



NEWSLETTER OCTOBER 2025

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

October: Breast Cancer Awareness Month

Every October, communities around the world unite in a powerful display of pink ribbons, fundraising walks, and educational campaigns. Breast Cancer Awareness Month transforms the landscape into a sea of solidarity, drawing attention to a disease that affects millions of lives each year.

The Origins of a Movement

Breast Cancer Awareness Month began in 1985 as a partnership between the American Cancer Society and pharmaceutical company AstraZeneca. What started as a week-long campaign has evolved into a month dedicated to raising awareness, promoting early detection, and supporting those affected by breast cancer. The iconic pink ribbon, introduced in the early 1990s, has since become one of the most recognizable symbols of any health campaign worldwide.

Understanding Breast Cancer

Breast cancer occurs when cells in breast tissue grow abnormally and uncontrollably, forming tumors that can spread to other parts of the body. It remains one of the most common cancers globally, affecting both women and men—though it is far more prevalent in women. According to health organizations, approximately 1 in 8 women will develop breast cancer in their lifetime.

While certain risk factors—such as genetics, family history, age, and lifestyle choices—can increase susceptibility; many people diagnosed have no identifiable risk factors, underscoring the importance of regular screening.

The Power of Early Detection

The core message of Breast Cancer Awareness Month is simple yet lifesaving: early detection saves lives. When breast cancer is found in its earliest stages, the five-year survival rate exceeds 90%.

Health professionals recommend regular self-examinations and clinical screenings. Mammograms, which use low-dose X-rays to examine breast tissue, can detect tumors before they can be felt. Women over 40 are typically advised to have annual mammograms, though those with higher risk factors may need to begin screening earlier.

Beyond Awareness: Supporting Research and Patients

October is not just about spreading information—it's about taking action. Organizations around the world raise funds for critical breast cancer research, improved treatments, and patient support services. From charity walks and corporate partnerships to individual donations, these efforts generate millions of dollars annually.

These funds support groundbreaking research into targeted therapies and immunotherapies, while also providing practical support to patients—such as transportation, wigs, and prosthetics.

Stories of Survival and Hope

One of the most powerful aspects of Breast Cancer Awareness Month is the platform it gives to survivors. Their stories of diagnosis, treatment, resilience, and recovery inspire others and remind us that breast cancer is not a death sentence.

Many survivors become advocates, using their voices to promote early detection and support newly diagnosed patients through their journeys.



October: Breast Cancer Awareness Month

How You Can Make a Difference

There are many ways to participate in Breast Cancer Awareness Month:

- Donate to research and support organizations
- Join or organize fundraising events
- Share educational resources on social media
- Encourage loved ones to schedule mammograms
- Perform regular self-examinations

Many healthcare providers offer free or discounted mammograms during October, and employers can support awareness by hosting events or allowing time off for screenings.

Looking Forward

While October shines a spotlight on breast cancer, the fight continues year-round. Researchers are developing new treatments and screening tools; advocacy groups are pushing for better healthcare access, and support networks remain active.

