



NEWSLETTER January 2026

EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS



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Mental Health Monday - Unplug and Reconnect

Unplug and Reconnect: A Path to Better Health

In our hyperconnected world, the average person checks their phone over 100 times a day. We wake up to notifications, scroll through lunch breaks, and fall asleep with screens glowing on our faces. But this constant digital immersion comes at a cost—one that’s increasingly evident in our physical and mental health.

The Hidden Toll of Digital Overload

Research consistently shows that excessive screen time disrupts sleep patterns, increases anxiety, and contributes to feelings of isolation despite being more “connected” than ever. The blue light from devices interferes with melatonin production, making it harder to fall asleep and reducing sleep quality. Meanwhile, the endless stream of curated social media content can trigger comparison, inadequacy, and stress.

Physical health suffers, too. Hours spent hunching over phones and computers leads to neck strain, eye fatigue, and sedentary behavior that increases risks for obesity, cardiovascular disease, and diabetes.

Reconnecting with What Matters

The solution isn’t to abandon technology entirely, but to create intentional boundaries. Start small: designate phone-free zones in your home, particularly the bedroom and dining table. Try a “digital sunset”—putting devices away an hour before bed. Replace mindless scrolling with activities that genuinely nourish you: a walk in nature, face-to-face conversations, reading a physical book, or simply sitting with your thoughts.

When we unplug from screens, we create space to reconnect with ourselves, our loved ones, and the physical world around us. We rediscover the simple pleasure of being present, of noticing the subtle details we miss when our attention is fragmented across multiple tabs and apps.

Your Health Will Thank You

The benefits of regular digital detoxing are tangible: better sleep, reduced stress, improved mood, deeper relationships, and greater overall life satisfaction. You might even find that creativity and productivity increase when you’re not constantly interrupted by pings and alerts.

In a world that demands constant connectivity, choosing to unplug is an act of self-care. Your health—mental, physical, and emotional—deserves that investment.

If you start feeling overwhelmed or just want to check in on your emotional well-being, give our EAP a call. **All conversations are completely confidential.**

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Employee Engagement activities @ Etech

Team Dallas - Wear Day

The Etech Dallas center celebrated team spirit in style as employees proudly wore Etech shirts and branded items. The day was filled with unity and pride, and it also marked the exciting debut of the new UB designs, which looked amazing on everyone. A big thank-you to all who joined in and helped make the occasion so lively and memorable!



Team Jamaica - 2026 Vision Board

The Jamaica Center kicked off 2026 with a collaborative vision board, where team members shared their goals for the year. The board will stay on display as a daily source of motivation and inspiration, reminding everyone of their shared commitment to growth and success.



Team Jamaica - Denim on Denim



Employee Engagement activities @ Etech

Team Jamaica - Coloring Day



The winner was Nikiesha Dryden-Foskin



Team Jamaica - Jersey Day



Employee Engagement activities @ Etech

Team Jamaica - New Health Insurance Launch

Team Jamaica marked the launch of the new Health Insurance Plan, reinforcing the Etech’s commitment to employee well-being and comprehensive healthcare support.

The enhanced plan is designed to provide broader coverage, improved benefits, and greater peace of mind for employees and their families. The initiative reflects a continued focus on creating a supportive work environment where health and security remain a top priority.



