



Happy
VALENTINE'S DAY

Newsletter **JANUARY 2016**



◆ *Experienced People* ◆ *Innovative Technology* ◆ *Remarkable Results*



Hello **ETECH!** Welcome to our January newsletter!

I recently came across the following blog. This blog reinforces one of our key character commitments teachability, being a life-long learner. This author offers seven suggestions on how to become a better learner. I believe the more we learn, the bigger the opportunity we have to make a remarkable difference for our customers, each other and in our communities. Please take a few minutes to read and reflect.

The Best Thing to do For Yourself in 2016

You want to teach, achieve results, and make meaningful contributions. But, the thing that will make the biggest difference for your leadership is learning. In the end, learning comes first.

Learning precedes achievement.

7 ways to become a learner:

#1. Test yourself by stepping into discomfort.

Try something new, if you want to learn something new.

1. Find someone who will support, rather than accuse, when you test yourself.
2. Explain what you're trying to do, before you do it.
3. Aggressively seek feedback after testing yourself.

#2. Ask questions.

The questions you ask predict your future.

1. Stay calm when listening. Breathe and calm your spirit. You can't listen when you're in a rush.
2. Don't punish people when you hear something you don't like. Honor them.
3. Ask awkward or obvious questions.
4. Don't accuse with questions. Avoid, "Why."
5. Explore reasons why something might be right, before explaining why it's wrong.
6. Avoid defending your ideas, before you understand the ideas of others.
7. Take the posture of a novice, even if you think of yourself as an expert.

#3. Believe you can learn from anyone. It's amazing how people who ask for advice often tell you how to give it. Don't be so smart. If you're older, learn from the younger. If you're younger, open yourself to your elders.

#4. Learn a little every day, rather than a lot all at once. Bite size chunks of learning are better than large gulps. Learning that sticks takes time.

#5. Reflect on your journey.

1. Ask yourself, "What am I learning?"
2. Try keeping a journal. The best thing I do for myself is write everyday.
3. Explore your journey with a coach or mentor. An audience aids reflection.

#6. Make room for mistakes. The need to learn without being wrong holds you back. Being wrong comes before being right.

#7. Learn as you go, not before you go.

Thank you all for everything that you do to make **ETECH** a great place to work and play. I commit to making a personal choice in 2016 to take the steps necessary to become a better learner as we set out to make a remarkable difference, one conversation, one customer, one team member, and one day at a time.

Until next month, may God bless each of you and may God continue to watch over our company. Have a great day! Here is to a remarkable 2016!!



INDEX

Etech Nacogdoches Loves United Way!	04
Rusk RMS Blood Drive	04
Rusk Remarkable Agent	05
Etech Dallas Give Back Initiative -Carter Blood Drive	06
New Year Resolutions or Superstitions?	07
Etech Dallas Anniversary	07
Agent - David Francis	08
Palm Beach Center and the Owl	09
Etech Dallas Employee Night Out	10
Moving up the Success Ladder	11
Etech Lufkin	14
Uttarayan - Kite Flying Festival	15
Corporate Social Responsibility - Winter Wear Drive	16
Etech Football Tournament	17
Indulge with HR	18
OD Session - Positivity	19
Thank You, Dad!	20
Selfie-Groupie Contest	21
Etech Baroda Servant Leadership Awards - 2015	22
Etech Gandhinagar Servant Leadership Awards - 2015	23
CAT The Gift of Knowledge	24
CSR Activity - Shaurya - Feat of Courage	25
Rewards & Recognition Ceremony - Etech Gandhinagar	26

About Etech Global Services

Etech Global Services is a leading provider of intelligent sales and service solutions utilizing inbound and outbound voice and live chat. We understand the importance of customer relationships. That's why all of our solution strategies are driven by the 'voice of the customer'. Our stringent QA process ensures an ever-improving customer experience. We also gather critical business intelligence data from each customer interaction. And we do everything with the highest integrity and quality possible. These differences allow us to provide industry-leading service, stellar CSAT scores, and high performing sales and service solutions that enable our clients to increase revenue and delight their customers. For more information: www.etechgs.com

12 Etech Leadership Characteristics

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

Etech Nacogdoches Loves United Way!

This year's United Way Pledge Drive for Etech Nacogdoches was a resounding success! Together we exceeded our target for the year of 2016! These pledges will bring much-needed funds to 21 partner agencies in the Nacogdoches County area that United Way supports. When asked about their favorite part of supporting United Way, participants stated things like "It feels good to know that I am making a difference," "I love giving back to the community," and that "Our pledges are making Nacogdoches a better place, not just for the recipients of the organizations we support, but for everyone over all."

In a show of support for United Way donors, all who pledged their fair share were entered to win a brand new 2015 Hyundai Accent. Our own Ericka Martinez from our Premium Wireless C2C campaign was chosen as one of the finalists for the new car! By pledging their donations to the Nacogdoches Area United Way, we have ensured the continued well-being of the organizations dedicated to serving our most vulnerable members of our community. Awesome work, everyone!

To learn more about United Way Nacogdoches and the partner agencies that these generous pledges are supporting, and how you can help, log on to www.unitedwaynac.com to find out more!



Rusk RMS Blood Drive

Recently, Etech Rusk partnered with Gulf Coast Regional Blood Center in order to give back to our community. The Blood Center drove their blood mobile out to the Etech center in downtown Rusk. As a little extra incentive, Gulf Coast Regional Blood Center brought T-shirts for all those who donated blood that day.

