In 2005, Etech Global Services implemented a new philosophy on leadership. The leadership philosophy supported Etech’s vision to make a remarkable difference for each other, their customers and communities. The goal was to inspire the Etech leadership team to embrace the vision and participate in transforming the company to a servant-led organization, not an easy task!! Growing as a leader can’t occur overnight, but once you’ve been presented with the tools to become a servant leader, the goal is to start making changes intentionally, consistently and daily. You must be able to embrace the vision, live the vision and cast the vision to others. This takes a tremendous amount of courage.

Servant leadership is a philosophy and set of practices that enriches the lives of individuals & customers, builds better organizations and ultimately creates a caring company, a Trusted Advisor to customers and a proactive & involved community partner. While Etech’s leadership philosophy supports their vision, it takes each leader within the organization to be committed participants for growth to occur.

Since 2005, the growth of Etech’s leaders and the positive impacts being made have been noticeable and very effective! But becoming a servant leader and a servant led organization is a life long journey, not a destination.

In order for any business to become a true servant-led company, all leaders must be willing to:

1. Lead by example, embrace character commitments with courage, integrity and humility. “People don’t care how much you know until they know how much you care” - President Theodore Roosevelt. “True leadership always begins with the inner person. The character of a leader will filter into the entire organization and its employees. Great character will create potential for a great organization. But, it all begins with the leader’s heart.” - John Maxwell

2. Invest in molding new leaders. Effective front line leaders are the foundation to growing any company. “All things rise and fall with leadership”-John Maxwell

3. Be committed to continuing to develop oneself and those around us while continuing to prepare your fields. “I will prepare for my chance to come. Because when it comes and I’m not ready, another chance may not come my way again.” - Coach John Wooden - led UCLA to an unprecedented 10 NCAA titles in 11 years! “Live as if you were to die tomorrow. Learn as if you were to live forever.” - Gandhi

4. Do not tolerate unacceptable behavior such as bullying, favoritism, gossiping, etc. These behaviors will have a detrimental effect on your ability to influence others, overall team morale and team productivity. “Praise all, praise often - If the team is doing well, be sure to praise everyone on the team.” “Leadership is influence, nothing more.” - John Maxwell

The reality is that it all begins with leaders! Leaders set the pace for the organization. They should be empowered to lead with a passion of taking their people, themselves and the company to the next level. Their commitment will make the difference in results, customer satisfaction, team member retention & growth, and community involvement. Servant leadership is many things but one thing it is not is soft. Servant leaders set high expectations for themselves, as well as others.

There are many kinds of leaders, but when it comes to describing servant leadership there are really only two: those who serve themselves and those who serve others. Servant leaders will put the needs of team members, customers, and communities first. They strive to create a safe environment promoting courage, humility, trust, integrity, adaptability and learning. The focus is not on the numbers but are growing each other. When this happens, the numbers come!

Until next time, may you truly make a difference in the lives of the people you touch each day! God bless you all.

- Matt Rocco
President/CEO
Etech’s 12 Leadership Characteristics

- INTEGRITY
- VALUING PEOPLE
- TEAM WORK
- ACCOUNTABILITY
- COMMUNICATION
- VISION
- ADAPTABILITY
- HUMILITY
- CREATIVITY
- TEACHABILITY
- POSITIVE INFLUENCE
- COURAGE
Congratulations Etech!

The Corporate Challenge is a friendly competition organized by the city of Nacogdoches in which large and small companies get to compete against each other in various athletic events.

Several teams from each company participate in the events. Throughout the competition, companies accumulate points from the events and the company with the most points at the end of the competition is the winner of the Corporate Challenge.

Etech competed against 9 other large division companies this April in all 10 events of the Corporate Challenge which included Volleyball, Women’s Mini Golf, Bowling, Table Tennis, Futsal (Indoor Soccer), the Red Dirt Mud Run, Kickball, Golf, Dodgeball, and Washers.

Etech’s teams won 1st and 2nd place in Volleyball, 2nd place in Mini-Golf, 2nd place in Bowling, 4th, 5th, and 6th in Table Tennis, 4th and 6th in Futsal, 3rd in the Mud Run, 1st in Golf, 2nd, 4th, and 6th in Dodgeball, and 6th in Washers.

All of these wins added up to 1st place in the Corporate Challenge!

Thank you to everyone who participated and those who put their best efforts forward to support this event and help make this happen!
Mother’s Day Sale

The Nacogdoches Work Life Balance team hosted a Mother’s Day sale for employees to purchase Bath Bombs for their loved ones. They had two scents available for order, Cherry Blossom and Coconut Hibiscus. The WLB team would like to thank everyone who made a purchase!

Regions Bank Seminar

On May 10, Regions Bank visited the Nacogdoches center for a lunch seminar. The topic of discussion was getting to know your credit score. Employees received some great information that included how to obtain a copy of their credit history, and creating a credit action plan to increase their credit score. Please be on the lookout for flyers for the next seminar.

