



EXPERIENCED PEOPLE  
INNOVATIVE TECHNOLOGY  
REMARKABLE RESULTS



Newsletter **April - May 2019**

Hello **ETECH** Family and Friends!

Over sixteen (16) years ago, I was working for a company that formerly owned Etech's 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. We choose to embrace the moment and seize the opportunity! 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!

At the core of Etech was a new philosophy on leadership. The leadership philosophy supported Etech's vision to make a remarkable difference for each other, our 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!!

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, data analytics and technology solution providers with 3000+ employees in eight locations worldwide. We founded our company with the desire to make a difference in the lives of our people, our company, our customers and our communities through a servant leadership approach. We established the 12 character commitments that would help keep us on the journey. 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 people, our customers and within our communities.

### Etech's Mission

Etech is a servant leader organization providing superior customer experiences and innovative solutions which enable clients to build stronger brands, strengthen customer relationships, and gain market share.

HAPPY 16 YEARS **TEAM ETECH!** **CONGRATULATIONS** and **THANK YOU** for all you do. Dilip and I believe our finest is yet to come!

In closing, we encourage each of you to embrace each day, seize opportunities, cherish each other, love & trust God and enjoy the journey.

**You matter!**

**Dilip and Matt**



**Dilip Barot**  
Founder and Chairman



**Matt Rocco**  
President/CEO

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### National Day of Prayer at Nacogdoches

Etech Nacogdoches took a moment of silence and prayer on the National Day of Prayer. This is an annual day of observance held on the first Thursday of May to pray for America.



### Etech Give Back Program – Replay for Life at Nacogdoches

The Relay For Life time in Nacogdoches held a raffle to raise money for the organization. The mission for Relay For Life is to raise funds to improve cancer survival, decrease the incidence of cancer, and improve the quality of life for cancer patients and their caretakers. The raffle baskets included gift cards, jewelry, kitchen utensil sets, and other assorted goodies. Congrats to Debbie Lute and Sharon Adams on winning the baskets!



### Sarah Walker - HR Assistant - One Year Anniversary

SARAH WALKER  
HAPPY  
ANNIVERSARY

Positive

Energetic

Enthusiastic



### Easter Day Treats at Rusk!

At the Rusk Center, the Easter Bunny brought candy filled cups for agents to enjoy on Easter Day!



### Rewards and Recognition at Nacogdoches

Etech Nacogdoches held their quarterly R&R celebration on April 24, 2019. Employees were able to relax and enjoy each other's company over Burgers. They were awarded for their outstanding performance and a chance to win a variety of prizes!



### Congratulations, Montego Bay

Congratulations, to Etech Jamaica on receiving the Montego Bay Free Zone Award for Outstanding Contribution to Employment Growth in 2018!



### Lighten Up Etech!

This year, Etech's Biggest Loser competition was intertwined with a local competition called Lighten Up East Texas. Competitors from all centers weighed in and were registered with the local competition to up the odds of winning a big prize.

Within Etech, each center held a competition that began on February 25th, and ran until April 25th. Each center had a male and female winner, with a single runner up (with the exception of Rusk). Throughout Etech centers, we had 63 participants with a total weight loss of over 200lbs!

Winners for the Dallas were Amber South, Michael Von Kleist, and runner up Jailynn Johnson. Rusk center's winners were Rachelle Barnett and Sheryal Berry. Nacogdoches winners were Kim Westerhaus and Tre Head with Ann Thomas as the runner up. And Lufkin's winners were Sarah Goodwin and Ricky Tobias with Kesirae Houston as runner up.

Great job Etech!



### Administrative Professional Day at Rusk

The Rusk center held a celebration for our hardworking Administrative Professionals on Administrative Professional Day, April 24, 2019. We showed our appreciation by surprising them with cards and cupcakes.

To our Administrative Professionals – Thank you for all you do!

Pictured – (Left to Right)  
Jessica Blount, Canae Green, Charlotte Rasmussen – HR  
Receptionist, Aiyana Griggs –

(Not Pictured- Peyton Fancher)



## Health Tips to Beat the Summer Heat

Our planet earth is blessed with many seasons and we all enjoy each one of them. Each season has its own special features and is blessed with its unique fruits, vegetables and flowers. Every season is beautiful, if you know how to enjoy it and maintain your health during that time. The summer season might be a difficult time for many of us due to the heat and humidity but, this season can also be made enjoyable by taking care of some small things so that you can benefit from the care and precautions taken and make the most of your summer. With sizzling temperatures, beat the summer heat and stay cool.

**Here are a few tips to beat the summer heat and stay cool**

**1. Choose cottons and linens**

Have lots of cottons and linens in your wardrobe that can keep you cool and soak the sweat from your body. Avoid synthetic clothes. Also try to pick light colors. Also wear loose fitting clothes if possible for adding comfort.

