

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





Summer Mental Health & Safety Tips for the Entire Family

Summertime is upon us, which means warmer weather, longer days, and more opportunities to get outside and enjoy all that nature offers. But summertime also comes with its own set of challenges. To help you make the most of your summer and support your mental health during the summer, focus on maintaining routines, spending time outdoors, staying active, and connecting with others. Prioritize sleep, manage stress through mindfulness and relaxation techniques, and don't hesitate to seek professional help if needed. Remember to balance structured activities with opportunities for fun and relaxation.

Here's a more detailed breakdown:

1. Establish and Maintain Structure:

Routines: While summer offers a break from the school year, maintaining a consistent sleep schedule, mealtimes, and exercise routines can provide a sense of stability and support mental well-being.

Flexible Framework: Create a balanced schedule that includes time for relaxation, hobbies, and social activities, while also allowing for spontaneous fun.

Set Boundaries: Learn to say no to activities or commitments that might overextend you and prioritize those that align with your needs and energy levels.

2. Embrace the Outdoors:

Vitamin D & Mood: Spending time in nature, especially during the warmer months, can boost vitamin D levels, which can positively impact mood and overall well-being.

Nature's Benefits: Engage in outdoor activities like walking, hiking, swimming, or simply relaxing in a park or garden. These activities can reduce stress and promote a sense of calm.

Grounding Activities: Try grounding activities like forest bathing or mindful walks in nature to enhance mental clarity and relaxation.

3. Prioritize Physical Activity:

Regular exercise, whether it's swimming, biking, or simply walking, can be a powerful tool for managing stress and improving mood.

Summer Heat: Take advantage of cooler morning or evening hours for outdoor workouts and stay hydrated to prevent heat-related issues that can affect mood.

Fun & Fitness: Find activities you enjoy and make them a regular part of your summer routine.







Summer Mental Health & Safety Tips for the Entire Family

4. Connect with Others:

Social Support: Maintain connections with friends and family through regular calls, outings, or virtual hangouts to combat feelings of isolation.

Community Events: Attend local events or join groups that align with your interests to foster a sense of belonging and connection.

5. Practice Mindfulness and Relaxation:

Deep Breathing: Incorporate deep breathing exercises, meditation, or yoga into your daily routine to manage stress and improve mental clarity.

Mindful Moments: Take time to savor the present moment, practice gratitude, and find joy in simple summer activities.

6. Other Tips:

Limit Screen Time: Excessive screen time can negatively impact mood and sleep, so make a conscious effort to reduce your exposure.

Healthy Habits: Maintain a balanced diet, stay hydrated, and prioritize sleep to support both your physical and mental well-being.

Enjoy Yourself: Don't forget to have fun and engage in activities that bring you joy and relaxation.

Get plenty of rest and stay hydrated: It's important to stay hydrated during summer, especially if you're spending time outdoors in the heat. Be sure to drink plenty of fluids, such as water or unsweetened iced tea. And if you're going to be outside for an extended period of time, take along a sports drink to replenish your electrolytes.

Take advantage of summer fruits and vegetables: In-season produce is not only delicious but also more affordable. Adding fresh fruit and vegetables to your diet helps support your health and boosts your immune system. Visit your local farmer's market or pick your own fruit to get the best deal!

7. Seek Professional Help:

Support System: If you find that summer is exacerbating existing mental health challenges, don't hesitate to reach out to a therapist, counselor, or peer support group.

Employee Assistance Program (EAP): If you or someone you know needs assistance, contact our Employee Assistance Program Mutual of Omaha®.

Omaha offers 24/7 Confidential Support

Phone Number: 800-316-2796

Website: https://www.mutualofomaha.com/eap/





Employee Engagement activities @ Etech

Team Dallas - Beach Puzzles

Etech Dallas had beach themed puzzle day, to pass the time with ease. This activity was a fun and light way for us to relax. To keep the brain juices flowing, we had crossword puzzles along with word finds to expand our vocabulary!





