



# Newsletter October 2019

*Happy  
Thanksgiving*



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



The background of the entire page is decorated with several stylized maple leaves in shades of red and orange. Each leaf is attached to a thin vertical line that appears to be a string, giving the impression of leaves falling from above. The leaves are scattered across the page, with some near the top and others further down.

# HAPPY THANKSGIVING

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This Thanksgiving, we want to share a sincere "thank you" to each member of our team. We wouldn't be where we are today without you! We want to let you know how much you're appreciated, and how thankful we are for you.

Thank you for making this a Remarkable workplace and for all you do to keep our company moving forward. We've had a great year, and you're such a big part of it. Wishing you a wonderful holiday with your family and loved ones.

**Matt Rocco**

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## 12 Etech Leadership Characteristics

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

## Etech Give Back Program - Pack the Bus School Supply Drive at Nacogdoches

Etech Nacogdoches hosted the Pack the Bus school supply drive. This drive helped kids in the Nacogdoches community. All the proceeds went to the Solid Foundation Association; overall Etech was extremely excited to donate to such a reputable organization in order to get supplies in the hands of those who truly need them.



## Etech Employee Awareness Initiative at Nacogdoches!

The seasonal health fair on October 1, was very successful. Etech employees were able to learn about local business that accept Etech's Insurance. We had 14 vendors with lots of different services. Etech wanted to give employees resources and information regarding their health and fitness and to promote positive behavior choices.





## Tuition Reimbursement at Nacogdoches

The Nacogdoches center held its Summer Tuition Reimbursement ceremony on September 18th. Congratulations to the employees who were able to juggle school and work with great grades!

If you are in school or looking to go back be sure to review the full tuition reimbursement policy in the handbook to take advantage of this awesome opportunity.



## 98th Chamber Banquet at Nacogdoches

We want to send you a huge thank you for representing Etech at the 98th Chamber Banquet last night. We also send a hearty congratulations to Mr. LaMarcus Wallace for his appointment to serve on Chamber's Board of Directors and his recognition in Painting Nacogdoches Purple. Congratulations LaMarcus. We know that you will make us proud. Thank you.

Lastly, why are we here? To make a remarkable difference for each other, our customers, and within our communities. We do what we do because ultimately everything we do matters and supports all those we touch to achieve their full potential and aspirations. I'm sure each of you knew that already.

Great times! Great fellowship! Great memories! May our unity and partnership continue to increase during this journey.





## Boys and Girls Club Hall of Fame Recognition

Greetings Etech Family,

The mission of the Boys & Girls Clubs is dedicated to providing programs and services in a safe, supervised environment, to inspire and enable all young people, especially those who need us most, to realize their full potential as caring, productive and responsible citizens. The East Texas Chapter of the Boys and Girls clubs lives out this mission by providing these programs and services through its clubs in Nacogdoches, Polk County, Lufkin, Diboll, San Augustine and Hardin County. For more than 150 years, Boys & Girls Clubs around the country have provided kids and teens, of all backgrounds, a safe place where they can develop social emotional skills, and positive experiences that can put them on the path to a great future.



To celebrate and recognize leaders who have made an impact in the lives of these children, the Boys and Girls Club of East Texas inducted five leaders and one organization into the Class of 2019 Boys and Girls Club Hall of Fame. At the Hall of Fame dinner this past week, our very own President and CEO, **Matt Rocco**, was one of the leaders inducted. Steve Davidson, CEO of the Boys and Girls Club, stated, "It is because of the selfless actions of leaders like Matt Rocco that our Club has been able to provide high quality programs, develop talented staff and build great facilities which have served thousands of children for many years with the best still to come. For that, we are very thankful. Matt does what he does not for recognition or favor, but because he truly cares about our youth – all our youth." Matt has been actively involved with the Club for almost 20 years having served on the executive board, served as president of the football league, volunteered to mentor dozens of young people and coached over 50 youth sports teams from basketball to baseball to football and softball. This was all accomplished while serving and leading Etech from start-up center in Nacogdoches, Texas with 300 hundred employees to the global company it is today with over 3,000 employees in Texas, Florida, Jamaica and India, and still growing.

In addition to Matt, **Etech Global Services** was inducted into the 2019 Hall of Fame class. Through the actions of all team members, Etech has received numerous awards and recognition for being a committed, loyal and authentic corporate partner that truly strives to make a difference through the numerous non-profit organizations it supports such as the Boys and Girls Club. Mr. Davidson stated, "Etech not only is committed to understanding the needs of the community, but they then offer the tools whether it is people, time, talents or financial support to help address those needs. If more companies were as committed to their communities as Etech, the whole world would just be a better place."

Please join in congratulating Matt Rocco on this well-deserved recognition. We appreciate his vision, leadership and the example he is for each of us. We are blessed by his servant's heart and courageous commitment to those less fortunate.

