Hello ETECH! Welcome to our June newsletter!

If somebody asked you where you were this very day 13 years ago, most of us would not be able to recall what we were doing ... I remember exactly what I was doing.

I was working for a company that owned our call center in Nacogdoches, Texas. The company and center were facing challenging financial times. The decision had been made to close down the Nacogdoches contact center. With hundreds of jobs on the line, it was a time of great concern for me, my family, our community, our customers and our team members.

That is about the time that I met a gentleman by the name of Dilip Barot. Dilip, along with myself and a team of innovative thinkers, saw opportunity in the concern. What could be done to save the center and the jobs of so many? We created a business plan, secured the needed investments and positioned the company as a stand-alone solutions provider. On June 15, 2003 ETECH was born, we were born!

It’s hard to believe that after our humble beginnings, just 30 days from closing our doors, ETECH is now one of the leading contact center and technology solution providers with 3,000 employees in ten locations worldwide. We founded our company with the desire to make a difference in the lives of our customers, each other and our communities through a servant leadership approach. We established the 12 character commitments that would help us achieve our goal. Today, our vision and mission epitomizes the same desire that took us from start-up to the successful global organization that we are today.

Etech’s Vision
To make a remarkable difference for our customers, our associates, and within our communities.

Etech’s 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.

HAPPY 13 YEARS ETECH! Enjoy your day and THANK you for all YOU do, the best is yet to come.

May God continue to bless us and guide us,
About Etech Global Services

Etech Global Services is a leading provider of customer engagement solutions for many of the world’s most trusted brands. They trust us with their most precious assets - their customers. Why? Because Etech’s commitment to continuous improvement, next generation technology, and growing and empowering our people results in a solution that works. Voice, chat, email, social media, Etech is here to communicate with your customers when and how they choose.

Etech believes in making a remarkable difference for you and your customers. The proven methodologies, systems and processes, and diversified experience allows us to provide you with innovative technology solutions, industry-leading service, stellar CSAT scores, and high performing sales solutions enabling you to build stronger brands, strengthen customer relationships, and gain market share.

12 Etech Leadership Characteristics

- INTEGRITY
- VALUING PEOPLE
- TEAM WORK
- ACCOUNTABILITY
- COMMUNICATION
- VISION
- ADAPTABILITY
- HUMILITY
- CREATIVITY
- TEACHABILITY
- POSITIVE INFLUENCE
- COURAGE
Adopt a Highway

Etech Nacogdoches center teamed up with TexDot to assist with cleaning up its adopted highway. The adopted highway runs along the front side of the Nacogdoches location. Team Members were thrilled to help clean up the road. After a long and sweaty hour of cleaning up the road, HR team held a drawing to give away $20 in gift cards to the participants. Shasaty Woodson from our C2C team won $10 to Wingstop and $10 to McDonalds. We are very excited for the next cleanup!

Father’s Day Celebration

Father’s day is a holiday that is celebrated worldwide. A celebrity once said “Take a day to be a Dad;” however, that is a job that is done daily. Father’s day is a day we, as children or other family members, should take to commemorate and appreciate everything fathers do for them. For Father’s day this year the team wanted to create a fun yet simple gift for all the fathers. The Work Life Balance Team created mustache mugs filled with candies. The mug was simple and blue with a mustache, according to the kind requested, drawn on with a sharpie marker then baked in the oven. It was then filled with small packs of peanut M&M candy then sold to the Etech employees to help benefit the Work Life Balance fund. The mugs would then be given to their fathers as a small sign of gratitude.
Memorial Day

The Nacogdoches center honored the fallen soldiers with a poster and balloons displayed at the front desk on the Memorial Day. This is a well known national holiday, formerly Decoration Day, which rememorates the fallen soldiers in the U.S. military.

“For the love of country they accepted death...”
-James A. Garfield

Regions Bank

Regions Bank visited the Nacogdoches center to give out tips on how to save money each month. From refinancing current loans to just not ordering soft drinks when eating out proves that you can save money from every aspect in your life. “Pay yourself first” was the biggest tip of all; this means that you place money in your savings account each month, whether it is $20 or $100. Please look for flyers on Team Member Web for the upcoming seminars.

Silent Auction

The Nacogdoches HR team hosted a silent auction this month to raise money for the Nacogdoches foster children program. All proceeds will be used to purchase diapers for local foster children program. From scarfs to board games and gift cards to rounds of golf, the team raised just a little over $300! The team was absolutely thrilled with the results of the auction and is so glad to help out one of its local charities.
Leadership Development & Effectiveness Team

Leadership Development & Effectiveness team is excited to announce the success of its L3 launch! It has gone very well! There were a few hiccups along the way, but thanks to all of the Etech team’s assistance and cooperation, the team was able to complete the first Cohort, from Aspiring Leader, through New Leader Assimilation, to Blended Coaching Basics. There are currently 8 leaders who are now L3 certified!