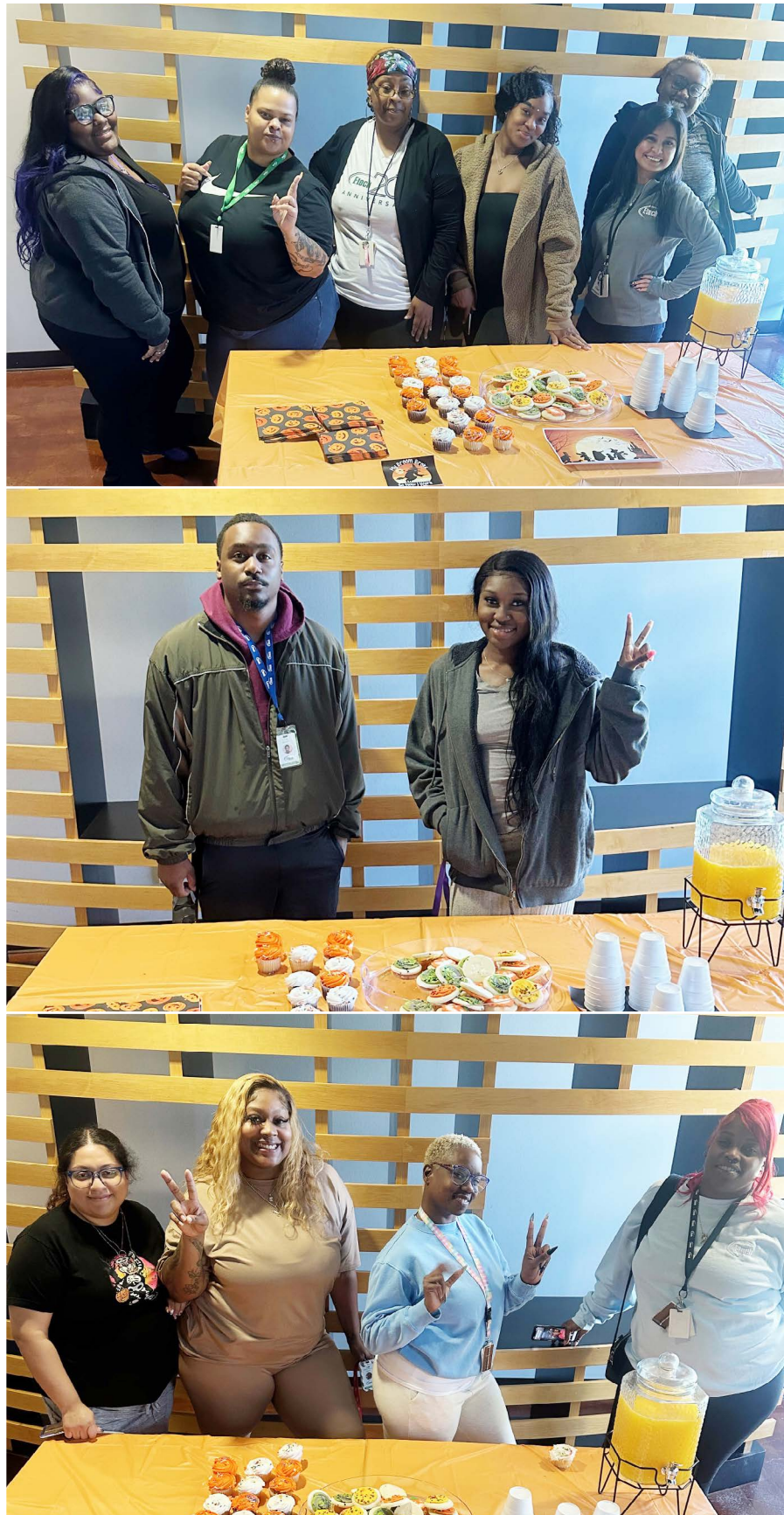
Breast Cancer Awareness Month reminds us that progress is possible when communities come together. The pink ribbon is more than a symbol—it represents hope, unity, and the determination to create a future free from breast cancer.

Let's continue to raise awareness, act, and support one another—not just in October, but every day.



Employee Engagement activities @ Etech

Team Dallas - Spooky Seat check-in with HR



Team Jamaica - Customer Service Week



Team Dallas - Wellness event



Team Lufkin - Breakfast Day

The HR team at Etech Lufkin treated employees to a delightful breakfast experience by offering an assortment of baked goods available for purchase. With each pastry, a complimentary piece of fruit was also provided, adding a healthy touch to the morning spread.

This initiative is part of an ongoing effort by HR to create enjoyable moments for the team—and it certainly wasn't the first, nor will it be the last. As always, employees appreciated the thoughtful gesture and the delicious food.

Following conversations with agents and leaders, HR is exploring small but noticeable changes to the menu in future offerings to keep things fresh and exciting. Stay tuned for more tasty mornings ahead!



Team Lufkin - Candy Guess

Etech Lufkin's HR team added a festive twist to the workplace by organizing a fun-filled Halloween candy jar guessing game. A jar packed with sweet treats was placed in the center, and employees were invited to guess the number of candies inside. Each guess was submitted with a \$1 contribution, adding a playful competitive edge to the activity.

The winner was Ryan Ramey, whose guess of 53 came closest to the actual count of 57—without going over. Congratulations, Ryan!

This seasonal activity brought smiles, excitement, and a touch of Halloween spirit to the team, continuing HR's tradition of engaging and enjoyable events for employees



Team Lufkin - Costume Contest

Ghosts and goblins gallivanted through the halls of Lufkin Etech this Halloween as the center celebrated its annual costume contest. From clever concepts to classic thriller characters, the creativity on display brought joy, laughter, and a spark of childlike excitement to the day.

With 75 UBs for first place and 25 UBs for second, participants brought their A-game, making the competition both festive and fierce. Team members were invited to vote for their favorite costumes, adding a fun and interactive twist to the celebration.

Taking home first place was Darrion Oliphant, dressed as Gomez Addams. The second-place winners were Angela Johnson and Lori Lane, who charmed the crowd as Raggedy Ann and Andy.

The event was a delightful reminder of the creativity and camaraderie that make Lufkin Etech special. The team is already looking forward to next year's spooky styles and spirited fun!