Excitement soared among all who were anticipating giving blood. A signup sheet was being circulated as the Team Members and staff at Etech hurriedly signed up to give blood - securing a time so they could contribute.

As the day drew to a close, Etech in Rusk filled the blood mobile with Team Members and staff throughout the entire day. We are thankful for The Gulf Coast Regional Blood Center and their partnership with Etech.



In God We Trust

Etech in Lufkin, TX, along with other local businesses, are supporting Angelina County Sheriff's Department in showcasing and reiterating that God is part of our community, government and our businesses.



Adaptability

The Rusk Etech center has a gold star for Adaptability! The Rusk center has been going through many changes. Some of them have been good or great and some not so much. We have launched new programs, added additional staff, shaken some things up and even have some ongoing cosmetic changes like painting walls and moving programs from one side of the building to the other.

One of the most exciting updates for Rusk is the opportunity to expand our eCall team. In January we have had two training classes and more scheduled in February. With the addition of 40 or so agents in January, our leadership bench must also grow.



Elizabeth Cunningham has also shown her adaptability by joining our Rusk team! Elizabeth is a sales coach who worked at the Nac center and moved to Rusk recently. We are excited for her and welcome her with open arms.

Rusk Remarkable Agent (December 2015)

Ben Cobb is an amazing asset to the Lord and Taylor campaign. He is always trying to improve and perseveres through any and all situations. Ben has shown great compassion for his customers as well as his fellow Team Members. Ben is a great person and truly values others and embodies Etech's vision statement.

Keep up the Remarkable work Ben!!!



Rusk Continues to be Mighty

The Contact Us team in Rusk (aka Josie and the Chatty Cats) is steadily growing! A class of agents completed training on December 18, 2015 bringing our total number of agents in production to 18.

With the addition of the new team members, Ciana Bengé joined the team as an Intern and Darryl McGowan and Michael Nickle have moved into the position of Floor Support. We hope to see continued growth as we head into 2016!

Adam with his girlfriend Phyllis celebrating the Holidays in Florida

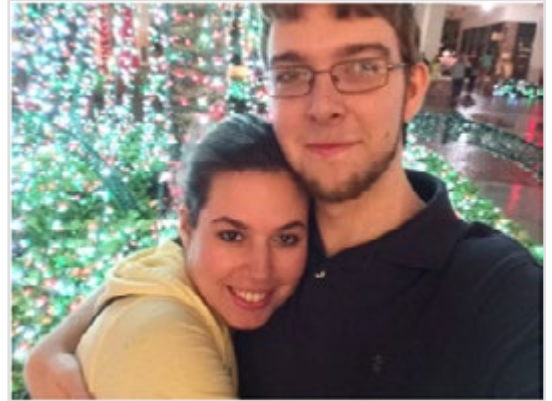
Coming to America - Adam Smith

When I first came to the U.S in 2005, my family moved here from the United Kingdom. At the time I was a young child. During the past ten years, I've come to love and enjoy many things about the American culture and lifestyle. From attending grade school, followed by college, and now gainful employment, I've learned to enjoy many American things. From hamburgers to pizza, and Coca Cola, but I will never trade in my British Tea.

Throughout my days in high school and college, I've come to love learning about technology and working with computers. My ambition is to eventually become a Network Administrator and continue my studies adding certifications and possibly a Masters in Computer Science. After High School graduation, I started attending UCF near Orlando Florida. There, I successfully completed a BS in Information Technology in 2014. Soon thereafter, I found an advertised position at Etech-Palm Beach Center not far from my residence. After a great interview with my amazing boss, Jorge Cantu, I was offered the position. Soon I'll be celebrating 6 months at Etech- Palm Beach Center.

Living and working in the US has not always been easy. The requirements for obtaining a visa are not easy to complete! Because I'm not a US citizen, I frequently need to update and renew my documents to continue legally living and working here. One of these new requirements is that I must work for an employer who is in good standing and uses a specific program and process defined by the government. Worried I would need to leave the country, I quickly approached my HR Manager, Elizabeth Christensen. Although the Palm Beach Center was using a different process at the time, Elizabeth and others in the HR department researched the new process and diligently worked with me to solve the problem. Their efforts satisfied the Federal requirements and helped me keep my job. A win, win for all involved if you ask me!

Now, I'm able to quickly and efficiently renew my visa, while continuing to be a productive member of the Etech-Palm Beach Center global support team for a long time to come. (Adam Smith is a Desktop Support Technician for the Helpdesk.)



Etech Dallas Give Back Initiative -Carter Blood Drive

Thanks to Dan Nguyen and Samantha Coleman for kicking off our 2016 give back initiative in Dallas. "Give blood save lives"

Give  **SAVE**
BLOOD  **Lives**



New Year Resolutions or Superstitions?

Why is everyone obsessed with New Year's resolutions & superstitions? When I came to work on the 4th of January, after the New Year's celebration, at least half a dozen people asked me if I had made any New Year's resolutions. Why? Do I look like I need to make some New Year's resolutions? Well, maybe I could stand to lose a few pounds, and yes, maybe I could eat a little better as well. So why do we need to make New Year's Resolutions. We need to get rid of the bad and bring in the new. Hundreds of cultures and religions around the globe have done this for ages. If not, we will have bad luck in the New Year. OK, I admit it, I have become a tad superstitious as I've grown older or maybe it's cautious after all that I've seen or lived through.



What New Year superstitions do you have?

