



NEWSLETTER

October 2018

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12 Etech Leadership Characteristics

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



Corporate Social Responsibility

Hello ETECH Team!

The month of November is a special month as nations come together to give thanks and celebrate. Whether it is Diwali, Thanksgiving, the beginning of Chanukah or the Christmas season, people take the time to reflect, celebrate and give thanks.



Dilip Barot
Founder and Chairman

Matt Rocco
President/CEO

Here at ETECH, 2018 has been a special year! Together, we have much to celebrate. Your senior team is beginning their fourth quarter "road show" and will be around to update all of you and to celebrate your milestones. Dilip and I also want to take this opportunity to express our personal thanks to each of you for your individual contributions and to God above for His continued blessings on our company, our people, our customers and our communities.

Some of the highlights thus far in 2018:

- On pace to deliver record setting numbers in terms of staffing, revenue, KPI performance, community hours, leadership development hours, promotions and so much more
- Brand new state of the art facility built and opened in Vadodara, Gujarat, India
- Expanded and renovated facilities in Nacogdoches, Lufkin and Jamaica
- Highest team member retention ever, over 92%
- Major milestone achieved with our tuition reimbursement program (stay tuned for an update on this in the near future!)
- Etech awarded with the Silver Stevie Award for second year in a row; "Employee Focused CEO Award"
- Call Center Week Finalist and Honorable mention for "Best Training & Development Program"
- Recognized as 100 Fastest Growing Asian American business by the US Pan Asian American Chamber of Commerce
- Recognized by The Professional Association of Customer Engagement (PACE) for "Outstanding Contributions in Customer Engagement Profession"
- Recognized by Insights Success magazine as one of "The 10 Most Recommended Quality Management Solution Providers, 2018"
- Etech - Amrit partnership launched in support of the first ever contemporary luxury personalized wellness residences! See www.amritoclean.com

This is only a glimpse of your many accomplishments this past year, with more still to come!! Thank you to each and every ETECH Team Member! We encourage you to embrace each day as the gift it is, seize opportunities, cherish relationships, love & trust God and enjoy the journey!

You are all making a remarkable difference!

With much appreciation and warm regards,

Dilip and Matt



Congratulations To All Recipients

Q3 2018 Award Recipients

Q3 Retirement Recognition Award -- Don Silva

Q3 #1 Center for Give Back Initiatives (Global) -- Gandhinagar Center with over 263 hours

Q3 Global Leadership Award (most Pryor courses Global) -- Kristen Borders (84)