Team Jamaica - Treat with HR



Employee Engagement activities @ Etech

Team Lufkin - Breakfast Day

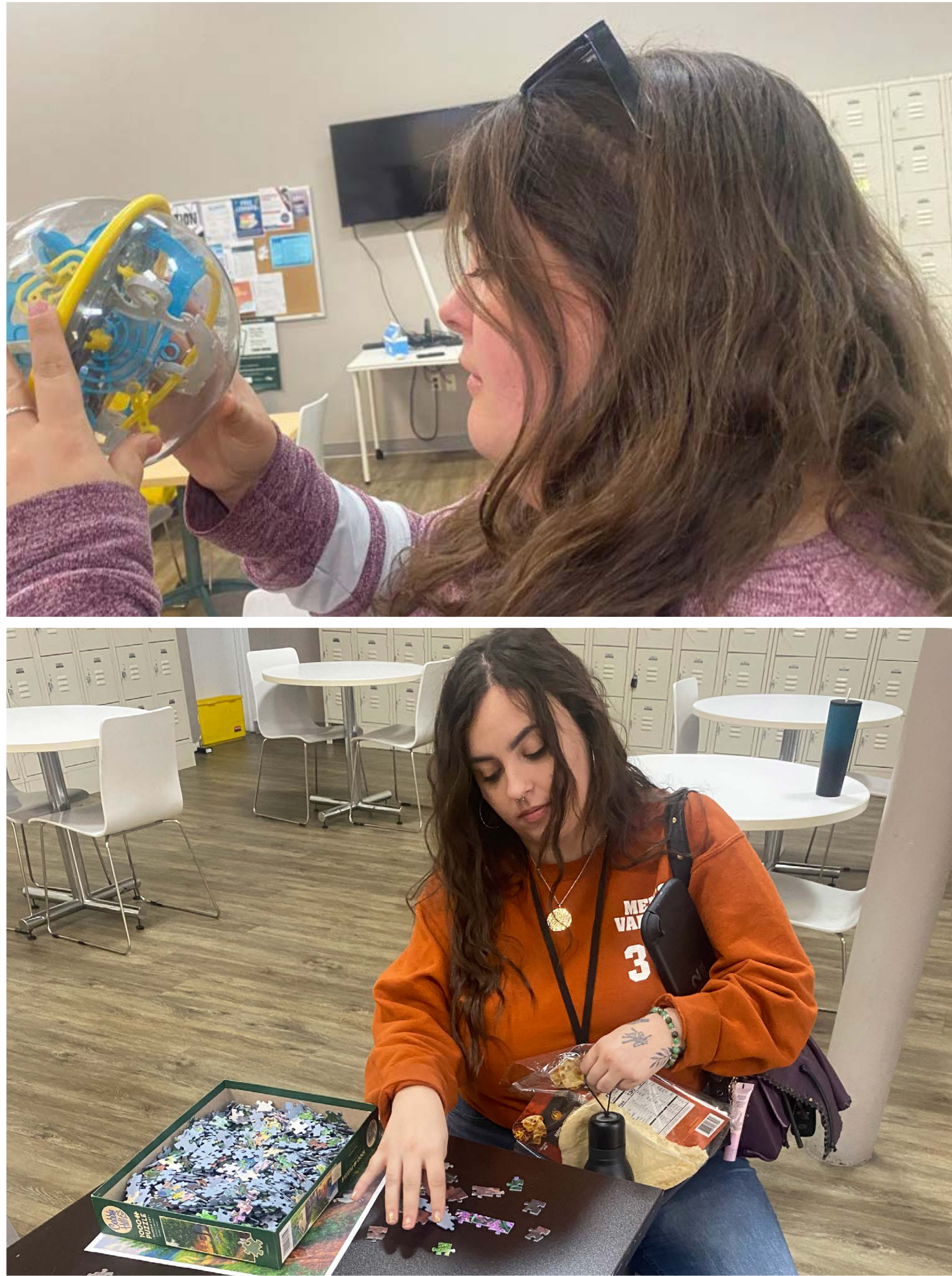
Lufkin Etech HR Team hosted another Breakfast Day, featuring an improved menu with donuts, fruit, yogurt, and protein-packed sausage, egg, and cheese sandwiches. Alongside the meal, HR conducted a short survey inviting employees to highlight benefits they were unfamiliar with or wanted more details about.

The initiative not only fueled the team with a great breakfast but also helped strengthen awareness of the valuable resources Etech provides to its employees.



