

NEWSLETTER December 2025

EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS

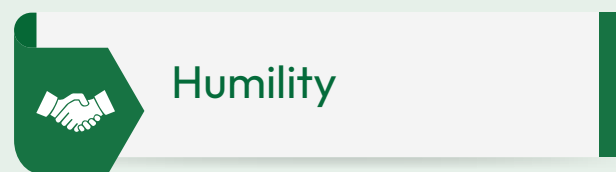
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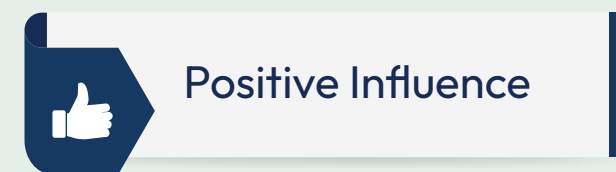
Etech's 12 Character Commitments



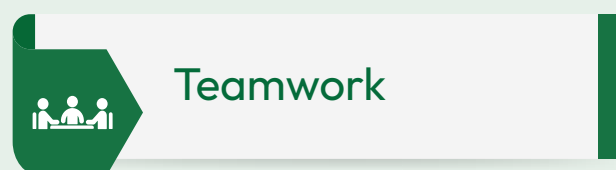
Integrity



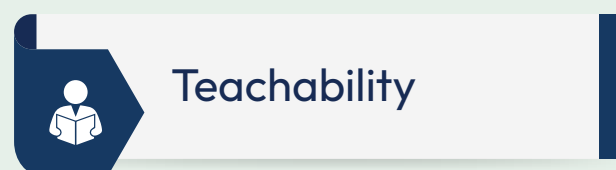
Humility



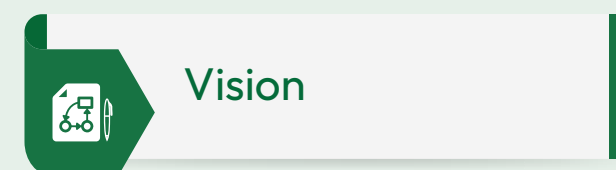
Positive Influence



Teamwork



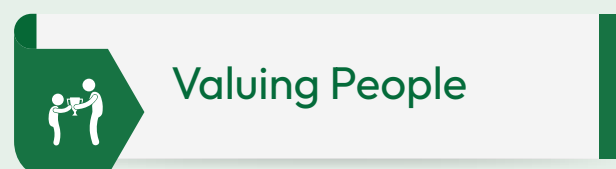
Teachability



Vision



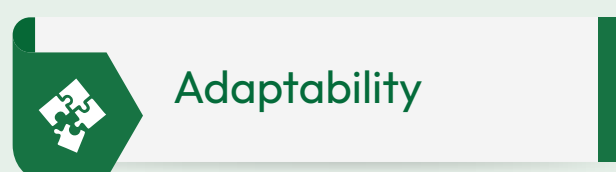
Courage



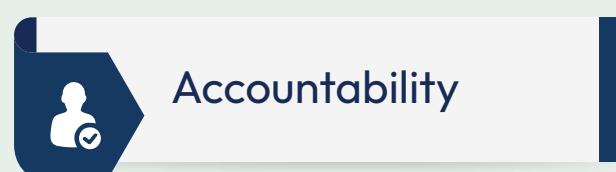
Valuing People



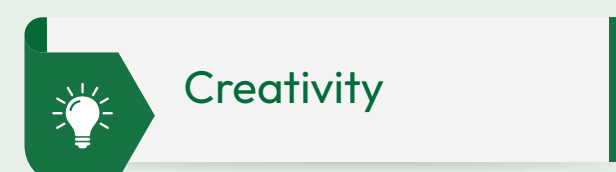
Communication



Adaptability



Accountability



Creativity

Holiday Harmony

What if the holidays weren't something to survive, but a chance to understand yourself better?

The chaos of December—family dynamics, financial pressure, disrupted routines— isn't the problem. It reveals what is already there. This season, stop defending against stress and start experimenting with it.

Your Mental Health Toolkit: 5 Practices

1. Setting Boundaries Try three approaches when someone asks too much:

- Direct: "I'm not able to do that."
- Redirect: "I can't do X, but I could help with Y."
- Time-buy: "Let me check and get back to you."

