



Newsletter

FEBRUARY - MARCH

2016



EXPERIENCED **PEOPLE** | INNOVATIVE **TECHNOLOGY** | REMARKABLE **RESULTS**



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Hello **ETECH** and welcome to our monthly newsletter!

YOU have set record setting revenue and NOI results in the past few months.

YOU are on a roll, now is **OUR TIME!**

Excuses will always be there, but opportunities like we are facing now may not. We must focus on those things we control and make the remarkable difference that our customers, our team and our communities expect.

The economies in our global environment are strong. Many companies continue to look to strategic partners to outsource key business processes. We have several new and exciting programs being implemented now and over the next couple of months, it is critical that we execute flawlessly!

The key is TEAMWORK. It was once said that “Teamwork is the fuel that allows common people to obtain uncommon results.” Teamwork is what will enable **ETECH** to make tremendous strides in the second half of 2016. Over the years, I have had the opportunity to be part of successful and unsuccessful teams. What I have observed is that there are 5 common characteristics that successful teams share. I have summarized those characteristics below:

1. **Successful Teams Understand the Big Picture:** Every leader of **ETECH** must understand our mission and our purpose. Furthermore, it is the leaders duty to ensure that every one of their team members understand the big picture, understand how they impact the big picture and fully embrace the fact that the more successful they are in their role, the more successful **ETECH** will be, which will in turn enable us to invest back into them, our company and our communities.
2. **Successful Teams Have Fun Together:** It is a fact that the more a person enjoys what they do, the more successful they will be. Are you creating an environment within your team that is fun? Are you allowing your team members to enjoy you and enjoy each other? Successful teams don't have to constantly look for creative ways to have fun, they just have it!
3. **Successful Teams are Transparent and Real:** The more real you are with your team, the more real they will be with you and each other. When this happens, trust and camaraderie develops which inspires each team member to become committed to the team, to the mission. Successful teams consist of team members who are committed to the team. If your team members are not committed, then they are not ... there is no in between.
4. **Successful Teams Celebrate Victories:** Big or small, successful teams recognize and celebrate victories on a regular basis. You will find out that the more you praise and celebrate, the more reasons there will be to praise and celebrate!
5. **Successful Teams Don't Avoid Conflict:** Over the years, I have observed that the more committed team members are to the team, the more comfortable and likely they are to disagree and challenge each other. Committed teams know how to fight!! Committed teams say what is on their mind, get issues out in the open, respect each other's views and work towards an agreeable resolution. The cool thing is that once they agree, the issue is resolved and nobody else will ever know there was a conflict. Imagine how awesome that would be if we could integrate this into the **ETECH** culture!

Thank you all for everything that you do to make **ETECH** a great place to work and play. I promise you that I will choose to bring a positive attitude to work each day. I will choose to persevere, to encourage, to value each of you and to be a great team player. Will you choose to join me?

Until next month, may God bless each of you and may He continue to watch over our company. Have a great day!

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Blood Drive

We would like to thank all the Etech Nacogdoches employees who participated in the blood drive this month. Pictured, you can see Kimberly Herrera donating blood while at work. She is a dedicated employee who took a moment from her busy schedule to possibly save a life!



Tree Planting

Nacogdoches Etech Team Leaders partnered with NISD to plant trees at Malcolm Rector Technical Training Center (formerly the Martin School of Choice). This school was recently added to the Nacogdoches Independent School District on February 22, 2016.

This new facility is a result of a federal grant and serves the needs of:

- Nac ISD High School students
- Credit College Students
- Students seeking Industry Certifications and Skills Training
- GED Students
- ESL Students
- Workforce Training for Industry and Students
- Community Service Courses
- Distance Learning Courses

Etech was humbled and excited to participate in this opportunity to help a new school.



St. Patrick's Day

Various agents in the Nac Center celebrated St. Patrick's day by wearing the traditional green attire! Etech Nac also hosted a Pot of Luck drawing in which the lucky winner, Jesse Fox, won \$100! The additional money that was raised for the Pot of Luck will go to the Work Life Balance fund. We would like to thank everyone who participated in this event and we look forward to doing this again next year.



Tuition Reimbursement

We would like to congratulate all the individuals who received a tuition reimbursement check for the fall 2015 semester at the Nac Center. Below is a list of their names.

- Rut Gonzalez
- Michael Gatti
- Jerry Handy
- Eric Moreno
- Rene Reeves
- Mariah Lavallais
- Alan Zamarron
- Gordon Trott III
- Cori Redfield
- Madison Harris
- Emily Shaw
- Aubrey Fuller
- Gregory Moore
- Aubrey Fuller



Everyone on this list received an A or a B in their class, and we couldn't be more proud! The Nacogdoches center alone paid out \$11,875 for the Fall Semester. Etech loves to help out their students, so it has designed this program just for them. If you want to participate in the Tuition Reimbursement program for the Summer or Fall 2016 semesters, please see Renaldo Hunt for more information.



Importance of Leadership

MAKE TIME TO DEVELOP YOUR LEADERS

As the speed of business increases, it's easy to focus only on the immediate need and pay less attention to the systemic issues that ultimately drive long-term success. One of those significant areas is Leadership Development.

Veronica Chimney and Dr. Laurie Rogers in picture with several new leaders within the organization.



Etech Raceway Update



Etech Raceway Update - TSR Lenny Jackson and TSR Gamo Johnson are neck and neck in the final laps of the race we have had going at the Huntington site contest for one of our Premium Voice Telecom Campaign. Vrooommmmmmm!

Huntington Site Saint Patrick's Day

Saint Patrick's Day Fun Photo from Huntington. Pictured are: TSR Chris Rogers, Judy Hager, Pam Barrett, and Gamo Johnson.





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National American Pie Month Winners

National American Pie Month Winners - For the Assurant Campaign the contest winners were TSR Tim Pauley and TSR Judith Hager. Both are long time employees at the Huntington Center.



Lufkin March Blood Drive

Our Lufkin agents saved lives by donating blood with the Gulf Coast Regional Blood Center. Thanks Lufkin for making a remarkable difference!



Heather Fawn Pirtle | Operations Sales Intern



C2C Team Water War For Sales

We ran a contest for our Premium Wireless C2C team for new line sales. Winners were able to "PIE" their coaches. We also did a water balloon contest where each agent got 1 water balloon for every sale that they made to use towards sales coaches. We ended up having a blast with a war between leaders and agents.