They are:
- Brandon Linville
- Stacey Alday
- April Windham
- Melanie Silva
- Rhonda Moats
- Mary Davis
- Madison Golson
- DeAuna Burt

CONGRATULATIONS TO THE FIRST L3 COHORT!

Father’s Day Appreciation In Lufkin

![Father's Day Appreciation Photos]

Congratulations to Lufkin’s New Aspiring Leaders Graduates!

From bottom Left: Jermaine Harris, Tatyana Levitzki, and Jerry Roberts
Rewards & Recognition Committee
Etech Dallas would like to introduce its Rewards and Recognition Committee: (L to R) Desiree Edward, Elisa Morales, Darnisha Cornelius, and Xavier Chambers.

Congratulations to Whitney Peters, Porschea McIntosh, (not pictured: Able Wessen, Jessica Thompson, Whitney Jacobs) for one year of service with Etech.

Congratulations to Lashondra Ellis and Tameika Williams for two years of service with Etech.

Etech Dallas Anniversary

Etech Dallas Rewards & Recognition - A Taste of Paradise
Father’s Day Luncheon - Dallas

A father is neither an anchor to hold us back, nor a sail to take us there, but a guiding light whose love shows us the way.

Etech Give Back Program - Lufkin

Junior Achievement Program-
Brandon Elementary
Rewards & Recognition Ceremony - Etech Dallas

Father’s Day Gift Raffle

Work Life Balance sponsored a raffle drawing for an awesome gift for Father’s Day! It was filled with Polo Men’s dress socks, Polo Men’s wallet, Bath & Body Works Men’s Bath products, and a Coleman soft sided cooler.

The winner on the Father’s Day Gift Raffle drawing was Rosa Garcia! Congrats Rosa!
Rewards & Recognition Ceremony June - Dallas

With all the recent graduations happening, the C2C team hosted a graduation themed R&R this month! Many graduation themed games were played, and some extravagant gifts were handed out. Pizza and soda was served to those who were invited to the event. We would like to thank all those agents and leaders who attended the event. We love to celebrate our employees who go above and beyond what they are expected to do!

Rewards & Recognition Ceremony - Nacogdoches
Rewards & Recognition Ceremony June - Nacogdoches

Rewards and Recognition focuses primarily on the Etech employees who go above and beyond to achieve their goals and work hard each and every day. This month’s R&R consisted of a beach theme with balloons, beach balls, life preservers, and streamers for decoration. R&R was hosted by the Nacogdoches HR team, who went all out to make sure that the event was perfect and up to par. The employees feasted on fresh fruits and cupcakes with Hawaiian punch. Games were played and prizes were handed out as a part of the appreciation. The door prize winner received two tickets with a meal voucher to the Nacogdoches Splash Kingdom Water Park. All in all R&R was a success and everyone had a good time.
Outbound Leader vs. Agent (Guess who lost) - Dallas

Iftar Party - Etech Gandhinagar

Supporting the cultural diversity, Gandhinagar WLB Team hosted an iftar Party for all Muslim Friends working at Etech. Iftar is one of the religious observances of Ramadan and is often done as a community, with people gathering to break their fast together. Menu consisted of Roohafza, Fruits, Chicken Biriyani, and Chicken 65. Everybody enjoyed a lot.
Moving up the Success Ladder

Jorge Cantu - IT Manager
We are very pleased to announce the promotion of Jorge Cantu to the position of IT Manager. He is now responsible for all ETS Helpdesk operations and personnel in the US and Jamaica. He and his team will be the go-to contacts for all IT related requests or issues. Jorge has proven to be knowledgeable and resourceful in helping the on-going efforts to improve IT services within Etech.

Michael Ham - Sales Coach
Michael has two years of IT training from ITT. He will be responsible for building professional relationships with new and existing team members, mentoring them to grow and succeed, and building a Team Environment.

Mike has been married for 10 years to Amanda; together they have 2 children; a son 9 years old and a daughter 6 years old; they all live in Nacogdoches, Texas. He was born and raised in Humble, Texas. He is a supporter of United Way and a long time volunteer of our Community Action Team. Most of Michael’s leisure time is spent playing Frisbee golf and camping with his family. Michael is talented and will add value to our Operations team!