Notice which feels authentic. Boundaries aren't walls—they're ways to protect your peace.

2. Being Present During one gathering, ceremonially "bury" all phones in a basket. Acknowledge what you're mourning (the escape from discomfort), then practice actual presence. What becomes possible when you can't check out?

3. Examining Your Spending Track three days of spending. Categorize each purchase: Obligation, Fear, Genuine Joy, Investment, Impulse. Your bank statement reveals your real priorities. If 80% is fear-based, that's data, not judgment.

4. Active Recovery vs. Passive Collapse Scrolling until you dissociate isn't rest. Try gentle stretching while watching TV, a slow walk, lying with legs up the wall, or making something with your hands. Notice the difference between numbing and actual restoration.

5. The Exit Strategy Before difficult gatherings, identify:

- Hard exit: "I'm leaving by 8 PM" (arrange transportation now)
- Soft exit: "I need some air" (walk, bathroom break, kitchen help)
- Shutdown phrase: "I'm not discussing this" (no apology needed)

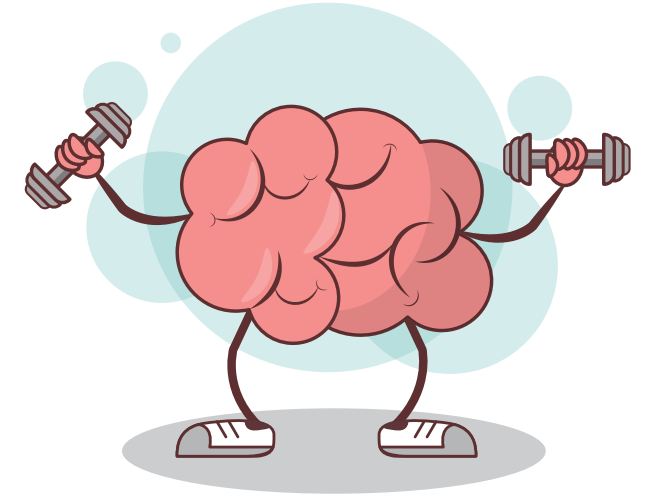
You don't owe anyone emotional regulation when they refuse to manage theirs.

Warning Lights—When to Exit the Highway

Notice when you:

- Can't make simple decisions
- Feel numb or disconnected
- Snap at people you like
- Can't sleep despite exhaustion
- Want to cry at commercials

These aren't character flaws—they're signals. Rest. Call someone. Get help if needed.



For Those Struggling

If you're grieving: The holidays may make it worse. Skip unbearable events. Change painful traditions. Leave when you need to. Cry in the bathroom. Tell people you're not okay. Grief doesn't follow the calendar.

If you're broke or not celebrating: You don't have to perform joy. Sometimes the kindest thing someone can say is: "This season can be hard. I'm glad you're here anyway."

The Real Goal

You'll still overcommit. Someone will still trigger you. You'll still eat too much, spend too much, and sleep too little.

But now you are aware. You've practiced new approaches. You know what works for you—not what should work, but what does.

The holidays aren't background noise to tolerate. They're real life, amplified—a concentrated dose that reveals what's true about how you handle stress, connection, money, and rest.

So, practice. Notice. Adjust.

Not to be perfect—but to discover what's possible when you stop doing mental health the "right" way and start doing it your way.

You're not surviving the season. You're learning to dance.

Employee Engagement activities @ Etech

Team Dallas - Gifting Week

The Dallas Center ended 2025 on a high note, buzzing with energy and excitement throughout the week. The celebration featured thrilling raffles and recognition of performance and attendance of superstars, all designed to show appreciation for the team's hard work and dedication.



Team Dallas - Christmas Stocking Decorating Contest

The holiday spirit was alive and thriving at the Dallas Center during its festive Christmas Stocking Decorating Contest. Team members showcased their creativity by transforming simple stockings into dazzling masterpieces. From glitter and ribbons to unique, imaginative designs, the contest highlighted incredible talent and brought joy to all who participated.

This cheerful event not only decorated stockings but also filled hearts with holiday joy and camaraderie, making it a memorable celebration of the season.