**2. Stay hydrated**

Drink lots of water and fresh juices as they make up for the loss of water and potassium from the body due to sweat. Also carry water with you.

**3. Avoid oily and processed food**

During our summers, digestion becomes a little weak, it is advisable to avoid oily and processed food and choose fresh, light and high-fiber items which are easily digestible.

**4. Take care of your skin**

Whenever going outdoors, use a good sunscreen with a high SPF to keep your skin from getting harmed by the harsh rays of the sun. Apply sunscreen at least 15 – 20 minutes before moving outdoors. Also, if possible, during peak heat hours try to stay indoors.

**5. Have a workout routine**

Do not stop exercising because of a hot summer, keep yourself active and if you want to exercise outdoors, do it early in the morning or late in the evening.

**6. Eat fresh seasonal fruits and vegetables**

Summers bring with them a variety of fruits and vegetables like mangoes, watermelon, lychee, lime, cucumber and many more. They are healthy with lots of water and are also rich in vitamins and minerals. Add them to your daily diet to stay healthy.

### Conclusion

Summers are as equally vibrant, fun and exciting as any other season. But, even though it is not one of the favorites of many people, it still has a lot to offer. Now, it is up to us that we should understand that our body needs to be treated in a different way in every season; the diet is different, and the clothes are different. All we need to do is to understand the requirement and mold ourselves accordingly and make the most of what is coming our way.

So let's gear up for summers, do these small simple things and stay healthy and fit during summers. Remember, hot weather is nothing to ignore, even if you're not among the elderly or medically fragile.

## Dallas Tuition Reimbursement Recipient Graduates



Dallas Center would like to congratulate Justice Brown on graduating from the University of North Texas. Justice earned a Bachelor's degree in communication with a minor in Political Science. Justice has been with Etech for 3 years. We're so proud of her and everything she's accomplished!

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### Mother's Day Celebration at Dallas

This year for our Mother's Day celebration, we had a brunch for the Mother's here at the Dallas center. The theme was Diamond's & Pearls, invitations were handed out. The Men came together and planned the event and served the mothers. We had raffle tickets, Fake mimosas out of ginger ale and orange juice. Sandwich platters, fruits, bagels, pancakes & Danish. The mothers had a great time they laughed and celebrated together.



Let's congratulate the Lufkin YOSA and Character Commitment Award winners!



### 300 UBs and an Etech Gift Basket Raffle at Lufkin

The month of May, Lufkin Etech had a raffle contest for an Etech gift Basket including 300UBs! Raffle tickets were \$5 and all proceeds are going towards an Etech Fun Day this summer! Congratulations to our winner, Rhea Ruelos!



### May Theme Week at Lufkin

The week of May 13th, Lufkin Etech had an Employee Appreciation Theme week! We appreciate all that our employees do, and wanted to make the work place a little more exciting! Starting off on May 14th, we had Tropical Tuesday, May 15th was Wizard Wednesday, May 16th was Throw Back Thursday and May 17th was Fairy Tale Friday!

Thank you to each and every employee who brings the magic every day to our workplace!



### Mother's Day at Rusk

Cookies were made to be enjoyed by the employees working on Mother's Day. Special thanks to Ms. Charlotte Rasmussen for making the cookies with love.



### National Day of Prayer at Rusk

To commemorate National Day of Prayer, Rusk participants met in the conference room for a few minutes of fellowship. Ben Johnson shared the history of National Day of Prayer then we had a moment to pray. The color Red was worn to show support for the theme of "Love One Another".



### Etech Give Back Program - Cherokee County Relay for Life 2019 at Rusk



Etech Rusk participated in the 2019 Relay for Life on the square on May 4th. During the relay, volunteers sold snow-cones and popcorn to raise funds to donate to the Relay for Life Cherokee County. Throughout the month of April, our center raised funds by selling snow-cones, popcorn, and spaghetti plates within the center. The total amount of money donated to Relay for Life Cherokee County was \$375. Thank you to all of our wonderful volunteers!

### Rusk FFA Banquet 2019!

Rusk FFA invited Etech to the annual banquet for the Rusk FFA Chapter. The banquet was to honor donors for their contributions, as well as, honor the hard work of the Rusk FFA members for the 2018-2019 school year. Ben Johnson and Katie Streetman, along with her spouse Michael, enjoyed the banquet.



### BBQ at Palm Beach!

Palm Beach Center enjoyed Food truck Friday with delicious BBQ! Thank you to the Winning Culture Survey team for putting this great lunch together. We are looking forward to the next Food truck Friday in June.



### Happy Birthday!

Wishing a Happy Birthday to our awesome coworkers in Palm Beach, Danny, Michael, Keisha and Guerlyne!



### National Day of Prayer at Palm Beach

The Palm Beach Center, Amrit, and Creative Choice teams participated in this year's National Day of Prayer. We took time from our day to pray for our country, our families, and our co workers' health and success. Thank you to everyone for participating in this unifying experience.