Team Dallas - Lemonade with HR

The Etech Dallas Center, had a refreshing day involving Lemonade and conversation with colleagues. Personable and light; the human resources department took some time to spend with other employees of the center. There were tasty cookies and some lemonade to chill and relax with HR!





Team Dallas - Reward and Recognition

At Etech Dallas, the Q2 Rewards and Recognition awards were hosted! With a beach themed set, time was taken out of the day to recognize those who have contributed to Etech. With hard work and dedication appreciated, fun games, good food and awesome prizes were provided.













Team Dallas - Positive Summer Board

The Etech Dallas Center had a very special activity this July. Positivity filled the center during an A/C outage. Though they faced mild harsh conditions within the center, due to a malfunction out of their control; the Dallas Center still managed to express kindness out of consideration for their fellow colleagues. Writing positive notes to each other through this heated summer, showed how much valuing people means to them!









Team Jamaica - Crocs Day and July birthdays









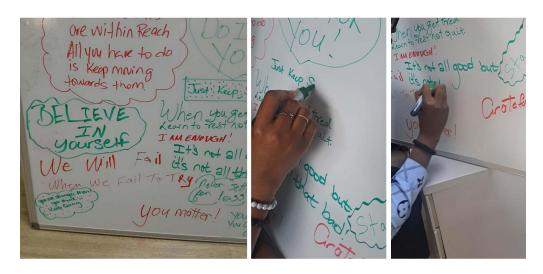




Employee Engagement activities @ Etech

Team Jamaica - Mindful Moments

Jamaica Center recently celebrated a Gratitude Board activity, inviting community members to reflect on and share what they're thankful for or any motivational belief. The celebration was part of a broader effort to foster positivity, connection, and cultural pride within the people.



Team Jamaica - Fruit Day with HR



Team Jamaica - Perfect attendance Sum fest Raffle

Jamaica Center hosted a Perfect Attendance Sum fest Raffle, blending the energy of positivity and happiness with a celebration of reliability and commitment.











Employee Engagement activities @ Etech

Team Jamaica - Staff Recognition

Jamaica Center hosted a heartfelt Staff Recognition Dinner to honor the dedication and hard work of its employees.









Team Nacogdoches - National Freezer Pop Day

On July 8th, employees of the Nacogdoches center were invited to take part in a cool treat for a hot summer day. Many freezer pops were given out in the back breakroom as a special treat in honor of the national event. Way to stay cool Nacogdoches and thank you all for your amazing commitment to the Etech team.







Team Rusk - Lemonade with HR

On July 23rd, Etech's onshore and nearshore HR teams hosted our annual Lemonade with HR event to connect with team members over refreshments and conversation. Our Rusk center team enjoyed lemonade slushes, snacks, and pastries while taking time to get to know one another better. These moments of connection and team building are what make our workplace special. Thank you to everyone who participated and made the day memorable.





Team Rusk - Ice cream Day

On July 18th, team members at the Rusk Center got a head start on National Ice Cream Day, which is officially celebrated on the third Sunday in July. With the sweltering summer heat, we had all the excuse we needed to indulge a little early. The event featured classic Blue Bell ice cream in chocolate and vanilla flavors, bringing everyone together for a sweet treat that was both refreshing and delicious. The celebration was a wonderful success, and



we're grateful to everyone who joined us for this cool respite from the Texas heat.

Team Rusk - Mac and Cheese Day

On July 14th, team members at the Rusk Center joined food enthusiasts nationwide in celebrating National Mac & Cheese Day, honoring one of America's most cherished comfort foods. Our celebration featured three mouthwatering varieties: rich three-cheese mac and cheese, savory bacon mac and cheese, and delicious mac and cheese bites that were perfect for sampling. We extend our heartfelt gratitude to everyone who joined us for this engaging center event.









Employee Engagement activities @ Etech

Team San Antonio - Dancing Through the Decades Day

San Antonio Newsletter – Dancing Through the Decades
Day! The San Antonio Center hosted a "Dancing Through
the Decades Day" where each campaign dressed up
representing their assigned decade. Everyone embraced the
theme with their creative outfits channeling their era!