In addition, please congratulate each other for Etech's induction into the Hall of Fame! This recognition is further validation that your efforts to positively impact those you encounter each day and to help them achieve their full potential is being noticed and having a real impact. What you do is provide best-in-class contact center solutions to our amazing clients .... But why you do it goes so much deeper than the monthly scorecard! It is the core of "who is Etech" not "what is Etech". Please do not ever take that lightly.

On behalf of the entire Etech Executive Team, thank you and congratulations!



### Practicing Mindfulness at the Thanksgiving Table- Kat Smith

As much as you may love Thanksgiving, it can be a challenging time that promotes some not-so-healthy habits. While we all love to indulge—or, more accurately, over-indulge—in our favorite dishes on Thanksgiving, it's easy to go too far and throw out the rules for a day to the point of extreme excess. In just one meal, you might consume more calories than you should eat in a day, and that's not even factoring in snacks and appetizers. That's a toxic habit for anyone, but it's particularly damaging if you're struggling with an eating disorder or even just dieting to manage your weight. But nobody wants to have to say no to all their favorite dishes at the Thanksgiving table. So how can you manage the day without compromising all indulgence? The answer is through mindfulness.

#### Mindfulness and eating

**Mindfulness** centers on taking a thoughtful approach to an activity and savoring it in the moment. So, in the context of eating on Thanksgiving (and at any other meal), you should focus on enjoying each bite and eating with intention. Don't fill up mindlessly on chips and dip. Only go for the foods that truly call out to you and enjoy each and every bite. You will find yourself more aware of when you are full, which will keep you from getting overstuffed after Thanksgiving dinner.

#### Recognizing stress and other food triggers

Along with thinking carefully about what and how much you're eating, it's important to recognize the reasons you might be driven to overeat. Thanksgiving foods are comfort foods, so we might turn to them after a family argument or other high-stress event—something that's not uncommon at a family holiday gathering. Try to recognize when emotion is driving you toward a second serving, rather than hunger.

If you are trying to practice mindfulness in your daily life, seeing a therapist can help. With the **behavioral health services** offered by MeMD, it's never been easier to schedule a private session and see a specialist within 24 hours.

### 2019 Rusk Fair on the Square

The Rusk Winning Culture Survey Task Force and Recruiting team partnered to set up a booth at the 2019 Rusk Fair on the Square. During the fair, tickets were sold to win a Patio Cooler made by Ben Johnson and a corn-hole game was offered for kids to play. A great time was had by all! Congratulations to the winner of the Patio Cooler, Jada White! Thank you to volunteers Morgan Ford, David Wingard, Amanda Ebaner, Charlotte Rasmussen, Ashley Johnson, and Jada White!







### Etech Employee Wellness Initiative - Health Fair at Lufkin

On October 3rd, Lufkin Etech hosted a Health Fair. We had visitors from Gains and Glory and The Pregnancy Help Center, as well as flu shots and Skin Screenings. It was a great time, and we want to thank everyone who participated.



### Hat and Jersey Day at Lufkin

On October 2nd, Lufkin Etech had a Hat and Jersey theme day!