Team Lufkin - Theme Week

Throughout October, Lufkin Etech celebrated a festive Theme Week, bringing creativity and camaraderie to the workplace. Each weekday featured a unique theme:

- Monday – Halloween Accessories: Team members wore festive baubles and bling
- Tuesday – Crazy Hair Day: Wacky and wild hairstyles took center stage
- Wednesday – Wear Pink: In recognition of Breast Cancer Awareness Month
- Thursday – Halloween Colors: Purple, orange, and black filled the office
- Friday – Freaky Friday: Employees imitated the style of fellow team members

Participants earned a ticket each day they joined in, with a prize drawing held at the end of the week. This month's Theme Week winner was Lori Lane—congratulations!

The event was a fun and engaging way to celebrate the season while strengthening team spirit.



Team Nacogdoches - Halloween Costume Contest

The Nacogdoches Etech Center embraced the Halloween spirit with its annual Costume Contest, showcasing creativity, fun, and festive energy. Participants brought their best looks for a chance to win first, second, and third place prizes.

First place was awarded to Sybil Mathews-Taylor, dressed as a dazzling Disco Queen, who received a themed basket filled with spooky home goods. Second place went to Janet Yarbrough, who impressed as Dementia the Witch and earned a \$25 gift card. Third place was claimed by Daniel Morales, dressed as Doodle Bob, who took home a branded Etech cup.

Thank you to all who participated and helped make the celebration memorable. Your enthusiasm and dedication continue to make Etech a vibrant and engaging place to work.



Team Nacogdoches - Recognize and Reward

The Nacogdoches Etech Center celebrated its ongoing Recognize and Reward (R&R) initiative, spotlighting team members who consistently go above and beyond. Photos from the event—R&R1, R&R2, and R&R3—captured moments of appreciation and pride as employees were acknowledged for their hard work, dedication, and positive impact.



Team Rusk - National Noodle Day

The Rusk Etech Center embraced a “ramen-tic” spirit on October 6 in celebration of National Noodle Day. Team members were treated to Cup Noodles and delicious homemade pies—banana and coconut cream—as a fun and flavorful way to show appreciation for their hard work.

The event offered a perfect opportunity for employees to relax, enjoy a tasty treat, and connect with colleagues. It was a “soup-er” fun occasion, and the team truly relished the chance to “pasta” time together!



Team San Antonio - Halloween Costume Contest

The San Antonio Etech Center celebrated Halloween with a festive costume contest, inviting employees to dress in their best costumes for a chance to win a \$10 Starbucks gift card.

Jesse Howton emerged as the winner with his creative Gryffindor costume. Congratulations to Jesse and thank you to everyone who participated and helped bring the Halloween spirit to the center!



Team San Antonio - Pumpkin Decorating Contest

The San Antonio Etech Center celebrated the season with a festive pumpkin decorating contest, giving employees the chance to showcase their creativity for a chance to win two tickets to the San Antonio Spurs vs. Miami Heat game.

Amanda Solis claimed the top prize with her imaginative pumpkin design disguised as an ice cream cone. Congratulations to Amanda and thank you to everyone who participated and helped bring autumn cheer to the center!



Team GNR - Birthday Celebrations



Team GNR - Diwali Celebrations



Team GNR - Etech Mart



Team GNR - Mandala Art



Team GNR - Metro Masala Fiesta - North Zone



Team GNR - Recognize and Reward



Team GNR - Rangoli Competition



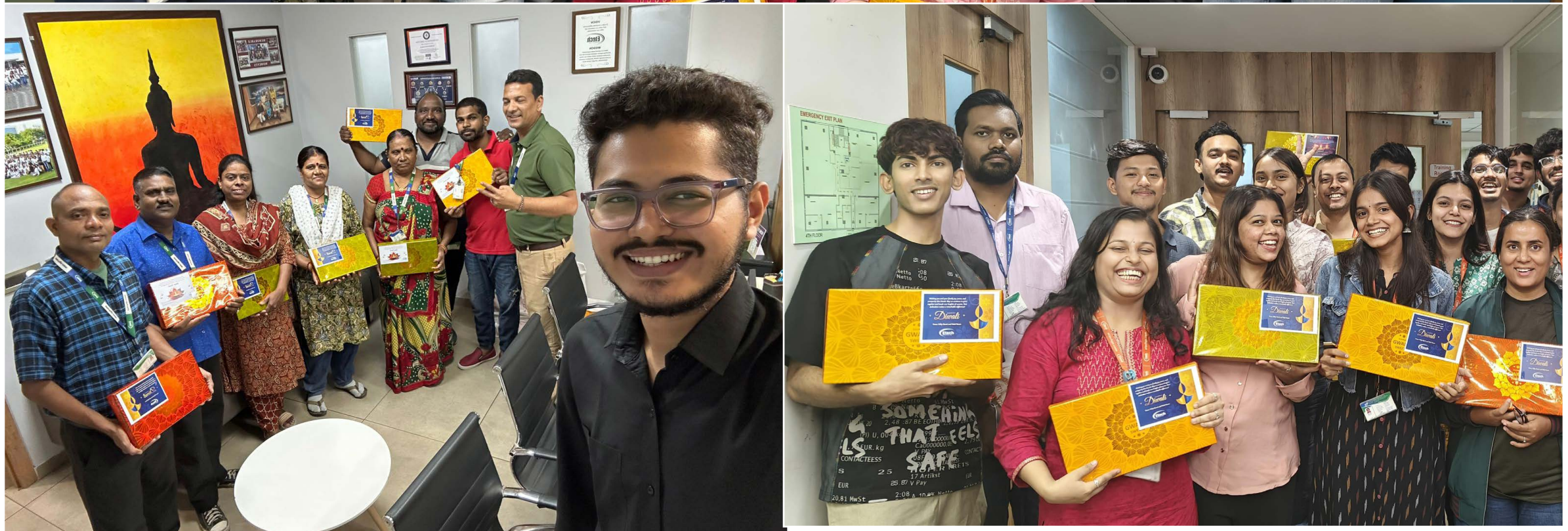
Team VDR - Customer Service Week Theme Days