### Eye Checkup Camp at Montego Bay

On Tuesday April 30, 2019, Etech Jamaica has decided to end the month with an eye care for our employees and invited one of our regular lending institutions. At 11:00 am, we had our Eye care specialist came in to do eye screening and recommend person who needs to get test glasses and didn't know to the office for further testing. They also brought glasses frame and pamphlets with more information. As usual our regular lending institution approved same day loans for those who were interesting in getting a loan. At the end of the day each representative were given an Etech Tea cup as appreciation for coming to our center. Below are pictures captured of the day.



### Mother's Day at Montego Bay

Each year Etech Jamaica Centre honors our mothers and this year was no different. We excitedly celebrated them on Friday May 10, 2019. We allowed our moms to watch three different movies of their choice. We also treated them to lunch and tasty dessert. Along with all those goodies, we also gave away sectional prizes including, youngest mommy and mommy of the most as well as some gift vouchers. Lance Conrad rightly said "I can imagine no heroism greater than motherhood."

We at Etech Jamaica Centre truly appreciate our mothers and look forward for greater celebrations next year.



### Raffle Draw at Montego Bay

\$20,000 cash and 50 UBs were given to two of our agents for a raffle contest for the first and second place winner. First place got \$ 20,000 cash and second place 50 UBs for the month of May 2019. Raffle tickets were sold for \$200 per ticket and anyone that purchase over ten tickets get the 11th one free. This was a success as agents and leaders were engaged in this activity to make it a blast! All proceeds are going towards an Etech Fun Day this summer! Congratulations to our winner, Romaine Tomlinson and Casandra Blake!