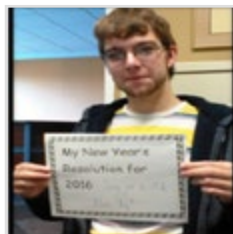
Elizabeth, HR Manager:

“My family is from England and Spain. On New Year's Eve during that day she would clean her entire house, mopping the floors and cleaning everything herself. Then at midnight, she would take the water filled bucket from her cleaning to the back door of the house. She then traditionally flung dirty water out through the back door of her house into the yard. Her explanation was that when she threw out the water, she was throwing out all the bad things that happened that year to never be seen again. My grandmother also used to eat 12 grapes at the toll of the midnight chimes with bubbly apple cider for good luck. The twelve grapes were for good luck on every month of the coming year.”

My resolutions for 2016 are to be healthier and work towards a better balance between my professional life and personal life.

Adam Smith - IT Desk Help

My family and I are from the United Kingdom, and we came to the states when I was a young child. Although we have been in the States for many years we have always cherished prime rib with Yorkshire pudding which is a British Tradition. My resolution for 2016 is to run a mile without stopping.



Paola Guerrier

In our family, my Mom makes pumpkin soup and cleans the entire house, changing the curtains, and bed sheets. My resolution for the New Year is to go to college and get a new car.



Etech Dallas Anniversary (January)

Congratulations to Robin O'Neal, Alesiha Thompson, and Jamimi Stratford(not pictured) for one year of service with Etech.



Agent - David Francis



DAVID FRANCIS

“Good Morning Everyone!” David effusively greets everyone as he arrive early for his shift. He always has a cheerful greeting for all as he enters the center. Regardless of the weather, albeit stormy, sunny or somber, David Francis a Palm Beach Center Agent always wears a smile and cheery disposition greeting all effusively. Windie Guerrier, his manager recently shared “David is one of our best agents!” she adds, “When we’ve had training meetings, I’ll suggest something to improve their calls or chats. He takes it to heart going home to research and work on this. Going above and beyond he will return to work the next day with more ideas to share on how to improve our work!” David exemplifies the 12 principles of character commitment

which Etech espoused as keystone principles. He is an agent who demonstrates Integrity, Teamwork, Teach-Ability and Humility in all he does. He has always worked hard to attain the proverbial “American Dream”.

David was born in Birmingham, UK of Jamaican parents. Due to this, during his childhood he enjoyed the benefits of dual passports frequently travelling between Jamaica and England. As a young adult, he moved to the US in search of better career opportunities. Always a good student, David applied himself and successfully worked in sales, security, and the financial industry. He has enjoyed various employment pathways in the US, but he always gravitated back to sales and customer service.

David joined Etech Palm Beach Center in 2014. He thrives in a fast paced environment with the challenges which different campaigns offer. However, his favorite by far is speaking to his customers and assisting them to improve their lives. In addition to this, he is a great team player assisting his colleagues in their growth by providing suggestions and advise. David is a teachable individual who is receptive to constructive advice from his leaders to continue to develop professionally, but more importantly to him personally. We are very proud David chose to join our center, and we can call him a member of our Etech-Palm Beach Center family. One of David’s favorite passages that inspires him every day is Vince Lombardi’s quote on excellence, “Perfection is not attainable, but if we chase perfection we can catch excellence.”

Palm Beach Center and the Owl



Pic1- Boca Raton- Florida Atlantic University Campus

Pic 2- Jennifer Berman, M.Ed. Assitant Director of Employer Relations, Elizabeth, Etech HR Manager @Palm Beach Center, and Traci Ackerman Director of Employer Relations for FAU.

This is not a fable of the contact center and the wise owl, or a parable of the sorts. This is merely a group of business leaders who came together for a common goal. This being how to provide quality employment opportunities and training within Palm Beach County and its neighboring communities.

Recently, Elizabeth A. Christensen, the Palm Beach Center's HR Manager & Recruiter met with leaders at Florida Atlantic University, whose mascot are the Owls. She met with three directors in their Student Career Development Center on their beautiful Boca Raton Campus. This happens to be their main campus and one of their largest.

Florida Atlantic University is heavy weight contender in various academic fields since 1961. Spreading its wings it's six campuses serve over 30,000 students, while offering over 180 undergraduate and graduate fields of study. These are range from degrees in the STEM fields, Business and the Fine Arts. They are one of the top Universities in the state of Florida.

During her presentation, Ms. Christensen explained how Etech has established a close relationship with SFA in Texas. Promoting this opportunity for internships with the university would be a win-win in which students would gain hands on experience while putting the theory into practice. The FAU Team was impressed with Etech's growth, internships, as well as Twelve character principles.

During her visit at FAU Elizabeth met with Traci Ackerman, the Director of Employer Relations, Lauren Shalom-Chorlg Assistant Director of Internships and Co-Ops, and the Assistant Director of Employer Relations, Jennifer Berman. The goal of this meeting was to introduce Etech as a global company and to begin laying the foundation for productive relationships with an accredited University in the State of Florida. In essence duplicating what has been done in Texas with FSA. To quote a great adventurer who was the first in many ways, "One small step for Palm Beach Center-LLC, One giant leap for Etech."