Morgan Hayter - Operations Leader
Morgan is a valuable asset for our Wireless C2C campaign. The clients value Morgan’s input and hard work he puts in day in and day out. The team looks forward to seeing Morgan continue to grow and help take the Wireless program to new heights! In his new role, Morgan will handle all of the little training aspects of the campaign which include the continuation trainings, communications liaisons, and working closely with the client’s training team.

Born in Nacogdoches, Morgan grew up in Austin before returning once again to his hometown and joining the Etech team. After his time as an agent on 3 different campaigns, Morgan moved into the training department and then joined the operations team. In this time, Morgan feels blessed to have learned valuable skills, lessons, and experience from each of the agents and leaders he gets to interact with every day! He looks forward to doing his part to further the continued success of the campaign in his new role.

During his free time Morgan enjoys sports, new food, music and motorcycles.

Crystal Martinez - HR Receptionist
It is with great pleasure that we welcome Crystal Martinez to the Etech Dallas Human Resource team! Crystal was born and raised in Fort Worth, Texas. She has earned professional certifications as a pharmacy tech, compounding, ivy compounding, and chemo compounding technician. She is pursuing her associates degree in Psychology with expectations of finishing her education with a masters and doctoral degree in Psychology. When not working, or in class, Crystal enjoys time with family and friends which usually consist of movies, eating, or on the road for a new adventure. Crystal brings to the team years of experience as a facility supervisor from her previous employer. What Crystal enjoys most as the evening HR Receptionist is gaining the professional relationship with everyone including agents, leaders, HR, clients and potential clients of the company. Crystal genuinely loves and takes pride in working for a company and employees who dedicate their time performing outside work activities such as outreach and giving back initiatives within the community such as Etech Dallas. She values and respects the hard work and dedication that in the short time she’s witnessed her coworkers demonstrate.
Ekta Agarwal - Trainer

Etech is pleased to introduce Ekta Agarwal as an English Language Trainer at Etech Baroda. With over 10 years of experience, Ekta has had the privilege of working across a diverse set of challenges within mainstream & socially responsible academic sector. Her professional career has revolved around working for various client based, time bound assignments & projects with British Council, Reliance Industries, and Tata Consultancy. Her personal passion lies in a wide range of activities, including learning & training. She has a natural thirst and a life-long fascination to learn & coach people on various nuances of usage of language.

She has a Bachelor degree, Masters in Library & Information Sciences & Postgraduate Diploma in Human Resources from leading Indian Universities. In her leisure time, she likes solving puzzles, listening to music, & visiting new places.

Kalpana Verma - Assistant Sales Coach

Etech takes great pleasure in announcing the promotion of Kalpana Verma to the position of Assistant Sales Coach. She started working with Etech in July 2010 as a Voice Agent. She moved as an Online Chat Representative to our premium C2C campaign in October 2011.

She completed her graduation in Commerce from Gujarat University and is very dedicated towards the roles and responsibilities handed over to her. During her tenure with Etech, she has been awarded many times for her exceptional performance and always leads by an example for her fellow mates. She is very positive about her growth with Etech and is focused in developing her skillset to become a great leader.

Himanshu Rawal - Assistant Sales Coach

Etech takes great pleasure in announcing the promotion of Himanshu Rawal to the position of Assistant Sales Coach. He joined Etech in April 2014 as an Online Chat Representative and was successful in delivering quality results and exceeding business expectations. Product knowledge is one of his fortes, and he has always been eager to solve the toughest questions that come across on the floor. He is always available for assistance to the team and believes in learning something new every day.

In his leisure time, he likes to read novels, travel to new places, and play online games. Clash of Clans is one of his favorite nowadays and hardly misses any opportunity to get his hands on the game.

Abhijeet Chauhan - Assistant Sales Coach

Etech takes great pleasure in announcing the promotion of Abhijeet Chauhan to the position of Assistant Sales Coach. He joined Etech in May 2013 as an Online Chat Representative and has been a consistent performer during his tenure as an agent. He was recognized as Top Performer of the program for 8 consecutive months, and that’s when he decided to pass on his skills to his fellow mates who can help to take the campaign to new heights with each passing day. He is very eager to learn new things and always on his toes to ensure his team’s growth and success.
Aspiring Leader Program Graduates - Baroda

“Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others.” —Jack Welch.