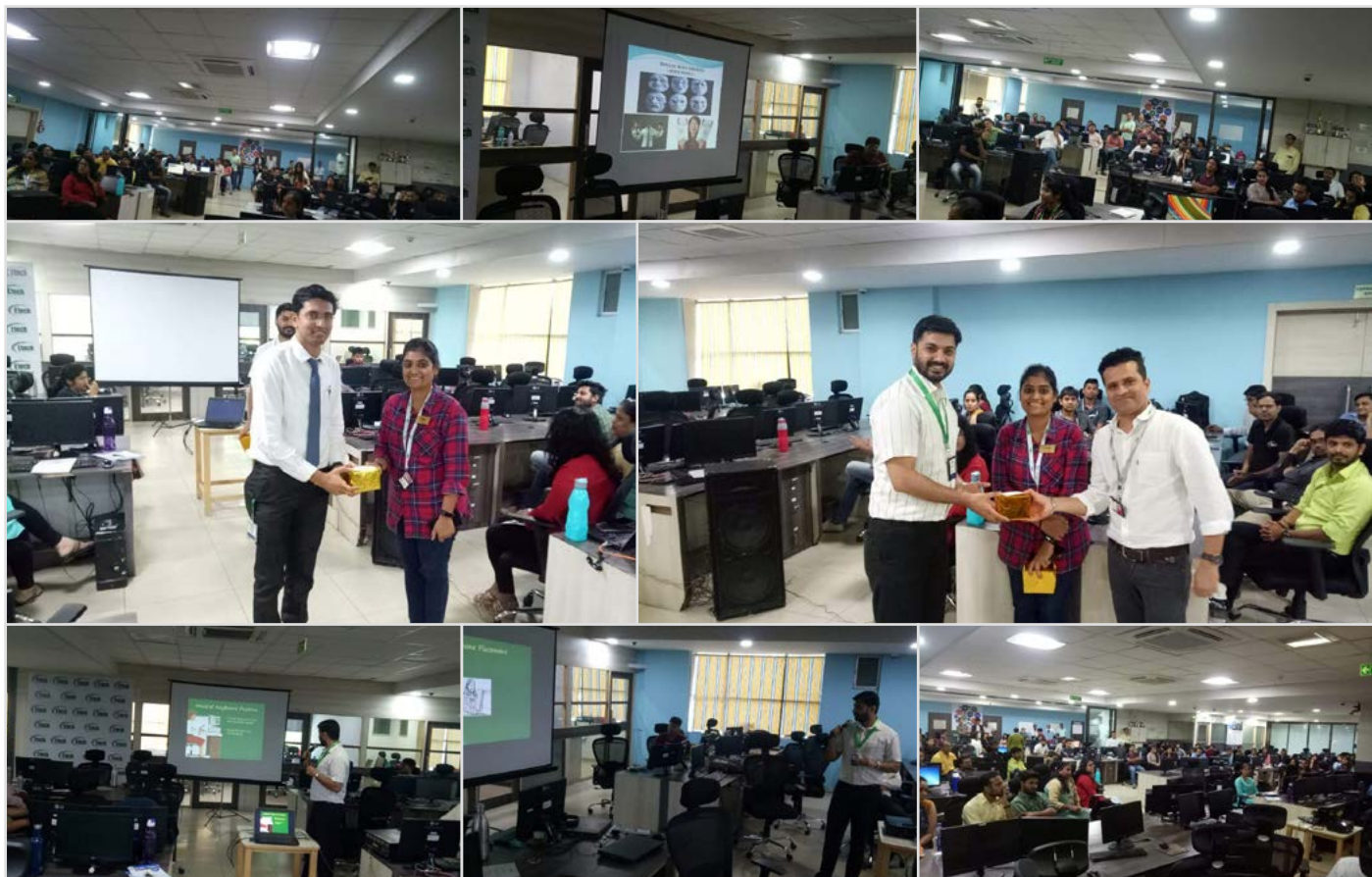
### Food Fiesta at Gandhinagar



### Fun Fridays at Gandhinagar



### Employee Wellness Initiative at Gandhinagar



### Birthday Celebration at Gandhinagar



### Etech Give Back Program - Blood Donation at Gandhinagar

Every drop of blood count. Blood, the most important aspect of human life that neither can be produced nor can be manufactured, and the only way that we can help someone in need of blood is through donation.

Etech Gandhinagar CAT Team organized blood donation camp in association with the Indian Red Cross Society. Etech has been associated with the Indian Red Cross Society for the past few years. The Red Cross Society provides free blood to Thalassemia patients. The demand for the blood rises during summers owing to fewer donors. The Red Cross society came up with the request to facilitate their blood bank pool and help the patients in need. Etech CA team quickly scheduled for a blood donation camp on site. To ensure convenience for our team members, the blood collection camp was organized on both the 1st floor and 3rd floor Etech offices in Gandhinagar. Enthusiasm was great as we had 78 blood pints/units donated. Over 120+ team members had volunteered for the blood donation. Owing to the stringent policies of blood banks, 78 of the Team members could qualify for blood donation.

It was another successful blood donation camp with the sense of satisfaction that it would help someone somewhere in need, and this is our effort towards the community and society in making a remarkable difference. Here are some of the pictures to share.



### Spandan – Know Your Company

Spandan – Know your Company is an initiative by HR. Spandan has been designed to align all new joiners closer to the organization.

All HODs and Committee Leaders are invited to meet new joiners and help them understand the department's/committee's contribution towards business and Team member's growth.



### Coffee with HR – HR Gandhinagar Initiative

This month's coffee with HR was again a hit with the attendees. Everyone loved to know the HR team and each other over a coffee



### Easter at Nacogdoches

The Easter Bunny came to the Nacogdoches center on April 18, 2019. Employees were able to bring their children to the center for some Easter fun!



### Career College Spring Job Fair at Palm Beach



Palm beach Center participated in the Florida Career College Spring Job Fair event. We met a lot of great students and interested candidates. Thank you, Florida Career College, for allowing Etech Palm Beach Center to be a part of this great event.

### Happy Birthday, Jon!

Etech Nacogdoches surprised Jon Johnson on March 21 with a small gathering for his birthday! Everyone was able to spend a moment to enjoy cake and conversation.



### Employee Appreciation Program – Taco Friday at Palm Beach



### WCS Task Force Suggestions Day at Nacogdoches



### Easter Basket Raffle at Lufkin

Lufkin Etech had a raffle for Easter Baskets. There was one boy basket and one girl basket. You were able to get raffle tickets by donating candy or Easter eggs for our Easter Egg hunt, or you could buy them for \$1 a piece! The winner for the girl basket was Mayra Dorris, and the winner for the boy basket was Jada Hawthorne.



### Spring Theme Week at Nacogdoches

"Etech Nacogdoches kicked-off spring with a theme week from March 18th - 22nd. Employees were encouraged to dress up as the theme for that day. The theme days included St. Patrick's Day, Orange day, Flower Power, Hawaiian day, and Baseball day. It was a fun filled week that included a nacho sale as well as popcorn. Be on the lookout for more theme weeks soon!



### Say Hello to the Admin and Support Team at Dallas



### Rewards and Recognition Ceremony at Dallas



### Rewards and Recognition Ceremony at Palm Beach

Palm Beach Center welcomed Director of Operations Jonathan Johnson the last week of March. The staff enjoyed an awesome R&R and employee appreciation lunch. Thank you, Jonathan! We also took some time to recognize some hard working individuals: David Edwards, Jacqueline Hoffenden, Deandria White, Barbara Harrell, Amanda Barr, and Hector McCrae. Thank you for your awesome performance and attendance. Congrats!



### Etech Give Back Program - Lunch Fundraiser at Lufkin

On Friday, April 5th, Lufkin Etech sold Burgers and Nachos to raise money for Relay for Life. We had burgers and chips for \$6, and nachos for \$5. We sold at 11:00am for the day shift, and again at 2:00pm for the evening shift to make sure everyone were able to get a plate! Thank you to all the volunteers who helped cook and make plates!



