and applauded in front of the whole center holds a special value for everyone and we ensure the appreciation and hype doesn't end with the ceremony; it continues. Along with it, we had fun-filled moments of togetherness wherein a good number of team members participated and all joined in the applause.



Etech Vision

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

Etech Mission

Etech is a servant leader organization providing superior customer experiences and innovative solutions which enable our clients to build stronger brands, strengthen customer relationships, and gain market share. Etech provides service as a solution; handling customer contacts, delivering business insights through Etech Insights and technology solutions through Etech Technology Solutions (ETS).