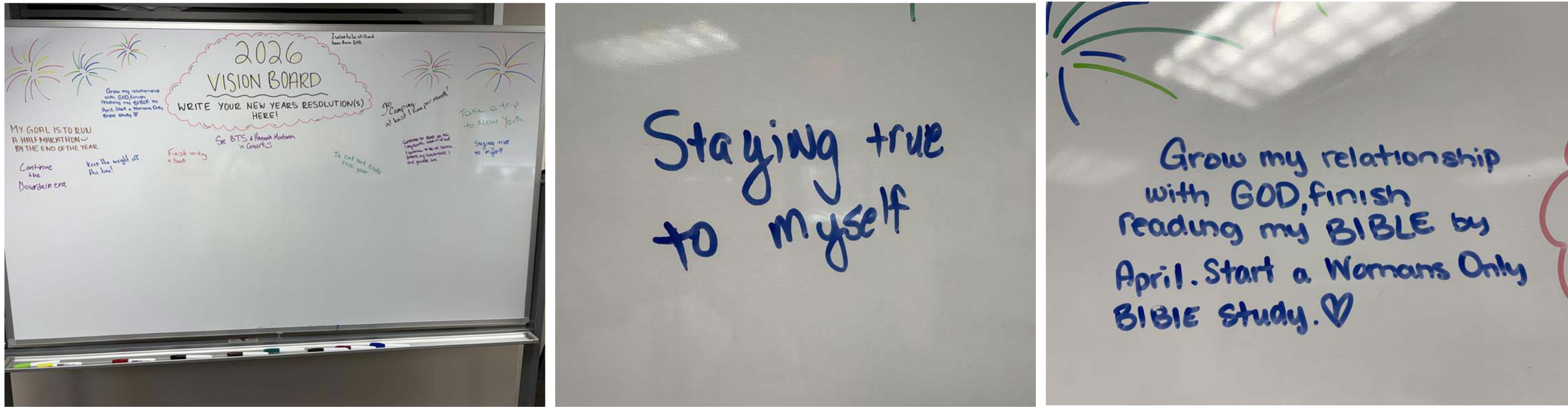
Team Lufkin - National Puzzle Day

Lufkin Etech Team celebrated National Puzzle Day, highlighting the benefits of puzzles in keeping our minds sharp. Team members enjoyed sudoku, mazes, jigsaw puzzles, and riddles—with small prizes awarded to those who solved the riddles correctly. It was a fun and engaging way to promote brain exercise while bringing employees together!



Team San Antonio - 2026 Vision Board

The San Antonio Center kicked off 2026 with a shared vision board, where employees wrote down their goals for the year. Filled with hopes and aspirations, the board will remain on display throughout the year as a daily source of motivation and inspiration.



Employee Engagement activities @ Etech

Team Nacogdoches - Spirit Week

The Nacogdoches Center welcomed the new year with Spirit Week, blending wellness, creativity, and camaraderie. Each day offers something new—desk exercises, learning skills, healthy snack tips, hobby sharing, and Fresh Start Friday with bold colors. This week of These activities inspired healthy habits, encouraged personal growth, and helped team members recharge while connecting in meaningful ways.



Team GNR - Bites and Stall Fiesta

The Street Bites & Stalls Fiesta 2026 was a vibrant evening filled with creativity, energy, and cultural spirit. Thoughtfully curated food stalls, a lively flea market, festive tricolor attire, and wonderful performances brought smiles, laughter, and shared joy to all.

A heartfelt thank you to our performers, stall owners, volunteers, and coordinators whose dedication made the event truly memorable. With overjoyed participation and teamwork, the celebration reflected the strong bond we share as a team and the joy of coming together beyond work.



Employee Engagement activities @ Etech

Team GNR - Makar Sankranti Celebrations



Employee Engagement activities @ Etech

Team GNR - Reward and Recognition



Employee Engagement activities @ Etech

Team GNR - Volleyball Tournament



Employee Engagement activities @ Etech

Team VDR - Kite Flying Fest



Employee Engagement activities @ Etech

Team VDR - Republic Day and Potluck



Employee Engagement activities @ Etech

Team VDR – Reward and Recognition



Give Back Initiative @ Etech

Team Dallas - Genesis Women's Shelter



The Dallas center made a meaningful difference by collecting over 100 pounds of nonperishable food and toiletries for Genesis Women's Shelter & Support. Since 1985, Genesis has provided safety and care for women and children experiencing domestic abuse, and these donations help ensure access to vital necessities during difficult times. A heartfelt thank-you to all team members who contributed to this worthy cause—your generosity truly embodies the spirit of community support.