Keeping this in mind, we congratulate below participants of Aspiring Leader program at Baroda for successfully completing first step towards leadership in the month of June 2016. Mentioned below are the names of the Aspiring Leaders:

- Jay Vyas
- Prashant Tiwari
- Jaimin Kale
- Usmangani Khatri
- Ashfaq Patel
- Sunny Yadav
- Abdul Mannan Sheth
- P.Swapn Bharti
- Pushpendra Ulkey
- Sayan Bandyopadhyay
- Maulin Vyas
- Sanjay Suryavanshi

Aspiring Leaders Program - Gandhinagar

The HR Team at Etech Gandhinagar wishes to congratulate all the 12 participants of the Aspiring Leaders Program, Batch of June 2016, at Gandhinagar as they have successfully completed the course. Mentioned here are the names of the aspiring leaders:

- Pheny Manek
- Madan Balakrishnan
- Chandni Shah
- Jacqueline Ambrose
- Alisagar Lokhandwala
- Gogul Nair
- Vishal Tiwari
- Agravi Mishra
- Bhawani Badera
- Bhupendra Tiwari
- Priya Puri
- Nimisha Vyas
Etech Wellness Corner
Because we care about your well being
From the desk of Vice President of HR Veronica Chimney

Water is the main component of the human body. In fact, the body is composed of between 55 and 78 percent water, depending on body size. Adequate and regular water consumption has numerous health benefits. As an added plus, it has no calories, fat, carbohydrates or sugar. The amount of water you consume everyday plays an important role in maintaining a healthy body. Experts recommend drinking eight to 10 glasses of water each day to maintain good health. Furthermore, the Institute of Medicine has determined the adequate intake of total beverage per day (AI) to be about three liters or 13 cups for men and 2.2 liters or nine cups for women.

Here are the top 5 health benefits of drinking water.

1. Relieves Fatigue
   If you often feel tired, there is a high chance that it could be due to inadequate consumption of water which makes the body function less efficiently. In fact, fatigue is one of the first signs of dehydration. When there is less water in the body, there is a drop of blood volume which causes the heart to work harder to pump oxygenated blood out in the bloodstream, and other major organs also work less efficiently. Thus, drinking adequate water can help your body function better and reduce fatigue.

2. Improves Mood
   Research indicates that mild dehydration (even one or two percent lower level of hydration than optimal) can negatively affect your mood and ability to think. A small study conducted on 25 women and published in the Journal of Nutrition found that being dehydrated can take a toll on your mood and cognitive function. The color of your urine is a good indicator of your level of hydration.

3. Treats Headaches and Migraines
   If you have a headache or migraine, the first thing that you can do to get some relief is drink plenty of water. Headaches and migraines are often caused by dehydration. In a study published in the European Journal of Neurology, researchers found that increasing water intake helped reduce the total number of hours and intensity of headaches in the study participants.

4. Helps in Digestion and Constipation
   Water also improves the functioning of the gastrointestinal tract. This helps in digestion and prevents constipation. Inadequate water in the body often results in constipation as the colon pulls water from the stools to maintain hydration, thereby making them harder and difficult to pass. Drinking sufficient water boosts your metabolism and helps the body properly break down food. This helps your digestive system work well and promotes regular bowel movements.

5. Aids Weight Loss
   In a clinical trial, scientists found that drinking two eight-ounce glasses of water prior to meals can help suppress appetite and hence support your weight loss efforts. When you drink water, it fills your stomach and reduces the tendency to eat more.
   Plus, it helps increase the rate at which the body burns fat, and promotes the breakdown and elimination of fat cells. Calorie-free water is also a great replacement for high-calorie drinks like alcohol, sugary fizzy drinks and sodas that often contribute to weight gain.

6. Flushes out Toxins
   Water is an excellent detoxifier as it helps flush out toxins from your body and get rid of waste primarily through sweat and urine. It also promotes kidney function and reduces kidney stones by diluting the salts and minerals in urine that cause kidney stones. Though you need to drink adequate amount of water throughout the day, experts warn against drinking too much water (although uncommon still, it is possible) as it may reduce your kidneys’ ability to filter out waste. Thus, it is recommended to drink the amount of water your body requires. As the amount of water required by the body tends to differ from one person to another, it is usually suggested to drink to your thirst, and also include other fluids and foods with high water content in your diet.
Notebookonation 2016

“21st century is the century of knowledge and the world has always looked at India whenever knowledge finds prominence. Emergence of knowledge society is no more a slogan but has become a reality. Knowledge will be the fountainhead of all the activities that happen in human development. We must reach out to villages even in scorching heat with temperature up to 44 C. We must ensure that no child remains illiterate. I request all the social institutions and the media world to create a joyous environment for education in the month of June (when schools re-open), an environment to encourage children to go to school. We will derive the satisfaction of having done a social good.” - Narendra Modi, Prime Minister (India)

When you live in a room with at least 5 other members of your family, and a fan to keep you cold, or the mere semblance of it, everything else becomes an afterthought. It’s a struggle to get enough food on the table, to ensure that your family has clothes to wear. The possible future and the potential possibilities are diminished by the elephant of problems standing in front of your eyes. Sometimes, even if you dare to think of what the future may hold for your kids and enroll them into a public school program, the mountain of expenses stands right there in front of you.

