

EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



NEWSLETTER

March 2018

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Black History Month - Dallas



Kick Off 2018 - Dallas



Hosted Financial Wellness Workshop - Dallas

February 28, 2018 - Presenters: Wells Fargo Branch Manager

Eight Rules of Thumb to Financial Health

Pay yourself first

Set aside some income for savings (5-10%) before paying bills.



Create a safety net

Save 3 to 6 months' worth of expenses for emergencies.



Pay bills on time

Improve and maintain your credit score by paying bills on time.



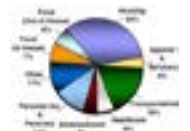
Review insurance annually

Check coverage to help protect what counts.



Track your spending

Know where your money is going each month.



Pay down high-interest-rate debt

Reduce debt that costs you the most.



Know where your credit stands

Check your credit report annually.



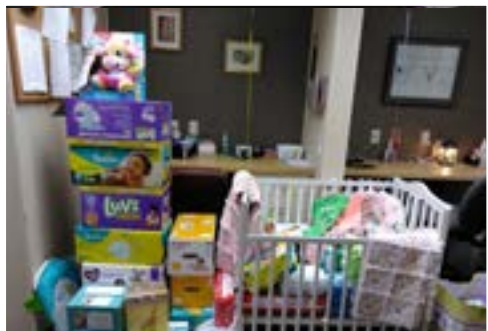
Save sooner for a better retirement

Save at least 10% of your income each year.



Etech Give Back Program - Babypalooza - Lufkin

During the month of February, Etech Lufkin collected items to donate to Babypalooza. Every year, the Lufkin Pregnancy Help Center accepts donations from all over the area to help contribute to their stores that consistently help moms around the county. Lufkin was able to collect diapers, wipes, toys, blankets, and outfits.



Aspiring Leaders Graduation - Nacogdoches



Saint Patrick's Day - Palm Beach

Palm Beach Center team celebrated the Saint Patrick festivities with some smiles and green snacks. Thank you to all those who participated!



Etech Give Back Program - High School Outreach - Palm Beach

As part of March's Give Back for Palm Beach, HR Assistant, Darien Wolliston spoke to the students of Royal Palm Beach High School about the importance of college and career readiness. Students were given tips on setting goals, planning for college and succeeding in the workplace. Making an impact on our future leaders is a great way to Give Back!



St. Patrick's Day with a Baked Potato Meal - Rusk

The Rusk Center celebrated St. Patrick's Day with a baked potato meal on 3/14. They were absolutely delicious! A big thank you to Charlotte Rasmussen for putting this together!



1st Annual Chili Cook-Off - Rusk

The Rusk Center had its 1st Annual Chili Cook-Off on 3/17. Team Members had the opportunity to sample some winning recipes! The winner for the AM shift was Lovanna Lash & the winner for the PM shift was Robert Rogers Jr.



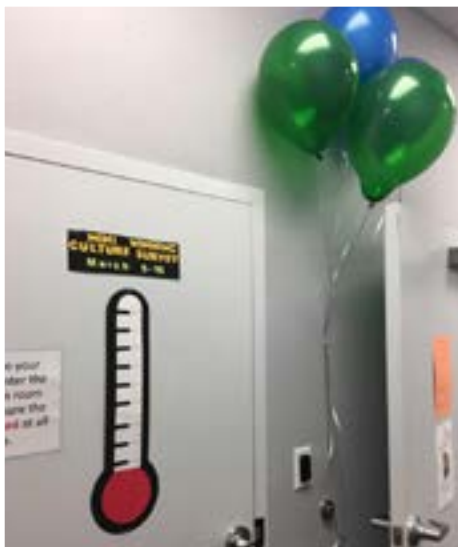
Easter Egg Hunt - Rusk

Etech Rusk donated a bicycle to the Chamber of Commerce for the Rusk Community Easter Egg Hunt held on the square in downtown Rusk.



Mini Winning Culture Survey - Rusk

Rusk's participation in the Mini Winning Culture Survey was a huge success! We ended up at 99% participation. Thank you to our Operations Team for their support. Go Team Rusk!



Several Fun Center Activities - Rusk

Rusk celebrated March with several fun center activities. We shared what we feel lucky for, had a candy jar guessing game, and played St. Patrick's Day themed games. Lovanna Lash was the winner of the pot of gold jar!