Team San Antonio - Independence Day

San Antonio Newsletter – Independence Day (Wear Red, White, and/or Blue) The San Antonio center did a great job showing their patriotic spirit by wearing Red, White and Blue to show their Independence Day spirit!



Team San Antonio -Nacho Bar Day

The San Antonio Center hosted a Nacho Bar Day that was enjoyed by everyone. Everyone was able to customize their nachos with different toppings creating a fun and social atmosphere!









Team San Antonio - Lemonade with HR

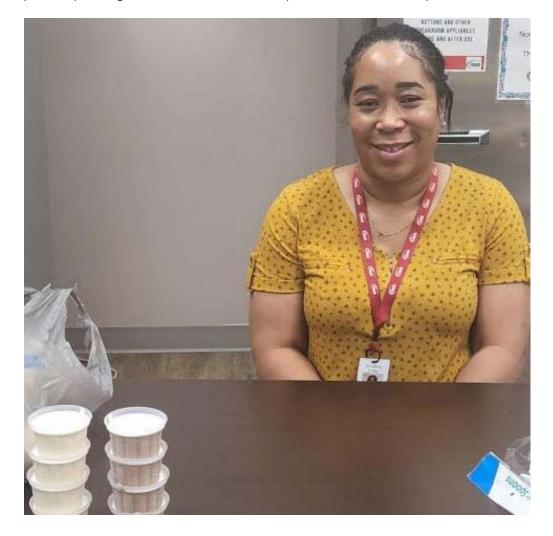
The San Antonio Center hosted their "Lemonade with HR" event, providing yummy treats while gathering valuable feedback on how HR can better support the center. The event was a great success, generating lots of engaging conversations and positive energy!





Team Lufkin - Ice cream Day

This month the HR department wanted to help beat the heat with a sweet treat, so we hosted an Ice Cream Day. There was an opportunity to purchase an individual 3oz ice cream starting a couple weeks before the event through a presale. Each cup was priced at one dollar. On the day itself, the sales went smoothly with the assistance of Kourtney Gulley who was participating in this event to complete her roadmap.







Employee Engagement activities @ Etech

Team Lufkin - Theme Week

For July, the theme weekdays were as follows; Monday-Red, White, and Blue; wear clothes to celebrate our Independence Day, Tuesday-Sunglasses; Don some shades to battle the sun, Wednesday-Hats; Wear a hat, Thursday-Band T-shirt; wear a t-shirt for a musical group and to finish Friday was twin day; two employees dress alike. Each day of participation granted participants a ticket for the drawing at the end of the week. This month's theme week winner was Ryan Ramey.















Team Nacogdoches - Reward and Recognition

Nacogdoches proudly hosted a Reward and Recognition Ceremony to honor individuals and organizations for their exceptional contributions to the community. The ceremony fostered a spirit of appreciation and unity, reinforcing the town's commitment to recognizing those who go above and beyond.













Team Nacogdoches - Lemonade with HR

Nacogdoches Etech's Human Resources team hosted a "Lemonade with HR" event where team members handed out refreshing lemonade in the back break room. This informal gathering allowed employees time to briefly meet members of the Human Resources team and encouraged them to share opinions and gauge employee satisfaction. We hope



you enjoyed the refreshing treat and thank you for your feedback!

Team Nacogdoches - Bingo Bash

July 29th the Nacogdoches center hosted a Bingo Bash to a packed house eager for a chance to win prizes. What made this event truly special wasn't just the thrilling gameplay – it was watching our team come together, laugh together, and celebrate each other's victories. From the nail-biting near misses to the explosive celebrations of our winners, every moment was filled with the kind of camaraderie



feel like family. The excitement of the event has encouraged us to plan our next Bingo night event so keep your ear out for the next opportunity to play. Thank you to every single team member who joined us for this fantastic celebration. Your participation, laughter, and competitive spirit made this Happy Tuesday one for the books!





Employee Engagement activities @ Etech

Team GNR - Reward and Recognition

The Gandhinagar center proudly hosted its **Rewards and Recognition** event, honoring the dedication, achievements, and outstanding contributions of its team members. The celebration was filled with applause and appreciation as employees were recognized for their excellence in performance, innovation, and teamwork. It served as a powerful reminder of the center's commitment to fostering a culture of encouragement and growth, leaving everyone inspired and motivated to reach new heights.