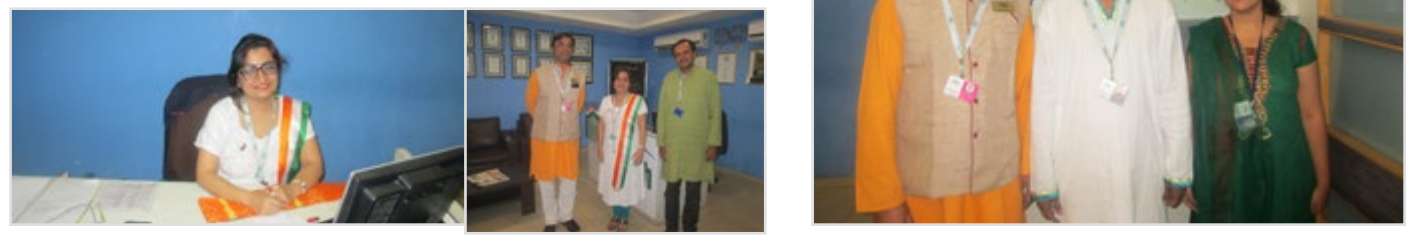
Etech Dallas Employee Night Out

Etech Dallas is proud to say that our first Employee Night Out was a big success! Employees along with their friends and family attended a Dallas Mavs game. Everyone received a free t-shirt. The biggest highlight of the night was the awesome game against the Kings. Double OT and the Mavs won!!!



Republic Day Celebration

On the occasion of India's 67th Republic Day, Etech Baroda celebrated the day with fun-filled activities. The Team Members demonstrated their pride for the nation and observed a dress code of Tricolor, the colors of the Indian National Flag.



Moving up the Success Ladder



Byron Hast - Operations Sales Intern

Byron joined Etech in September. He is originally from Los Angeles, but moved to Texas his Junior year in high school. He is a graduate of Gladewater High.

After high school, he enrolled at Kilgore Junior College where he earned certificates in Office Administration and Information Processing. He then continued his studies at UT Tyler where he received a BA in Applied Sciences.

Byron is a family man and enjoys spending time with his four children; Quentin James, Gracelyn Marie, Violet Adele, and Byron Duke. He also enjoys practicing Brazilian Jiu-Jitsu, watching movies, swimming, weightlifting, surfing, and playing the drums.

Byron is fairly new to Etech and CenturyLink, but he has impressed us with his high enthusiasm and willingness to learn. With his background, we are confident that he will be a success to the CenturyLink Program and a valuable asset to Etech.

Jasmine Sterns - Operations Sales Intern

Jasmine joined the Etech Family in February. She is originally from San Augustine, but finished high school at Nacogdoches High. Upon Graduation, she attended Tyler Junior College and majored in Business Administration.

She is a loving mom of one: Trinity Yarbrough. She is very active in church, and is currently a youth choir director and dance choreographer. In her free time she enjoys traveling with her daughter and assisting her mom with her gospel theater production. Jasmine also enjoys reading, sketching, and cosmetology.



She has been a tremendous help to her peers, and we are looking forward to watching her grow within our program. *She will be a shining star!*



Sarah Linthicum - Sales Coach

I am pleased to announce the promotion of Sarah Linthicum to the position of Sales Coach Intern. Sarah joined Etech on October 2014, and has proven to be a consistent top performer on our Premium wireless campaign and is excited to share her knowledge, understanding and the love for the campaign.

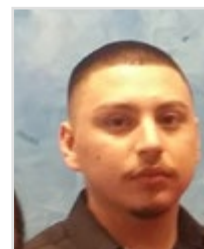
She enjoys being around fun loving people and loves spending time with boyfriend during her off time.

Let us all congratulate Sarah on her outstanding performance in previous year which led to her promotion today. I wish her luck for all the future endeavors she undertakes.

Juanio Hernandez - Operations Sales Intern

Juanio Hernandez has been employed with Etech Dallas since December of 2014.

Juanio is looking forward to becoming a Sales Coach in the future. When he is not at work he like playing games and spending time with his friends and family.





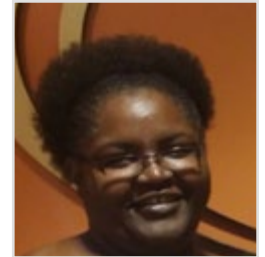
Ashley Tartt - Operations Sales Intern

Ashley Tartt has been with Etech Dallas since August of 2014. Ashley was a Tier 2 on eCall before becoming Operations Sales Intern. She is a proud mother of 2 boys, ages 6 and 2. She enjoys spending time with her family and planning her wedding. Ashley's wedding is set for May 20, 2017.

Desiree' Edwards - Operation Sales Intern

Desiree' Edwards has been an employee of Etech since October of 2014. Desiree' is from Port Arthur, Texas. She has 2 children: Jamerla (20) and Mikal (16). She came to Dallas to pursue a different career after 15 years in Employment Services.

Desiree' looks forward to her new position and hopes to continue to learn and grow with the company to achieve even greater opportunities like going to India



Soheli Shaikh - Operation Leader

Etech has always been committed for development of its people and build an organization that will support its customers need with constant improvement and quality results. In order to seek out for a rapid but a substantial growth, we have to change with time and develop a bench of leadership that reflects high standards of performance and dependability. Considering the growth & expansion that has been noticed with Click 2 Chat programs during past few years, we're pleased to announce the promotion of Soheli Shaikh to Operation Leader for Etech Baroda center.

Soheli joined Etech on 22nd September 2008 as an Online Chat Representative and was successful in delivering quality results. Looking at his dedication and expertise he was selected as a Mentor and Asst. Leader, and he continued to deliver quality results. This is how he gained the next position of Sales Leader wherein the Asst Sales Leaders were reporting to him and considering the confidence he had exhibited he was given charge of incubation team too that included the new Team Members and Floor trainers.