Team VDR - DFD Mart



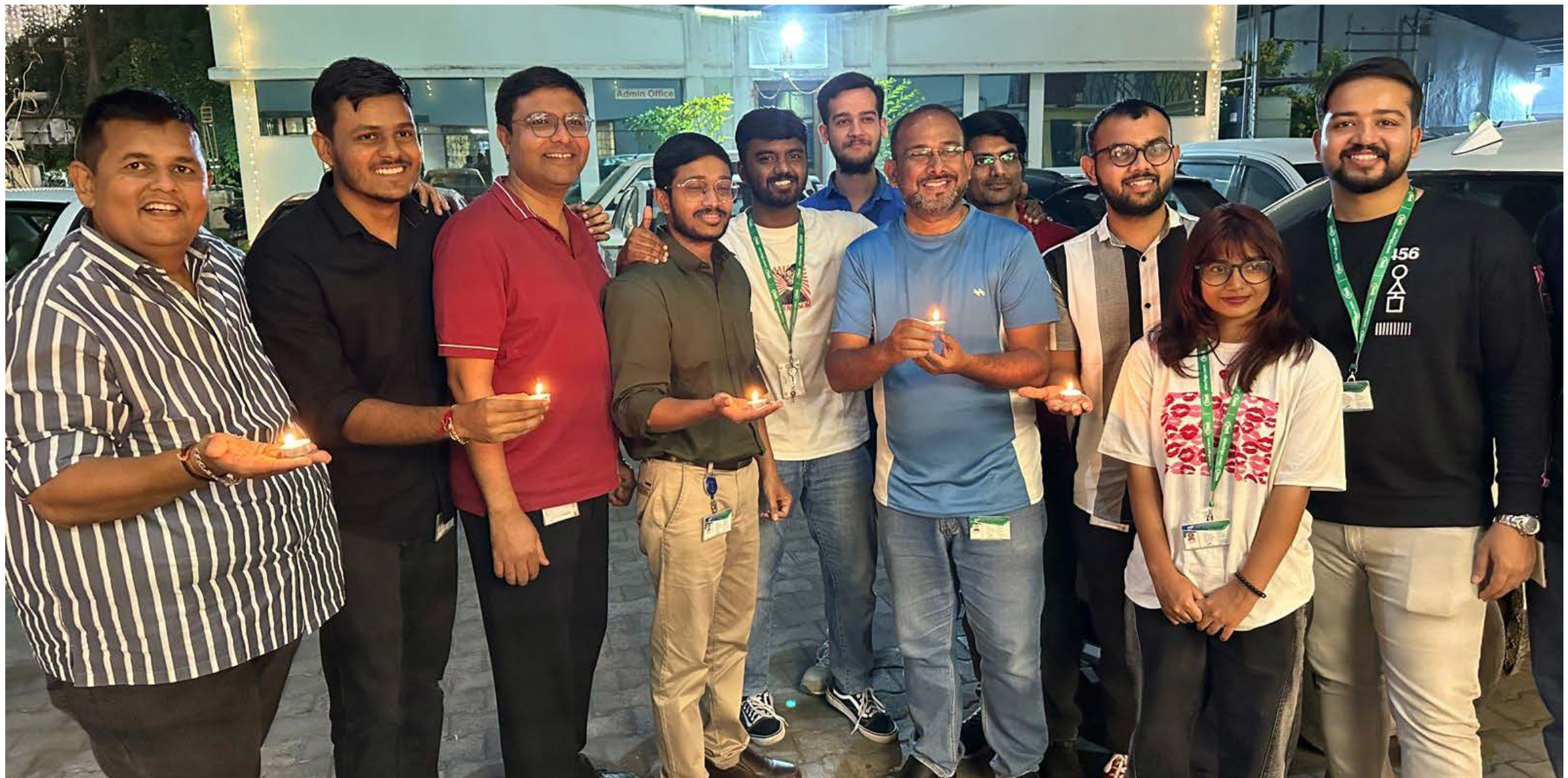
Team VDR - Diwali sweets for all



Team VDR - Diya Decoration activities



Team VDR - Diya Lighting activities



Team VDR - Fire Cracker Show



Team VDR - Gifts to Guards n Drivers



Team VDR - Halloween Day



Team VDR - Pink Wednesdays



Team VDR - Rangoli



Team VDR - R&R



Team VDR - Sale Cum Exhibition



Team VDR - Traditional Day



Give Back Initiative @ Etech

Team Lufkin - Blood Drive

Lufkin Etech welcomed the Gulf Coast Regional Blood Bus to its parking lot, encouraging employees to give the gift of life through blood donation. Five team members successfully donated, and for adding a festive Halloween touch; each donor received a pair of vampire fangs as a fun token of appreciation.



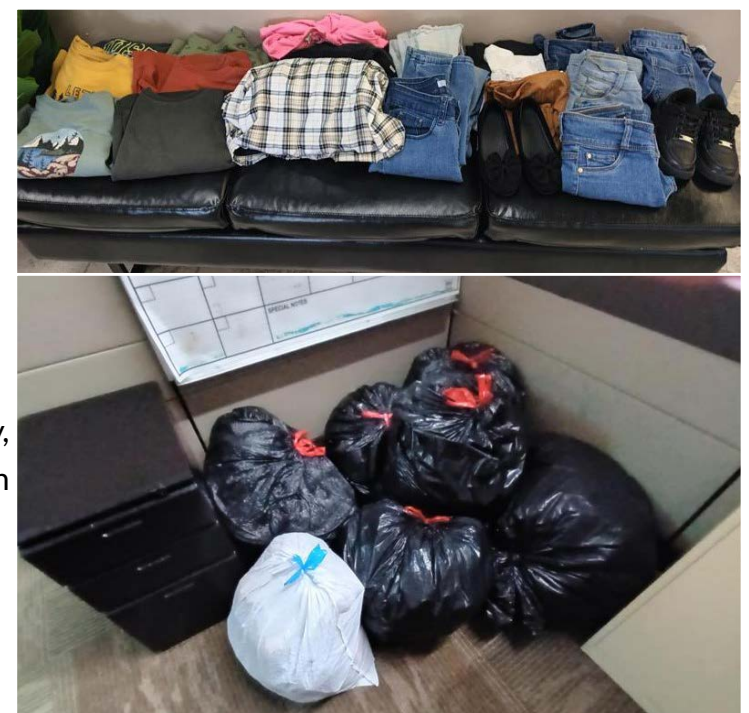
This meaningful initiative reflects Etech's ongoing commitment to community wellness and support. The center plans to host another blood drive in December, continuing its efforts to make a positive impact before the year ends.

Team Lufkin - Cold Weather Clothing Drive

The potential for giving back to the community is boundless, but time constraints can sometimes make it difficult to participate in CSR activities. Lufkin Center organized a Cold Weather Clothing Drive throughout September and October, making it easy for employees to contribute.

For this initiative, Etech partnered with Saks of Love, a nonprofit organization made up of community supporters from Angelina, Harris, Nacogdoches, Shelby, Smith, and Panola counties. Etech has collaborated with Saks of Love on several donation efforts and continues to be impressed by their dedication to distributing items to those in need.

This drive reflects Etech's ongoing commitment to supporting the community in meaningful and accessible ways.



Team Lufkin - Second Sacks with Second Helpings

Lufkin center proudly returned to support Second Sacks for a second season. Last spring, as the school year ended, the center had the opportunity to assist in providing food to local school-aged children—and the team was eager to continue that effort this fall.

The initiative is part of the inspiring work of Second Helpings, a nonprofit organization founded in 2017. Originally focused on collecting leftover food from Lufkin ISD cafeterias and delivering it to organizations like the Salvation Army and Family Crisis Center, the group shifted its mission during the COVID pandemic. Today, they focus on preparing and delivering sacks of food to children in need.

A small team from Lufkin Etech traveled to First Baptist Church's Family Life Center, where they assembled to-go bags filled with snacks and treats to be distributed throughout the week. Etech remains committed to offering a helping hand and will continue supporting this meaningful cause throughout the fall semester.