Employee Engagement activities @ Etech

Team Dallas - Global Theme Week celebration

The Dallas Center proudly participated in the Global Theme Week celebration, showcasing true team spirit and unity. Employees embraced the festive atmosphere by dressing in the designated colors for the week, creating a vibrant and engaging environment across the center.

This spirited participation highlighted the team’s enthusiasm and commitment to celebrating global culture, making the week both memorable and inspiring.



Employee Engagement activities @ Etech

Team Jamaica - Christmas Giveaways

This Christmas, the Jamaica Center turned up the festive cheer with a vibrant cultural touch. Employees enjoyed traditional delights such as Sorrel Drink, rich Christmas Cake, sweet candies, sparkling wine, and an array of seasonal goodies that made the celebration extra special.

The festivities didn't stop there—exciting gifts and prizes were shared as a heartfelt way to thank employees for their dedication and hard work throughout the year. The event was filled with appreciation, laughter, and holiday spirit, creating joyful memories and strengthening camaraderie across the team.



Team Lufkin - Pictures with Santa

The holiday spirit returned to the Dallas Center lobby this year with the beloved “Pictures with Santa” event. Thanks to teamwork across multiple departments, the lobby was beautifully transformed into a cozy living room setting where children and employees alike could be warmly greeted by Santa.

Employees had the opportunity to bring their loved ones to meet the man in red. Santa was graciously portrayed once again by Lori Lane’s son, while Lori captured the special moments through photographs and handed out candy canes to spread even more cheer.

With two consecutive years of success, this festive tradition is well on its way to becoming a cherished annual celebration, bringing joy and camaraderie to all.



Employee Engagement activities @ Etech

Team Lufkin - Holiday Countdown Raffle

This December, the HR team came together to design an initiative that would extend the joy of the season, maximize participation, and give employees multiple chances to win. The result was a festive Holiday Countdown Raffle.

Employees purchased raffle tickets for a chance to win prizes across fifteen days. From December 3rd to December 22nd, one name was drawn each day. The lucky winner then punched out a mystery cup to reveal their prize.

The event was filled with excitement, laughter, and anticipation, perfectly achieving HR's goals of spreading cheer, engaging employees, and creating memorable moments during the holiday season.



Employee Engagement activities @ Etech

Team Lufkin - Global Theme Week



Team Nacogdoches - National Cocoa Day

On December 12th, the Nacogdoches team enjoyed a sweet surprise in honor of National Cocoa Day. Staff members were treated to complimentary cups of warm Abuelita Hot Cocoa in the breakroom throughout the day.

Observed annually on December 13th, National Cocoa Day celebrates one of the world’s most beloved beverages. Choosing Abuelita Hot Cocoa added a nostalgic, heartwarming touch to the occasion.

Thank you to the team for embracing special traditions and fostering a positive workplace culture—one cup of cocoa at a time.



Employee Engagement activities @ Etech

Team Nacogdoches - US & Jamaica Theme Week



Team Nacogdoches - Tinsel Day

On December 19th, the Nacogdoches Center hosted a fun holiday activity where employees voted for leaders by placing tinsel in colorful cups. The festive event brought smiles and participation across the team, as employees recognized leaders who have made a meaningful impact during their time at Etech.



Employee Engagement activities @ Etech

Team San Antonio - Holiday Spirit Week

The San Antonio Center embraced the holiday season with a festive Holiday Spirit Week. Employees went all out with creative and cheerful attire, making each day special and memorable.



Team San Antonio - Christmas Breakfast

The San Antonio Center came together for a joyful Christmas breakfast potluck, filling the morning with delicious food and holiday cheer. Employees contributed a wonderful variety of dishes, ensuring plenty for everyone to enjoy.

The event was a fun success, boosting the holiday spirit across the center. Thank you to all who helped make this celebration so special!



Employee Engagement activities @ Etech

Team GNR - Rewards and Recognition



Employee Engagement activities @ Etech

Team GNR - Metro Masala Fiesta

The Metro Masala Fiesta December 2025 was a vibrant celebration that highlighted the rich culture and traditions of the East Zone. The event came to life through the enthusiasm, creativity, and active involvement of participants, making it a memorable success.