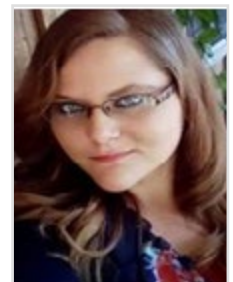
Soheli was a part of the leadership team who launched various programs at Nacogdoches, Lufkin, and Dallas. As we all know, he is one of the first leaders who was selected for onshore programs and has been successful in delivering results during the course of his stay.

During his leisure time he loves to be with his family and when he is not with them, he likes to go on motorcycle rides and discover new places. He is also a gadget freak and likes photography. During his tenure he has been awarded for Adaptability, Positive Influence and Team Work.

Heather Pirtle - Sales Coach Intern

Heather has been with Etech since June of 2015 and has been through the Aspiring Leader program while helping run the floor. She has experience in the medical field as well as sales, being a former telemarketer from the same Etech location back in 2013. She helped her fellow agents coming onto the floor and has helped to answer questions and concerns.

She enjoys gaming of all kinds and plans to be a veterinarian once she is finished with school. She also loves to read books and write occasionally. Her love for motorcycles is something which is part of life style for many years.



She is a current student at Angelina College studying to be a veterinarian and loves learning new things.



Cori Roberts - Sales Coach Intern

Cori joined Etech on September 23, 2013. Cori comes from the small town of Chireno. She has explored many different areas of the company including QA, training, and now in operations.

Cori has been married for 5 years and has 3 beautiful children. In her spare time, when she is not at work, she likes to spend time with her kids, travel, and swimming.

Cori is excited and motivated to excel in her new position, and she plans to continue to advance within the company.

Zachary Calda -Sales Coach Intern

Zachary Calda grew up here in Lufkin; however, he was born in Louisiana. He has been with Etech since August of 2015, and he is looking forward to advancing in his role in the company. Working at Etech has taught him lots of new things as well as reinforcing previous techniques he has learned. He is very excited to be guiding people and helping them achieve in the way he has.



Outside of the work place, he likes to read books as well as play video games. He has a son on the way, for whom he is very excited about.



Angela McNeely - Sales Coach Intern

Angela McNeely was born and raised in Nacogdoches. She has 3 awesome kids that take up all her time when she is not working. She has been on our Premium C2C Team since June 2016 when it was launched in Lufkin.

She loves the job and working with such a great team of leaders and agents. Her goal is to make the campaign the most successful out of all the centers.

Kyle Pinkerton - Sales Coach Intern

Kyle is from Texas City, Texas originally, born and raised in the same house for 21 years. He attended Texas A&M University and Mississippi College School of Law. He has one daughter that lives in Oklahoma, and is the most talented and smart child in the world. He has been with Etech since August 2015.



In his spare time, he enjoys fishing, hunting, and being in the outdoors.

Please join us in congratulating these leaders on their outstanding performance and promotions!!!



Etech Lufkin

Etech Lufkin is looking forward in making a remarkable difference in 2016!!



These are some of the New Year's resolutions, Facebook style...

"Great post Etech! Moving forward in 2016, I would like to adopt a healthier lifestyle. #IAM-ETECH #NOSUGAR" -A.J.

"To move up. Be promoted." -J.K.

"To take significant steps to grow personally, spiritually, and professionally this year! #mom-mypower #mybabiesdeserveit #2016" -C.H.

"Clean out old stuff at home and throw away." - E.W.



REX PERRY AUTOPLEX



Rex Perry Autoplex is teaming up with Etech!



All Etech employees are eligible for:

- ✓ \$1000 off any new GMC, Buick, or Cadillac
- ✓ \$500 off any new Hyundai
- ✓ \$500 off any used vehicle

- Bring in your etech I.D. Badge to receive these discounts
- Transferable to family member or friend as long as Etech employee is present at the time of purchase
- Program will run through April 15, 2016

Uttarayan - Kite Flying Festival

Uttarayan, celebrated on the 14th & 15th of January, is considered as one of the biggest festivals for the youth. Everyone likes to spend time with their friends & family during these days. Everyone enjoyed these days with Kite Flying, Lighting Lanterns and Food at our Baroda center.



Uttarayan Celebration at Etech Gandhinagar

As everyone loves to eat, and Kite Flying Festival is no fun without Undhiyu, Puri and Jalebi. Yes, you heard it right... It was Undhiyu - not to be missed for the day! Fun did not end just till eating; TMs also enjoyed and treasured the moment when they all gathered to fly kites. People were spellbound looking at the colorful Kites that dotted the sky.



Corporate Social Responsibility - Winter Wear Drive

This Christmas, our team members became the best Santa for footpath dwellers. To make a remarkable difference within our communities, we collected warm clothes for one week at our Baroda Center. Our team members visited the underprivileged part of the city and distributed warm clothes. It was a peaceful moment for us to see those smiling faces.

We donated the winter wear to the needy at various locations in Baroda. It was great to see team members handing over the winter wears and clothes to those who still do not have the access to basic living.



Etech Football Tournament

Etech Gandhinagar WLB Team organized the most awaited event of the year - Football Tournament. Tournament started with 6 amazing teams. We thank all 6 owners who came forward and owned a team. All the teams fought the league matches within their group with true passion and in spirit of the game. Vivek's Team (Etech United) and Ruchit's Team made it to the finals. Both the teams played really well and it was a draw between both the teams till full time. Both the teams were given penalty shoot out. Finally, after a very exciting and nail biting penalty shoot out, Etech United became the Champions of this season by 4-3.

Congratulations to Etech United on winning Etech Football Tournament '16. They received a cash prize of 10000 INR.