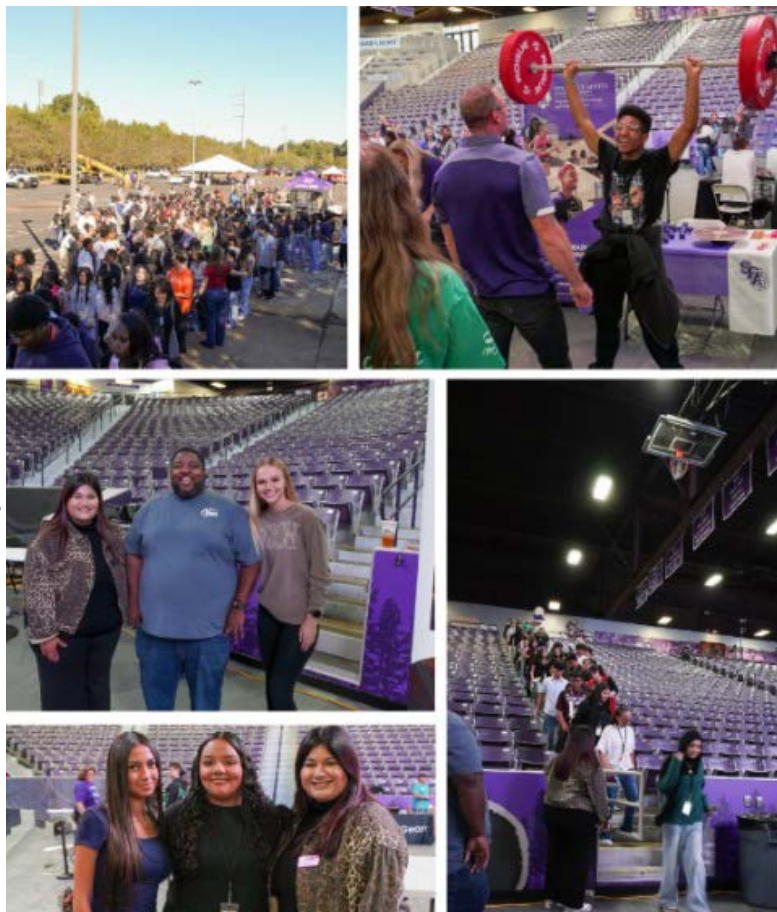


Team Nacogdoches - Wellness Theme Day: Wear Pink

Employees from the Nacogdoches Etech Center had the honor of attending the ribbon cutting ceremony for the new location of the Christian Women's Job Corp. This event marked more than the opening of a building—it symbolized the beginning of new futures, new dreams, and new opportunities for the women who will walk through its doors.

The expanded space represents far more than square footage; it reflects limitless possibilities for those seeking not a handout, but a hand up. The Christian Women's Job Corp doesn't just teach skills—they invest in souls. They offer life skills training, mentorship, and tools to build brighter tomorrows. They see potential where others might see obstacles and provide hope where there once was uncertainty.

At Etech, community involvement goes beyond participation—it's a heartfelt investment. The company is deeply committed to the success of every woman who enters this program and looks forward to witnessing the achievements, triumphs, and breakthroughs that will unfold within these walls.



Team Rusk - Space on the Square

Volunteers from the Rusk Etech Center had a “boo-tiful” time participating in the city’s annual event, ‘Scare on the Square’ on October 31. Team members handed out treats to ghosts, goblins, and superheroes of all ages from Rusk and neighboring communities.

This spook-tacular tradition, which has haunted the square for over 30 years, brings the community together and provides a safe, festive space for trick-or-treaters to celebrate Halloween. The Etech team didn’t ghost anyone- they distributed more than 1,500 pieces of candy, all generously donated by Rusk employees as part of the center’s monthly giveback initiative.

A monster-sized thank you goes out to all the volunteers who helped make this event a scream! Together, they brightened spirits and created memories that will last long after the jack-o’-lanterns have gone out.



Team San Antonio - Candy bags for the children at St. PJ's Children's Home

This Halloween, the San Antonio Etech Center came together to create candy bags for the children at St. PJ's Children's Home. Team members contributed to this heartfelt initiative by donating bags of individually wrapped candies and helping assemble the festive treat bags.

It was a meaningful opportunity to give back and share the Halloween spirit with the children and staff at St. PJ's. The center was proud to support this cause and bring smiles to young faces in the community.



Team GNR - Visit to the Kailashdham Old Age Home

The Gandhinagar Etech CSR team continues to embody Etech's vision of making a remarkable difference within the community. On October 31, 2025, the team visited Kailashdham, an old age home that Etech has proudly supported for over a decade. Currently, Kailashdham is home to approximately 100 elderly residents, with an average age exceeding 75 years.