We were told all this and more this Tuesday by the members of Mansi Mahila Sangathan. This organization works towards empowering women who are trying to survive this cold harsh society as a single parent or a single earner in a household sometimes as big as 7-8 members. The Current Indian Prime Minister once said that “Government can make roads, hospitals and also construct school buildings, but your homes can brighten up only if your children are educated.”

After the Unteshwari computer lab, the Community Action Team at Gandhinagar has taken its second step towards taking children closer to realizing their dream. We donated 600 Notebooks, 400 Pens, and more than 100 pencils, erasers and sharpeners to the children of the Mansi Mahila Sangathan members. This year a child won’t have to quit school because he/she cannot afford to buy school supplies.

This year these children will go back to school with a renewed determination because they know that there are people who care; people who are willing to enable a brighter future for them. Community Action Team believes that education is not merely a means to livelihood; it is a precious treasure of the noble tradition of giving. Education gives you the power to enable others and uplift them towards a brighter future, and we will keep working towards our quest to brighten more homes.
Etech Give Back Program - Books & Stationery Drive - Baroda

“We make a living by what we get, but we make a life by what we give.” - Winston Churchill.

Baroda CSR team visited slums near Gotri area to distribute Books & Stationery kits to 40+ children as a part of Etech’s Books and Stationery Drive. This year, the team collaborated with ‘Change Vadodara Campaign’ team whose primary agenda is to uplift the uneducated and help them fulfill their basic necessities. They also work towards keeping the Old monuments and the local gardens in the city clean and are truly devote to the beauty of Baroda city. They inspire youths of the city to be proud of their city. They conduct activities and programs that help bring in change. We thank all the Philanthropists at Etech Baroda who got together to fund the activity and for taking out time and volunteering for the event.
Etech Give Back Program - Buttermilk Distribution - Baroda

“Giving is not just about making a donation; it is about making a difference.” - Kathy Calvin.

To make a remarkable difference for our customers, our people, and within our communities, CSR Team at Etech Baroda organized free Buttermilk distribution on May 30, 2016. 1000 pouches of Buttermilk were distributed to provide a cooling and nutritional refreshment to the people in the scorching heat as summer season was at its peak. Pictures depict the joy of giving.
Etech Wellness Program - International Yoga Day - Gandhinagar

“Yoga is an invaluable gift of India’s ancient tradition. This tradition is 5000 years old. It embodies unity of mind and body; thought and action; restraint and fulfillment; harmony between man and nature; a holistic approach to health and well-being. It is not about exercise but to discover the sense of oneness with yourself, the world and the nature. By changing our lifestyle and creating consciousness, it can help in well-being. Let us work towards adopting an International Yoga Day.” - Narendra Modi, Prime Minister - India, said at the UN General Assembly

Etech Gandhinagar celebrated International Day of Yoga! An enlightening yoga session was conducted by Sonika ji, Head Patanjali Yogpeeth, Gujarat. We managed the session which guided members about mental awakening, physical and holistic wellbeing, and how a stable mind and healthy body is important for success.
Etech Wellness Program - Celebrating International day of Yoga - Baroda

Yoga - a dimension beyond body and mind. Yoga is the journey of the self, to the self, through the self.

Yoga is more than just stretches, poses and an elastic body. Yoga is more than a calm, peaceful state of mind helping to unlock potential and tap into a field of infinite possibilities. Yoga was originated in India around 5000 years ago and was practiced for mental, physical and spiritual well-being.

Objective of celebrating International Day of Yoga is to enhance growth, development and spread peace all through the world, to strengthen the global coordination among people through yoga and to draw attention of people worldwide towards the holistic benefits.

Etech, Baroda commemorated this day by conducting yoga session to spread awareness of promoting better mental and physical health through yoga. The team heartily thanks Mr. Govindbhai Patel and Aniruddh Pathak for conducting this wonderful session.

Games and Contests - Baroda

TMs fought tooth and nail for the goodies up for the taking during the weekend contest on the floor. Not to mention, prizes won by winners bought smiles all over.
Rewards & Recognition Ceremony - Baroda

It was fun-filled time to recognize the team members for their excellent work in Rewards and Recognition ceremony at Etech Baroda. The team also celebrated the birthdays of all those who celebrate their birthdays this month.
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