### Easter Theme Week at Lufkin

On the week of April 15th, Lufkin Etech had an Easter Theme Week! Tuesday, April 16th was Pastel Colors Day, Wednesday April 17th was No spring Chicken day (Grandparent Golden Years Attire), Thursday April 18th was Crazy Easter Accessories Day, and Friday April 19th was Brighten up Etech day (Wear yellow)!



### Etech Give Back Program - Relay For Life Survivor Dinner at Lufkin

On Friday, April 12th, Lufkin Etech had the opportunity to attend the Relay for Life Survivor Dinner. The Walk was cancelled this year unfortunately, but the dinner was a great way for the community to come together. Lufkin Etech is also excited to announce we met our Relay for Life fundraising goal, and can't wait to get started on next year's!



### UB shopping day at Palm Beach

Ivan Martinez enjoyed a UB shopping day for the month of April. Excellent work Ivan, Congrats!



### Etech Give Back Program – Theme week & Fundraiser at Rusk

During the week of 4/15, the Rusk center held a theme week. At the end of the week those who participated in activities were eligible to hunt an egg filled with candy and prizes!

We also held a bake sale as a fundraiser for Relay for Life which will be held at the Rusk Square.



### Easter Egg Hunt at Dallas



### Potato Bar Party at Rusk

Etech Rusk held a Potato Bar Party to raise funds to donate a bicycle to the Rusk Chamber of Commerce Easter Celebration. Employees enjoyed the good food and donating to a great cause!



### Etech Give Back Program - Community Support for Alto at Rusk

The Rusk center collected donations to send necessities to the Alto community after tornadoes destroyed many homes in the area on April 13, 2019.



### Rewards and Recognition at Rusk

The UB team brought spring to Rusk with a picnic themed R&R event. Our top agents and leaders enjoyed hamburgers, cookies, and fruit brought by the UB team. The agents won prizes competing with each other playing bean bag toss. Great job to those honored at R&R and thank you to UB Team for hosting our event!



### WCS Task Force – Rusk

At our monthly meeting, the Rusk Winning Culture Survey Task Force posed for a picture to show off our new Task Force shirts!



### Easter Celebration at Montego Bay

Nothing like our good ole Bun and Cheese to celebrate Easter in Jamaica! Easter treat was distributed to all our valued team members. Considering the plastic ban, team members also received reusable bags, courtesy of the WCS Task Force!

In all things, we never forget the reason for the season. God proved His love on the Cross. When Christ hung, and bled, and died, it was God saying to the world, 'I love you.' – Billy Graham



### Games Day at Montego Bay

On April 4, 2019, Etech Jamaica had their Games Day in training Room 1. More than 80% of agents and leaders participated in this event. We had dominos, playing cards, Ludo, and draft games. We also had a mini sandwich and beverage setup for those who attend. It was a tremendous event and was more of a social and diminutive relaxing moment for agents and leader to free their mind from work.



### HR Dallas Admin - You're the Best

Pictured –  
(Left to Right)  
Nancy Jackson,  
Erica Meadows,  
Sarah Walker, and  
Slaveka Payne



### Internal Business Day at Montego Bay

On March 26, 2019 Etech Jamaica hosted an internal Business Day!

We had two of our agents participating in this event. There was an Events Coordinator, and a Lip Balm Entrepreneur. We had a day full of getting to know more about our own agents' talent and passion. It was a memorable event that we would love to plan another soon. Our agents were intrigued about that initiative and hoping to see more of it in our center.



### Yummy Treats at Montego Bay

April 16th morning was filled with great excitement as ETECH Jamaica Center was about to host our first ever Yummy Treat. The team from Yummy Bakery (Ms. Edwards and Mr. Joey Pierce) started set up at 11 am. At 12 pm they started to hand out free samples of their baked products and for the Easter tradition, Easter Buns. The team from Yummy truly understood the core values of ETECH involving teamwork, valuing people and creativity as they dealt with staff with such enthusiasm and respect. Staff members enjoyed the event and commented on the delicious experience they had. The team from Yummy also expressed their appreciation for the opportunity and is looking forward to future collaborations.



### Employee Wellness Program at Montego Bay

On March 29th, the Winning Culture Survey (WCS) Task Force in association with Western Regional Health Authority (WRHA), hosted a holistic health fair in the Jamaica center. Thanks to the generous WRHA Team, several free services were offered to our team members:

- STI Testing
- Pap Smear Testing
- Prostate Examination
- General Practitioner (Doctor)
- Nutritionist
- Blood Pressure/Sugar Testing
- General Information

We are extremely grateful for this bi-annual partnership and look forward to doing it again soon!