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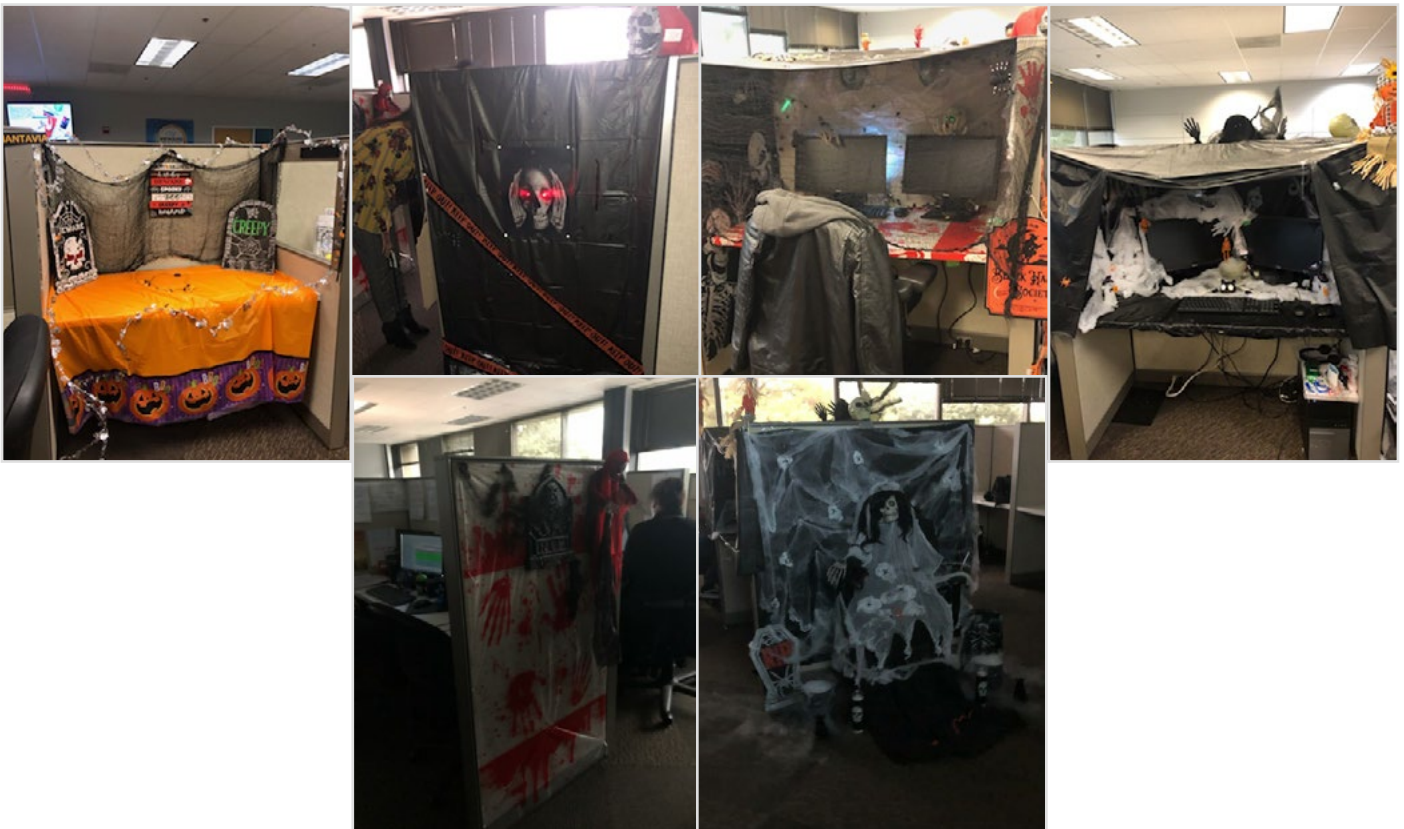
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## Fall Decorations at Lufkin

Lufkin Etech is ready for Fall!



## Halloween at Dallas







### Announcements

#### James Titus III - Training Leader

As Training Leader, James will lead the Training and Development for one of our biggest C2C clients, equipping and supporting our training team to ensure we meet and exceed our committed deliverables and reach our full potential.



### Eat A Bite Food Truck at Rusk

The Rusk Center was delighted to host Eat A Bite food truck on October 11th. Etech employees, along with the Rusk community, enjoyed the delicious food. Thank you to Eat A Bite for serving Rusk!



### Etech Give Back Program – Bone Marrow Donation Table at Dallas

During the month of October employees of Etech Dallas had an opportunity to register as bone marrow donors. We partnered with DKMS who is an international nonprofit organization dedicated to fighting blood cancer and blood disorders.



### Q3 Rewards and Recognition at Rusk

To celebrate the accomplishments of the Rusk center during Q3, the Unique Boutique team hosted a Football themed Rewards and Recognition celebration. Employees enjoyed good food, fun games, and received much deserved recognition!







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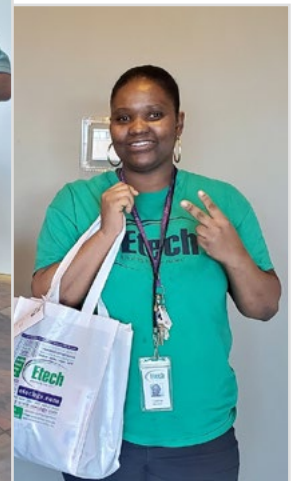
## College Day at Dallas!



## T-shirt give away at Palm Beach



## October Unique Boutique at Palm Beach





## October Birthday at Palm Beach



## Cancer Awareness at Palm Beach



## Etech T-shirt Day at Palm Beach



## Breakfast Party at Montego Bay

Etech Jamaica hosted a Breakfast Party themed as Sun-Up Uniform Party. This was held on September 24, 2019 from 6:00 am to 8:30 am. Everyone showed up in their school uniform or in black and whites. A live DJ was present and played great music.

Excellent Jamaican Cuisine was served which included our National Dish, Ackee and Saltfish. The entire site participated, and the leaders were responsible for serving the staff.

Overall it was an amazing event.





### Business Day at Montego Bay

On Thursday October 24, 2019, Etech Jamaica hosted a business day where we had representatives from Pay Day West and Roxanne Health Books. Pay Day West provided the employees with the opportunity to receive same day loans.

Roxanne did not only bring health related books, but also books for children which would give parents the opportunity to interact with them. The day was a success as employees were excited to find out about the different product offerings.



