

Atento

2015 Sustainability Report Atento Global

We build a sustainable world with you



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Message from the CEO

Dear friend,

Today, more than ever, societies we live in face new challenges and opportunities from the fast progress of digitalization processes. The impact that the digital era has in our lives speeds up and becomes more visible every day, affecting people, communities, and organizations equally. New forms of communication and ways to relate, new education and entertainment systems, new consumption and commercial habits, infinite possibilities that the big data and automation processes, or IOT, among others, have to offer are phenomena that exemplify a change of era.

In a company like Atento, which mission is to generate value among unique and exceptional client experiences, the impact of the digital era is lived in the front line. We are witnesses and players in how consumers and brands are changing the way they interact, and of the great transformation that the business processes of companies are experiencing. In this dramatic change context, our business activity, together with the rest of our activities as an organization, evolve to adapt to new times at the same time they remain faithful to a main goal, which is to generate value to our clients, employees, shareholders, and the communities where we develop our activity. Many things change, but our essence or the way we provide Corporate Social Responsibility in this new context by granting constant value to our interest groups does not change.

In front of you, you have our Corporate Social Responsibility report for 2015, which strongly collects the activities we carried out for the year. A year in which, in a growing digital environment and with big challenges in the main economies of Latin America, our company kept developing the huge potential it has as an independent company, remaining faithful to its mission of generating value. Also, a year where we accelerated the execution of our strategy to become the leading provider of client experience solutions in our markets. This mid-term vision is formed by three strategic pillars that define the priorities of our company each year: Growth that Transforms, Operations Excellency, and Inspiring People. The mid-term vision and strategic pillars and main components of a company's route, which main goal is to make Atento a company that remains as leader and grows above the market in a changing environment, at the same time it grants a differential value to its clients, employees and communities where it develops its activity.



In 2015, in an environment marked by the difficult macroeconomic situation of Brazil and the growth deceleration of large economies of Latin America, our client experience solutions have helped these companies to be more competitive and to generate long-term relationships with consumers. In a year where companies were demanded efficiency increase, the satisfaction rate of our clients regarding Atento's solutions exceeded 87%. These solutions were widely recognized by the industry through highly relevant awards like AMAUTA, Latam Awards, IMT, Consumidor Moderno, or ABEMD. In 2015, Atento was also named one of the Gartner Magic Quadrant leader in contact center BPO client management services. In this Gartner report --the most relevant of our sector--, at the same time, our company was positioned as the company with the largest execution capacity among the analyzed.

Our second value generation axis in 2015 has been focused again on the people and our strategic commitment on development, motivation, and the satisfaction of our employees. We have had significant progress in optimizing our selection and coaching processes, which has allowed us to reduce early turnover of our employees and contribute to increasing satisfaction in the job position. In 2015, we offered more than 16 million training hours, 3.3 million more than during 2014, the satisfaction rate of our employees, ICC, reached 76% and early turnover in the whole of Atento was reduced by 1.6%. In the people axis, Atento was also recognized for fourth consecutive year as one of the top 25 Best Multinational Companies to Work in the World by Great Place to Work. This recognition has become through the years a source of inspiration and pride for everyone who is part of this great company.

Our commitment on granting value to communities where we develop our activity was also strengthened in 2015. Atento is still one of the main generators of the first job where you are, investing in job training, inclusion, and diversity, contributing so people can become future social development drivers. In 2015, we are also committed to the generation of civil responsibility and we extended our impact in the community through the start-up of Global Community Month --a new corporate volunteering action that was successfully added to Atento's wide offer to their employees in this field.

A main component of our commitment to society was also our adhesion in 2015 to UN Global Compact, where we have been members since 2011, and its ten Principles related to human rights, work, the environment, and anti-corruption.

Definitely, 2015 was a year where, guided by our commitment, integrity, trust, and passion values, our company has strengthened its ability to generate value to clients, employees, shareholders, and the communities where we have our presence. In a digitalized growing environment where transformation processes are accelerated, the trust of our more than 400 clients is renovated and the exceptional commitment of our more than 160,000 employees has let us evolve our value offer to keep being the best ally for both in the new times where we are living.

Thank you everyone again for making Atento a more admired and committed company; a company that increases its impact ability every day to make the society where we live a more sustainable world, also in the digital era.

Alejandro Reynal
Atento CEO

ATENTO

About ATENTO

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About ATENTO

Atento is a private multinational company, legally incorporated as a corporation that offers CRM (*Customer Relationship Management*) and BPO (*Business Process Outsourcing*) services.

Our Services Solutions Portfolio



Back Office

Automation of Routinary activities, high volume information and business processes management, sales, and technical support.