Q3 Service MVP Dallas -- Sarah Walker

Q3 Service MVP GNR -- Mona Parmar

Q3 Service MVP Lufkin -- Amanda Kennedy

Q3 Service MVP Nacogdoches -- Kejon Williams

Q3 Service MVP Vadodara -- Chintan Tiwari & RTA Team

Q3 Trainer MVP -- Michael Kelley

Q3 MVP Vadodara -- Murtaza Lokhandwala

Service and Recruitment Award Vadodara -- Dhaval Patil

Q3 Best Utilization Team Vadodara -- Arun Choubey

Q3 Best Utilization Team GNR -- Sandesh Jesrani

Q3 Best Utilization Team Dallas -- Robert Orr

Q3 Best Utilization Team Jamaica -- Tashana Grant

Q3 Best Utilization Team Lufkin -- Rick Holmes

Q3 Best Utilization Team Nacogdoches -- Glenda Lane

Q3 Best Retention Dallas -- Samuel Gray

Best Retention GNR -- Hitesh Patel

Q3 Best Retention Team Vadodara -- Rajat Samantrai

Q3 Best Retention Jamaica -- Caroline Clarke

Q3 Best Retention Lufkin -- Peter Vaughan

Q3 Best Retention Nacogdoches -- Carolyn Wingate

Q3 Star Performer GNR -- Mohit Jain

Q3 Least Pay Check Inquiries Dallas -- Desiree Edwards

Q3 Least Pay Check Inquiries Dallas -- Adeyemi A. Awodipe

Q3 Least Pay Check Inquiries Jamaica -- Marvin Moodie

Q3 Least Pay Check Inquiries Lufkin -- Sarah Holzkamper

Q3 Least Pay Check Inquiries Nacogdoches -- Savanna Fugate

Q3 Global Social Analyst Recognition Award (Global) -- Sukoon Madan

Q3 Global Business Development Recognition Award (Global) -- Priya Puri

Q3 Analytics Recognition Award (Global) -- Mayank Upadhyay

Q3 Top Operations Leader Lufkin -- Antareous Thornton

Q3 Top Sales Coach Lufkin -- Tony Kirby

Q3 Top Operations Leader Nacogdoches -- Madison Golson

Q3 Top Sales Coach Nacogdoches -- Sherie Jones

Q3 Top Sales Coach Nacogdoches -- Savanna Fugate

Dallas Learn & Lunch

Thanks to Dallas Nephrology Associates for providing a wonderful Learn & Lunch for health week.

Dallas Nephrology Associates provide dialysis services to Dallas and surrounding cities. Nurse Rhonda Cowden provided basic information on what is kidney disease and how to take care of our kidney. Feel free to visit the following website for more information:

www.freseniuKidneycare.com

Etech wellness

What is Chronic Kidney Disease?

Chronic kidney disease (CKD) means your kidneys are damaged and can't filter blood the way they should. The disease is called "chronic" because the damage to your kidneys happens slowly over a long period of time. This damage can cause wastes to build up in your body. CKD can also cause other health problems.



Diseases and conditions that cause chronic kidney disease include:

Type 1 or type 2 diabetes

- High blood pressure
- Glomerulonephritis (gloe-mer-u-low-nuh-FRY-tis), an inflammation of the kidney's filtering units (glomeruli)
- Interstitial nephritis (in-tur-STISH-ul nuh-FRY-tis), an inflammation of the kidney's tubules and surrounding structures
- Polycystic kidney disease
- Prolonged obstruction of the urinary tract, from conditions such as enlarged prostate, kidney stones and some cancers
- Vesicoureteral (ves-ih-koe-yoo-REE-tur-ul) reflux, a condition that causes urine to back up into your kidneys
- Recurrent kidney infection, also called pyelonephritis (pie-uh-low-nuh-FRY-tis)

Diseases and conditions that cause chronic kidney disease include:

- Diabetes
- High blood pressure
- Heart and blood vessel (cardiovascular) disease
- Smoking
- Obesity
- Being African-American, Native American or Asian-American
- Family history of kidney disease
- Abnormal kidney structure
- Older age
- Polycystic kidney disease

To reduce your risk of developing kidney disease

- **Follow instructions on over-the-counter medications.** When using nonprescription pain relievers, such as aspirin, ibuprofen (Advil, Motrin IB, others) and acetaminophen (Tylenol, others), follow the instructions on the package. Taking too many pain relievers could lead to kidney damage and generally should be avoided if you have kidney disease. Ask your doctor whether these drugs are safe for you.
- **Maintain a healthy weight. If you're at a healthy weight,** work to maintain it by being physically active most days of the week. If you need to lose weight, talk with your doctor about strategies for healthy weight loss. Often this involves increasing daily physical activity and reducing calories.
- **Don't smoke.** Cigarette smoking can damage your kidneys and make existing kidney damage worse. If you're a smoker, talk to your doctor about strategies for quitting smoking. Support groups, counseling and medications can all help you to stop.
- **Manage your medical conditions with your doctor's help.** If you have diseases or conditions that increase your risk of kidney disease, work with your doctor to control them. Ask your doctor about tests to look for signs of kidney damage.



Café Breakfast at Dallas!



Halloween at Dallas!



Dallas 2018 -Winning Culture Survey



Dallas Maverick Contest Winner - T. Robinson



Prize Winner From Rewards and Recognition Ceremony at Dallas



Etech Dallas Channel Manager & Account Leaders





Dallas R&R State Fair of Texas Winner

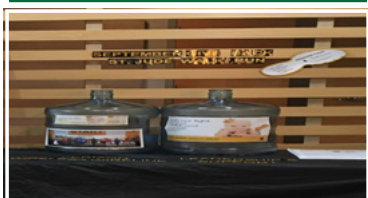


Etech Dallas 2018 4th Quarter Give Back Initiatives

St. Jude is leading the way the world understands treats and defeats childhood cancer and other life-threatening diseases. Unlike any other hospital, the majority of our funding comes from individual contributions. And thanks to generous donors, families never receive a bill from St. Jude.