Team GNR - Friendship Day

The Gandhinagar center celebrated **Friendship Day** with warmth and enthusiasm, bringing colleagues together to honor the spirit of camaraderie. It was a beautiful reminder that friendships, even in professional spaces, are the threads that weave a stronger, more supportive community.











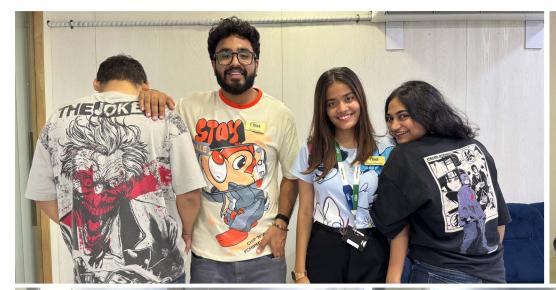




Employee Engagement activities @ Etech

Team GNR - Toon T-shirt Day

The Gandhinagar center brought smiles and color to the workplace by celebrating Cartoon T-Shirt Day, where employees showcased their favorite animated characters with pride. The event encouraged creativity and self-expression, as team members arrived dressed in vibrant, playful t-shirts featuring beloved cartoons. It sparked nostalgic conversations, laughter, and a sense of camaraderie across departments. The celebration added a fun twist to the day, reinforcing the center's culture of positivity and engagement.











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Team GNR - Fruit salad competition

The Gandhinagar center hosted a refreshing and fun-filled **Fruit Salad Competition**, inviting participants to showcase their creativity and culinary flair. Teams and individuals crafted vibrant, nutritious salads using a variety of fresh fruits, blending taste with visual appeal. The event encouraged healthy eating habits while sparking friendly competition and teamwork. Laughter, color, and the sweet aroma of fruits filled the air, making it a delightful and energizing experience for everyone involved.







Team VDR - Fritters Day

The Vadodara center turned up the flavor with a deliciously fun **Fritters Day** celebration, where employees indulged in a variety of crispy, golden treats. From spicy pakoras to savory bhajiyas, the event showcased regional favorites and creative twists on classic fritters. The aroma of freshly fried snacks filled the air, sparking lively conversations and shared laughter. It was a perfect blend of taste and togetherness, adding warmth and joy to the workplace.





Team VDR - Team Luncheon Day

The Vadodara center celebrated Team Luncheon Day with warmth and togetherness, bringing colleagues together over a shared meal to strengthen bonds and boost team spirit. The event featured a delicious spread of local and international cuisines, creating a relaxed and joyful atmosphere. It offered a perfect opportunity for employees to unwind, connect beyond work, and celebrate collaboration. The luncheon left everyone feeling appreciated and energized, reinforcing the center's culture of unity and camaraderie.











Team VDR - Rewards and Recognition

The Vadodara center came alive with pride and appreciation during its **Rewards and Recognition** celebration, honoring employees who demonstrated exceptional performance and dedication. The event highlighted achievements across various departments, with heartfelt speeches, certificates, and tokens of appreciation. It fostered a culture of motivation and gratitude, inspiring others to strive for excellence. The atmosphere was filled with applause and encouragement, making it a memorable occasion for all.







Employee Engagement activities @ Etech

Team VDR - Salad Making competition

The Vadodara center embraced health and creativity with its lively **Salad Making Competition**, where participants crafted colorful and nutritious salads with flair. Teams and individuals brought their A-game, blending fresh ingredients into visually stunning and flavorful dishes. The event encouraged healthy eating, innovation, and teamwork, while judges evaluated entries based on presentation, taste, and originality. It was a refreshing and engaging activity that added zest to the day and celebrated culinary talent within the center.







Employee Engagement activities @ Etech

Team VDR - DFD mart

The Vadodara center hosted a vibrant DFD Mart, turning the workplace into a bustling marketplace filled with creativity and entrepreneurial spirit.

