Give Back Program - Handicrafts Exhibition - Vadodara

"Art is not a handicraft. It is the transmission of feeling the artist has experienced".
– Leo Tolstoy

Etech Vadodara Corporate Social Responsibility Team was glad to organize the Handicrafts Exhibition. We saw a great range of handicraft items prepared by the ladies wing of Friends Society and our employees grabbed the opportunity with both their hands and purchased the handicrafts for a great cause. This was an attempt from us to give back to the society & make a remarkable difference for the underprivileged people.

Friend's society has ladies wing supporting underprivileged women for self-employment. These ladies prepare various handicrafts and earn a living.



Fire & Safety Training - Vadodara

***Safety first is safety always.* - Charles M. Hayes**

In accordance with National Safety Week Celebrations (4th to 10th March), facility team at Etech Vadodara conducted session on safety awareness for our team members.

Key step towards fire safety at work is training, knowledge, and preventative measures. As a part of preventive measures, we conducted fire safety training this year as well. Training covered all vital elements such as hazard recognition, prevention and response, types of extinguishers, types of extinguishers used for combustible, electrical fire etc.

This training will not only help team members to cope with fire in emergency situation but will also help to handle hazardous condition efficiently without any anxiety. While nothing is an equal substitute for training on and familiarization with the use of fire extinguishers, the basics can be remembered with one simple acronym: PASS.

- P: Pull the pin
- A: Aim the nozzle at the base of the fire where the source is, not at the flames
- S: Squeeze the handle
- S: Sweep the nozzle back and forth from left to right until fire has been extinguished

The participants were very enthusiastic about the new learning for basic response as well as use of fire extinguishers.



Hawaiian Day - Vadodara

We celebrated Hawaiian day with potluck and one minute games.



Give Back Program - Exposure Visit - Vadodara

Arch Consultancy is an organization committed to drive diversity and inclusion. Organization was found in an attempt to improve employment of people with disabilities as diversified workforce has roots deeper than we think.

We had a team of deaf and mute students visiting our organization as a part of skill building program. We had made them aware about basic etiquettes, interview preparation, and information about different departments in organization.



International Women's Day - Vadodara

The fastest way to change society is to mobilize the women of the world.

- Charles Malik

International Women's Day (March 8) is for celebrating the social, economic, cultural and political achievements of women.

An annual "International Women's Day" was first organized by the German socialist and theorist Clara Zetkin along with 100 delegates from 17 countries in March 1911. The event was marked by more than one million people campaigning for women's rights to work, vote, hold public office and end discrimination.

The 2018 theme for International Women's Day is # **PressForProgress** and while we know that gender parity won't happen overnight, the good news is that across the world women are making positive gains day by day. Plus, there's indeed a very strong and growing global movement of advocacy, activism and support.

International Women's Day is not country, group or organization specific. The day belongs to all groups collectively everywhere. So together, let's all be tenacious in accelerating gender parity. Collectively, let's all **Press for Progress**.



Sexual Harrassent at Workplace Session - Vadodara

Ms. Trupti Sheth, External Member of our Internal Complaint Committee (ICC) Anti-Harassment Panel, Etech Baroda had conducted awareness session for our team members. She is involved in monitoring gender mainstreaming, implementation of project activities, take corrective action where policy and project activities are not being followed, analyze gender situation, concerns and recommend ways to address issues, enhance capacity of gender education, develop materials.

She is appointed as an expert for the Anti-Sexual Harassment committee for various government organizations by Government of Gujarat to provide guidance and training. Institutes include Vadilal Sarabhai Medical College, Sharadaben Medical College, Municipal School Board consisting of 452 schools, Ahmedabad Municipal Transport Service (AMTS), Border Security Force (BSF – Gujarat) etc. Moreover, she provides leadership and guidance at State level and National level workshops, training programs, seminars on women and children issues and pedagogy.