Games & Contests

Team members are given a challenge to complete within fixed time duration. All the activities are a fusion of challenge & fun. Everyone participated in the activities and this is what made the activity more exciting and more fun. The prizes won during the activity were like icing on the cake.



Indulge with HR

It was that time of the year at Etech Gandhinagar when the R&R committee takes the frequent top performers out for dinner with the HR team. Yes, that happened on 2/5/2016 at an elegant restaurant. The astounding menu filled with multi cuisine delicacies was waiting for the winners to be indulged with Jenny Benoy and Daksh Bhatt from the HR team. Just like last time, the front runners not only enjoyed the cuisines, but also got to know about their HR personnel more than what they already knew. With the blend of some repeaters and first timers of this event, it was a lovely outing for everyone.

The frequent top performers who dined with HR were: Amanpreet Sodhi, Mithun Menon, Jeevan Joshi, Ankur Kohli, Rupeshkumar Viradiya, Parbat Singh, Priya Puri, Kamal Baxani, Amit Vithalani, Pankaj Shrimali, Hiren Buch, and Sadiqul Islam.



OD Session - Positivity

An interactive session on Positivity was conducted by Ashwini Kumar, Senior Director for leadership bench, at Baroda.



OD Session - Tax Planning & Benefits

“Planning is bringing the future into the present, So that you can do something about it now.” - Alan Lakein

Tax planning involves planning in order to avail all exemptions, deductions and rebates provided in the Act. OD Session on Tax Planning & Benefits was conducted by Aamir Shaikh, Finance team member, to create awareness in team members so as to align their financial goals with tax efficiency planning.



Thank You, 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 a simple story of how a thank you can make a difference.

Evan learnt the lesson of guilt from his father David. He is a growing kid and has a lot of questions to ask. His curious mind wants to know everything that is going around.

One evening, Mary was busy in the kitchen when Evan went in the kitchen. Considering that she is busy, he moved to the living room. He saw David there. David was busy watching Barclays Premier League, and his favourite team Liverpool was struggling against Arsenal.

Evan sat next to him and started watching the match. Initially David didn't pay much attention to what is going on; however, when he saw Evan cheering along with David, he had that proud feeling on his face. Then came the moment when David got upset when the match ended with 3 all.

Evan started the conversation on football. He wanted to know more about the game. He wanted to know everything. David answered all his questions. Evan nodded on each answer; however, each answer had a question attached to it. Evan was getting more curious; curiosity was all over his face, but something was missing. There was no gratitude. David explained the importance of gratitude. He explained a few phrases of gratitude like "Thank You", "I appreciate it", "I am grateful", "Certainly". At the end of conversation Evan said, "Thank You, Dad!"



Selfie-Groupie Contest

It's never any fun being normal, and besides....all the best people are crazy.

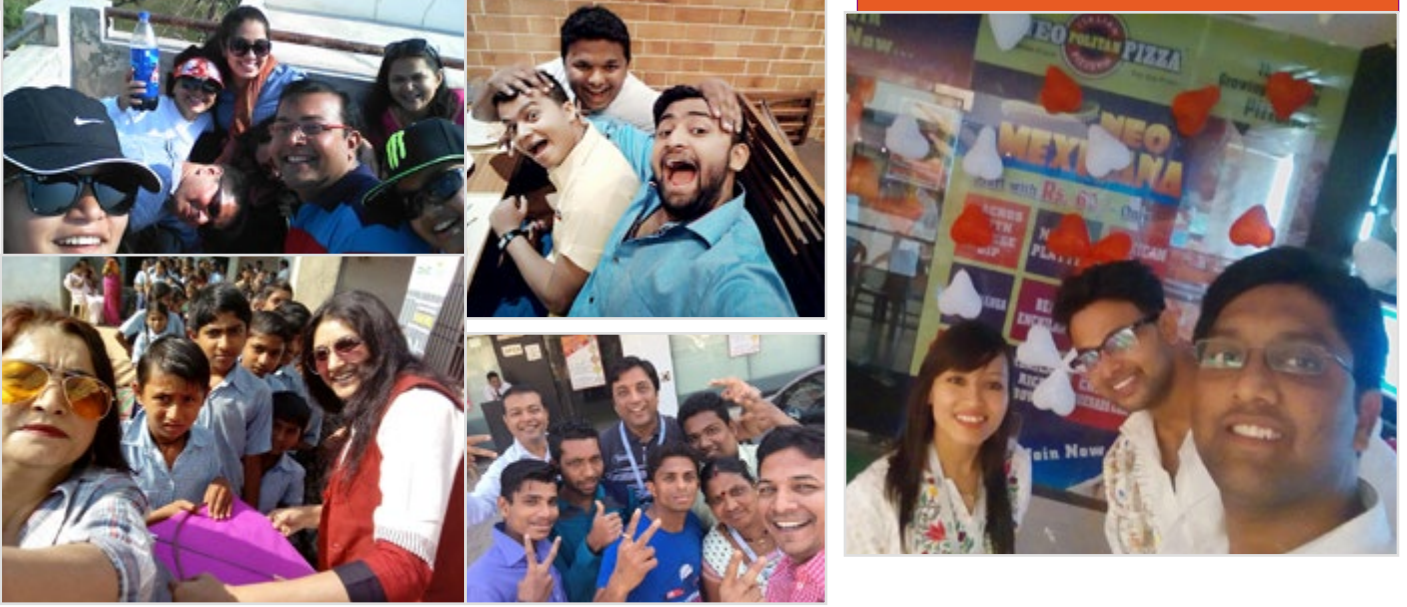
Keeping in mind the above lines, Selfie-Groupie contest was organized at Baroda center. All were excited to participate in this contest. Team members and leaders participated with great passion showcasing their amazing expressions captured.