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Lufkin Health Fair

St. Patrick's Day proved to be a lucky day for Etech employees as they discovered the gold of good health; at Etech's Biannual Health Fair. With over 100 participants, the fair featured more than 8 local businesses offering free screenings including vision, dental, allergy, and cardiovascular. Other organizations offered information about nutrition, heart disease, and more. The Blood Center also joined the health fair, allowing Etech's employees to give back to the community.



Courtney Williams from Etech said, "The health fair is another way that Etech continues to take care of their employees." she said, "Because when life gets busy, it's easy to over look your health."

At the end of the health fair all participants had the opportunity to win door prizes.

Etech would like to take this opportunity to thank our dedicated community, organizations, and vendors for continuously supporting Etech.



Expressing our Gratitude

A special thank you goes out to Porschea McIntosh - Trainer from the Etech Dallas center. Porschea volunteered her time and energy to give back to our local community. Porschea represented Etech as a dynamic speaker at Maple Lawn Elementary College and Career Day. The counseling department at Maple Lawn invited professionals around the city to share industry and college experiences with 1st through 4th graders who have aspirations to be great. Porschea captivated her audience through an interactive presentation that encompassed real life principals. On behalf of the leadership team in Dallas, I would like to personally thank Porschea McIntosh for sharing her knowledge and experiences with the future leaders of the world.

Tyrus Gamble, Human Resource Manager - Etech Dallas



Lufkin's WLB Team's "Split the Pot of Gold"

Lufkin agents tested their luck in the WLB March fundraiser "Split the Pot of Gold". Participants purchased for a \$1 for a chance to win half of the money raised with the WorkLifeBalance Team.

Winner, Hollyn Cates, won the raffle drawing held March 17th, 2016.



Etech Dallas Give Back Initiative



Etech Dallas March Anniversary

Congratulations to Melanie Silva and Alisha Barnes for one year of service. John Anderson, Slaveka Payne and Ticia Dillard for two years of service with Etech.



Etech Dallas Happy St. Patrick's Day!



Moving up the Success Ladder

Kiara Brown - Operations Sales Intern

Kiara was born in Oklahoma and raised in Dallas. She is currently pursuing certification for in Medical Office Administrator. When she is not working or studying, you can find her spending time with her daughter, Riley, who was recently accepted into Sidney Lanier Vanguard School for Performing Arts (which is an accomplishment that they are both very proud of). In her spare time she enjoys reading, watching documentaries, discovering and exploring history. She has been at Etech Dallas for 8 months, enjoys working on the C2C campaign and values the opportunities for growth.



Rhonda Moats - Operations Sales Intern

Rhonda was born and raised in Dallas along with three brothers. She graduated from Everest College with a degree in Criminal Justice and is a licensed Cosmetologist in Texas. In her spare time you can find her writing, reading or creating art. It is her goal to one day attend The Art Institute of Dallas for Fashion Design. Rhonda has been with Etech for 17 months. Since the beginning of her career with the company, she has developed a sense of commitment and belonging. She loves the fact that she works within a team environment that allows for growth and is ethically filled with integrity.

Brandon "Drew" Linville - Operations Sales Intern

Brandon Linville has been with ETECH for eight months and really enjoys working at Etech. He is 22 years old and has a wife who is the love of his life. He has three step-children that can be a handful from time to time, but he loves them with all of his heart. When he isn't working, he is with his family. Either they are out or just being lazy at home watching a movie. He feels the future is bright with a long successful career with this company.



Jaykishan Sharma - Asst. Sales coach

Jaykishan became a part of Etech Family on July 23, 2013 as an Online Chat Representative. He continued to show excellence in his area of expertise (quality sales) which helped us identify him as a potential leader. He looks forward to climb the ladder gradually and is committed and confident to put his best efforts. With his new role, he would add value to the team by achieving client's expectation and demonstrating Etech's characteristics.

He holds good knowledge on Microsoft excel and is a Bachelors in Computer Application. During his leisure time he loves to play online strategic games and enjoys travelling while exploring new places.

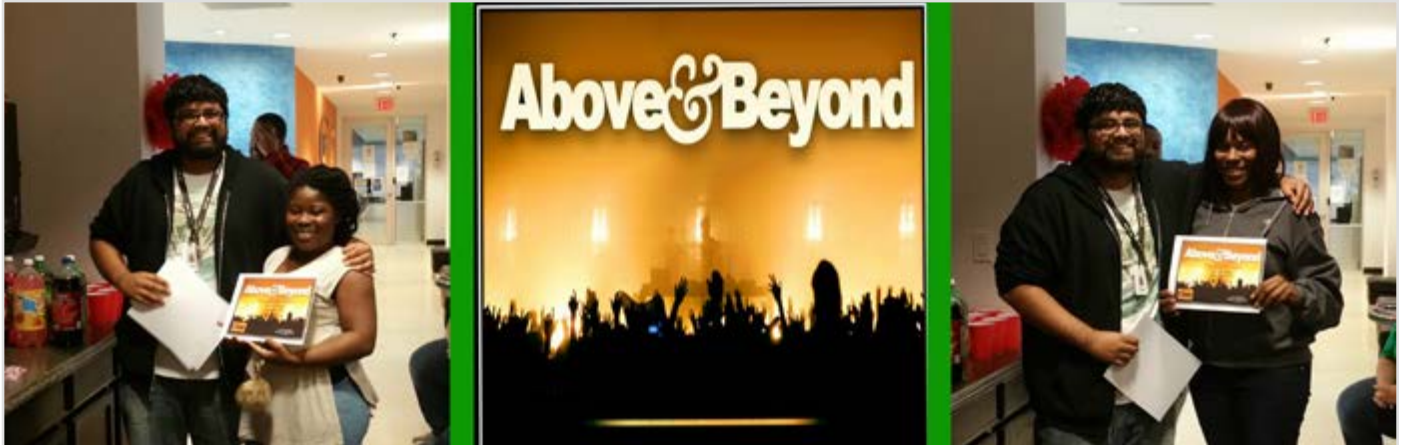
Shabbir Kachwala - Asst. Sales coach

Shabbir Kachwala chose Etech to initiate a profoundly planned career, and he joined the company in April 2013 as an Online Chat Representative. During this tenure, with enthusiastic work spirit, he inculcated great expertise in the chat process. Besides being a team player, Shabbir has proved his worth as a Leader. Within a short duration of service, Shabbir grabbed the challenge of being an Assistant Sales Leader after successfully completing his internship with sheer cooperation of his colleagues. Nevertheless, he is observed demonstrating the qualities of a Leader and shoulders all responsibilities in an upright manner.