It's Winning Time! - Vadodara

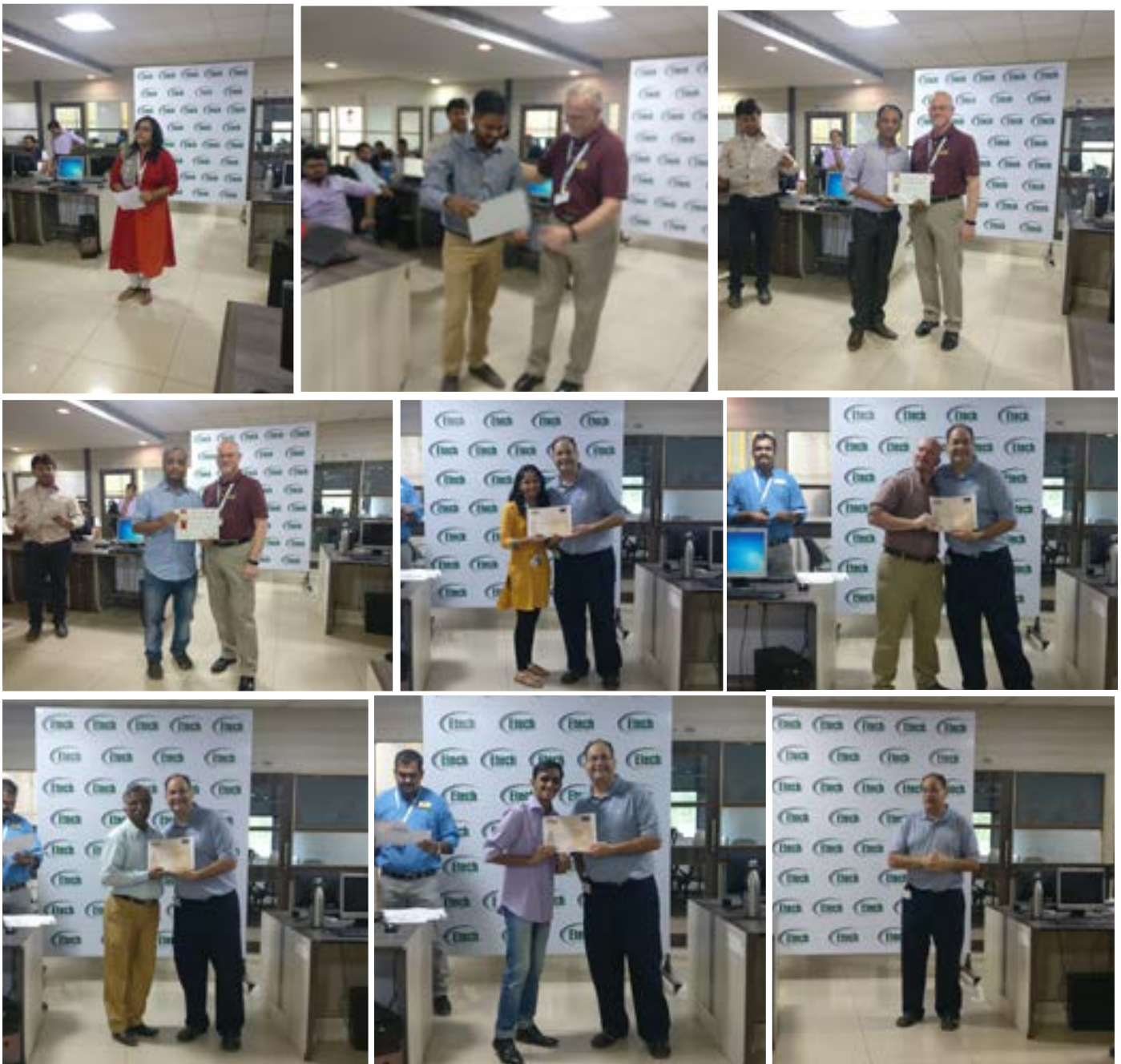
Team members ran against the time while the entire floor cheered them on. The games and contests organized on the floor have become a phenomenon lately. Participants are pouring in from all the departments, and the enthusiasm is just contagious! Every prize won brings smiles all over.

Rewards & Recognition Ceremony - Vadodara & Gandhinagar

Rewards and Recognition ceremony has become an integral part of culture of celebrating success and rewarding those who make a remarkable difference month over month.

Getting rewarded and applauded in front of the whole center holds a special value for everyone, and we ensure the appreciation and the hype doesn't end with the ceremony. Everyone on the floor had fun playing games, and the deafening applause and cheers brought smiles over the participants' face.

People with their birthdays in this month got to celebrate it with their Etech family.



Fire Safety Awareness Session - Gandhinagar

Don't let your dreams go up in smoke, practice fire safely!

Our people at Etech Gandhinagar underwent Fire Safety training. There were few Commandoes were nominated by departments and few were picked by HR and Security Team at Etech. Total 50 Commandoes got trained. They were given rigorous training on how to deal in emergency situations.

The Trainer Mr Bhavsar mentioned that fire fighters should fight with their fear first. The curricular included types of fire, types of extinguishers, what increases fire, and what supresses it. Also, during training he mentioned that one should take fire seriously and move quickly; should know the plan to escape; and should focus on Fire Prevention. Fire can kill, no statistics work with it! He also mentioned that Fire Safety should be part of our routine.