### Anna-Kay Bigby's Sendoff

The leaders of Etech Jamaica Center huddled in the dark room awaiting the three knocks signal. Our Manager went for her and upon entry we cried, "We'll miss you!". Anna's sendoff party convened on October 25th at 2:00 pm. Our Master of Ceremony, Marvin Moodie directed us in sharing our thoughts. Every person in the room had heartfelt sentiments towards Ms. Bigby. There were even tears from some members. Persons praised her dedication and creative nature. We ended with giving her a gift certificate and had cake and ice-cream.





### Jamaiah Powell's Sendoff

The agents of Ontellus surprised him, their Operation Leader one day early by wearing red or black as a Theme Day on October 10. His last day would have been Friday October 11. The proceeding started at approximately 12 pm. He was presented with a token from the team, a card with heartfelt sentiments and a photograph as a reminder. They celebrated with cake.



### Shannon Mulling's Send Off

We gathered at approximately 1:00pm in the conference room on October 11, 2019. Shannon, unaware of the proceedings was greeted by the 'I Miss You' by Dianna Ross. Anna-Kay led us in sharing our thoughts Shannon. The recurring theme of praise was warmth and professional mannerism. It was quite clear we (Etech Jamaica Center) is greatly indebted to her for her service over the years. We concluded by gifting her with a trip to Hard Rock Café and celebrated her with music, cake and ice-cream.



### Etech Give Back Program – Donations at Learning Institution

Members of staff from Etech Global Services, Montego Bay, Jamaica get together and purchase fans and a television set and make a presentation to a learning institution in the city of Montego Bay.

They were appreciative of the items received, and we look forward in doing whatever we can in the future to assist them.





## Etech Give Back Program – Blood Donation Camp at Vadodara

“The time is always right to do what is right.”

Living by the above words, Vadodara **Corporate Social Responsibility team** with Friends Society and the team of SSG (Shri Sayajirao General) Hospital successfully organized a blood donation camp on 26th Sep 2019 at Vadodara center. The camp was visited by 50 interested donors who contributed **30 units** of blood to SSG hospital. The donated blood units will be given to the underprivileged patients, who can't afford exclusive medical aids. We appreciate all the donors and volunteers, who participated in this camp. Without their support and participation, this camp wouldn't have been successful.

Please join us to appreciate the lifesavers for making a remarkable difference for each other, our customers and within our communities. Watch our smiling heroes





### Rewards and Recognition at Vadodara

It was fun-filled time to recognize our team members for their excellent work in Rewards and Recognition ceremony. Team members' birthday falling in the current month were celebrated by cake cutting 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 games wherein good number to team members participated and all joined in applause.





### Coffee with HR at Vadodara

On 25th October, team members had informal interaction during “Coffee with HR” initiative. This is a very good forum for personal interaction with employees as we interact with all layers in the organization. Group of people of various departments come together each time. It is a sort of inter and intra personal discussion along with likes, dislikes, dos and don'ts, suggestions etc. Games were played during the session and had few discussions with HR team.

### Diwali Celebration at Vadodara

“Doubt is like darkness and trust is like the light. There is no way one can destroy light by throwing darkness into it. So, let's come together and enjoy the festival of light”.

Diwali is among the major festivals celebrated in this diverse and secular country of India where many people of different religions and sects live together united. This festival brings a lot of joy and celebration to everyone's life. With this, it was vital and Etech, Vadodara celebrated the events with tremendous fun and excitement. Rangoli, Traditional Wear, Lamp Lighting, Diwali Gifting, etc. were the attractions wherein everyone enjoyed throughout. It was laughter and joy all over!

Pictures depict our story of bonding and celebration





## Etech Give Back Program – Sweet Distribution at Vadodara

As a part of CSR activity, we had distributed sweets to various members of underprivileged section residing in our city. This brought smile to their faces and a sense of contentment to us. Thanks to all who made this possible.





### Halloween Day Celebration at Vadodara

Halloween known as All Hallows' Eve, is a yearly celebration observed in a number of countries on October 31, the eve of the Western Christian feast of All Hollow's Day. Vadodara Centre celebrated with great zeal and enthusiasm. The teams got together and decorated their departments with mummies, witches, bats, cats and so on and so forth. On the spooky night of Halloween, we had zombies, jokers, Annabella & witches. The Etech Insights team emerged as winner for the competition. Happy Halloween!!





### Coffee with HR at Gandhinagar



### Rewards and Recognition at Gandhinagar



### Birthday Celebration October at Gandhinagar





# TEACHABILITY



**ETECH** defines **TEACHABILITY** as being teachable; accepting feedback and instruction; taking personal responsibility; and seeking knowledge and competence. Those who are committed to life-long learning exhibit **TEACHABILITY**.