He loves working out and has an inclination towards biking. Watching Bollywood movies and exploring new places are his favorite pass times. Shabbir is set to achieve greater milestones to add to his success story as a whole and is resolute to work for the betterment of company and colleagues all the while.



Etech Dallas Rewards & Recognition Ceremony



The most valuable people are not defined by wealth, beauty, age, ethnicity or nationality. The most valuable people are defined by their character.

Zika Alert in Florida

Florida's Governor Scott calls for State of Emergency over ZIKA

"An alien starship dumps a space-trash in a swamp in a U.S. National Park. Some mosquitoes begin to feed from the alien's corpses, causing them to grow to the size of a vulture. These mutant insects became very aggressive, killing every human being they find. Will the few survivors fight successfully against this nightmare...?"

- Written by Luis Carvacho



This is the introduction to a 1996 B rated movie called "Mosquitos". Sometimes living in Florida I've felt like we are living in a horror film with giant bugs.

The reality is there are over 79 species of Mosquitos identified in the state of Florida, 200 in North America and over 2500 species worldwide. Not to scare or panic anyone, but the Governor of FL, Rick Scott recently called for a state of emergency in 7 of 67 counties due to the ZIKA virus. His request activated protocols that hopefully prevent the continued spread of the Zika throughout the state.



Areas affected by Zika according to the CDC:

So what is Zika and what can we do as at Etech to prevent this virus from spreading in our work place?

What is ZIKA? It is a mosquito borne virus brought on by the bite of the (Aedes aegypti or Aedes albopictus species of mosquito; which some call the Zebra mosquito. The disease has been linked to birth defects such as Microcephaly, Yellow Fever, dengue, paralysis blindness or causing serious eye abnormalities in infants.

What should employers do about workers who plan business or personal travel to affected regions or who are already working in these regions? Although the infections in Florida have been due to travel, some of these factors can be controlled to prevent its spread. Although the disease is primarily transmitted by mosquitoes, in rare instances it has been reported to be transmitted through blood transfusions and sexual contact. The symptoms of the Zik Virus are

Symptoms:

About 1 in 5 people infected with Zika virus become ill (i.e., develop Zika). According to the CDC The most common symptoms of Zika are:

1. Fever,
2. Rash,
3. Joint pain
4. Conjunctivitis (red eyes).
5. Other common symptoms include muscle pain and headaches.

The incubation period (the time from exposure to symptoms) for Zika virus disease is not known, but is likely to be a few days to a week.

- The illness is usually mild with symptoms lasting for several days to a week.
- People usually don't get sick enough to go to the hospital, and they very rarely die of Zika.
- Zika virus usually remains in the blood of an infected person for about a week but it can be found longer in some people.



The spread of the virus led the U.S. Centers for Disease Control and Prevention (CDC) to warn pregnant women and those planning to get pregnant against travel to about two dozen countries. Soon after, the CDC revised its guidelines after the virus was transmitted from human-to-human contact in Dallas.

What can Etech do to protect its employees?

1. First the obvious would be to eliminate any standing water near our facilities, gutters, downspout drains, or parking lots. Standing water is perfect breeding ground for mosquitoes. This mosquito is so insidious they can develop a viable larva in as little as 1 tsp of standing water. The water collection dishes placed under plants has been a popular culprit in Brazil and South America as favorite breeding areas.
2. Use Mosquito control chemicals in ponds or lakes - This will not hurt fish but will eliminate the mosquito larvae. We recommend using products that utilize the growth inhibitor methoprene or the naturally occurring bacteria *Bacillus sphaericus* (Bsph) and *Bacillus thuringiensis israelensis* (Bti) for mosquito control. These products are approved for use in fish habitats and are introduced into the mosquito's life cycle when the larvae ingest the active ingredients while they are suspended in the water column. They come in liquid, granules and briquettes that provide mosquito control for up to 180 days.
2. Secondly, clear out closets and dark corners of your office space since Mosquitos like dark areas.
3. Never prevent only one gender of employees from traveling for business. All employees should be treated the same when it comes to travel. If the company decided to restrict travel it should be for all employees. If employees travel to the Caribbean, Central American or South American verify if they are areas of concern by checking the CDC's most recent travel warnings <http://wwwnc.cdc.gov/travel/page/zika-travel-information>. If a decision is made to curtail travel to affected geographical regions this decision should be enforced for all employees no matter their gender
4. If working outside wear long sleeves and long pants - Mosquitoes prefer to be out at dawn and dusk
5. Wear a bug repellent - There are many homeopathic, electronic and traditional repellants find one that works for you. The most effective contain DEET. Choose a mosquito repellent that has been registered by the Environmental Protection Agency. Registered products have been reviewed, approved, and pose minimal risk for human safety when used according to label directions. Four repellents that are approved and recommended are: • DEET (N,N-diethyl-m-toluamide) • Picaridin (KBR 3023) • Oil of lemon eucalyptus (p-methane 3,8-diol, or PMD) • IR3535
6. Watch For Signs Of Infection - If an employee recently travelled out of the country; tactfully verify where they went and how they are feeling. If the exposed employee complains, refer them to your HR Manager or Generalist as soon as possible. An infected employee who is bit by a mosquito can spread the virus to other employees who come in contact with the contact with the same mosquito.
7. Stay inside in cool places - Mosquitoes prefer warm humid environments. However according to the Mosquitoes can survive in the colder temperatures up to 50 degrees F / 10 degrees Celsius but will become inactive below 10C/50C.
8. Employers should not require a medical evaluations for employees who traveled to an areas with a Zika outbreak-



Active ingredient Higher percentages of active ingredient provide longer protection	Some brand name examples*
DEET	Off!, Cutter, Sawyer, Ultrathon
Picaridin, also known as KBR 3023, Bayrepel, and Icaridin	Cutter Advanced, Skin So Soft Bug Guard Plus, Afta (outside the United States)
IR3535	Skin So Soft Bug Guard Plus Expedition, SkinSmart
Oil of lemon eucalyptus (OLE) or para-menthane-diol (PMD)	Repel
* Insect repellent brand names are provided for your information only. The Centers for Disease Control and Prevention and the U.S. Department of Health and Human Services cannot recommend or endorse any name brand products.	

The Americans with Disabilities Act (ADA), provides justification for an evaluation if the employer has a reasonable belief that an employee could pose a possible contagion to others because of their condition. But remember Zika is not transmitted from person to person by casual contact.

Stay Alert, Take Precautions, and Be Healthy!