“Health is a state of complete mental, social and physical well-being, not merely the absence of disease or infirmity.” – World Health Organization, 1948.



### Bake Sale Day at Montego Bay

Etech Jamaica hosted their first Center Bake Sale on April 16, 2019. We baked banana and red velvet muffins and a sample of banana bread coated with caramel for people to sample and place order for next bake sale day. This was another success for the Jamaica Center.



### Etech Give Back Program – Visit to Wee Care Basic School at Montego Bay

Etech Montego Bay visited the Wee Care Basic School on March 27, 2019 to donate a television set and food! We had a great time getting to know the teachers and a few of the children who were really happy to see us show up during their devotion exercise



### Etech Giveback Program – Donating Essentials at Montego Bay

For the month of April Etech Jamaica spent a total of 8 hours donating food items and toiletries to Fresh Bread Ministries International Mission's Department. This is a church with a mission who give grocery bags and lunches to the needy monthly. Thank you to our generous Montego Bay team members for donating to this worthy cause!



### Easter Fun Day at Lufkin

On Friday, April 19th, Lufkin Etech had an Easter Fun Day! Employees were encouraged to bring their families out to enjoy the festivities. We had hot dogs and popcorn for everyone, as well as all the candy you could want! The Easter Bunny even stopped by to sing, dance and take pictures with the children. And last but not least was the Easter Egg Hunt, where kids hunted eggs until their baskets were full! Employees and their children both had an awesome time celebrating Easter at Etech this year!



### Announcements



#### Veronica Chimney - Senior Vice President of Human Resources

As Global head of Human Resources Veronica joins the executive team. In this key role, Veronica will partner to develop and execute international growth strategies, expand/build people and process capabilities, create/drive a culture of continuous improvement and operational excellence, and strengthen the business alignment of the HR function across Etech, Amrit and related companies.

Veronica began her career with the organization during our humble beginnings as a sales coach. Over the span of her Etech career Veronica has been a positive influence for countless team members and touched the lives of many both inside and outside of Etech. Veronica's experience spans many roles including

Trainer, Leader of Training, Account Leader, Corporate Trainer, HR Manager and Director and most recently as Vice President Human Resources.

Veronica assisted in the initial creation of the servant leadership characteristics, initiated the global Give Back campaign and champions Etech's corporate social responsibility initiatives. Veronica holds a Bachelor of Arts degree from Stephen F. Austin State University, a Master of Science degree in Human Resources from Amberton University and is a current doctoral candidate at St. Thomas University with an emphasis in Leadership Innovation.

During any free time if she is not reading, writing, or researching, she greatly enjoys spending time with her husband and their family.

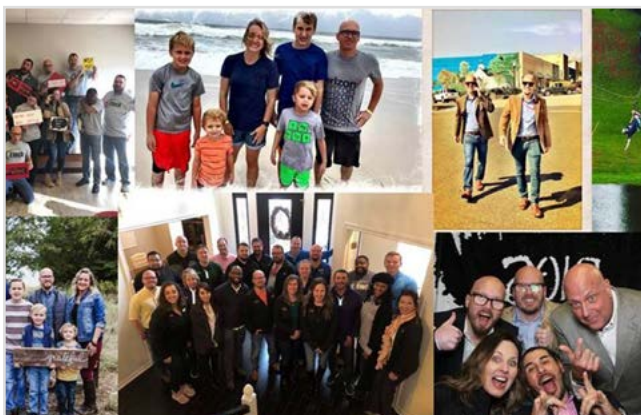
#### Nancy Pratt - Senior Director of Human Resources

In addition to providing strategic direction for Onshore HR, Nancy will now oversee and develop our Nearshore HR team in Jamaica. With 15 years in Human Resources, Nancy's experience spans employee relations, talent acquisition & onboarding, leadership development & training, and employee engagement.

Nancy graduated from Texas State University with a Bachelor of Science degree in Family and Consumer Science with a Business minor. She holds two HR professional certifications, PHR and SHRM-CP designations. Nancy has been with Etech since 2012 and has been the Director of HR since 2015.



Last year she traveled to Etech's India centers to further exchange ideas and promote One Etech. She continues striving to help Etech create a work environment which allows employees to perform at the highest levels and a culture emphasizing servant leadership, while at the same time supporting and valuing integrity. Nancy enjoys family time with her husband, their 2 adult children and 3 granddaughters under the age of four, as well as traveling, art, and cooking.



### Ben Johnson - Senior Director of Operations

As Senior Director, Ben will lead operations and deliverables for the onshore centers. Ben will supervise, direct, coordinate, and evaluate operations performance as well as partner with site Directors supporting their needs and their continued development. Ben will also supervise, direct and coordinate operations performance and client relationships.