Give Back Initiative @ Etech

Team Dallas - Serving Lunch at Dallas Life

The Etech Dallas center volunteered at Dallas Life. Out of kindness and dedication, Dallas volunteers showed up

to assist with services such as serving lunch and assisting with the clean up afterwards. It can be disheartening to witness the ailments of others. With resilience and patience, we chose to participate in aiding those in need.





Team Jamaica - Serving Lunch

There's no greater joy than being of service to others. On Friday July 25,2025, Our Etech Global Jamaica team stepped out of office and into service. Nineteen team members showed up for the community by feeding those in need at the Refuge of Hope Center in Montego Bay. We provided 30 hot meals and 1 case of juice to the residents at the shelter. Our time was filled with laughter and lighthearted fun.









Give Back Initiative @ Etech

Team Lufkin - Stationary Donation

Lufkin made a generous contribution by donating essential stationery supplies to individuals in need, reinforcing its commitment to community support and education. This thoughtful gesture not only provided practical tools but also inspired hope and opportunity for those striving to succeed.





Team Nacogdoches - Rotary Book Club

For the month of July, the Nacogdoches center wrapped up the collaboration with the Rotary Club volunteering time to hand out summer reading books to students at the Boys and Girls Club. These fantastic volunteers didn't just hand out books – they sparked imaginations, encouraged young readers, and proved that when we invest in our community's youth, everyone wins! Thank you to those who gave their time and dedication to nurturing the next generation of readers and dreamers of our community!







Give Back Initiative @ Etech

Team Nacogdoches - Back to School Supplies Drive

Nacogdoches Etech organized a back-to-school supply collection drive during the month of July that benefited their employees. The initiative helped staff members prepare for the upcoming school year by providing essential supplies for their children or family members. Employees contributed items such as notebooks, pencils, folders, and other classroom





necessities to support their colleagues who needed assistance with school-related expenses. This community-focused program demonstrated the company's commitment to supporting their workforce beyond the workplace, recognizing the financial challenges that back-to-school shopping presents for families. The collection drive fostered a sense of camaraderie among staff while ensuring that employees' children were well-equipped for academic success in the new school year. Thank you to those who made donations for our Etech family.

Team Rusk - More Than a Backpack

For the 2025-2026 school year, the Tree of Promise, located in Rusk, partnered with local businesses to present the "More Than a Backpack" school supply giveaway for Rusk Pre-K through 8th grade students.





Etech is a proud sponsor for this event and team members from the Rusk center volunteered to assist with the setup on July 31. Special thank you to LaQuisha White and Kimmy Cooksey for volunteering your time to make a remarkable difference in our local community.

Team San Antonio - School Supplies Drive for Edgewood School District

The San Antonio Center organized a school supplies drive to support the Edgewood School District during back-to-school season. The center came together to collect a total of 31 items including backpacks, pencils, paper, and crayons to help students to help students start the school year prepared, and ready to learn!







Give Back Initiative @ Etech

Team VDR - Old age home visit





Team GNR - Meaningful Visit to Government Children's Home

About the Home: This government-supported facility serves as a safe haven for 32 children who have faced unimaginable challenges – some abandoned, some had to leave their home, few do not have parents, and others affected by AIDS. Despite their difficult beginnings, these resilient young souls have found hope and family within these walls, with the government providing their education and care.

The Visit Highlights

- Evening Snack: The CSR Team sponsored and served an evening snack featuring samosas, potato wafers, and fresh pears
- Facility Tour: The Team were impressed by the clean, well-maintained environment and dedicated care provided to children
- Recreation Time: The highlight of the visit was joining these incredible children for a spirited football match. Their laughter, competitive spirit, and pure joy were infectious—reminding that despite the hardships they've endured, their capacity for happiness and play remains beautifully intact

While clicking photos of these wonderful souls wasn't permitted due to privacy protocols, the genuine connections the team made with these brave children created memories far more precious than any photograph could capture. Their bright smiles, eager conversations, and the warmth in their eyes as they welcomed the team into their world left each of our representatives profoundly moved.