It is accurately said that when you take a selfie/groupie so good, you can't believe it's you! Congratulations to below winners for being absolute artistic!

Selfie Contest
Winner - Punit Rathi
1st Runner Up - Nivarani Khomdram
1st Runner Up - Aamir Shaikh
2nd Runner Up - Bhavin Prajapati



Groupie Contest
Winner - Dhaval Patil & Team
1st Runner Up - Custodians & Team
1st Runner Up - Parvez Mansoori & Family
2nd Runner Up - Ashwini Mahadik & Team



Etech Baroda: Servant Leadership Awards - 2015

Etech congratulates the winners of 2015 servant leadership awards. The leaders truly demonstrated the behavior and *attitude of a servant leader*. Etech is proud of each of you.

Here is the list of the winners of the Servant Leadership Awards - 2015:

- | | |
|--------------------|------------------|
| Integrity | Dharmesh Bhatia |
| Valuing People | Rahul Kumamekar |
| Team Work | Dhaval Patil |
| | Jaykishan Sharma |
| Accountability | Minu Bhatt |
| Communication | Atit Ravalji |
| | Parvez Mansoori |
| Vision | Keyur Dave |
| | Sohel Shaikh |
| Adaptability | Mahesh Macwan |
| Humility | Ashish Khare |
| Creativity | Vikrant Pawar |
| Teachability | Romesh Sutaria |
| Positive Influence | Rutvik Trivedi |
| Courage | Dhanya Pillai |



Leadership Award Winner 2015 Gandhinagar

Servant Leadership is a philosophy and set of practices that enriches the lives of an individual, builds better organization, and ultimately creates a more just and caring world. We salute the exceptionally dynamic leadership team for making positive and remarkable difference in our lives every single day. Our leaders have taught us how to put people first, and we realize that when times are tough, our leaders would raise us to the top. They keep challenging us and we excel. Congratulations to the Winners because each one of them have truly earned it!

Integrity
Valuing People
Team Work
Accountability
Communication
Vision
Adaptability
Humility
Creativity
Teachability
Positive Influence
Courage

Daksh Bhatt
Hardipsingh Rathore
Nishit Dave
Sunilkumar Patel
Mayank Akhani
Aditya Ahuja
Tharang Pillai
Hitesh Patel
Shivesh Pandey
Pranjal Sharma
Akhil Bhardwaj
Kunal Patel



CAT: The Gift of Knowledge

“The gift of knowledge is a far higher gift than that of material things; it is even higher than giving life to a man, because the real life of man consists of knowledge.” - Swami Vivekananda

When we visited the Unteshwari Sammilitalayam last time, we met several children, talked to the management, and spent some time with the kids trying to understand how we can help them in the best way possible. We found that all of these kids lacked access to something really integral to the current society. They lacked something that will play a huge role when they go out looking for jobs in the future. Most of them have not even seen a computer before. They did not have access to any kind of computer education.

These children no matter how much effort they put in will never realize or reach their full potential unless somebody provided them the resources they need. Millions of kids around the world are suffering the same fate right now; only education can give them an opportunity to grow, learn, play and realize their full potential. That is the reason why we decided to start this year by giving the greatest gift of all: Knowledge.

This January 2016, Community Action Team at Etech Gandhinagar took the initiative of gifting a brighter future to the kids at Unteshwari Sammilitalayam. Community Action team donated computers to set up a computer lab at the Unteshwari Sammilitalayam.

We have decided to take our commitment towards making a difference in the society a step further, and the Unteshwari Computer Lab will be managed by Community Action Team. Volunteers from Etech will visit the Unteshwari Sammilitalayam twice a month to teach kids and help them shape a better future. The computer lab will function as a place where not just the kids but the entire village around that school can come in and benefit from the computers. The seed we have sown today will bloom tomorrow and make a better world.



CSR Activity - Shaurya - Feat of Courage

Over 300 differently abled children from 16 schools and other educational institutions participated in the annual sports meet “**SHAURYA**” organized by city-based Friends Society, a voluntary youth organization, on 10th January, 2016.

More than 100 youth volunteers of the city spear headed 45 games specially designed keeping the participants in mind. The organization regularly holds sessions for the special children to identify their interests and help them move ahead in life. Etech along with many other well know corporate organizations partnered with Friends Society to organize this event in the city of Banyan.

Every participant of this event was not less than a hero; their spirit and courage of winning over their limitation was commendable.



Rewards and Recognitions Ceremony

Just like each month, it was fun-filled time to recognize our team members for their excellent work in Rewards and Recognition ceremony. It was exciting for our team here in Baroda to be rewarded for their excellent work done. We also celebrated the birthdays of all the January born.



Rewards & Recognition Ceremony - Etech GNR

The Reward & Recognition ceremony is to honor those individuals who stood out with their exemplary performance during the month. This ceremony brings in a wish for all. For those who win awards - they aspire to do it again and again, month over month; for those who don't - this provides motivation to work a little more to be there the month. This month apart from recognizing the performers, the parody boys made people laugh with their super dance.