Special recognition goes to Aisuriya Tripathi, Sakshi Kharchan, Simran Tiwari, Yusuf Malek, Vishal Bhavsar, Kevin Pereira, Vijay Thakor, Neel Pandit, Mebin Cheriyan, and Pratik Kushwaha for their valuable contributions and efforts in ensuring the event's success.

Their participation added immense energy and value to the celebration, beautifully reflecting the spirit of unity in diversity.



Employee Engagement activities @ Etech

Team San Antonio - Ugly Sweater Contest

The San Antonio Center celebrated the holidays with a fun Ugly Christmas Sweater Contest. Employees showed off their most creative sweaters, filling the center with laughter and festive cheer. Congratulations to Daniel Favaro, who won the prize with his dinosaur-themed sweater! Thank you to everyone who joined in and helped make this event such a success.



Team GNR - Christmas Floor Decoration Celebration

This year’s Christmas Floor Decoration initiative brought creativity, teamwork, and festive energy to the workplace, transforming the space into a joyful celebration for all. The results were as follows:

- **1st Place – 2nd Floor (New Floor):** Their vibrant theme, attention to detail, and teamwork truly stood out, earning them a well-deserved win.
- **2nd Place – Talent Acquisition Team:** Their beautifully crafted setup and festive enthusiasm impressed the judges and secured second position.

Congratulations to the winners, and a warm appreciation to every participant for making the celebration vibrant and full of holiday cheer. The enthusiasm of the teams made the season shine brighter for everyone and turned the event into a joyful experience.

1st Winner : 2nd Floor (New Floor)

2nd Winner : Talent Acquisition team



Employee Engagement activities @ Etech

Team GNR - Etech Idol



Employee Engagement activities @ Etech

Team VDR - Christmas Celebrations



Employee Engagement activities @ Etech

Team VDR - Cyber 5 Celebrations



Employee Engagement activities @ Etech

Team VDR - Pickleball



Employee Engagement activities @ Etech

Team VDR - Rewards and Recognition



Employee Engagement activities @ Etech

Team VDR - Fun and Games for Christmas



Team GNR - Performance Contest



Give Back Initiative @ Etech

Team Jamaica - Hurricane Relief Care Packages

On December 9, 2025, Etech distributed much-needed care packages to team members at the Jamaica Center to aid in recovery efforts following the devastation caused by Hurricane Melissa. The packages included essential items such as toiletries, household supplies, mattresses, food, and kitchen appliances—helping employees rebuild their lives during this challenging time.

This initiative was a true team effort:

- U.S. employees began contributing as early as October 28, the week the storm made landfall.
- Clients generously donated to support the cause.
- Onsite leadership managed logistics to ensure smooth distribution.
- Company and senior leadership coordinated and supported the project from start to finish.

In total, an estimated 467 hours were dedicated to this service project. Etech is deeply grateful for the generosity and commitment of everyone involved in making a remarkable difference for employees in need.



MoBay BPO firm rolls out \$8.5m staff relief drive

Says initiative won't replace annual bonus or Christmas treat

Ashley Anguin/Gleaner Writer

WESTERN BUREAU: WHEN HURRICANE Melissa ripped across western Jamaica, it left BPO employees like Alesha Malcolm sheltering in her car and erased Dellon Hall's home entirely. Now, Strobe Etech Communication is investing \$8.5 million to help its staff rebuild from the losses.

Strobe Etech Communication said the initiative, which reaches all 300 team members, provides food, toiletries, appliances and household supplies to help workers begin rebuilding.

According to Yanique Troupe, country manager of Strobe Etech Communication, the effort marks the company's first major relief initiative in response to Hurricane Melissa.

Noting that 80 per cent of staff was negatively impacted by the hurricane and many living in Westmoreland, Trelawny, Hanover and St James, Troupe said, the items are intended to make a meaningful difference.

"As you know, some would have lost their roofs et cetera. Each team member is going to receive a care package that has over 20 essential foods, toiletries, queen size beds, mattresses, linens, counter-top stoves, refrigerators, pots, bottled water and more," she said.

Troupe stressed that although the distribution comes close to the Christmas season, it is not a Christmas gift. Staff will still receive their annual bonuses in recognition of their resilience and dedication throughout the year.