Women's Day - Gandhinagar

Hillary Clinton once said that, "Women are the largest untapped reservoir of talent in the world." Yes indeed. According to Muhammad Ali Jinnah, "No struggle can ever succeed without women participating side by side with men."

International Women's Day is celebrated on March 8 every year. It is a focal point in the movement for women's rights. The theme for International Women's Day 2018 was chosen as - 'Time is Now: Rural and urban activists transforming women's lives'. Our Work Life Balance Team at Etech Gandhinagar celebrated International Women's Day. The fun filled event had multiple dimensions of dance, cheers, and food. On this occasion each of them were given a personalized certificate.



Paint Party - Gandhinagar

We organized sessions of canvas painting at Etech Gandhinagar where we were taught how to paint on canvas. Some of us were so surprised to realize that we can paint! Everyone loved the session and clicked loads of pictures with their paintings!



Awareness Session on Workplace Sexual Harassment & Gender Equality - Gandhinagar

Etech Gandhinagar organized an Awareness Session on Workplace Gender Equality & Sexual Harassment on March 14, 2018. The training session was conducted by Mrs. Trupti Seth, an external member of our Internal Complaint Committee. She updated us about Workplace gender equality and Sexual harassment that can take place at work which is an unwelcome or uninvited behavior of sexual nature, which is offensive, embarrassing, intimidating and affects an employee's work performance, health, career or livelihood. Findings indicated that training had a significant effect on the perception of sexual harassment & the importance of gender equality to achieve sustainable development. End of the day, our goal was to ensure we learn to deal with sexual harassment incidents effectively, prevent the occurrence of such incidents at workplace and to create a work culture where we have equal opportunities and respect for each other.



Announcements

Ashley Morgan - Operations Sales Intern

Ashley was born on April 3rd and raised here in Dallas. Ashley was one of five children in her household. Ashley graduated from Samuell High School and attended Remington College to become a Pharmacy Technician. Ashley graduated from Remington in 2014 and obtained her certification.



Ashley is the mother of a beautiful little girl whom she adores and who is a big part of her life. She is the main reasons Ashley strives to do her best as an individual and a business professional.

Ashley professional background is in retail, technical support and in contact centers. She has been with Etech for three months and the one thing she loves about our organization is that she was given an opportunity to grow. She feels Etech has provided her with the tools to be success in her professional career.

Please help us congratulate Ashley Morgan in her new role!

Stefany Moreno - Etech Dallas Front Desk Receptionist

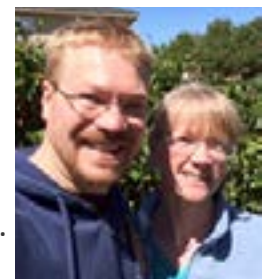
Stefany was a previous employee of our organization as a customer service representative. Stefany enjoys camping, traveling to local fairs, attending car shows, and cookouts. Stefany is an avid supporter of the Dallas Mavericks, The Texas Rangers, and The Dallas Cowboys.



Stefany long term aspiration is to earn her credentials to work in the pharmaceutical industry. Her personal desire is to be successful in life by balancing work and family in which, she is expecting her first bundle of joy Layla who is due this coming July. Please join me in congratulating Stefany into her new role!

Nathan Ketchen - Assistant Training Leader

Nathan has played a key role in improving 5 star results in both Nacogdoches and Dallas through supporting the roll out of continuation training. As a result, Nathan will take these successes and replicate them across other programs, leading the design, planning, and execution of our onshore continuation trainers. Nathan's prior experience as a Pastor for several churches has given him the transferable skills needed to embrace relationships and engage in developing others. In his spare time Nathan enjoys doodling caricatures and also creating comic strips. He and his wife Melissa have been married for 12 years and have 4 children.



Nathan brings a wealth of experience to the training department, and we are excited about his new role. Please join me in congratulating Nathan on his promotion and wishing him continued success.

Cody Palm - Assistant Trainer

Cody started his career at Etech in August of 2016 with the Verizon Wireless Click to Chat campaign in Nacogdoches. In February 2017, Cody began his new role as a training intern training on the very campaign where he started, and was recently awarded All-Star Trainer for December 2017. He graduated from Stephen F Austin State University with a Bachelor of Science in Political Science and minored in History. Cody enjoys spending his free time hiking and spending time with his son, fiancé, and puppy, Bailey Rose. He aspires to be a Political Advisor in the Foreign Service, and eventually an ambassador for the United States.



Cody's favorite quote is, "The cultivated mind is the guardian genius of democracy and, while guided and controlled by virtue, the noblest attribute of man. It is the only dictator that freemen acknowledge and the only security that freemen desire." Mirabaeu Lamar Please join me in congratulating Cody on his promotion and wishing him continued success in his new role!