Give by donating coins



Partnerships and sponsorships play a crucial role in helping us raise awareness about blood cancer and bone marrow donation as well as register more donors who can go on to save more lives.



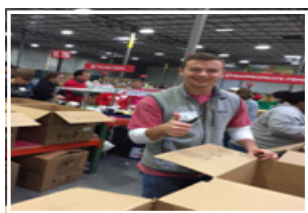
Get swabbed to be a match



Operation Christmas Child counts on thousands of volunteers to collect and process millions of shoebox gifts every year.



Give toys to bring a smile



Happy Birthday - Kim Lewis - Dallas Team Member





Etech Dallas Wellness Week - Smoothies in Break Room



Choose your LIQUID BASE

almond milk, coconut water, kefir, water, cold tea, cold coffee, etc.



Choose your VEGGIES

spinach, kale, carrots, cucumber, collard greens, swiss chard, celery, etc.



Choose your FRUIT

berries, banana, mango, pineapple, oranges, kiwi, apple, dates, etc.



Choose your FAT

almond butter, coconut or flaxseed oil, avocado, cashews, pecans, etc.



Choose your THICKENER

plain greek yogurt, flaxseed meal, chia seeds, gelatin, protein powder, oats



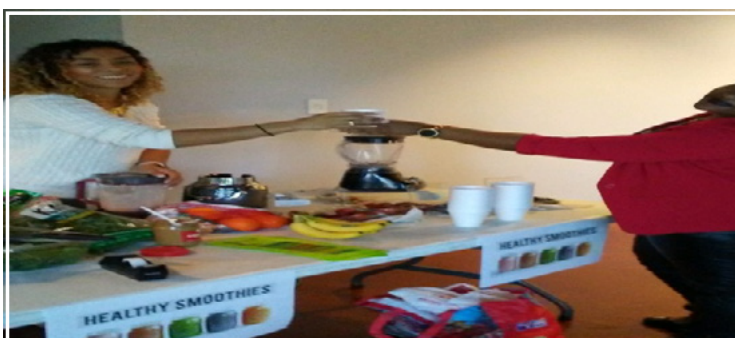
Choose your FLAVORING

lemon, lime, ginger, mint, vanilla, cinnamon, honey, cacao powder, etc.



ICE (OPTIONAL)

may not be necessary if you are using frozen fruit or veggies. LISTOTIC.COM





Training Department - 2018: Jeani Rockets Game!

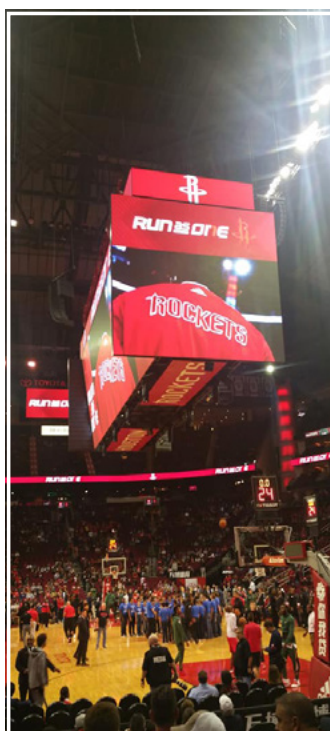
Etech loves to give our people special rewards for outstanding work. It is one of the great ways we value our team members! We had the opportunity recently to do this for Jeani Haak, one of our trainers in our Lufkin center.

Jeani has shown great leadership in the Training and Development department. She is remarkable in her ability to come alongside struggling team members and build them up to be the best they can be. Her joyful personality is a beautiful positive influence on everyone she engages with. Jeani is a lot of fun to watch in her craft as she inspires her classes to become top performing agents for our clients. She is truly a valued member of our team, not only for Training and Development but all across the center.