In response to this year's challenging weather and the anticipation of a colder winter, the team distributed bright, cozy blankets to all residents, ensuring their comfort and warmth. Beyond material support, team members spent meaningful time listening to the residents' life stories and receiving their heartfelt blessings in return. The residents shared that their greatest joy comes from simple human connection—having visitors who listen and share moments of warmth.

This visit served as a powerful reminder that the simplest gestures—time, presence, and kindness—create the deepest impact. Etech commends the Gandhinagar team for their compassion, dedication, and continued commitment to uplifting the community.



Team VDR - Diwali Kit for Kids



Wellness @ Etech

Team Jamaica - Wellness Theme Day: Wear Pink



Team Rusk - Breast Cancer Awareness Month

On Friday, October 3, team members at the Rusk Etech Center proudly wore pink in recognition of Breast Cancer Awareness Month. The visible show of support throughout the center served as a powerful reminder of the importance of this health initiative.

Etech extends its gratitude to all team members who participated and demonstrated their commitment to raising awareness for this vital cause.



Team Nacogdoches - Health Fair

In early October, the Nacogdoches Etech Center hosted a Health Fair from 1-3 p.m., offering employees access to valuable information and resources from within the community. Available services include free prescription assistance, vision and hearing screenings, fitness assessments, counseling services, and more. Additionally, flu shots and B12 injections were offered to employees with the option of payroll deduction.

Etech extends its appreciation to all employees who took time to engage with the onsite professionals. The center looks forward to continuing these wellness initiatives for the benefit of every team member



Community Scoop @ Etech

Community Scoop | Beach Bash Bingo Pt III

Something magical happened in Lufkin! Our incredible team transformed the back break room into an electrifying Bingo Wonderland for an unforgettable evening of friendly competition and camaraderie.

The energy was contagious as our Lufkin crew gathered after hours, ready to bring their A-game—and their best bingo voices—for multiple rounds of high-stakes fun. From the first “B-7!” to the final victorious “BINGO!”, the room was filled with laughter, anticipation, and that special team spirit that makes our workplace feel like family.

But this night wasn’t just about covering squares on a card—it was about building connections, sharing laughs, and strengthening the bonds that make our team exceptional. Every person who stayed behind to participate showed what true team building looks like: showing up, having fun, and investing in each other beyond the daily grind.

To our amazing Lufkin team members: thank you for bringing the energy, enthusiasm, and community spirit! These are the moments and memories we’ll be talking about for years to come.



Community Scoop | First United Methodist Produce Drive

The spirit of generosity was on full display as members of Team Nac participated in the First United Methodist Church of Nacogdoches Produce Drive. For Team Nac, being part of a company means more than just showing up for work—it means showing up for the community.

This event wasn’t just about volunteering; it was about building connections and demonstrating care. In a world that often moves too fast, the team took time to slow down and serve with purpose and heart, reminding everyone what true community engagement looks like.

A special thank you goes out to Matt Rocco, Dillon Yates, LaMarcus Wallace, Vanessa Oliveros, Jaime Davis, Sharon Adams, Veronica Danielson, Lauren Lair, LaMarcus Williams, Sharmion Reed, and Lacy McManus. Their willingness to give their time, energy, and compassion speaks volumes about their character and the values Etech stands for.

Gratitude also goes to First United Methodist Church for welcoming the team and providing an opportunity to serve side by side. Together, they’re helping build a stronger, more connected Nacogdoches.

This is what Team Nac is all about—and it’s what makes Etech proud.