Recovery

Efficient management of default in several stages of the debt and on different kinds of portfolio, with solutions tailored to the client's profile.



Customer Service

Management of calls received to obtain information, address requests, suggestions, and claims in relation to products and services through multiple channels during the entire client's life cycle.



Sales

Process that contemplates all stages of the sales process, from the identification of potential consumers until after-sale actions.



Advanced Technical Support

Remote diagnosis, analysis, and technical problems solutions.

Additional Solutions



Claim Management

Prevention and management of claim processes in all market segments, especially those with large volume. Service and solution to final clients' requests and regulatory bodies to reduce claims, mitigate recurrences, and increase client satisfaction.



Insurance

Comprehensive solutions focused on the insurance sector. Customer service in all the stages of its life course.



Credit Management

Credit analysis and formalization of all contract aspects and supporting sales and debt collection.



Means of Payment

Execution of the means of payment processes, which include the entire chain of value: sales, credit analysis, card use analysis, general applications, claims, and collection for issuers and buyers.



Live Services

Support in executing strategies in POS, using the most appropriate channels.

Atento in the World

Today, Atento is present in 14 countries around the world with 102 service centers and 163,974 employees (excluding interns and until December 31, 2015).

The main headquarters of the organization are in Madrid, Spain. Likewise, during 2015, Atento had corporate offices in several cities around the world: Mexico City, Mexico; and Sao Paulo, Brazil.

Region	Country** G4-17	Service Centers	
		2014	2015
BRAZIL	Brazil	29	33
AMERICAS	Argentina ⁽¹⁾	11	11
	Central America ⁽²⁾	3	5
	Chile	2	3
	Colombia	6	9
	Mexico	17	16
	Peru	3	4
	United States ⁽³⁾	3	3
EMEA	Morocco	4	4
	Spain	15	14
TOTAL		93	102

(1) Includes Uruguay. (2) Includes Guatemala and El Salvador. (3) Includes Puerto Rico.

*The United States and Puerto Rico are named Near-Shore region.

**All countries appear in the consolidated financial statements of the organization.

During 2015, the Corporate Social Responsibility offices of Atento were located in Mexico City, in addition to the office that each region has to follow-up on topic related to the CSR and Compliance in a closer way.

Clients

Atento offers a wide range of services to more than 400 clients. Atento's clients are part of several sectors; from multinational companies and retail commerce to public administrations.

In 2015, nearly 49% of our income came from sales in the telecommunications sector, 35.6% from financial services, and 15.2% from multi-sector clients.

Types of Sectors Addressed



Banking and financial services, and insurance companies



Public services



Health



Communications and media



Technology



Logistics and transportation



Retail and electronic trade



Automotive



Consumer goods



Pharmaceutical



Government

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About the Report

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About the Report

The Report herein includes the Corporate Social Responsibility and Atento Sustainability activities carried out from January to December, 2015. It is based on the G4 Global Reporting Initiative (GRI) guidelines, which defined the content and ensured information quality.

Background

Atento has created annual GRI reports since 2008, exceeding its GRI G3.1 report levels from C level to a B+ level in 2012 global emission, to continue in this level in 2013, year where it increased the total number of reported indicators. The year 2015 is the second time that Atento adheres to the GRI G4 requirements, essential option for which it is mandatory to carry out a Materiality Analysis, in order to know the interests of the company's main audiences. **G4-18, G4-22.**

Report	GRI	Year	Option/Level
	G3.1	2008	C
	G3.1	2009	C
	G3.1	2010	B+
	G3.1	2011	B+
	G3.1	2012	B+
	G3.1	2013	B+
	G4	2014	Core
	G4	2015	Core

This document covers the initiatives addressed to clients, employees, suppliers, and the society in general of all countries where Atento operates. This report indicates which initiatives correspond to each country.

Significant Changes to the Scope and Coverage of the Aspects in regards to Previous Reports

G4-23

Compared to the GRI 2014 Report, the 2015 edition strengthened the content of the following reporting aspects:

- Work indicators: more detailed information of each one of them
- Awards and recognitions
- Certifications
- Benefits and compensations
- Talent development and management programs: diversity and inclusion, health and prevention, and expenses in training broken down by region
- Active participation of the community: Global Community Month

Changes reflect the priorities of our main audiences and report alignment to the GRI G4 report requirements.

Discussions with Interest Groups

G4-24, G4-25

It is very important to Atento to know the interests, needs, and expectations of their main groups of

interests, since from this it can prioritize new strategies and derive efficient action plans. The link with interest groups had a particularly important result to create this Report. A materiality analysis was carried out with the purpose of knowing aspects related to the company that is most relevant to internal and external audiences of Atento.