Because of her exemplary positive influence, her devotion to valuing our people, courage, and consistent delivery for our clients and our people, the Training and Development team awarded her with two tickets to see the Houston Rockets game on October 24th against the Utah Jazz.

Even though the Utah Jazz won the game, Jeani and her husband Robyn (one of our team members for Quill.com) had a blast! It was Robyn's first time at an NBA game, and Jeani reports that he was just like a little kid in enjoying the energetic and vibrant atmosphere. Between the mascot "Clutch" dancing with them, watching the DJ keep the soundtrack going right beside them, and the other fans in the crowd commenting on the players, these two had a wonderful evening.

They loved representing the Etech family and rooting for the home team. Three cheers for Jeani!





Etech Give Back Program – Blood Drive at Lufkin

Etech Lufkin had a Blood Drive on Friday, October 19! We had 23 people sign up, and everyone who attempted to donate received a free t-shirt. Thank you to everyone who signed-up!



Face Paint Contest at Lufkin

On Friday, October 19, Etech Lufkin held a face painting contest. Employees were given the chance to have their face painted. Anna Windham was the winner of the contest and received a gift card. Thank you to everyone who participated.



Wear Pink Day at Etech Lufkin!

On October 10, Etech Lufkin wore pink in honor of Breast Cancer awareness month. Thank you to everyone who wore pink!



Etech Give Back Program - Fajita Taco Fundraiser at Lufkin!

On Friday, October 5, Etech Lufkin had a fajita Taco Fundraiser. They were 3 for \$5 and as always they were gone fast!

Superhero Day at Etech Lufkin!

On October 17, Etech Lufkin had a Super hero day! Everyone was given the opportunity to dress up as their favorite superhero. We had many costumes that day, from Wonder women to Deadpool!



Etech Give Back Program - Lufkin Health Fair 2018

SERVICES OFFERED: Eye Care, Flu shots, fitness, healthcare, Drug/Alcohol Abuse, Plasma Donor, Bone Marrow Donor, Insurance, Community RX Help, Family Crisis, ChiroPractic, pharmacy, Tx Depart of State Health & Texas Children's Health.



IMPACTS ON YOUR HEALTH

FIGHTING AUTUMN ALLERGIES??



Ragweed – this is the biggest allergy trigger of the fall season. About 75% of people allergic to spring plants also have reactions to ragweed.



Mold - spores are common airborne allergens. They are light, tiny, and easily inhaled into the lungs. Piles of damp leaves are perfect breeding grounds for mold.



Dust Mites - most common during the humid summer months, they can get stirred into the air the first time you turn on your heat, triggering sneezes, wheezes, and runny noses.

Symptoms may include: Runny nose, watery eyes, sneezing, coughing, itchy eyes & nose, and dark circles under the eyes.



Food Truck Friday at Nacogdoches!

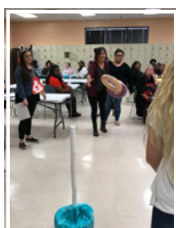
Nac employees waiting in line to enjoy some of Chambers' amazing BBQ during Food Truck Friday!



Halloween at Nacogdoches



Rewards and Recognition Ceremony at Nacogdoches





Nacogdoches Chamber of Commerce Annual Meeting and Membership Banquet

Nacogdoches Chamber of Commerce hosted their 97th Annual Meeting and Membership Banquet September 25, 2018 at Fredonia Hotel Convention Center. Several members of the Etech leadership team joined the celebration to recognize honorees of the 2018 Citizen of the Year, the Non-Profit of the Year, and the Gary Justice Business Excellence Awards. We appreciate all attendees for lending your time in **GIVING BACK** by celebrating with the community and **Making a Remarkable Difference!**

Pictured are Jessica Richardson, Jon Johnson, Matthew Cole, Marisa Wood, Marty Harper, Trish Holt, Ben Johnson, and Kristen Borders.



Etech Give Back Program – Shoe Drive at Nacogdoches

Etech Nacogdoches hosted a shoe drive during the month of September to collect shoes for Child Protective Services. We were able to donate over 40 per of shoes to CPS! Thank you to everyone who donated to this amazing cause.