Corporate Give Back - Blood Drive


**Spread the love,
Give some blood**

What: Etech Blood Drive
Supporting: Your Local Blood Bank
When: During Month of March 2016

- ♥ Nacogdoches Thur., March 3rd
- ♥ Palm Beach Wed., March 9th
- ♥ Dallas Mon., March 14th
- ♥ Lufkin Thur., March 17th

If you would like to help contact your Center's HR Department to register for this event and make your donation on the scheduled date.

Thank You Etechers
Make A Remarkable Difference
Show The Etech-Difference!




Etech Remarkable University



Etech's updated and fresh online learning portal Etech Remarkable University, or EtechRU, launched on Monday, February 20, 2016!!

www.etechrui.com

Leadership Development & Effectiveness is excited to announce the launch of the new website for corporate education. We invite you to log on and plug in!

BBQ



On Wednesday, March 23, Citizens 1st Bank will be hosting a catered lunch, along with Rusk City Officials at the Rusk Etech location.

Citizens 1st Bank has been committed to providing excellent customer service and superior banking solutions for over 90 years with offices in Rusk, Jacksonville, Tyler and Nacogdoches.

We are looking forward to enjoying the day with these great sponsors and supporters of Etech Rusk!

Mardi Gras Rusk Texas Style

On Mardi Gras in 1827, a group of students donned colorful costumes and danced through the streets of New Orleans, emulating the revelry they'd observed while visiting Paris. Ten years later, the first recorded New Orleans Mardi Gras parade took place, a tradition that continues to this day. In 1857, a secret society of New Orleans businessmen called the Mistick Krewe of Comus organized a torch-lit Mardi Gras procession with marching bands and rolling floats, setting the tone for future public celebrations in the city. Since then, krewes have remained a fixture of the Carnival scene throughout Louisiana.

Other lasting customs include throwing beads and other trinkets, wearing masks, decorating floats and eating King Cake.

Etech in Rusk held their own Mardi Gras celebrations this year that included contests, a pot luck and lots of fun for everyone! Contests included a "Creative Coloring Contest" where agents were encouraged to let their imaginations and creativity run wild and a "Mask Decorating Contest". We want to wish a great big congratulations to Melissa Ramirez from the Verizon Contact Us program for winning 1st prize in the Creative Coloring Contest and 2nd place in the Mask Decorating Contest. First place for the Mask Decorating Contest was awarded to Elizabeth Peacock from the Verizon Inbound campaign.

It was a week full of fun, laughs, and great eats!



Team Outing - Healthcare C2C Team

Our Healthcare C2C Team went out for lunch at a popular food joint in Ahmedabad. Although they give best advice and plans to their customers to lose weight, they did not care for how many calories they consumed with their team. Everyone enjoyed food and cherished the time off work.



International Women's Day Celebrations - Etech Baroda

The fastest way to change society is to mobilize the women of the world. - Charles Malik

International Women's Day (March 8) is for celebrating the social, economic, cultural, and political achievements of women.

An annual "International Women's Day" was first organized by the German socialist and theorist Clara Zetkin along with 100 delegates from 17 countries in March 1911. The event was marked by more than one million people campaigning for women's rights to work, vote, be trained, to hold public office and end discrimination.

The 2016 theme for International Women's Day is "Planet 50-50 by 2030: Step It Up for Gender Equality". The idea of this theme is to accelerate the 2030 agenda, building momentum for the effective implementation of the new Sustainable Development Goals.

It is time to reflect on progress made, to call for change and to celebrate acts of courage and determination by ordinary women who have played an extraordinary role in the history of their countries and communities. We at Etech Baroda celebrated International Women's day with great joy and fervor to commemorate women's enormous contribution to humankind in all walks of the society.

Captured clicks are few moments to treasure forever!



International Women's Day Celebration - Etech Gandhinagar

International Women's Day is celebrated every year on March 8. A woman is the epitome of tenderness, care, and wisdom. A woman can handle trouble & carry heavy burdens. She holds happiness, love & opinions. She smiles even when she feels like screaming. Three cheers to the woman of tomorrow!

To celebrate the life of a woman who faces hardships with her inner strength, all female employees of Etech Gandhinagar enjoyed a small get together with lot of fun activities and DJ Party followed by snacks. Each female employee was rewarded with a token of appreciation.



Personality Awards

Personality - What makes you the way you are as a person!!

Personality refers to individual differences in characteristic patterns of thinking, feeling and behaving. It's very true that one's personality is so pervasive and all-important that it presents a clinical paradox of sorts: it is hard to assess our own personality, and impossible to overlook that of others.

We focused on two broad areas such as understanding individual differences in particular personality characteristics and how the various parts of a person come together as a whole.

We had run a fun loving survey of selecting team members based on their impeccable personalities featured in which leaders have voted for TMs. With profound happiness, we announce the winners of each category as below:

Below mentioned are winners of each category.

Award		Winner
1.	Most energetic	Sunny Tandon
2.	Always smiling	Anand Akolkar
3.	Best dressed	Aamil Saiyed
4.	Great selling skills	Jaymin Bhavsar
5.	Possess leadership skills/Will	Nipun Shinde
6.	Great in professionalism. Following ALL codes of conduct per ETPL policy guidelines	Hiten Buddhadev
7.	Mr Etech Baroda (in terms of overall attitude and aptitude)	Vikas Rawat
8.	Ms Etech Baroda (in terms of overall attitude and aptitude)	Ankita Trivedi
9.	Straightforward	Jaimin Kale
10.	Creative (out of the box thinker)	Prashant Tiwari
11.	Dependable and reliable	Beptis Dabhi
12.	High sense of ownership (Accountability)	Dhaval Gajjar
13.	Best in terms of Integrity	Mahendra Chitte
14.	Foodie - Most Foodie Team Member	Aranyak Bhaumik & Rabiya Qureshi
15.	Etech Wikipedia for being answer to everything	Jay Vyas



Holi Celebrations - Etech Baroda

Holi, the festival of Vibrant Colors, was celebrated with colors, games, face paintings, and happiness across the center at Etech Baroda on 24th March 2016. Along with colors and paints, team members also played some water games like “Thanda Thanda Cool Cool”, “Drop The Coin” and enjoyed a lot.



Holi Celebrations - Etech Gandhinagar

Etech Gandhinagar celebrated the festival of Holi on 24th March'16. Holi is the festival of colors where everyone is covered with colors from head to toe. Like always, we make festivals more fun for our team. Work Life Balance Team organized a fantabulous Team Building activity - “Water Balloon War”. TM's had lots of fun! Holi is one of the major festivals in India and is the most vibrant of all. The joy of Holi knows no bound.



CSR Activity: Medicines to Missionaries of Charity

It's not how much we give but how much love we put into giving. - Mother Teresa.