"We will be paying Christmas bonuses to our staff, having a treat and issuing Christmas cakes. This is us saying to our people that we stand with you and thank you for showing up for us every day. We are just helping them to rebuild," she said.

STAFF RELIEVED

For many employees, the support has brought relief after weeks of uncertainty. Several said the assistance made them feel valued beyond their roles at the company.

'This not just about handing out relief items, it's about resilience, care, strength and togetherness. It is not just about giving people something that will satisfy their appetite, but taking care of their comfort'

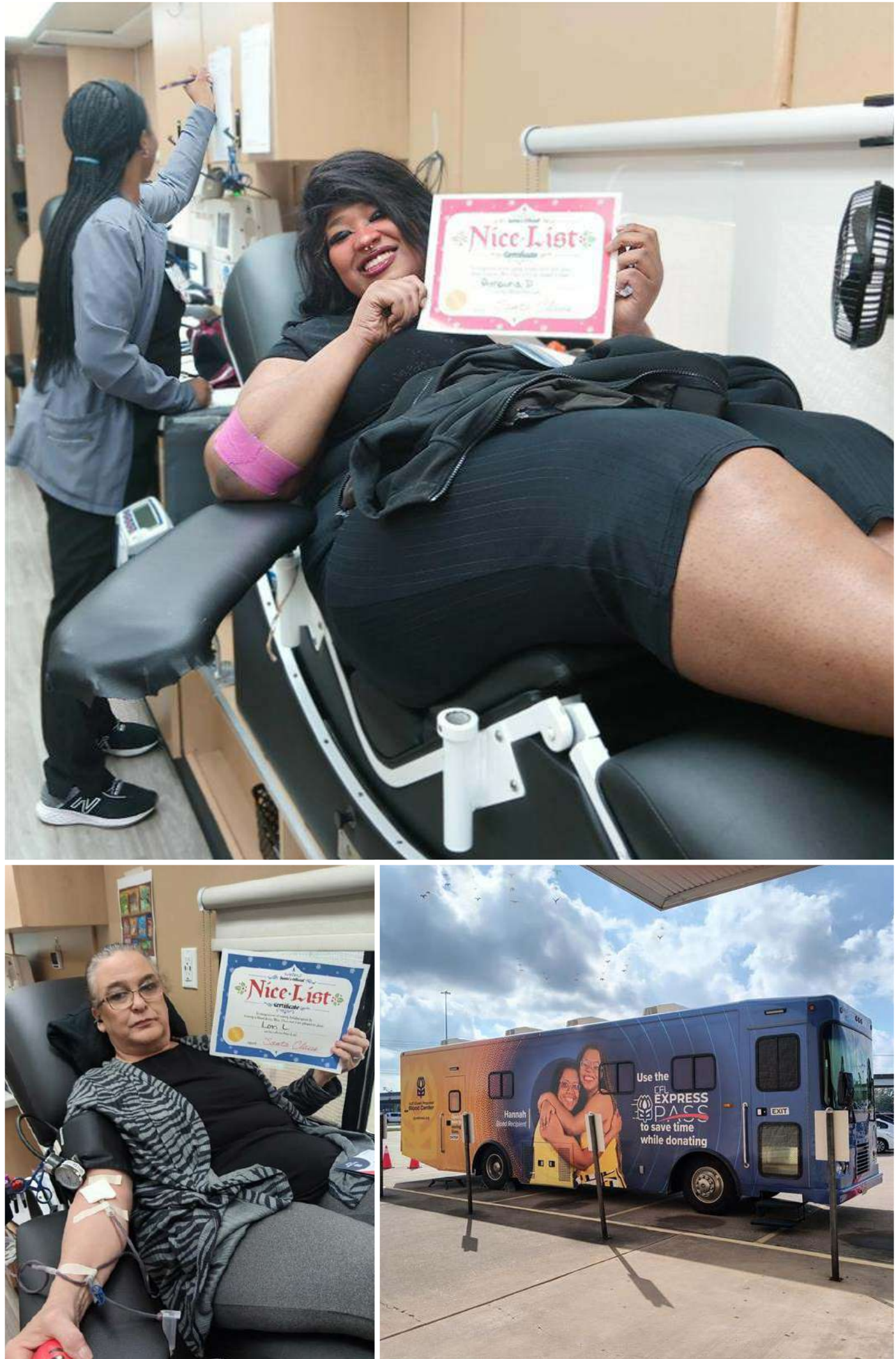
Conrad Robinson (fourth left), JAMPRO's manager of the Western Regional Office; Kadim Talbot (fourth right), employee Strobe Etech Communications; Yanique Troupe (fifth right), country manager, Strobe Etech Communications; Glenda Henry (second right), vice president BPO and Logistics, Port Authority of Jamaica; and Horace Gyles (right), director/finance, Strobe Etech Communications, during the company's handover of essential household items to staff affected by Hurricane Melissa, on Tuesday. **PHOTOS BY ASHLEY ANGUIN/PHOTOGRAPHER**