Ben began his contact center career in 1998 as a part time bilingual phone representative. His career with Etech started as an Operations Leader in Rusk back in 2010. Over the span of his Etech career Ben served in many operational roles, in all of our East Texas locations, including Account Leader, Asst Director of Operations, Site Director of Operations and most recently Director of Operations strategic accounts. Ben has worked very hard over the last few

years on leveling up operations performance creating visibility and education around key imperatives.

Ben successfully partnered with operations and reporting teams to improve transparency and accountability and has been instrumental in the redesign and development of new detailed reports tracking Utilization and Retention down to the coach.

Ben has also partnered with many clients and programs enabling growth for Etech and its partners. Ben will continue to work with clients maintaining regular contact with them as well as help to solve complex opportunities. He and the site Directors will work together to plan, execute and deliver for our clients.

Ben delights in serving and supporting our people and our customers. He is passionate about people, and believes that knowledge and understanding, among other things, create a breeding ground for success. During any free time he enjoys listening to educational podcasts while woodworking, fixing, restoring, and creating new things. Ben is very passionate about his family and spending as much time as possible with his wife and children.

### Kenya Espiricueta - Receptionist/File Specialist

Kenya Espiricueta was born in Mission, Texas and raised in Nacogdoches. She attended Nacogdoches High School and recently graduated from SFA with a Bachelor's degree in Cellular and Molecular Biology. She is currently in the process of returning to school to obtain her Bachelor's in Business Administration then plans to attend a Master's in Health Administration Program.

Kenya has a passion for learning and loves to read and learn new things in her spare time. She enjoys watching Netflix, going to the movies, and spending time with her boyfriend, friends, and family. She also enjoys playing with her pug, Lola.

Her primary role is working as the afternoon Receptionist/File Specialist, but she will also assist with HR Admin responsibilities for the evening & night shifts. She will be able to assist with career forms, drug screening, evening new hire orientations, onboarding paperwork, focus groups, etc. When she is not at the front desk, Kenya will share a cubicle with Ann Thomas, our daytime HR Admin. She reports to Shelby Howell, HR Manager for Nacogdoches.



### Erica Meadows- Etech Dallas HR team

Erica Meadows is joining the Etech Dallas HR team in the role of front desk receptionist. Erica will ensure each of our employees, visitors, vendors, clients, and special guest have a remarkable experience each time they enter and/or leave our location.

Erica is a native of Louisiana! She obtained her Bachelors and Masters of Science Degree from Grambling State University. Erica loves traveling, shopping, spending time with her family and writing. Erica has 9 years of customer service experience and hopes to open up her own center for at risk youths and teenagers in the near future. Erica also works for Ross Dress for Less during her spare time on the weekends as a Customer Service Associate. Erica's Motto in life is "I can do all things through Christ that strengthens me, and to treat others how you would like to be treated."

### Hannah Olayode - Security Auditor - Dallas

Hannah Olayode will be joining the team as a security auditor located in the Dallas facility. Hannah's responsibilities will include ongoing audits of the secure workspaces, security audits of the center and general work areas, procedural audits of security guards, etc.

Hannah is an ambitious professional who has a deep passion for books and is always ready to learn. She has two degrees in Computer Network Technology and Electrical Engineering. She has multiple certifications including CompTIA A+, CompTIA Network+, CompTIA Security+, Cisco CCNA, and Microsoft Configuring Windows Server 2012.

Hannah is married to her awesome and very supportive husband, Julius. They are blessed with two beautiful children: David, who is 4, and Grace, who is 2. She loves the arts including dancing, singing, making designs for wears, sewing, knitting, painting, acting, and drama. If she's not at work or home with her family, you can catch Hannah reading, singing with her church choir, dancing with friends, trying new cooking recipes, volunteering at nursing homes, volunteering in community cleanups, or sightseeing.



### Ruth Charleus- Etech Palm Beach HR team

Ruth is overjoyed to join the Etech team as the HR Admin/Receptionist. Her background with on boarding and office support is a great addition to the HR team. Fluent in English, Creole, French, and Spanish, Ruth is focusing on continuing her education in Human Resources. She will have the primary responsibility for welcoming applicants onsite and assisting with their computer testing, drug screening, background checks, etc. Ruth will also be essential with onboarding, scheduling center events, and employee recordkeeping. Ruth reports to Julissa Hernandez, HR Manager for PBC.

She enjoys cooking, baking, photography and spending time with her family. Ruth looks forward to growing within the company.

## Dinner with the Training Batch at Gandhinagar

Etech Gandhinagar's Training team took their training batch out to a dinner. It proved to be a great way of building bonds between the team and top of that everyone got to eat some delicious food!



### April on the Ops Floor at Gandhinagar

One more fantastic month for Gandhinagar team. All the hands were on deck to achieve the milestone desired by client in terms of revenue & 5-star metrics. Fun Friday took a vital role to motivate team & encourage them to deliver the best while having fun. This was followed by a goodies contest rolled out to further motivate and appreciate their performance. Also, Gandhinagar Team has won client contest which resulted into great celebration at Barbeque Nation. Team members were too excited to watch IPL Matches on TV set up on the floor.