Materiality Analysis

G4-18, G4-26

According with the G4 Global Reporting Initiatives implementation guide, material issues are the ones that are relevant because they show the economic, social, and environmental impact of an organization and can influence significantly in the interest groups decisions and, therefore, in the organization’s performance.

Materiality of an issue is determined by internal and external factors that the company’s audience expresses through interests, concerns, expectations, and complied and non-complied needs through measuring instruments. Knowing the materiality of the different issues of the organization helps identifying new opportunities, diagnose the next trends and if these are related to risk prevention and sustainable development. Likewise, it allows to prioritize new strategies and derive action plans that are proper to the internal and external audiences of the organization.

Consulted Interest Groups

G4-24, G4-25

Type of Interview:

online questionnaire

Sample Selection:

criterion sample. These are samples where each participant is selected based on thier study objectives.

Target Audience:

seven internal and external audiences from Atento where identified and each was requested the contact of one to three people to participate in the interviews.

- **External audiences:** suppliers, civil society organizations, media, national and international civil associations, media, and clients.
- **Internal audiences:** coworkers and union representatives.

Participating Countries:

Argentina, Brazil, Colombia, Spain, Peru, Chile and Morocco.

Sample Size:

91 questionnaires sent and 13 filled out.

Date of Surveying:

April 12 to May 20, 2016.



G4-18, G4-26

The process that was used to carry out the materiality analysis was as follows:

1. Create a thorough list of sustainability topics that cover all business aspects of Atento, based on the challenges indicated in the GRI 2015 report, the 2015 objectives of the company, and other priority topics.
2. Mapping the internal and external interest groups of all Atento subsidiaries around the world that would participate in the analysis.
3. Main audiences of the organization were selected per interest category (suppliers, civil society organizations, media, national and international civil associations, and clients). From these, three were selected randomly from each one, per subsidiary.
4. Interview selected interest groups with an online questionnaire where they are asked to classify topics by order of importance to them and their relationship with Atento.
5. Have a graphic representation of X and Y axis results to identify clearly the topics that both audiences consider relevant.

This is the second year for the CSR materiality analysis. However, Atento has been concerned in the past with diagnosis made about internal and external interest groups.

One of the main difficulties that the materiality analysis assumed was the headquarters' capacity to link with the main subsidiary audiences to obtain the necessary information. This fact shows that it is imperative to strengthen the relationships between the headquarters and subsidiaries and their main audiences (internal and external) to ensure any future contact. **G4-27**

¹ Questionnaires were applied by this means, as due to logistics, having to interview several audiences around Latin America and Europe would be expensive and data collection process would have been extended.

Results: simplified materiality matrix

G4-18, G4-19

RELEVANT ASPECTS

- +To generate global policies that regulate practices, establish objectives and goals, according to regional and local needs.
- +To increase employee satisfaction and strengthen professional development offer to prevent high turnover.
- +To promote optimal use of natural resources through awareness and the use of technological innovations.
- +To train employees on the application of the Anti-corruption Policy.
- +To design a strategy to permeate the sustainability focus of Atento among its suppliers (forums, workshops, materials).
- +To promote social and working inclusion of people in vulnerable conditions.
- +To continue offering quality and high technology services to our clients, through innovative technological solutions.
- +To publish global policies that were created and amended in 2015 (Diversity and Inclusion, Donations, CSR, Anti-corruption, Environment).
- +Positioning of Great Place to Work, Work Environment, and Atento Culture through initiatives like Atento Volunteering Week, the renovation of the award *Responsables Atento* or to integrate CSR activities in the Atento Rally.
- +To create a follow-up and accountability mechanism.
- +To carry out CSR audits for our suppliers world-wide.
- +To keep driving work inclusion through training in communities where we have influence, to grow together in an economic and cultural way.
- +Our new business opportunities: products and services.
- +To adapt global policies and publish them in their new version in regards to Donations, Relationships with NGOs, and Social Responsibility.
- +To develop programs to manage and promote talent development.

- +To record significant investment contracts and agreements that include Human Rights clauses.
- +To continue the promotion of civil responsibility through corporate volunteering.
- +To increase our client satisfaction and the satisfaction of our clients' clients by offering a fast and efficient response to their problems.
- +Adjustment of services to clients' needs, differential value in regards to competition.