Team Lufkin - Blood Drive

In December, the Lufkin Etech Center proudly hosted the Gulf Coast Regional Blood Bus in its parking lot, encouraging employees to give the gift of life. The event was a success, with nine team members stepping forward to donate blood.

As a token of appreciation, Gulf Coast presented each donor with a certificate placing them on the "Nice List." The cheerful recognition added a festive touch to the meaningful act of giving.

Looking ahead, Lufkin Etech plans to host another blood drive, tentatively scheduled for February 2026, continuing its commitment to community service and employee engagement.



Give Back Initiative @ Etech

Team Nacogdoches - Fourth Friday Luncheon

Etech proudly attended the Nacogdoches County Chamber of Commerce’s Fourth Friday Luncheon, featuring a dynamic State of the City address. City leaders shared updates on infrastructure projects and upcoming changes, sparking thoughtful dialogue with attendees.

Special thanks to Jeanne Shuell and LaMarcus Wallace for representing Etech with excellence. Their presence reinforced our commitment to being an engaged partner in Nacogdoches’ growth.

At Etech, we don’t just work in this community—we invest in it. Events like this remind us why we’re proud to call Nacogdoches home.



Team Nacogdoches - SFA Chamber Connection (Nacogdoches-Cropped)

This month, the Nacogdoches HR team attended the December SFA Chamber Connection Meeting at Stephen F. Austin State University. Hosted in SFA’s impressive STEM Building, the session included a breathtaking experience in the Planetarium, where attendees viewed distant galaxies and stunning celestial phenomena.

Beyond the awe-inspiring visuals, the team gained valuable insights into SFA’s exciting developments and explored ways the local community can support the university’s continued growth.

Special thanks to Sharmion Reed and LaMarcus Wallace for representing Etech with excellence and reinforcing our commitment to community engagement and strong local partnerships.



Team Nacogdoches - Glory Gang Christmas Celebrations

This year, Etech employees once again partnered with the Glory Gang program to bring holiday joy to children in need. For the past 15 years, Etech has proudly supported Glory Gang, a non-profit organization that provides weekly activities, meals, school supplies, mentoring, home visits, and a safe, positive environment for kids who need it most.

In 2025, the team sponsored 30 children for the annual Glory Gang Christmas Party. Pastor Richard graciously invited Etech to join the celebration, where the children received their gifts in a joyous and heartwarming event.

This tradition continues to embody Etech’s spirit of giving, reminding us that together we can help create truly memorable Christmas moments for these deserving kids. We are grateful to our employees for their generosity and for being true difference makers.



Team Nacogdoches - Holiday Cards

This holiday season, employees at the Nacogdoches Center decorated and wrote festive Christmas cards that were delivered to Meadowview Assisted Care Facility. The cards, filled with messages of “Merry Christmas,” “Happy Holidays,” and personalized well wishes for the new year, brought joy and warmth to residents.

Thank you, Nacogdoches team, for embracing the spirit of giving and making a meaningful impact in our local community.



Team Nacogdoches - Salvation Army Bell Ringing

This holiday season, leaders from the Lufkin and Nacogdoches Centers joined forces to support the Salvation Army by volunteering to ring the bell. Their efforts captured the true spirit of the season—giving back to the community that supports us year-round.

Far more than just showing up, the team demonstrated what it means to lead with compassion and purpose. This selfless act reflects Etech’s ongoing commitment to making a remarkable difference in our local communities.