On the 7th of October in the year 1950, Blessed Mother Teresa started the missionary of charity in Calcutta, with a sole aim to give 'wholehearted free service to the poorest of the poor'. The journey of Mother Teresa's missionaries of charity started with the setting up of home for 'the Dying' in space. A humble beginning with only 12 members, the organization has over 4500 members serving and caring for the underprivileged worldwide.

To make a remarkable difference for our customers, our people, and within our communities, Etech Baroda team was able to collect and donate medicines for the needy ones at Mother Teresa Missionaries of Charity, Baroda. It was great feeling to hand over the medicines to them and ensure that we contribute towards their good health.

We heartily thank all the Philanthropists of Etech Baroda who either donated or funded medicines and for taking out time and volunteering for the event.



Rewards & Recognition Ceremony - Etech Baroda

Like every month, Etech Baroda rewarded the team members for exceeding expectations during the Rewards & Recognition ceremony. The team, also, celebrated the birthday of all the March born during this ceremony. Everyone present enjoyed the ceremony.



Games & Contests

Weekend contests were organized on floor to boost the excitement level on the floor. TMs participated in the contests to win goodies. Everyone enjoyed the games and activities.



Fire Safety Training - Etech Baroda

Safety first is safety always... - Charles M. Hayes

In accordance with 2016 National Safety Week Celebrations (4th to 10th March), we at Etech Baroda conducted session on safety awareness for our team members.

Key step towards fire safety at work is training, knowledge, and preventative measures. As a part of preventive measures, we had fire safety training imparted to our employees this year too. Training covered all vital elements such as hazard recognition, prevention and response, types of extinguishers, types of extinguishers used for combustible, electrical fire etc.

This training will not only help team members to cope with fire in emergency situation, but will also help to handle hazardous condition efficiently without any anxiety. While nothing is an equal substitute for training on and familiarization with the use of fire extinguishers, the basics can be remembered with one simple acronym: PASS.

- P: Pull the pin
- A: Aim the nozzle at the base of the fire where the source is, not at the flames
- S: Squeeze the handle
- S: Sweep the nozzle back and forth from left to right until fire has been extinguished

The participants were very enthusiastic about the new learning for basic response as well as use of fire extinguishers.



CAT: Blood Donation Drive

A life may depend on a gesture from you, a bottle of Blood.

With the VISION of making a remarkable difference within our communities, the Community Action Team at Etech Gandhinagar partnered with Green Cross to organize a Blood Donation Camp at the center.

The contribution from everyone at Etech Gandhinagar was remarkable; **59 Units** of Blood was donated. We are proud of our employees and their gesture to *Share a little, care a little - Donate Blood*. In return for the voluntary donation, Green Cross would provide **3 free units** of blood in all to our employees and their relatives when in need. These units can be availed anytime before April 2017.

It is important to know the benefits of Blood Donation before it is donated. Hence, the Community Action Team spread awareness for Donating Blood by releasing new teasers on email, TMWeb, and prints posted in the center. The team didn't leave any stones unturned to get the employees at the center understand the benefits of Blood Donation.

Again, we would like to thank each and everyone for their support and gesture towards making a remarkable difference within the community.



Rewards & Recognition Ceremony - Etech Gandhinagar



Helping Our US Veterans

Project Thank A Soldier teamed with the VA Outpatient Clinic located at Lufkin, Texas to help meet the needs of some of our country's Veterans who may be having a difficult time during the colder temperatures. Project TAS collected donations from the Nacogdoches Center for items of clothing such as gloves, coats and jackets, socks and shoes as well as nonperishable food items to be given to Veterans who are visiting the clinic in Lufkin. The call center came through in a BIG way to let our Veterans know that we have not forgotten them or what they have sacrificed so that we can enjoy the freedoms that we have. It is a small way that we can say "Thank you" to these brave men and women.

And the King shall answer and say unto them, Verily I say unto you, Inasmuch as ye have done it unto one of the least of these my brethren, ye have done it unto me.



Relay For Life



The Relay For Life team hosted a paper airplane contest to help with their fundraising efforts. Each participant was challenged to make it through the hanging hula-hoop at various distances. Shane Cone came in first place and won a t-shirt from the UB store. Relay For Life events are life-changing cancer fundraising events that help communities across the globe fight back against cancer.

Celebrate. Remember. Fight Back.

Jar Wars

Relay for Life has teamed up with the campaigns at the Nacogdoches center in order to raise money for cancer awareness. Each campaign designed a Star Wars themed jar where employees are able to donate their spare change. Each year, more than 4 million people in over 20 countries take part in this global phenomenon and raise much-needed funds and awareness to save lives from cancer. Etech is thrilled to be a part of this life changing experience!



Valentines Day

The Nacogdoches Work Life Balance Team offered employees the chance to share the love with their friends and families this Valentine's Day. Employees had the opportunity to pick up a convenient Valentine's Day gift which consisted of assorted chocolates or even balloons for their loved ones!

Health Fair



It's a great to be an Etech employee. Etech hosted their annual health fair to promote a healthier lifestyle. The Health Fair had hundreds of employees eager to participate, and local businesses happy to support. Participants received free health screenings as well as valuable health information.

Some participants wanted more Zen in their life, so they engaged in Yoga while others relaxed by receiving free massages provided by professional therapists

Etech employees also received the opportunity to know their blood type, and were encouraged to donate in the future. Everyone enjoyed great information and received the opportunity to win great prizes for their support and participation.

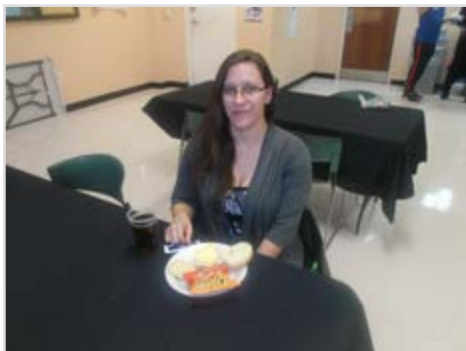
This day was a great success because of the wonderful business willing to support and give back.

A special thanks to everyone who participated, and who contributed to a great cause. We want our employees to be able to stay happy and healthy; we hope that now everyone is one step closer to a happier and healthier life.



Rewards & Recognition Ceremony - Nacogdoches

The top performers of Nacogdoches were invited to the famous Rewards and Recognition ceremony to celebrate their hard earned success of the previous month!



Etech Racetrack Under Construction

Team members from one of our campaigns have been making their cars for the race...the track is almost complete...it will be an interesting race for sure....we are not Nascar...we are better..."WE ARE TEAM HUNTINGTON!!!"