The Nac Center would like to wish all Moms a Happy Mother’s Day!
Etech Employee Awareness Initiative – U.C Vs. E.R

It’s important to know where to go when an illness or injury occurs. We can help you better understand when to visit an urgent care center and when to visit an emergency room.

While the emergency room can help care for any medical situation, it costs an average of three times more than a visit to an urgent care center. In a non-life threatening situation, you can most likely be treated at an urgent care center.

If you have a true emergency, go to your nearest emergency room or call 911.

TYPICAL URGENT CARE VISITS
- Bug Bites
- Cough, Sore Throat or Cold
- Fever, Flu and Ear Infections
- Minor Burns
- Sprains or Strains

TYPICAL EMERGENCY VISITS
- Major Trauma
- Difficulty Breathing
- Severe Head Injury
- Severe Bleeding
- Chest Pain
- Stroke

Emergency Room Cost vs Urgent Care Cost

<table>
<thead>
<tr>
<th>Condition</th>
<th>Emergency Room Cost</th>
<th>Urgent Care Cost</th>
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<tr>
<td>Allergies</td>
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<td>Strep Throat</td>
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<tr>
<td>Urinary Tract Infection</td>
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Character Commitment Lunch at Dallas

Mother’s Day Basket Raffle at Lufkin

On Friday, May 12th, Etech Lufkin raffled off a basket filled with candles, sweets, and gift cards. The winner was Ryan Perales from Spectrum, who had bought ten tickets. Proceeds went to Lufkin’s Community Action.
Taco Friday!

On Friday, May 4th, Etech Lufkin had another very successful fundraiser for its Community Action Committee by selling tacos. Always a success, the event raised over $250.00 to go towards Relay for Life funds.
Tacky Tie Contest!

Team Members from the Rusk Center were proud to help recognize winners of the Chamber of Commerce Tacky Tie Contest. Fourth graders at Rusk Primary School decorated and displayed their ties around the City of Rusk for this competition.

Team Theme Week at Rusk!

During the week of 5/14 - 5/18 the Rusk Center enjoyed a Team Theme Week. Teamwork makes the dream work in Rusk!

Etech Give Back Program - Donation Drive for Cherokee County Women’s Crisis Center

The Rusk Center collected items to donate to the Cherokee County Women’s Crisis Center. This is a wonderful organization that was in serious need of donations.

Cinco de Mayo at Rusk!

The Rusk Center celebrated Cinco de Mayo with a delicious enchilada meal. A special thank you goes out to Charlotte Rasmussen for preparing the food and special treats. It truly was a fiesta!
Rewards & Recognition - Rusk

Congratulations to Team Rusk's R&R winners for Q1 2018. The UBB team put on a fabulous Fiesta event with outstanding food and prizes.

Rusk R&R Q1 WINNERS
Team Leaders: Hannah Rangel, Kimberly Phillips, Jaclynn Ramsey, Paula Hill,
Agents: Lizbeth Garcia, Lovanna Lash, Aileen Martinez, Cassidy Macqueen.

Flag Day at Palm Beach Center
Agents George Buteau and Genide Nazaire came to work dressed to celebrate Haitian Flag Day. Flag Day is a holiday for Haitians and Haitian Americans to celebrate the culture and heritage of the nation’s flag. Thank you both for sharing your culture and always being in the festive spirit!

Gift Card Raffle at Palm Beach Center
Lakeisha Goolsby was Palm Beach Center’s raffle winner for May. Lakeisha is a supervisor on our Spectrum program and we are all excited to share in her success together. Congrats and thanks for your hard work!

Mothers Day Board
In Celebration of Mother’s Day, the team at Palm Beach put together a Mother’s Day board to show appreciation and show off our love for our mothers. We will be displaying the board all May and agents and leaders can add to it through the rest of the month. We look forward to filling up this one and adding to an even bigger one!
Moving up the Success Ladder

Chandra (Chan) Jones - Management Internship Program
Chandra (Chan) Jones graduated from Stephen F. Austin State University in 2016 with a B.A in Communications. Chan loves traveling and being with her family and friends. In her down time she enjoys catching up on her sleep. She says having an 8 month old son can be a handful. Chan is truly excited to have the opportunity to start her career with Etech participating in the Management Internship Program. She is eager to learn more about the development within the organization and grow as leader within the company.

Kristen Borders - Management Internship Program
Kristen Borders is a native of Nacogdoches, Texas and is very excited to join Etech Global. After living in Houston working in international law for the past 7 years she has returned to East Texas and is proud to call Nacogdoches her home once again. Kristen studied international business and legal studies at the University of Houston and also spent several summers abroad in Berlin, Germany studying the German language and international relations. Kristen’s passion in life is serving others in various organizations such as Rotary International, Red Cross Relief and Coats for Kids. In her spare time she enjoys traveling, diverse culinary experiences, hosting her friends from around the world, watching documentaries and also cheering on her favorite team FC Barcelona!
Kristen looks forward to gaining the experience to assist Etech locally, nationally, and abroad. She is thrilled to be a part of the Management Internship Program.