MOST RELEVANT ASPECTS

- +To ensure compliance of donation guidelines and to have a monthly management report with the Regions, which has to report to the headquarters the donation, activities and CSR management.
- +To homogenize working conditions in all Atento's subsidiaries and collect their disaggregated information for future sustainability reports.
- +To look for better positioning of the Corporate CSR area at regional level.
- +To redesign the volunteering program by aligning it to the core business and giving it a more sustainable focus: Global Community Month.
- +Create the CSR 2015 report with the latest GRI standards.
- +To train security staff regarding the organization's policies or procedures regarding Human Rights.

Throughout the report, the more relevant indicators for the materiality analysis will be marked with the following tag: **MATERIAL INDICATOR. ⓘ

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Ethics and Integrity

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Ethics and Integrity

Atento Compass

“Atento Compass” is Atento’s corporate culture guide. It summarizes our values, leadership standards, and principles for taking action to comply with the mission of contributing to the success of the companies with which we collaborate, ensuring the best experience for our clients.

Values	Leadership Standards	Principles for Taking Action
<ul style="list-style-type: none">• Commitment. We are committed to the success of our clients.	<ul style="list-style-type: none">• We act guided by our values and we lead by example.	<ul style="list-style-type: none">• We work as a team, understanding the local needs of our clients, but supporting us in our multinational capacities and scale.
<ul style="list-style-type: none">• Passion. We work with passion, enthusiasm, and ambition to be better each day.	<ul style="list-style-type: none">• We are client-oriented and we commit to the success of your business.	<ul style="list-style-type: none">• We encourage an entrepreneurial and innovative spirit.
<ul style="list-style-type: none">• Integrity. We act with integrity, loyal to our values, and assuming responsibility of our actions.	<ul style="list-style-type: none">• We lead motivated by passion to win, excellence, and motivation.	<ul style="list-style-type: none">• We are effective, fast, and we focus on creating value for our clients.
<ul style="list-style-type: none">• Trust. We ensure trust, transparency, and respect in relationships with all our interest groups (clients, employees, suppliers, society, and shareholders).	<ul style="list-style-type: none">• Our focus is the execution by acting fast when making decisions but judging our actions and assuming risks in a smart way.	<ul style="list-style-type: none">• We put passion into everything we do, motivated by the desire to be better and by the ambition of achieving all our goals.
	<ul style="list-style-type: none">• We encourage collaboration, understanding the local needs and seizing our global strengths.	<ul style="list-style-type: none">• We have financial and operational discipline.
	<ul style="list-style-type: none">• We are responsible for facilitating the development of our employees.	<ul style="list-style-type: none">• We are proud of building a great place to work.

Code of Ethics

Atento has a Code of Ethics approved by the Board of Directors of Atento S.A. This code is acknowledged and applied to all employees, without exception. Its main objective is that all decisions made by the company follow the same ethical criterion, aligned with the principles and values of the corporate culture. The Code has six main areas of interest:

- **In practice:** Atento's coworkers /employees are motivated by the company's professional interest and not from personal interests.
- **Atento's Work Compatibility with Other Activities:** Coworkers can carry out activities outside Atento as long as these do not have a negative effect on the company in any way.
- **Property and Use of Information:** Information about Atento or our clients is confidential. It is strictly forbidden to share it outside the working context. Likewise, we reject all information that has been obtained in an irregular way.
- **What is from Atento is for Atento... and it is to help:** The facilities, equipment, goods or Atento's systems that are for all coworkers. The use for personal ends or own benefit could be exceptionally permitted but never if by doing so it interferes with work, and it is strongly forbidden to use Atento's resources to diffuse offensive contents.
- **You are Atento:** Employee health and safety are Atento's priorities, as well as respect and decent treatment to all people, without any type of discrimination or abuse. It is imperative that all employees report any irregularity about it, in order to intervene for the benefit of everyone.
- **Attentive to Legality:** If one of our employees were subpoenaed or summoned to testify that involved Atento, they should not respond to it or diffuse it, but they should notify this immediately to the Legal and Compliance Director of the company.

✎ During 2015, a global initiative was launched to share the Ethical Code of Atento to all employees through a campaign distributing the complete document and its summary in three languages. This campaign required employees to sign electronically to acknowledge and accept the contents of the Ethical Code. This ensured the diffusion of a crucial content for the company, supported by the effort of sharing the document and acknowledging individual conformity, reaching 160,000 recipients.

***The corporate communication team and regional teams are responsible for notifying this information to all employees of Atento through the different internal means of communication. This information is shared during their training to join the company.

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Corporate Social Responsibility

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Corporate Social Responsibility

United Nations Global Compact

Global Compact fosters human, working, and environmental rights, and prevents corruption by boosting corporate civil responsibility, which has to reconcile its private interests with common well-being. In 2011, Atento adhered to Global Compact and since then, it has demonstrated its commitment to improve its Corporate Social Responsibility.