Halloween Celebrations & Grand Pot Luck at Etech Vadodara

WLB team Vadodara Organized the Halloween Day celebration along with a **Grand Pot Luck....**

The teams got together and decorated their departments with mummies, coffins, witches, bats, cats and so on and so forth. On the spooky night of Halloween, we had zombies, jokers & witches. Here is a glimpse of how we celebrated Halloween at Vadodara center.





Breast Cancer Awareness Month – Palm Beach

Breast cancer Awareness Month! Fridays we wear Pink to recognize our friends and family that have been affected by Cancer! October 27 is the Cancer Walk and we are very excited to participate!



Etech Give Back Program – Breast Cancer Awareness Walk – Palm Beach

Palm Beach Center brought Breast Cancer awareness to its team members. Team members also participated in the Susan G Komen Cancer Walk.

October Birthday Celebration at Palm Beach!

Happy Birthday to Palm Beach Center Supervisor Keith Jones!



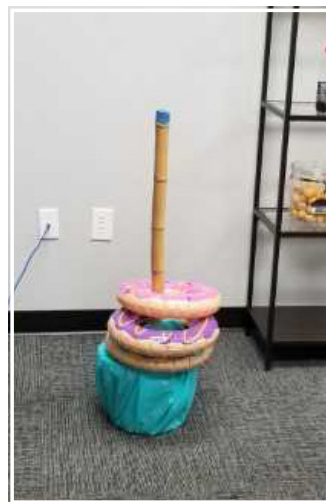


Etech Give Back Program – Water Drive at Palm Beach!

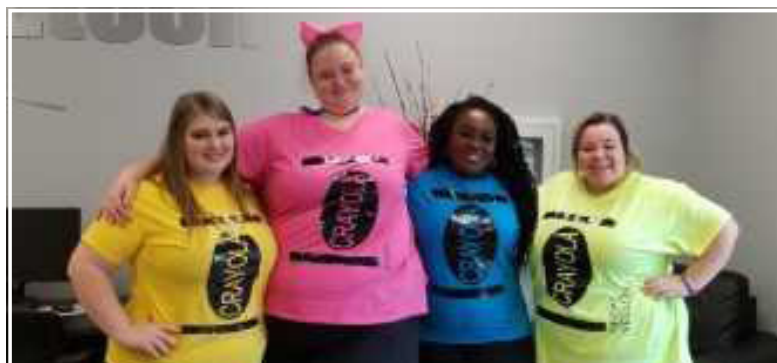
Water Drive was a success. Palm Beach Center collected 13 cases over 400 bottles of water and donated to the Salvation Army. Thank you to everyone who donated!



Rewards and Recognition at Rusk



Spirit Week At Rusk





Halloween Week at Rusk!