Team Dallas -The Stewpot

Five Etech Dallas team members volunteered at The Stewpot Food Pantry, welcoming guests with warmth and compassion. The Stewpot's unique grocery-style model empowers individuals to choose their own food, promoting dignity and reducing waste while addressing food insecurity.

Etech is proud of its team for giving back and making a positive impact on the Dallas community!



Team Lufkin - Chamber Banquet

Etech leaders joined the annual banquet marking the 106th anniversary of the Chamber, a cornerstone of the Lufkin community supporting business growth, leadership development, and quality of life. Representing Etech were Kevin Pratt (outgoing Treasurer), Garland Hawk, Ericka Martinez, Jeanne Shuell, and Nancy Pratt, who proudly celebrated this milestone alongside fellow community leaders.



Team Lufkin - Food Bank

Throughout 2025, Lufkin Etech made it a priority to serve at the East Texas Food Bank, with employees volunteering regularly to sort items, stock shelves, and assist shoppers. Etech Lufkin team volunteered twice, starting the new year with servant hearts and a commitment to supporting those in greatest need.



Wellness @ Etech

Team GNR - Nutrients & Healthy Lifestyle

Etech recently hosted a wellness session led by Dr. Madhavi Savani from Apollo Hospital, focusing on the importance of essential nutrients and practical lifestyle habits. Over 60 team members participated and gained valuable insights into macronutrients, micronutrients, and common deficiencies such as Vitamin B12 and D3. The session highlighted the role of protein, healthy fats, fiber, and key absorption relationships like Vitamin C with iron and Vitamin D with calcium. Practical tips included balanced meals, proper hydration, sunlight exposure, and healthy snacking. The interactive Q&A addressed topics such as hair health, exercise supplements, and wellness practices for night-shift employees.