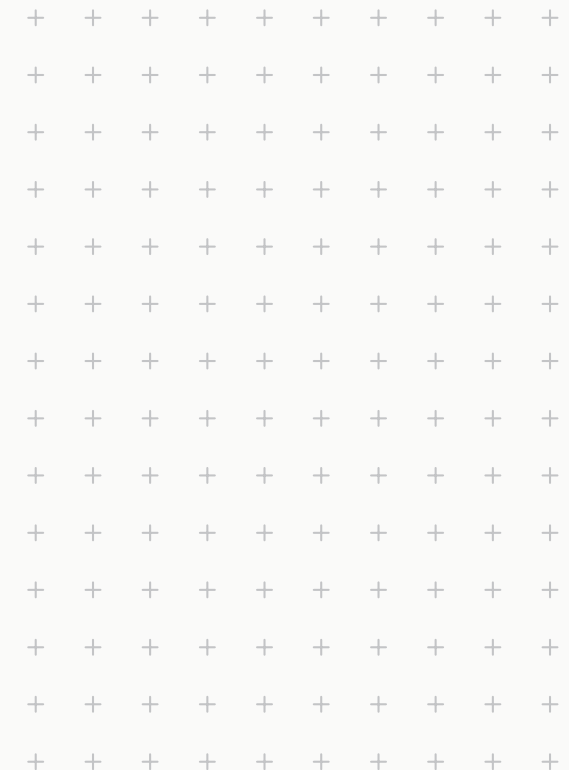
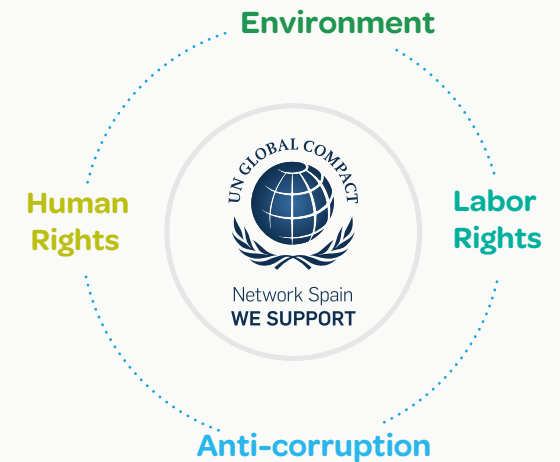
Global Compact follows ten principles:

Human Rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights, in its influence scope.

Principle 2: Businesses shall make sure that they are not complicit in Human Rights abuses.

Atento complies with this principle by recognizing the needs of coworkers, respectful and dignified treatment, and support to develop their capacities and generate new competences that have work and personal retributions. Likewise, Atento tries to liaise with organizations that also support Human Rights.



Labor Rights

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

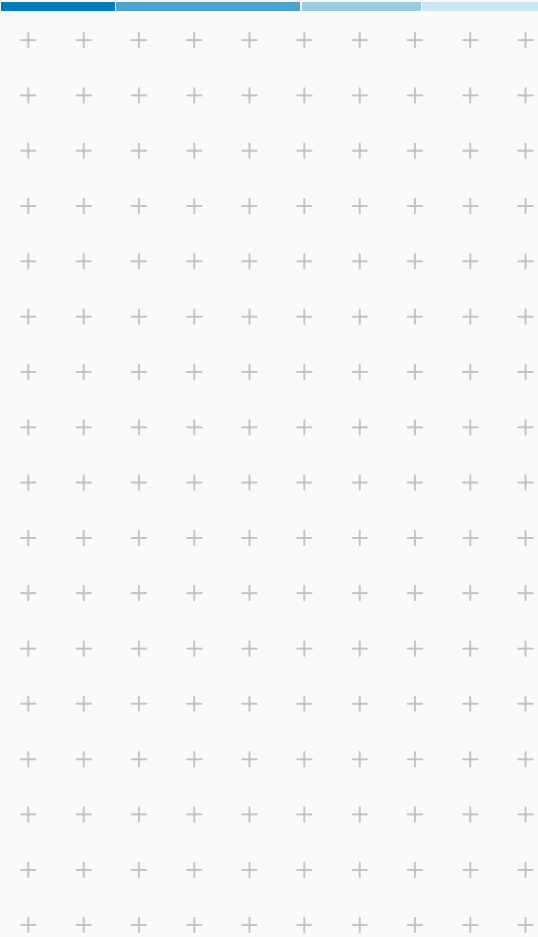
Principle 4: Businesses shall support the elimination of all forms of forced and compulsory labor.