Etech - 863 Give Back Hours During Q3

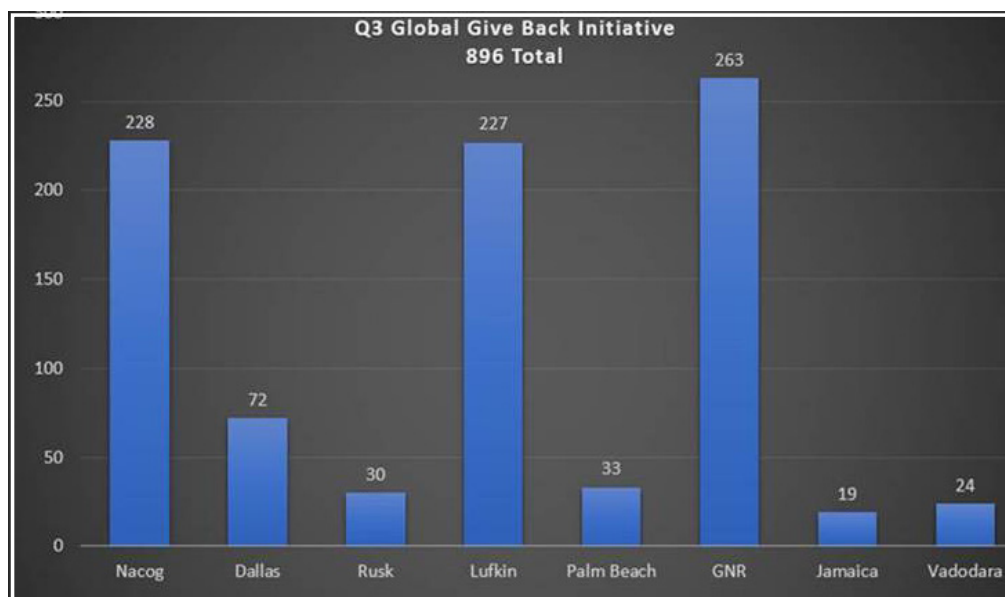
Greetings Etech Family,

Over the last couple of days, many of you have heard us mention Corporate Social Responsibility. The areas of focus this month has been our Corporate Social Responsibility to our **Communities**.

Do companies have a responsibility to their communities? The

resounding answer is yes. When we (The Etech Family) get involved in helping our communities it creates a positive domino effect. Our community involvement impacts our employees, customers, vendors, and all of whom are part of the communities that we serve.

During Q3, you devoted over 863 hours to your community. This global initiative is indeed **REMARKABLE! Thank you Etech!!**



Veronica Chimney – Vice President of Human Resources



Announcements

New Leaders Assimilation Program Graduates – Nacogdoches

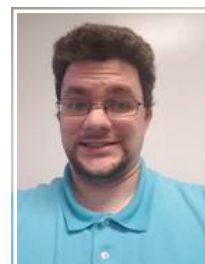
Congrats to the graduates of NLA! Pictured are Jamichael Kilson, Debra Davis, Alyssa Rhoadarmer, Amber Hays, and Amber Perry.



Stephen Darville - Payroll Coordinator I

Stephen has been with Etech since February 2015. Stephen always enjoys meeting new people and learning new things. Stephen has a passion for reading everything from religious history books to poetry to sci-fi and more. Stephen likes to play video games and host his own Dungeons and Dragons (5th Edition) campaign. Stephen has 2 sons, ages 3 and 18 months. Stephen and his wife Elizabeth have 1 dog, 3 ball pythons, 2 chameleons.

Please join me in congratulating Stephen on his promotion!

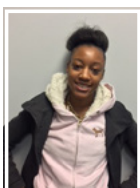


Congratulations Shawndra Tobias!

Congratulations on completing the Data Science course from John Hopkins University on Building a Data Science Team. Thank You for setting the example of personal teachability and accountability to us all. You set the bar high for each one of us to strive for. We appreciate all you do to continue to enhance Etech in the market place.

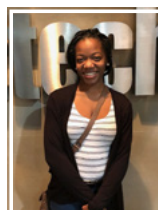


Team Member Highlight - Dallas



Camillia Brown

Special acknowledgement to Camillia for her excellent customer interaction. Keep up the great work!



Shajuana Holmes

Special acknowledgement to Shajuana for her excellent customer interaction. Keep up the great work!

Our Vision

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

Our 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.



Our Centers

Nacogdoches, Texas

1903 Berry Drive, Nacogdoches, TX 75964
Tel: 936-559-2200, Fax: 936-559-2225

Lufkin, Texas

106 N. John Redditt Drive, Lufkin, TX 75904
Tel: 936-633-9200

Rusk, Texas

146 E 5th St, Rusk, TX 75247
Tel: 903-683-9791

Dallas, Texas

8700 N Stemmons Freeway, Dallas, TX 75235
Tel: 214-366-0229

Palm Beach, Florida

155 East Blue Heron Blvd.
Riviera, Florida 33404
Tel: 561-841-0040

Gandhinagar, Gujarat

1st Floor, IT Tower 4, Infocity, Nr. Indroda
Circle, Gandhinagar-382009, Gujarat
Tel: 91-79-23213089, 91-79-23213240

Montego Bay, Jamaica

Building 1, Montego Bay Freezone, 1 Mangrove
Way, Montego Bay, Jamaica.
Tel: 876-952-9197

Vadodara, Gujarat

Keval Corporate Park, Building Block 3,
Opp – GEB office, Chhani Road, Beside Prakruti
Resort, Vadodara – 391740, Gujarat
Tel: 91-265-2771942, 91-265-2771943.