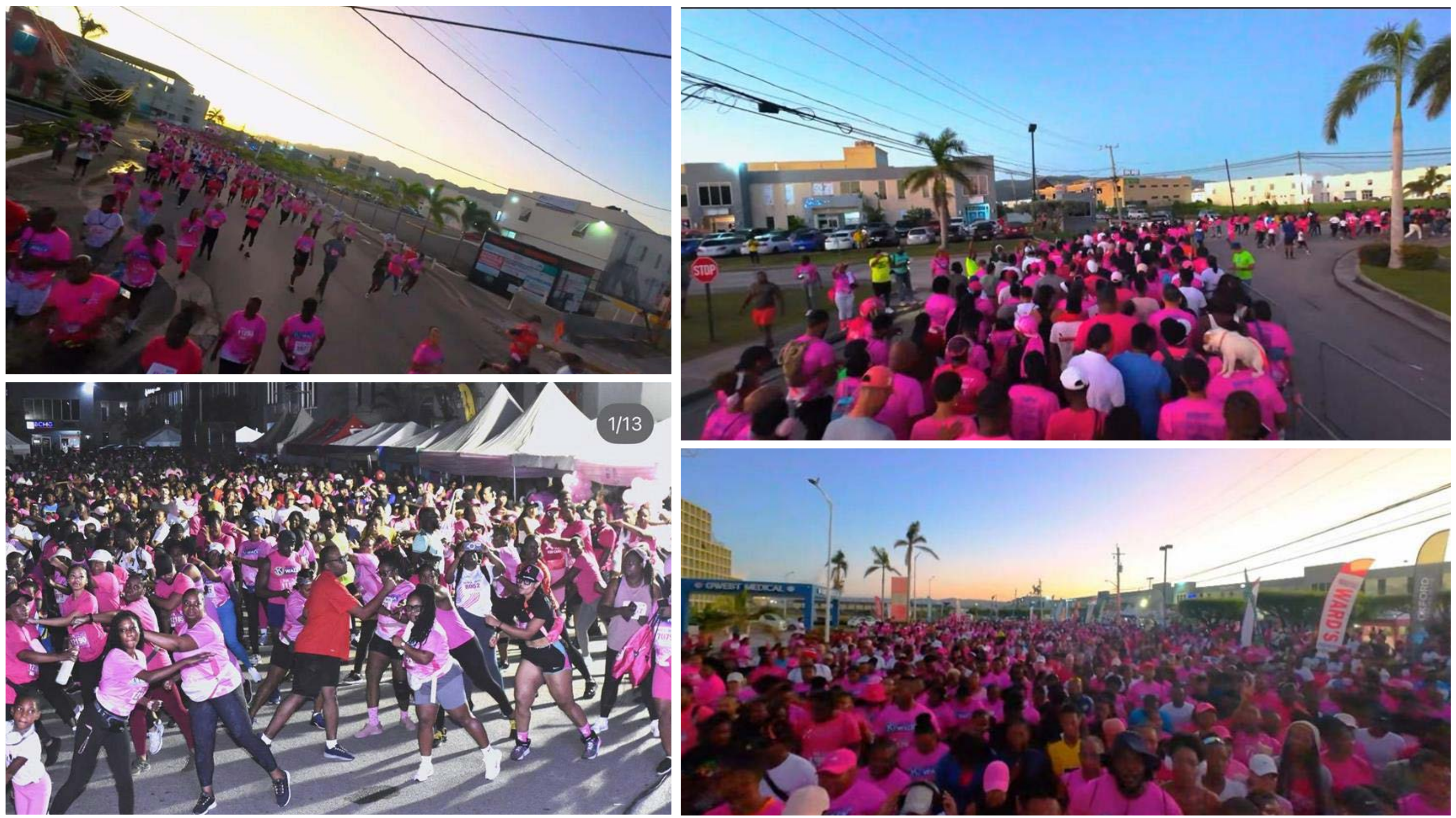


Wellness @ Etech

Team Jamaica - Breast Cancer Awareness (5K Run)

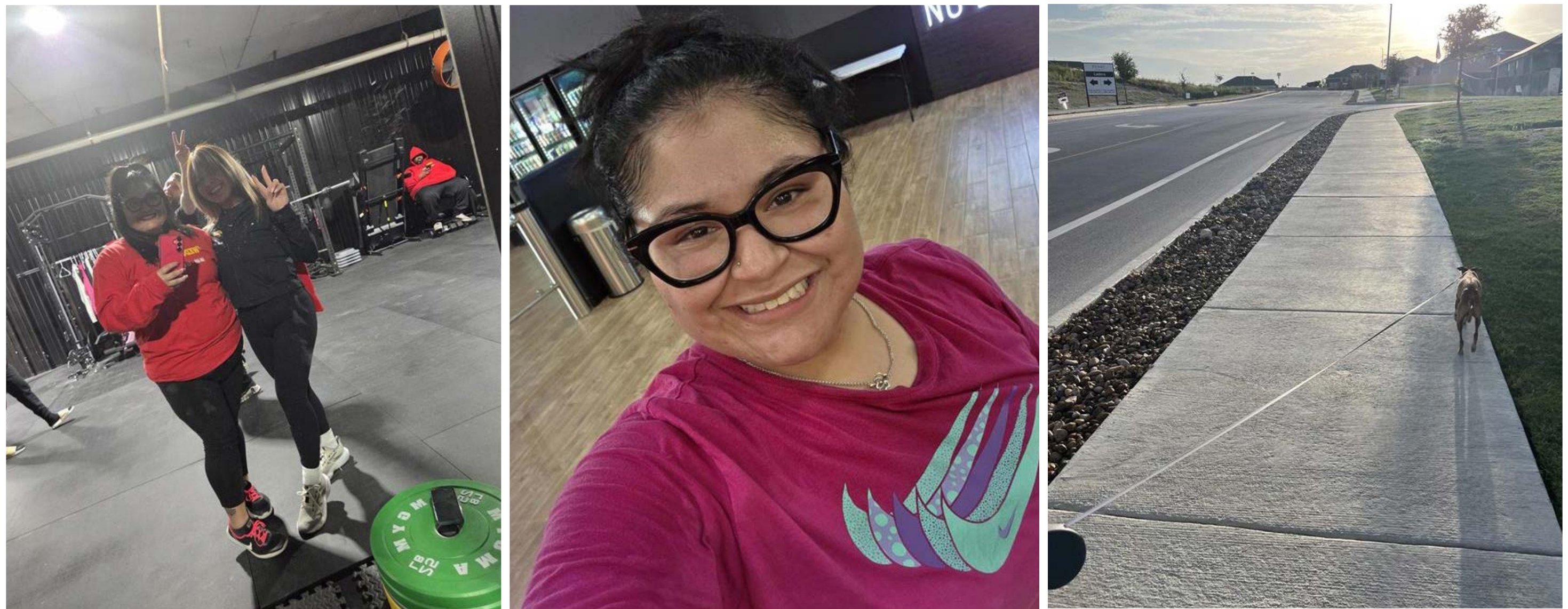
Team Jamaica proudly participated in the Breast Cancer Awareness 5K Run held in January 2026, demonstrating strong support for an important cause that impacts countless lives worldwide. The event brought colleagues together in a shared commitment to promoting awareness, encouraging early detection, and standing in solidarity with survivors and those currently battling breast cancer.