Principle 5: Businesses shall support the effective abolition of child labor.

Principle 6: Businesses shall support the elimination of discrimination in respect of employment and occupation.

Atento is committed to the rights of the coworkers to affiliate and considers the workers' petitions in negotiating sessions where they establish the working conditions.

Atento rejects child labor and all kinds of forced labor. The hiring of staff is strictly adhered to the standards of the minimum legal age to work that are valid in each country and the main criterion is people's capacity to perform their jobs, without considering their gender, age, religion, ethnic origins, immigration status, age or physical disability, contributing to the inclusion of vulnerable groups.



Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Businesses shall undertake initiatives to promote greater environmental responsibility.

Principle 9: Businesses shall encourage the development and diffusion of environmentally friendly technologies.

Atento is constantly carrying out multiple efforts to increase the exploitation of natural resources and minimize the environmental impact of their activities in all its subsidiaries, mainly by using technologies and measuring the consumption of natural resources.

Anti-corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Atento is constantly working with its Anti-Corruption Policy to adapt it to global and regional needs. During 2015, there was no recollection of corrupt practices inside the company.



2015 Objectives

Atento’s main objective is to meet the needs of our clients’ clients, guaranteeing an innovative and efficient service that helps our clients reach their business goals and see us as their allies.

In order to comply with said goals, we look for specific objectives in three strategic pillars:

+ In regards to economic development, the greatest financial indicators of the company are the objectives that are explicitly transferred to their employees: Adjusted EBITDA, cash generation and contribution to Atento’s Transformation Agenda.



Growth that Transforms

Be the client experience solutions provider that everyone wants to work with.

- Robust growth of our client portfolio.
- Develop and offer CRM and BPO solutions.
- Enter the Near-Shore market in the US.



Operations Excellency

Take advantage of our scale to develop the best processes and tools that make us competitiveness benchmarks in the sector.

- Improve productivity of operations.
- Effective HR operations.
- *One procurement* (global purchasing platform).
- Unique and effective IT platform.
- Competitive localization of platforms.








Inspiring People

Making transformation possible through our unique culture and our people.




- Strengthen the culture and values that make us unique.
- Have the best and most committed team in the sector.
- Become a high-performance organization.

Awards and Recognitions

At Atento, we are constantly busy offering innovative solutions through our services, having proper management of our resources, and carrying out activities that benefit the community. For this, we have obtained several awards for our efforts. These are some of the ones we received in 2015:

Award or Recognition		Description	Countries that received them
	Socially Responsible Company	The ESR® distinctive is a recognition awarded in Mexico every year by the Mexican Center for Philanthropy (CEMEFI) and AliaRSE.	Argentina, Mexico, Peru Puerto Rico
	Contact to Excellence National Award	Award granted by the Peruvian Association of Contact Centers (APECCO).	Peru
	Exporter of the Year	Award granted by the Ministry of Foreign Trade and Tourism of Peru.	Peru
	Amauta Award	It is the most important award to Direct and Interactive Marketing of Latin America. Organized by ALMADI, the Associations Federation of Direct and Interactive Marketing of Latin America was founded in 1999 to promote industry growth in and between the countries of the region.	Argentina, Brazil
	Best Customer Services Strategy	The Mexican Teleservices Institute grants the award to companies, institutions, or areas of interaction with clients or citizens that are characterized by their excellence and demonstrate an outstanding performance of carrying out projects and strategies towards the improvement of the company-client and government-citizen relationship.	Argentina, Uruguay





Award or Recognition	Description	Countries that received them
 Outsourced Operator Best Strategy	<p>With this award, the Mexican Teleservices Institute recognizes the operation improvement strategies that impact in an outstanding way management indicators, customer satisfaction, increase in competitiveness, and business results of the organization.</p>	<p>Mexico</p>
 Best Technological Contribution	<p>With this award, the Mexican Teleservices Institute recognizes the projects related to development, optimization, incorporation, and use of technological solutions that impact in an outstanding way the operation, innovation, client/users' satisfaction, competitiveness increase, and business results.</p>	<p>Mexico</p>
 Excellence in Company-Client Relationship and Contact Centers National Award	<p>On the tenth edition, the Diamond award was granted for the first time and the mandatory criterion to participate for this award is to have won the Gold award in an edition of the "Excellence in Company-Client Relationship and Contact Centers National Award".</p>	<p>Mexico</p>
 Client Interaction Latam Award	<p>Award that recognizes client interaction best practices.</p>	<p>Argentina, Uruguay</p>
 AMDIA	<p>The Direct and Interactive Marketing Association of Argentina (AMDIA) evaluates the strategy, creativity, and results of cases submitted.</p>	<p>Argentina, Uruguay</p>
 Incorpora - CGEM	<p>Granted by the General Confederation of Moroccan Enterprises (CGEM) and the Spanish banking foundation, La Caixa.</p>	<p>Morocco</p>
 Top Employers Award	<p>It is granted to companies in the world that have demonstrated having the highest standards in the offer towards their employees.</p>	<p>Spain, Brazil</p>
 Fortius	<p>Granted by Altitude Software and AECCC (Contact Center Spanish Association).</p>	<p>Spain</p>
 Madrid Excelente	<p>Granted by Madrid Foundation for Excellence. It is an award for excellence in management and trust in companies by their clients.</p>	<p>Spain</p>