Special thanks to Jacob Shipp, Jeanne Shuell, Sharmion Reed, Lamarcus Wallace, and Brooke Linville for dedicating their time to spread joy and make a tangible impact. Your service embodies the very best of Etech’s values.



Give Back Initiative @ Etech

Team GNR - Winter Wear Donation Drive

On December 26, the Gandhinagar CSR team successfully wrapped up the Winter Wear Donation Drive, spreading warmth and hope to those in need. The team visited nearby areas to distribute over 700 clothing items, including jackets, sweaters, and blankets, ensuring families could face the winter with comfort and dignity.

A touching highlight came when a young boy, shivering in the cold, received a snug jacket. His radiant smile and whispered “thank you” reminded everyone that small acts of kindness create lasting impact.

A heartfelt thank you to all who donated and supported this initiative. Together, we proved that compassion truly makes a difference!



Team San Antonio - Clothing Drive for Haven for Hope

The San Antonio Center organized a winter clothing drive to support Haven for Hope, an organization dedicated to serving the local community. Thanks to the generosity of employees, a total of 15 clothing items were collected to help those in need stay warm this season.



Team VDR - Winter Clothes



Wellness @ Etech

Team GNR - Eye Checkup Camp

On Thursday, December 18, 2025, the organization successfully concluded its Eye Check-up Camp, offering a range of services including comprehensive eye examinations, refraction testing, cataract screening, diabetic eye screening, and counselling.

A total of 58 participants actively attended and benefited from this wellness initiative.



Community Scoop @ Etech

Community Scoop | Ribbon Cutting (Chick-Fil-A)

Etech was proudly represented at the Ribbon Cutting ceremony for Chick-fil-A's brand-new state-of-the-art facility in Nacogdoches, Texas. The event drew an incredible turnout as the community gathered to celebrate this momentous occasion, with excitement building ahead of Chick-fil-A's reopening on December 18th.

Residents eagerly anticipate experiencing the innovative new designs while continuing to enjoy the beloved menu that has long been a favorite.

Special recognition goes to Kevon Deckard, LaMarcus Wallace, and Denise Thompson, who represented Etech with excellence and showcased the organization's commitment to community engagement.

At Etech, being an active partner in the local community is a core value, and events like these highlight the importance of strong connections and shared growth.



Community Scoop | Ribbon Cutting

It was an exciting week in Nacogdoches County as Etech joined Aspen Dental for their inaugural ribbon cutting. The event, hosted by the Nacogdoches County Chamber of Commerce, drew community leaders, local business owners, and residents, all eager to welcome this new healthcare provider to the area.

Aspen Dental has already demonstrated a strong commitment to serving the community by providing affordable, accessible dental care. Their dedication to breaking down barriers to treatment aligns closely with the values of Nacogdoches, making their arrival a meaningful addition to the region.

The ribbon cutting was more than a celebration of a new business—it was a symbol of growth, prosperity, and community spirit. Aspen Dental's presence brings not only essential healthcare services but also new jobs and opportunities for local residents.

Etech is proud to welcome Aspen Dental to Nacogdoches and looks forward to celebrating many more milestones together, strengthening community partnerships and supporting local growth.



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Community Scoop | Alive after 5 Hosted by NacSpace

The Nacogdoches community came together for December's "Alive After 5" event, proudly hosted by NacSpace of Nacogdoches. With more than 100 participants in attendance, the holiday-themed celebration proved to be one of the season's highlights.

Local businesses and entrepreneurs gathered to share in the Christmas spirit, build meaningful connections, and strengthen the bonds that make Nacogdoches so special. The evening was filled with festive decorations, lively networking, and holiday cheer, showcasing the collaborative and giving spirit of the community.

Special recognition goes to Lauren Lair, Denise Thompson, and LaMarcus Wallace, who represented Etech with pride and exemplified the organization's commitment to community engagement. Their presence and dedication highlighted the values that make Team Etech extraordinary.



Announcements

Etech has successfully achieved SOC 2 Type II and SOC 3 certifications, following rigorous independent audits by a Big Four firm that validated our security, governance, and controls. These certifications provide customers with assurance, transparency, and third-party validation of our compliance standards, while reflecting the team's dedication to discipline and process excellence. They are not endpoints but checkpoints, reinforcing our commitment to secure, reliable operations and continued growth.