Myra Banda - Quality Coach
Myra was born and raised in South Texas. She has been happily married for eight years, a proud mother of three daughters, grandmother to a handsome 7 month old grand baby boy and pet owner to a spoiled Chihuahua, Chloe. In her free time, Myra enjoy spending time with family, going to the movies, outdoor activities such as hiking, watching cooking shows, cooking is a passion and a football fan of America’s team, the Dallas Cowboys.
Myra has worked for Etech since April 2006, throughout the years have worked on several sales campaigns and currently in Etech Insights as a Quality Analyst and Quality Auditor.
In her new role, Myra will use her EI expertise to lead the 4 SWBC QC Representatives. She will oversee their day-to-day activities and will partner with Operations leadership to ensure Etech meets the stringent quality standards that creates success for our SWBC partners.

It’s winning time! - Vadodara
Team members ran against the time while the entire floor cheered them on. The games and contests organized on the floor have become a phenomenon lately. Participants are pouring in from all the departments, and the enthusiasm is just contagious! Every prize won brings smiles all over.
Etech Give Back Program - Blood Donation Drive at Vadodara

“The time is always right to do what is right.”

Living by the above words, Vadodara Corporate Social Responsibility team with Friends Society and the team of SSG (Shri Sayajirao General) Hospital successfully organized a blood donation camp on 14th May, 2018 at Vadodara center. The camp was visited by 40 interested donors who contributed 25 units of blood to SSG hospital. The donated blood units will be given to the underprivileged patients, who can’t afford exclusive medical aids. We appreciate all the donors and volunteers, who participated in this camp. Without their support and participation, this camp wouldn’t have been successful.

We heartily thank all our team members who made this event successful.
E.I Team Dinner

Etech Insights Team, Vadodara enjoyed a dinner together! Everyone relished the mouthwatering dishes and it was a long awaited treat indeed!
Etech Work Life Balance Initiative - Gully Cricket Tournament at Gandhinagar

Cricket is in the blood of India. It’s bigger than any religion for a population of 1.3 billion people with at least nine recognized religion. We were born watching and relishing each and every second of the game.

We play, compete, and relish cricket every year at Etech Gandhinagar. Keeping up with the tradition, WLB Gandhinagar is back with the Gully Cricket Tournament this year! Here are some pictures for you:

Vultures & Other Poems - Gautam Vegda

Poetry is an echo, asking a shadow to dance. -- Carl Sandburg

We have a poet among us as well! A poet who makes your soul dance. Please congratulate Gautam Vegda (Quality Analyst, Gandinagar), for publishing his first book on June 15th!

The book is a collection of 42 poems which is a reflection on the poets’ lifelong repression and social critique. The poems in this book largely deal with socio-political turbulence, certain individual experiences, and indignation towards in-equal treatment by the society. These emotions are expressed through the medium of poetic rhetoric. The poems are the collection not of traits of individual vulnerability, rather a personal as well as a collective assertion for equal rights and humane treatment. In other words, this book is apparently a poetic agitation and resistance. The book is a self-expression and narration of struggles which are reflected here in a very trenchant manner. It is all about raising voice against the oppressive structure and vicious treatment of the marginal groups and communities.

Let’s join in congratulating Gautam and wish him success as a poet!
Etech Employee Wellness Program - World No Tobacco Day at Gandhinagar

World No Tobacco Day (WNTD) is observed around the world every year on 31 May. The basic idea is to encourage a 24-hour period of abstinence from all forms of tobacco consumption around the globe. The World Health Organization (WHO) created World No Tobacco Day in 1987.

The day is also intends to draw attention to prevalence of tobacco use and to negative health effects. It is currently lead to nearly 6 million deaths each year worldwide. This also includes 600,000 of which are the result of non-smokers being exposed to, in other words, passive smoking.

Etech Gandhinagar celebrated the world No Tobacco Day by encouraging everyone to stay away from tobacco products and pledge that each member of Etech Gandhinagar will influence at least one life to quit the evil tobacco.

12 Character Commitments Leadership Award
Operations team outing - Vadodara

Operations team at Vadodara went out for a dinner together!
Rewards & Recognition ceremony - Vadodara & Gandhinagar

Rewards and Recognition ceremony has become an integral part of culture of celebrating success and rewarding those who are make a remarkable difference month over month.

Getting rewarded and applauded in front of the whole center holds a special value for everyone, and we ensure the appreciation and the hype doesn’t end with the ceremony. Everyone on the floor had fun playing games, and the deafening applause and cheers brought smiles over the participants’ face.

People with their birthdays in this month got to celebrate it with their Etech family.
ETECH defines INTEGRITY as doing what is right, being trustworthy and truthful. An ETECH employee is expected to consistently do what they say, use their power ethically, work diligently and pursue excellence. A person with INTEGRITY will do the right thing even if those around them do not. Remember, your actions speak louder than words.