Jada White - Employment Coordinator - Nacogdoches Center

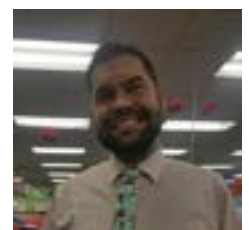
In Jada's new role, she will directly report to Ashley Johnson, (Leader of Employment Coordinators,) and will assist with pre-screening candidates, reviewing resumes, setting interview appointments for first level Operations interview, completion of Pre-Hire paperwork, verification of Social Security numbers, and construction of class lists for upcoming Training classes.



Jada joined Etech in October of 2017, and has served as a Talent Acquisition Representative, and most recently as Recruiting Assistant, where she worked hand in hand with Ashley Johnson to fill classes and contact potential applicants. Jada is currently a senior at Stephen F. Austin with a major in Speech Pathology. In her spare time Jada enjoys watching movies, spending quality time with her family, and rooting on her favorite football team the Dallas cowboys! Join me in congratulating Jada on a Job well done! Jada, Congratulations on your promotion, and we are excited to partner with you in your professional growth!

Kelby Bell - Onshore Data Scientist Leader

Kelby was born and raised in East Texas. Kelby started at Etech in 2007. He has spent the last several years building his career and skill set. His most recent work experience includes Operations Supervisor at United Health Care contact center. It's this diverse background that makes Kelby the perfect fit for his new role at Etech. Kelby will directly supervise Etech Insight's Penske and Delta Vacation programs and will be responsible for ensuring an effortless customer experience for these strategic clients. In his spare time, Kelby enjoys playing golf, cooking BBQ, watching shows where people fix cars, playing PS4, and relaxing on the couch. He also enjoys spending time with family, especially his sister, niece and nephews.



March is Eye Wellness Month

The Basics: Safety Glasses 101

You can find safety glasses made of industrial strength glass and impact resistant plastic. They do meet current eye protection standards. But nothing beats polycarbonate. It's the safest and most impact-resistant lens material. And yes, polycarbonate has been used for astronaut helmet shields and space shuttle window shields. It's that strong.

Besides lenses, you also can find frames of high-impact plastic or polycarbonate. Protective (and fashionable) designs are available in goggles, wraps and shields – look for rubber padding to cushion the face even more. If you don't wear prescription lenses, you can find protective eyewear at your VSP network doctor's office or at a sporting goods store.



Eyes on the Job

Do you have a physical job where you rely on your eyes to do a task? You may need safety eyewear for your important work. Even though you know what you're doing, the chemical or machine you're working with might not. Protect your eyes no matter what, and wear safety glasses.

Eyes About the House

We can all be a bit careless when it comes to safety and household chores. But if you're cutting wood, mowing the lawn or doing something fun like building a model plane, an unexpected flying object or chemical could injure your eyes. Safety glasses can prevent that.

Eyes on the Field

At work or in serious housework, you might more quickly see how safety eyewear can be helpful. But in sports, many people just plain forget all about it. Don't, say Drs. Williams and Stone. "Basketball has a high rate of eye injury," says Dr. Stone. "Jabs by elbows and fingernails to eyes are so common." Dr. Williams adds that any racquet sport or one involving "flying objects" also needs special eye-protecting equipment.

While we might quickly use kneepads or a helmet, we can often put the safety of our eyes at a lower priority, but we shouldn't. Our eyes are our windows to wellness, but they can also be a door to injury.

Etech Give Back Program - Quarter 1 Overview

How to make a Remarkable Difference within your community? Volunteer 330.25 hours to local communities around the globe within a three month period.

Yes, you did this Etech! Thanks to all employees for the teamwork and participation! Thank you HR Managers and Etech leadership team for driving the results.

You must know that many people around the globe are grateful for the impact that you are making. You are truly making a difference.

If you have creative ideas for future Give Backs, please see your local HR Manager to submit ideas. Thanks all!

Congratulations on our Q1 Results!

Etech Give Back Report	
	<i>Hours per Month</i>
January	99.25
February	78
March	153
Q1 Total=	330.25 Hours



12 Etech Leadership Characteristics

INTEGRITY
VALUING PEOPLE
TEAM WORK
ACCOUNTABILITY
COMMUNICATION
VISION

ADAPTABILITY
HUMILITY
CREATIVITY
TEACHABILITY
POSITIVE INFLUENCE
COURAGE



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.

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.