The enthusiastic participation reflected not only team spirit but also a deep sense of social responsibility and community engagement. Congratulations to Team Jamaica for representing with energy, unity, and purpose while contributing to a meaningful initiative.



Team San Antonio - Health and Wellness Day

The San Antonio Center hosted a Health & Wellness Day dedicated to prioritizing employee wellbeing. Team members shared their fitness journeys and health goals, creating an inspiring atmosphere of support, motivation, and encouragement.



Wellness @ Etech

Team VDR - Health Checkup Camp

A Health Check-Up Camp is being organized as part of the ongoing commitment to employee well-being and preventive care. The camp will offer general health screenings and basic medical consultations to help individuals monitor and manage their health proactively.



Community Scoop @ Etech

Community Scoop | Operation Thank You

The Nacogdoches County Chamber of Commerce hosted its Annual Operation Thank You event, delivering the 2026 Chamber Guide and connecting with local businesses.

Etech leaders Dillon Burbano, Sharmion Reed, Lexie Rocco, Rebecca Lunsford, LaMarcus Wallace, Morgan Bazard, and Denise Thompson proudly represented the company, showcasing servant leadership and commitment to the community.

The participation reflects Etech’s ongoing dedication to CSR and investing in Nacogdoches.



Community Scoop | SFA/Chamber Connection

Etech proudly participated in the SFA Chamber Connection Meeting with the Nacogdoches County Chamber of Commerce, joining efforts to strengthen ties between Stephen F. Austin State University and the local business community.

The meeting was filled with energy and collaboration, as innovative ideas were shared to benefit both the university and the broader Nacogdoches area. Special appreciation goes to Sharmion Reed, Lexie Rocco, LaMarcus Wallace, and Denise Thompson for representing Etech with enthusiasm and dedication.



Announcements

Harshal Trivedi appointed as Assistant Director – Technical Implementation

In this strategic role, Harshal will strengthen the organization’s technical delivery infrastructure, driving ownership across custom development, enterprise transformation initiatives, and implementation excellence. His leadership will play a key role in enhancing execution standards, optimizing delivery frameworks, and ensuring scalable, high-quality solutions for clients.

Harshal brings over 19 years of experience in the contact center industry and holds a PMP certification. He has a proven track record of successfully delivering complex, large-scale solutions and leading cross-functional teams to achieve impactful results.

Congratulations to Harshal on this well-deserved appointment and best wishes for continued success in the new role.