Follow up next month for the winner's circle information



Valentine's Huntington Etech LOVES its employees

Huntington Etech LOVES its employeesSweets for our sweets....

Valentine's Day 2015 ...celebrated a little early. Sending our love to all of Etech!!!!

Valentine's, did You Know..."Wearing Your Heart On Your Sleeve" came from a real event

The saying "wearing your heart on your sleeve" is a common expression used to indicate the feeling of love. But do you know its origins? There are plenty of different stories but the one that takes place during the middle ages is one of the best. There was a Roman festival held annually in honor of Juno, the queen of Roman gods and goddesses. Men would draw names to determine who would be their potential sweetheart. These men would then wear the name on his sleeve for the remainder of the festival. This makes it quite similar to being a lady's champion during a jousting match.

Valentine's didn't know that...Chocolates are connected to Valentine's Day Gifts because of Cadbury

Chocolate and Valentine's Day go together like Peanut Butter and Jelly. It's an image that many of us are used to seeing but just where did this tradition come from? Richard Cadbury from the Cadbury chocolates family is responsible for the earliest box of Valentine's Day chocolates. In 1868, he gave chocolates to his beloved in a heart-shaped box. He apparently also made the boxes more unique by using his own paintings to decorate the box lid.

Love and the longest Marriage on Record Spans 8.5 Decades

The official world record for the longest marriage for a living couple belongs to Herbert and Zelmyra Fisher, who were married for a total of **86 years and 290 days**, before Mr. Fisher passed away. Truly a marriage that lasted a lifetime.

FurbabiesPets Can Be Your Valentine Too

There are very few things that we can say that we really love in this world. For most of us, pets aren't just pets, they are family. So, it's really not surprising to find out that for Valentine's day 2015, pet owners in the US spent approximately \$700, 000, 000 on their gifts for their pets.



Left to Right back row: Tim Pauley, Deena Taylor, Tiffany Black, Taylor Levering, Jeremiah Brotherton, Judy Hager, Lenny Jackson. Front row: Chris Rogers and Gamo Johnson.



Snow in the Mountains of West Virginia.....

A big thanks to all of the hardworking dedicated Huntington employees that made it to work on some treacherous roads. State office closings, school closings, business closings but our team made it through!!! GO HUNTINGTON ETECH!!!!



Huntington Superbowl 50

Snacks + Sales = WINNERS!!!

Gift Card Winners Brian Prince and Judy Hager





Ashley Black



About me

My name is Ashley Black. I am 25 years old and I was born in Little Rock, Arkansas. I grew up all over the U.S. because my father was in the Marines. I originally came to Nacogdoches to attend SFA. I studied as a triple major in Biology, Chemistry, and Theatre. In my off time, you can find me absorbed in a good book, kayaking, and playing roller derby for the East Texas Bomber Roller Derby team. Number 1 on my bucket list is to kayak the Grand Canyon. I am married with 2 beautiful fur babies, but I hope to one day have actual children.

I came to Etech searching for stable income, but I found so much more. I found pride and discipline in my job, and I look forward to continuing on my journey of personal and professional growth.

My favorite quote:

"It does not do to dwell on dreams and forget to live"

-Albus Dumbledore

"To live is the rarest thing in the world. Most people just exist."

-Oscar Wilde

Bird Style:

Owl

Learning Style:

Kinesthetic

Department:

Training

Tenure:

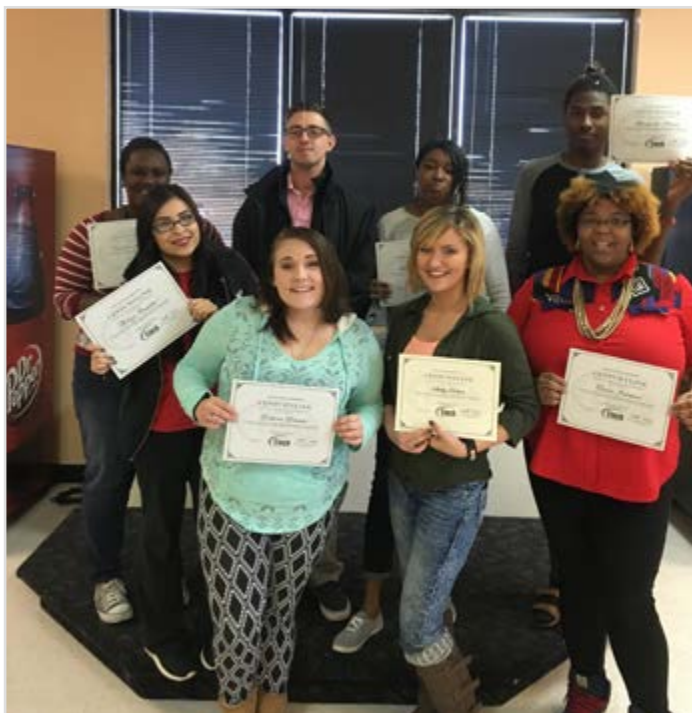
7 Months

Training Class Graduation



Training class for our Premium Voice campaign recently graduated. They were presented with certificates by the Trainer (Avery Basham) and the Training Leader (Megan Strother).

Training Class Graduation



Graduation of training batch for our premium voice campaign! Certificates were presented by Brandon Hodges, Trainer.

Training Class Graduation

Etech recently partnered with a fashion website. These are photos of the Etech Training Department facilitating a Train the Trainer for our partners. As you can see, our partners are holding their certificates of completion for demonstrating their understanding of the Etech Certified Sales Process.



Back Row: Matthew Cole, Adeyemi Awodipe, Kim Nobles, Kenneth Marshall II
Front Row: Megan Strother, Paula Klitsch-Brill, Conswella Magee, Heidi Kelly



NEWSLETTER
February - March
2016

◆ Experienced People ◆ Innovative Technology ◆ Remarkable Results



Etech Sponsors 13 Malcolm Rector Technical High School Students

NACOGDOCHES - On January 25, 2016, Director of the Nacogdoches ISD Technical Training Center, Bob Coker, and Nacogdoches ISD Community Development Specialist, Crystal Capps, met with Etech President, Matt Rocco, and Vice President- Human Resources, Veronica Chimney. Etech presented 13 Malcolm Rector Technical High School students with scholarships to attend Angelina College courses that are available at the TTC.