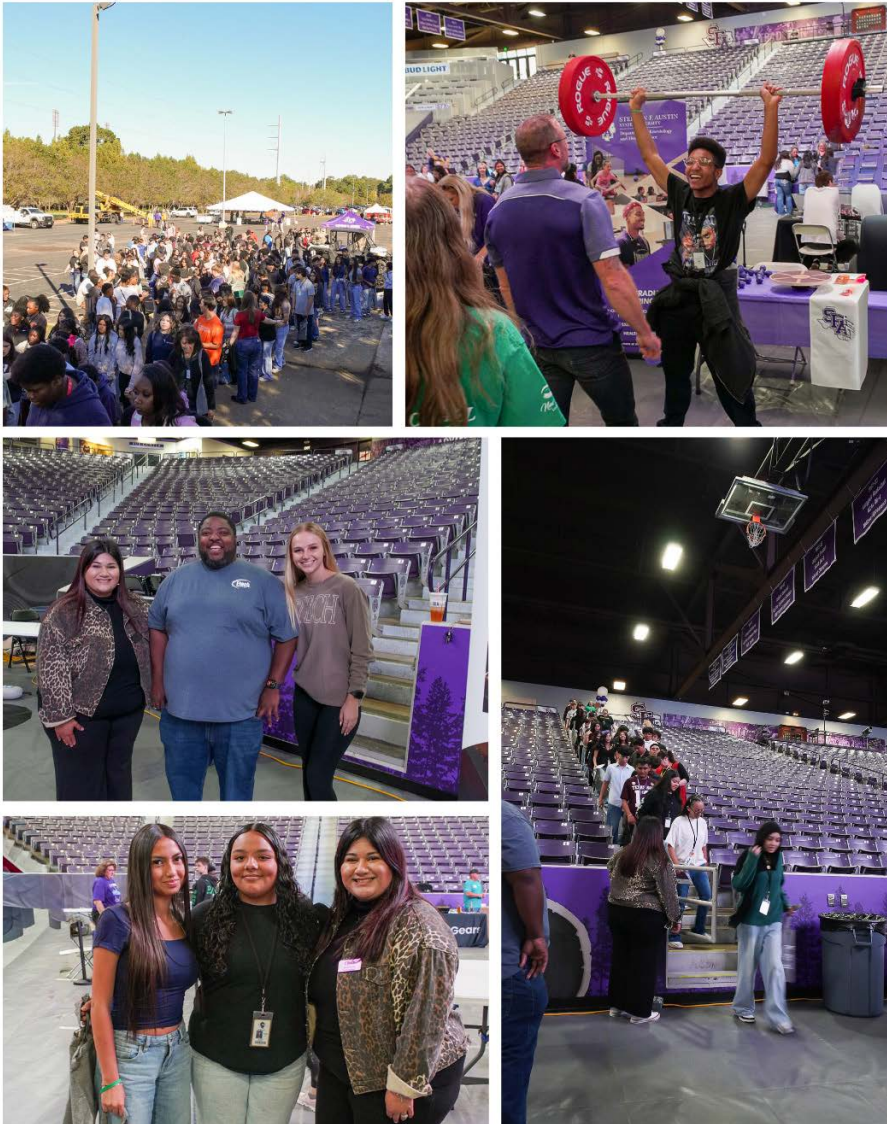
Community Scoop | Futures in Focus

Etech recently stepped up as a proud community partner at the Futures in Focus Career Fair, hosted by Stephen F. Austin State University, making a remarkable impact on McMichael Middle School's 8th-grade students.

More than 450 students had the opportunity to engage in hands-on career experiences, exploring high-demand, high-paying fields available right in their own community. Etech was present every step of the way, helping to make this transformative event possible.

A heartfelt thank you goes out to Etech's dedicated volunteers who represented the company with pride during the morning shift: Lauren Lair, Vanessa Oliveros, and LaMarcus Wallace. Their energy, enthusiasm, and commitment to investing in local youth left a lasting impression—helping students see what's possible, explore pathways to success, and envision futures they may have never imagined.

This is what true community partnership looks like: local businesses investing their time and talent to shape the next generation. Etech didn't just show up—they showed students that their community believes in them and is investing in their success.



Community Scoop | Ribbon Cutting (CWJC)

Etech proudly stood alongside an organization that truly embodies the spirit of transformation and compassion. The team was honored to celebrate the ribbon cutting ceremony for the Christian Women's Job Corp of Nacogdoches at their beautiful new location.

As the ribbon fell, it marked more than the opening of a building—it symbolized the opening of doors to new futures, new dreams, and new beginnings. This expanded space represents far more than square footage; it represents limitless possibilities for the remarkable women who walk through those doors seeking not a handout, but a hand up.

The Christian Women's Job Corp doesn't just teach skills—they invest in souls. They believe in women when they need it most, offering life skills training, mentorship, and the tools to build brighter tomorrows. They see potential where others might see obstacles and offer hope where there once was uncertainty.

Etech doesn't just participate in the community—it invests in it wholeheartedly. The company is deeply committed to the success of every woman who enters this program and looks forward to witnessing the incredible achievements, triumphs, and breakthroughs that will unfold within those walls.



Awards

Etech Wins ICMI Global Award – QEval™ Takes the Crown!

Etech Global Services proudly received the prestigious ICMI Global Contact Center Award for Best New Technology Solution for its groundbreaking QEval™ platform, outperforming industry giants like Cognigy and Verint. This recognition from the International Customer Management Institute—considered the gold standard in contact center excellence—celebrates the innovation, dedication, and vision of the Etech team. Built by operators for operators, QEval™ is transforming contact center performance by uniting data, quality, and coaching in real time. This win is a testament to Etech’s commitment to leading with heart, innovating with courage, and delivering solutions that drive real impact.