February-2016

Happy Birthday

Phaedra McManus	02/01	NAC	Robert Christian	02/10	BRD	Chryshilla Camplain	02/18	RUS
Shantilal Charel	02/01	GNR	Raini Newman	02/10	NAC	Amanda Larue	02/18	LUF
Suewellyn Mitchelle	02/01	JAM	Shaquille Kossie	02/11	NAC	Kathy Schoubroek	02/18	LUF
Valerian Sebastian	02/01	GNR	Guadalupe Rivera	02/11	LUF	Jerry Roberts	02/19	LUF
Steven Wyatt	02/01	RUS	Ykella Bickems	02/11	DAL	Hiren Vaddoriya	02/19	GNR
Kavitha Nair	02/01	BRD	Courtney Gray	02/11	NAC	Kalrav Shah	02/19	GNR
Shana Rudd	02/02	LUF	Shaniqua Forest	02/11	NAC	Rajat Kaul	02/20	GNR
Elizabeth Woodson	02/02	NAC	Patrick Thomas	02/12	NAC	Angela Mcneely	02/20	LUF
Ashwini Kumar	02/02	BRD	Fiess Mitchell	02/12	DAL	Nicole Raiford	02/20	NAC
Kasey Beavers	02/02	LUF	William McClure	02/12	LUF	Alicia Smith	02/21	NAC
Yantina Watson	02/02	NAC	Denise Stultz	02/12	JAM	Sunilkumar Patel	02/21	GNR
Kay Frederick	02/03	NAC	Natasha Gould	02/13	JAM	Rebecca Davis	02/21	NAC
Timothy Pauley	02/03	HUN	Sindy Martinez	02/13	NAC	Arthur Humphrey ii	02/21	LUF
DeAndre Simmons	02/03	NAC	Rebekah Riley	02/13	LUF	Ellen Jordan	02/22	NAC
Brittney Southall	02/03	LUF	Jessica Morales Ferrer	02/13	NAC	Ellen Jordan	02/22	LUF
Miranda Burch	02/03	LUF	Gavin Powell	02/13	NAC	Alan Zamarron	02/22	NAC
Kevin Kelley	02/03	LUF	Olivia Johnson	02/13	NAC	Terry McMiller	02/22	NAC
martin buenrostro	02/04	LUF	Vikrant Pawar	02/13	BRD	Priya Puri	02/22	GNR
Vaishak Pillai	02/04	GNR	Romesh Sutaria	02/13	BRD	Amit Vithalani	02/22	GNR
Zenobia Horn	02/04	LUF	MICHELLE HUTCHINSON	02/14	NAC	Lakesia Smith	02/23	LUF
Ariel Mumphery	02/04	LUF	Valentin Venegas	02/14	NAC	Tammy Davenport	02/23	NAC
Chuimi Awungshi Rumthao	02/04	GNR	Taylor Robinson	02/15	NAC	Sheena Molock	02/24	NAC
Francis Xavier	02/05	GNR	Tremetip Sutnga	02/15	GNR	Vijay Kumar Verma	02/24	GNR
Camber Pruitt sanders	02/05	NAC	Rahul Vyas	02/15	GNR	Scott Williams	02/24	LUF
Madan Balakrishnan	02/05	GNR	George Parapurath	02/15	BRD	Andrew Eberlan	02/24	NAC
Leslie Armes	02/06	LUF	Smeet Khangale	02/15	GNR	Sharon Adams	02/24	NAC
Kathryn Roland	02/06	LUF	Neel Thakker	02/15	GNR	Walter Beathard	02/25	NAC
Khadijha Harris	02/07	DAL	Veronica Chimney	02/15	NAC	Victoria Cox	02/25	NAC
Mukesh Kumar K	02/07	THA	Niraj Malik	02/15	GNR	Stephen Trotter	02/25	LUF
Raunak Uttamsingh	02/07	GNR	Ravita Atwal	02/16	GNR	Sunny Tandon	02/25	BRD
Ayaan Pathan	02/07	BRD	Antoinette Foster	02/16	JAM	Manan Turakhia	02/26	GNR
Ragitha Nair	02/07	GNR	John Cockrell	02/16	LUF	Aranyak Bhaumik	02/26	BRD
BrijendraSingh Champawat	02/07	GNR	Rut Gonzalez	02/16	NAC	Puneet Intodia	02/26	GNR
Ekta Chhabra	02/07	BRD	Keyana Garcia	02/16	NAC	Amber Hobson	02/26	NAC
Avriel Phillips	02/08	DAL	Soyal Shaikh	02/16	GNR	Whitney Jacobs	02/27	DAL
Katherine Tatum	02/08	LUF	Esmeralda Guerra	02/16	NAC	Geetanjali Barua	02/27	GNR
Ronnielee Harp	02/08	NAC	Atit Ravalji	02/17	BRD	Shaquille McDonald	02/27	JAM
Robin O'Neal	02/08	DAL	Divya Rawal	02/17	GNR	Zaheer Bolim	02/27	GNR
Jeremy Gartman	02/09	LUF	Sunny Jaiswal	02/17	GNR	Winnie Guerrier	02/27	PAL
Racquel Gordon	02/09	JAM	Suyogsingh Dabhade	02/17	GNR	Breana Disotell	02/27	LUF
Krutarth Bhatt	02/09	GNR	Mark Strange	02/18	NAC	Timothy Owen	02/28	NAC
Gareth Robinson	02/09	JAM	Chandni Shah	02/18	GNR	MD Sohail Mansuri	02/28	GNR
Keyur Dave	02/09	BRD	Tiffany Myles	02/18	DAL	Eugenia Owen	02/28	NAC
Rajkumar Pillai	02/09	GNR	Amber Hawley	02/18	LUF	Amelia Martinez	02/28	LUF
Monaque Lopez	02/09	LUF	Tommie Hinton	02/18	NAC			