April month was dedicated for "GETTING TO KNOW YOU" conversation which helped leaders to know their people in a better way and in understanding what motivates them the most and Cricket!



### Etech Give Back Program - Visiting the Old Age Home, Kailashdham

**"The secret of genius is to carry the spirit of the child into old age, which means never losing your enthusiasm." ~ Aldous Huxley**

With the vision to make a remarkable difference for our people, our customers, and within our communities, the Community Action Team (CAT) at Etech Gandhinagar visited an Old Age Home, Kailashdham, near Pethapur to spend some time with residents of Kailashdham.

The volunteers decorated the food lounge, chopped vegetables and helped prepared delicious food for them at the kitchen, spent quality time with the residents, and played games to ensure that each moment is spent well. The dinner of the day was on the house. The volunteers played Bingo with them. The members shared their experiences, fun instances from their lives that made everyone roll on the floor laughing.

The activity ended with a high beats traditional prayer at the in-house temple where all the volunteer got a chance to offer Aarti. It is a traditional religious ritual of worship, a part of prayer, in which light (usually from a flame) is offered to one or more divinities.

We gave our word of thanks to all the members for making our day an event to remember before we left with the memories of the smiles on their faces.



### Self-Defense Workshop at Gandhinagar

Self-defense is not just a set of techniques, it's a state of mind and it begins with the belief that you are worth defending.

A workshop on self-defense was organized by Creative Infocity Limited on March 29, 2019 and our team from the GNR center participated in this workshop. The workshop was conducted by Mr. Rajkumar Mehariya- General Secretary of Mixed Martial Arts Federation Gujarat and he taught participants many self-defense techniques to develop awareness and confidence. Orientation and discussion were held on how to be always combat ready.

Our enthusiastic squad - Monal Parmar from Reporting team, Prapa Acharya & Palak Goel from ETS, & Sushmita from OPS volunteered & reenacted the demonstration for other participants. The team learned preventive approach for safety which includes strengthening of body emotions and intuition.



### Etech Give Back Program - NavKaushalya Visit at Vadodara

Students and staff members of NavKaushalya - an Institute for skill-based vocational training for girls and women managed by Navrachana Education Society is "Give-back-to-Vadodara" initiative which has been started in memory of Savitaben Amin, who founded Navrachana Education Society, inaugurated on 22nd December 2014 visited us as a part of their skill-based training for office administration.

During their visit, the team provided them with exposure for front desk organization, telecommunication skill, handling record management and soft skills.



### Coffee with HR at Vadodara

On 29th April, 18 team members had informal interaction during "Coffee with HR" initiative. This is a very good forum for personal interaction with employees as we interact with all layers in the organization. Group of people of separate department come together each time. It is a sort of inter and intrapersonal discussion along with likes, dislikes, dos and don'ts, suggestions etc. Games were played during the session and had few discussions with HR team.



### Rewards and Recognition Ceremony at Vadodara



### Movie of the month at Vadodara

Movie of the month was "RAMPAGE". We had team members enjoying movie to the fullest.



### Sexual Harassment at Workplace Awareness Workshop at Vadodara

Ms. Trupti Sheth, Member of our Internal Complaint Committee (ICC) Anti-Harassment Panel, Etech Vadodara had conducted awareness session for our team members. She is involved in monitoring gender mainstreaming, implementation of project activities, take corrective action where policy and project activities are not being followed, analyze gender situation, concerns and recommend ways to address issues, enhance capacity of gender education, develop materials.

Ms. Sheth is a social worker having proven track record in translating high level policies into social program including UNICEF as a State Level Communication Consultant. She is appointed as an expert for the Anti Sexual Harassment committee for various government organizations by Government of Gujarat to provide guidance and training.



### Employee Wellness Program - Bone Density Camp at Gandhinagar

The Bone Density Check is done in collaboration with DBS on 29th and 30th April was appreciated phenomenally well by all employees.

Approximately, 150 people participated in the Bone Density camp. The bone density test is painless and quick. It estimates how dense or thick your bones are by using Ultrasound Bone Densitometer. It measures how much calcium and minerals are in a part of your bone. The more minerals you have, the better. That means your bones are stronger, denser, and less likely to break. The lower your mineral content, the greater your chance of breaking a bone in a fall.



# Valuing People

An ETECH employee who is committed to respecting and honoring people; demonstrates emotional intelligence; and holds people accountable in a positive and nurturing way is one who shows they **VALUE PEOPLE**. A person who **VALUES PEOPLE** will put others' needs before their own. By developing and encouraging those around you they will feel **VALUED**. Remember the Platinum Rule to treat others as they wish to be treated. This can only be accomplished if a personal relationship exists.