“These scholarships are specifically for MRTHS students to attend the Soft Business Skill Course offered here. The course is designed to address the lack of fundamental skills possessed by applicants and young employees in the work force today. Employers expect job seekers and employees to have a good attitude, to have a productive work ethic and to behave in a business-like manner. These important “soft skills” have been lost over time and are impacting harmony and profits in our work place, and negatively impacting our ability to provide high quality service to our customers. The TTC in conjunction with Angelina College and Work Force Solutions offers a comprehensive Soft Skills Training Module to set higher work place expectations for MRTHS students preparing to enter the workforce and to help employers instill professionalism in their employees” said Coker.

These scholarships will allow these students to advance further in their field of study. This opportunity given to these students by Etech is greatly appreciated and highly valued.

“I was happy to get the scholarship because I think it will help me with my restaurant management goal. The course is teaching me several valuable things. I’m learning better communications skills, better customer service skills, and I’ve learned that identifying my own weaknesses and being willing to fix them is important to employers,” said MRTHS junior, Aaron Hall.

After visiting with teachers and employers around the county, the benefits were obvious; the only question was how to pay for it? So, I reached out to our Communications Department for help,” said Coker

“Bob came to me needing help in enrolling some of the MRTHS students in the soft skills. It was a great opportunity to connect one of Nacogdoches’ top employers to a class that prepares students for the work force,” said Capps.

“Etech is always eager to help Nac ISD in any way they can.”

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Moving up the Success Ladder

Stella Baker, Sales Intern

She has been working at Etech for three years. During her time here, she has worked on multiple campaigns and gained a lot of experience in sales, tech support, and customer service. Etech has always supported her during personal issues that she struggled with, and she is very grateful to all the employees at Etech. She has 3 children and 3 grandchildren. During her free time, she spends time with her Grandson Cohen who is 18 months old. He really likes to play with his Gammaw. She reads a lot and plays computer games. This year, she felt comfortable trying to meet the requirements to be promoted within the company. Her supervisor Carolyn Wingate said she was just waiting for her to step up.



Shekena Keeton -Operations Leader

Shekena has been with Etech since October 7, 2013. She has continued to elevate since her time as a team member and has managed to not change anything but her bird style. Shekena is a wife, mother of 4, and Youth Choir Director of her church. She enjoys singing, working with others, and overall family time. She is always willing to lend a hand and make sure those around her understand that things work better with a team effort. Her plan is to continue to grow within the company and always remain teachable. One of her favorite quotes is, "Your success depends on your altitude and willingness to grow."

Golden Anniversary Chamber Banquet in Rusk

Since Etech opened its doors in Rusk Texas, Etech has been a proud member of the Rusk Chamber of commerce. In January we were happy to take part in the 75th and Golden Anniversary Chamber Banquet! The banquet theme was 1920's and as you can tell along with working very hard we also like to have some fun!



Carrie Christian, Josie Fox and Sheryal Berry were all in 1920's attire representing Etech in great fashion!

I am blessed to work with such wonderful people, for a wonderful component in a wonderful community!

New Campaign: Assurant National American Pie Day

NEW CAMPAIGN KICK OFF for FebruaryASSURANT contest....Goal is to obtain pieces of pie to complete a whole pie. Each team member has a plate to load their pie pieces. Those who finish with whole pies will be the recipients of gift cards. This is in honor of National American Pie Month. Can you guess how many pies were actually invented in America? You would be surprised. Winners pictures will be posted in March newsletter.



Etech Dallas - Anniversary (January 2016)

Congratulations to Kenneth Willimas for 2 years of service and Marion Graves for one year of service with Etech.



Etech Dallas Client Thank you



Make Time to Develop Your Leaders

As the speed of business increases, it's easy to focus only on the immediate need and pay less attention to the systemic issues that ultimately drive long-term success. One of those significant areas is leadership development.

Veronica Chimney and Dr. Laurie Rogers in picture with several new leaders within the organization.



Rewards & Recognition Ceremony - Dallas



Etech Dallas February 2016 Give Back Initiative



Valentine's Day Bake Sale

At Etech Lufkin, the Work-Life Balance team brought cupcakes, cookies, and drinks to the center as a fundraiser to sponsor future events. The team started off strong with the chocolate covered strawberries, but offered items for as much as quarter by the end of the event.



Super Bowl Commemoration Party

This year, Etech Lufkin decided to kick off early for Super Bowl 50. On February 5, the Lufkin center threw on their jerseys, brought some snacks, and celebrated like true Americans for the annual championship game.

Even-though the big game was against the Denver Broncos and the Carolina Panthers, many employees could not part with their beloved Dallas Cowboys jerseys and t-shirts. This could be old fashion Texas pride or Lufkin pride for Lufkinite, Dez Bryant that brought on a sea of blue and silver in the center.



Healthcare Campaign Launch

Lufkin is very pleased to announce the launch of Healthcare Voice campaign on February 15. This new voice program focuses on the new product which provides nutritious diet options to the customers. Even at one o'clock CST, agents were ready to help the customers through the sales process of this exciting product.

We had the Client Trainer, Bill Somma, helping us through the learning curve, and Etech trainer, Mark Strange, committed to get the Etech team launch strong out of the gate!



I AM VERONICA CHIMNEY



Currently serving as Vice President of Human Resources for Etech. I've had the pleasure of leading in various roles within the organization since 2000. John Maxwell beautifully states that everything rises and fall on leadership. The role of leader is important and I consider it an honor to be an officer of this organization with an opportunity to employ so many qualified representatives and leaders to help make a difference within our company and communities. Our message, "I Am Etech" is stemmed from the joy and our purpose that we have to fulfill our vision. Our 12 leadership character commitment reminds us daily to be an example in all that we do. In all that I do, I remember that I have the choice to choose how I will react to life and the challenges that may come our way. I choose Joy to define how I live my life as a wife, mother, and employee for this great organization.

1 Corinthians 13:13

13 And now abide faith, hope,
love, these three; but the
greatest of these is love.

I AM ETECH

I/T & Corporate League Cricket @ Baroda

Etech Baroda participated in the I/T and Corporate League which is organized every year. Etech XI stood amongst the top 8 corporate Teams making it to the Quarter Finals of the tournament. Few moments captured during the tournament



Talent Show - Etech Gandhinagar

Etech Gandhinagar WLB team organized one of the biggest events of the year 2016, Talent Show. It was a tremendous event which will be remembered by every one for a long time! TMs enjoyed each and every moment; especially, watching our 20 dazzling performers of the night on the stage. We believe the real performer of the day were our judges (Divya Barot, Amit Kachhawa and Jenny Benoy) who had to select 3 best out of 20 best performers. All the performances were incredible and amazing.

