



# Atento's Business Principles

## GENERAL PRINCIPLES

### Transparency and Trust

- We will be transparent in our actions, encouraging an atmosphere of trust and collaboration. We will commit ourselves to the fulfillment of all the responsibilities that arise from our commercial and strategic projects.
- We will ensure the correct use and safeguard of all company information and that entrusted to us by our shareholders, customers, clients, staff and suppliers.

### Integrity

- We will act with honesty and in a selfless manner, in accordance with the values of our Organization.
- Our business decisions will in no way be influenced by motives of individual profit. We will avoid or openly declare any conflict of interest which might put personal priorities before those of the Organization.

### Legality

- We will guarantee that all our actions are performed on the basis of accepted standards and principles, and conform to the letter of the Law.

### Human Rights

- We will respect all principles defined within the United Nations Universal Declaration of Human Rights and the Declarations of the International Labor Organization.
- We will promote equal opportunities and treat all people in a fair and impartial manner, irrespective of race, color, nationality, ethnic origin, gender, sexual orientation, marital status, and age or family responsibilities.

## CODE OF CONDUCT BY STAKEHOLDERS

- Employees
- Clients
- Shareholders
- Society
- Suppliers

### *Our employees can trust in Atento*

#### Coherence

- Atento will actively contribute to both economic and social sustainable growth in the countries in which we operate. We aim to create employment, and also participate in non profit making activities orientated towards social and environmental issues within the communities where we are based.

#### Personal Development

- Atento actively promotes the development of its employees, providing them with the training and opportunities for both personal and professional growth. We guarantee transparent internal promotion processes, based on clear criteria related to competence, knowledge, experience and professionalism.
- Staff will be kept informed on performance based evaluation results and will actively participate in the latter.

#### Health and Safety

- All employees will enjoy a safe working environment. All procedures and regulations will be strictly adhered to, in order avoid possible risk of sickness, accident or injury.

## *Our clients can trust in Atento*

### Service

- Atento will administer all services commissioned by our clients, with due care and dedication, ensuring standards of quality, productivity and commitment.
- If clients are dissatisfied with the services provided, we will provide any information they need in order to register their complaints.

### Security and Confidentiality

- We will safeguard the integrity and confidentiality of all information entrusted to us by the client. We guarantee that this will only be used in relation to the services contracted.

## *The shareholders can trust in Atento*

### Value Creation and Transparency

- Atento will be administered with the objective of creating value for the shareholders.
- The organization is committed to providing all information relevant to its investment decisions, in a prompt and unconditional manner.

### Internal Control and Risks Management

- Appropriate control mechanisms will be established to regularly evaluate and manage risks to business, persons and our good reputation.
- All accountancy and financial records will be prepared in a precise and reliable form.
- Atento will facilitate and collaborate in the work of all internal audits, inspections, interventions and controls, and act likewise in the event of any authorized external audit or inspection.

### Company Assets

- All Atento assets, (whether physical, financial or intangible), will be maintained and conserved, and put to use efficiently and appropriately.
- Atento will not tolerate the use of any information which might be detrimental to the value of company assets or productivity, or for illicit, fraudulent or illegal activities, or any other purpose which might endanger the reputation of the Company.

### *Society can trust in Atento*

#### Development

- Atento will actively contribute to both economic and social sustainable growth in the countries in which we operate. We aim to create employment, and also participate in non profit making activities orientated towards social and environmental issues within the communities where we are based.
- All our operations will contribute to the protection of the environment.

### *Suppliers can trust in Atento*

#### Transparency

- Atento will guarantee the awarding of goods and services contracts, based on clear criteria and objectives, in accordance with current business regulations and avoiding all conflict of interest between suppliers and persons involved in the purchasing process.
- On no occasion will Atento request or accept any form of material and/or financial incentive which might influence company purchasing decisions.

#### Value chain responsibility

- Atento expect our suppliers to conduct business dealings on the basis of similar principles.
- Atento will comply with all obligations to our suppliers.