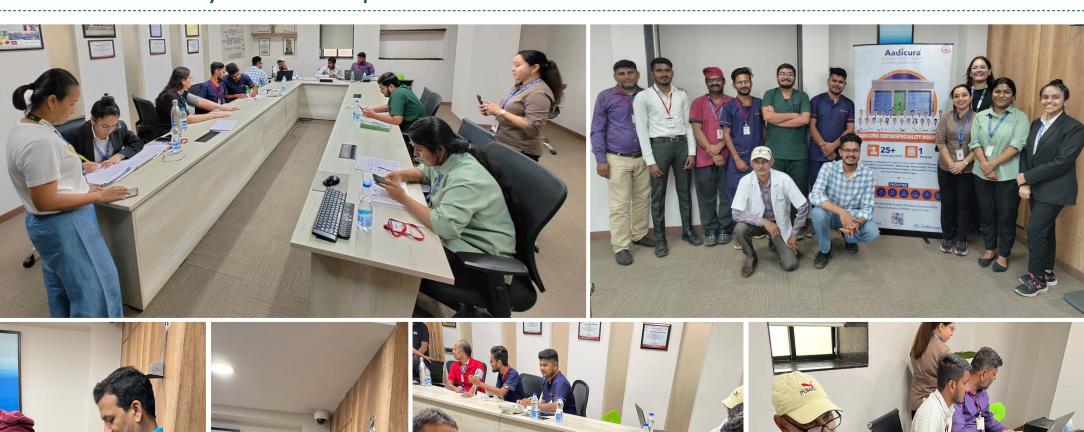






Wellness @ Etech

Team VDR - Bone Density Medical Checkup















Announcements

Harshal Trivedi - Technical Implementation & Global Gig Workforce

Harshal Trivedi has been promoted to Assistant Director – Technical Implementation & Global Gig Workforce at Etech. With 18+ years in the contact center industry and PMP® certification, he brings deep expertise in project management and technology strategy.



Jaime Davis - Sr. Leader of Payroll

Etech proudly announces the promotion of Jaime Davis to Sr. Leader of Payroll, recognizing her 15-year journey and dedication to the company.



Shawndra Tobias – Chief Data Strategy Officer

Shawndra has been promoted to Chief Data Strategy Officer and will now serve as a member of our executive team, reporting directly to me. Over the years, Shawndra has been instrumental in driving our data and analytics vision forward. Her ability to make complex data both understandable and actionable has created meaningful



business outcomes across the organization. In her new role, Shawndra will lead our enterprise-wide data strategy—ensuring that we harness the power of our information while maintaining best-in-class governance and security.

Guru Medtia - Executive Vice President

Guru's promotion to Executive Vice President is a recognition of the transformational leadership he continues to bring to our global operations. His unwavering commitment to excellence, people-first mindset, and ability to forge lasting relationships have positioned us as a trusted partner and employer of choice in the region. In his expanded role, Guru will take on broader responsibilities that include strategy, market



expansion, and cross-functional leadership while continuing to report directly to me.

Patrick Reynolds – Senior Vice President, Business Development & Client Solutions

Patrick has been promoted to SVP, Business Development & Client Solutions. He has a strong track record of building meaningful client relationships and driving growth through thoughtful, customized solutions. As we continue to expand our reach, Patrick's leadership will be key in helping us deepen client trust and unlock new opportunities. He will report to Jim Iyoob, our Chief Customer Officer.







Leadership Award Conference 2025

As part of the Leadership Award Conference 2025 organized by CE Worldwide, under the domains of Project Management, Corporate Real Estate, and Facility Management, our Team Members Daksh and Parvez were honored for their exemplary skills and competence in Corporate Services and General Administration. During this prestigious event, 100 professionals out of 800 nominations were honored across various sectors including pharmaceuticals, manufacturing, hospitality, consulting, auditing, and service industries. Award categories included Employee Health & Safety, General Administration, Facilities, Corporate Services, Transportation, and Office Automation.

The recognition is a proud moment as a testament to the dedication, leadership, and impact across our operations.

Congratulations Daksh and Parvez