We'd specially like to thank Umang Desai and Priya Puri for hosting the event. The event wouldn't have been fun without their humor. We heartily thank Vijay and his Admin team for the entire set up of the show. The Work Life Balance Team did an amazing in organizing and managing the event. WLB Team Rocks!

The winners for the event were:

Winners	Category	TM Name	Prizes
Winner	Dance	Chrisanne Basil	Rs.1500+100DFDs
Runners Up 1	Singing	Purveik Nayak	Rs.1000+75DFDs
Runners Up 2	Dance	Apoorva Mehta	Rs.500+50DFDs



Cycling Event - An Etech Baroda Initiative

Cycling is so difficult when you have to and so easy when you want to...

Etech Baroda organized an activity for cycling across the city for the first time. The idea behind organizing this event was to provide the employees the experience of switching to a healthy lifestyle, rather than just knowing about it.

The benefits of cycling include strengthening the heart muscle and maintaining a healthy lifestyle. Cycling is not a new form of exercise, but it is slowly gaining popularity among individuals from different age groups. Team members at Etech Baroda participated with great enthusiasm and enjoyed a fun-filled Sunday morning cycling across the city.

Team started early at 7 in the morning from our office and rode till Sayaji Garden, took a short break to relish the healthy vegetable & fruit juices before returning. Happy faces reveal the enthusiasm!



CAT Activity: Knowledge Transfer

"Let us sacrifice our today so that our children can have a better tomorrow." - A. P. J. Abdul Kalam

You can gift the world to someone, and it won't make a difference if they don't know how to live a meaningful life. We believe every child deserves the right to education. Last month, we shared about our initiative of setting a computer lab for the kids at Unteshwari Sammilitalayam and our keenness to manage the lab by teaching and spreading computer awareness among the children.

With your help Etech, we have taken the next step towards a better tomorrow. Volunteers from Etech visited the Unteshwari Computer Lab, and we have successfully conducted two sessions last month. You will be glad to know that the kids have started learning Computers. In the last sessions we covered topics like Components of a computer and their function, creation of a new file in Microsoft Word, change font style, font size, insert and color shapes, and the list doesn't end here. Our Volunteers were amazed to see the zeal these children showed towards learning computers. Standing there in the lab made us feel so happy & satisfied! We are proud to be supporting such brilliant children. We are proud to help them take the first step towards learning for tomorrow!



Birthday Celebrations - Etech Gandhinagar

Like every month, the HR & Admin team at Etech Gandhinagar got together all the employees from the center who celebrate their birthday in the month to cut cake, play games, dance, and have fun. Everybody joined in with fun & gusto for the celebrations!



Blood Donation Drive - Etech Baroda

"The time is always right to do what is right."

Baroda Corporate Social Responsibility team with Friends Society and SSG (Shri Sayajirao General) Hospital successfully organized blood donation drive on February 26, 2016, at the center. The camp was visited by 31 interested donors, and we were able to collect 24 units of blood which will go to the SSG hospital and will be availed by the needy.

Captured clicks are few moments to treasure forever!



Valentine Week Celebration @ Baroda

Love is one of the most beautifully-expressed feelings in the world, and at our center, we didn't have just one day, but an entire week dedicated to it. Our team at Baroda celebrated the festival of love by celebrating each day of the week with a different theme and making it special for everyone.



Opportunity Cannot Walk!!!!



Joseph Isaac, Project Lead for EMS at Etech Gandhinagar wants to share something from his book of experience that would benefit everyone.

I was one of those who always complained; 'I did not get an opportunity', or 'An opportunity did not come'. Can an opportunity walk and come to you? Have you heard someone say; 'There lies an opportunity'?

Yes, it is YOU who have to walk up to the opportunity; it lies there always. You need to get up, walk, look

around, and find it. Those who wait for it to come will always be waiting, and complaining. And those who seek it will find, and move forward to find the next one!

What's there in the Bag, Dad?

Daksh Bhatt, Asst. Leader - HR & Admin for our Gandhinagar center is keen on sharing some stories that he thinks are simple & light, but sometimes they make one carry a lot of baggage. Here is another simple story to add to the collection.

By now Evan started talking fluently. He used to respond on time and was almost accurate on questions asked. He was getting emotionally strong and could express guilt and gratitude that he learnt from his Dad!

Daily when David used to return from office, Evan used to rush to him and snatch his bag from his shoulder thinking that his father might have something for him in his bag! It happened one Thursday, when David's bag almost fell from his shoulder. It used to happen with Mary as well. Both, David and Mary, realized that Evan is getting inquisitive. His curiosity to know things is increasing day by day. This made them take another step of teaching him another emotion- Curiosity.

They started with questions like, what would he want to have for dinner? What toy would he wish to play with? Where would he want to spend the next weekend? With this learning, Evan started asking questions before he put anything in action. How did that happen, Mom? What are you doing, Dad? And the routine evening question used to be - What's there in the bag, Dad?

First Aid Training - Etech Baroda

Being on the spot, and responding quickly and effectively when faced with an emergency situation at work makes First Aiders the heroes of the hour. Accidents happen, and having trained staff on hand and a first aid kit means enhanced safety for all.

First aid training is important as it increases safety, helps save lives, helps relieve pain, makes people more secure, and prevents the situation getting out of hand.

Knowledge of first aid promotes a healthy, secure, and a safer environment, and instills confidence amongst people, their families, their colleagues and associates. Basic first aid knowledge is very helpful in dealing with trauma situations. Not just the medical help they provide, but the confidence they exhibit is very helpful during casualties. Being trained to provide first aid is useful to oneself and society.

Our Assistant Admin Manager, Parvez Mansoori, attended First Aid Training Workshop conducted by Gujarat Safety Council.



Corporate Grooming Workshop

M.S. University's Office of Corporate Affairs organized a workshop on Corporate Grooming for their School of Commerce - Post Graduation Students. The workshop was facilitated and lead by our Sr. Training Leader for Etech Baroda, Dharmesh Patel.

Major focus of the workshop was to groom students to enter into the corporate world post their studies and make a successful career. The workshop was well appreciated by everyone!



Rewards & Recognition Ceremony - Etech GNR



Rewards & Recognition Ceremony - Etech Baroda

Like every month, Etech Baroda rewarded the team members for exceeding expectations during the Rewards & Recognition ceremony. The team, also, celebrated the birthday of all the January born during this ceremony. Everyone present enjoyed the ceremony.





Etech Newsletter Team!!



EXPERIENCED PEOPLE | INNOVATIVE TECHNOLOGY | REMARKABLE RESULTS