Award or Recognition	Description	Countries that received them
 CRC Gold	<p>This award is granted by the Clients Relationships Experts Association (AEERC) and IFAES and Izo System.</p>	Spain
 Awards to Leadership	<p>This award is granted by the European Frost & Sullivan Award.</p> <p>This award is granted to companies that are distinguished in regional and global markets, acknowledge companies that demonstrate an outstanding and superior performance in leadership, technological innovation, customer service, and product strategic development areas.</p>	Spain
 2015 National Quality Award	<p>This award, granted by the Argentinian Nation Presidency, is the maximum award to organizations that are national benchmarks of quality and competitiveness, so their example is an inspiration towards the excellence of the organizations.</p>	Argentina
 Acknowledgement to the Municipality of Santiago	<p>The Municipality of Santiago acknowledged Atento for its work in recovering the Manuel Rodriguez square, which become the safest zone for the transferring of Atento workers and society.</p>	Chile
 Orden Cruz de Fundadores (Founders Cross Order)	<p>The purpose of the award, granted by the Municipality of Pereira, is to award work and service in the city by creating jobs.</p>	Colombia
 Jóvenes en Acción (Youngsters in Action)	<p>This award is granted by the President of the Republic through the program <i>Jóvenes en Acción</i> (Youngsters in Action) and to companies that participate in work inclusion.</p>	Colombia
 Selo Paulista da Diversidade	<p>This award is granted by the Government of the State of Sao Paulo to companies that are outstanding in practicing inclusion and diversity.</p>	Brazil
 As Melhores da Dinheiro	<p>Award granted by Dinheiro magazine to companies that stand out in terms of financial and environmental management, innovation and equality, human resources, and corporate governance.</p>	Brazil
 Prêmio Investe SP	<p>This award is granted to companies that stand out among the top 26 investing in Sao Paulo.</p>	Brazil

Award or Recognition	Description	Countries that received them
 Prêmio Fórum Brasileiro de Relacionamento com o Cliente	<p>The Customer Relationship Ibero Brazilian Institute grants this award to call centers that stand out for offering the best customer services.</p>	<p>Brazil</p>
 ABEMD	<p>Award granted by the Direct Marketing Brazilian Association to the Agency of the Year that specializes in call center/contact center for its marketing campaign quality.</p>	<p>Brazil</p>
 Maiores e Melhores Exame	<p>The magazine that specializes in economy, Exame, awards the top 500 companies every year in different economic management categories.</p>	<p>Brazil</p>
 Valor Inovação Brasil	<p>Newspaper “Economic Value and Strategy and Consultancy,” part of the PwC network, awards companies that stand out in the technological development and innovation sector.</p>	<p>Brazil</p>
 Guia Época Negócios 360	<p>Business magazine, “Época Negócios,” has an annual ranking and awards companies that stand out for their economic management, depending on which sector they belong.</p>	<p>Brazil</p>
 Valor 1000	<p>Economics magazine, “Valor 1000,” awards the best companies in Brazil for their economic management performance.</p>	<p>Brazil</p>
 As Empresas Mais Admiradas no Brasil 2015	<p>“Carta Capital” magazine gives an award to the most admired companies of Brazil for their performance, depending on their line of business.</p>	<p>Brazil</p>
 Consumidor Moderno MPV - Mais Valor Produzido	<p>MVP assesses the ability that a company has to generate value to their different groups of interests, especially clients, shareholders, and employees; and generates a ranking that recognizes the best in Brazil.</p>	<p>Brazil</p>

Certifications

Likewise, Atento was been awarded international certifications that support compliance of the most demanding norms and standards in different operational aspects of the company. During 2015, Atento subsidiaries obtained the following:

Certification	Description	Country
 ISO 9001-2008	ISO 9001:2008 is the quality management system base, given that it's an international standard focusing on all quality management items that a company must have to have an efficient system that allows the management and improvement of their products and services quality.	Argentina, Uruguay, Guatemala, Chile, Brazil, Peru
 ISO 14001	Standard ISO 14001 demands the company to create an environmental management that includes environmental objectives and goals, policies and procedures to reach these goals, defined responsibilities, staff training activities, documentation and a system to control any change and progress. The standard.	Peru, Spain
 ISO 27001:2013	ISO 27001 is an international standard issued by the International Standards Organization (ISO) regarding the information security management of a company. It is the main standard at international level regarding information security.	Brazil, Peru
 SA 8000	<p>The standard. SA8000 is based on the International Labor Organization's international principles of Human Rights, the United Nations Convention regarding Children's Rights and the Universal Declaration of Human Rights.</p> <p>This standard measures the performance of companies in eight main areas with social responsibility at the work place: child labor, forced labor, health and safety, freedom of association and collective negotiation, discrimination, disciplinary practices, working hours, and compensations.</p>	Brazil

Certificación	Descripción	Países
 SSAE16	<p>(SSAE) 16 is an audit standard for Service organizations and a certification standard presented by The Audit Standards Board (ASB) of the American Institute of Certified Public Accountant (AICPA) in charge of the commitments assumed by a services auditor to report about controls in organizations that offer services.</p>	El Salvador
 PCI Versión 3.1	<p>The Payment Card Industry Data Security Standard is a guide that helps organizations that process, store and/or transmit cardholder data (or cardholders), to ensure said data, in order to prevent frauds involving payment with debit and credit cards.</p>	El Salvador
 OHSAS 18001	<p>OHSAS 18001 is a framework for an occupational safety and health management system. It contributes by helping positioning policies, procedures, and controls necessary to offer the best working conditions possible, aligned with the best international practices.</p>	Peru
 ISO 20000-1:2011	<p>This standard is supported by a recognized services management system based on the delivery and improvement of a good customer service.</p>	Brazil
 Certification by the Performance Improvement Criteria, COPC	<p>The certification is designed to offer organizations the necessary guidelines to have high performance and acknowledge those who have achieved it. It certifies that an organization has implemented the fundamental processes in creating performance and has reached the minimum result standard.</p>	Chile, Peru
 PROBARE	<p>PROBARE – Self-regulating relations sector program. Ethics Seal: It certifies and classifies the segment management maturity of the company's call center, considering the strategic management processes, processes management, and people management.</p>	Brazil

Great Place to Work

For more than 25 years, Great Place to Work has been the top international institution for work environment evaluation through surveys and working climate surveys between employees, practices analysis and management policies of organizations. In 2015, Argentina, Brazil, Colombia, El Salvador, Guatemala, Mexico, Peru, and Uruguay were awarded with this institution's award.

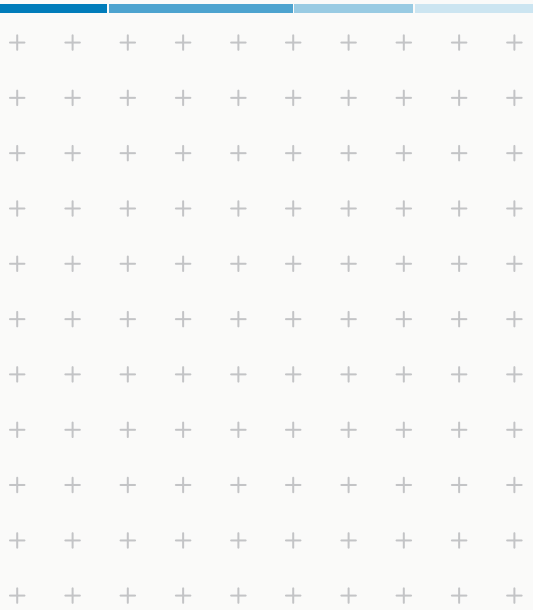


GREAT PLACE TO WORK AWARDS - ATENTO S.A.

	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Peru	●	●	●	●	●	●	●	●	●	●	●
Mexico		●	●	●		●	●	●	●	●	●
Argentina			●	●	●	●	●	●	●	●	●
Uruguay			●	●	●		●	●	●	●	●
El Salvador				●	●	●	●	●	●	●	●
Guatemala					●	●	●	●	●	●	●
Puerto Rico					●	●	●	●	●	●	
Spain							●	●	●	●	
Colombia								●	●	●	●
Brazil								●	●	●	●
Chile									●		●

Atento was the only company of its sector included in the 2014 ranking of the

Top 25
Multinational
Companies to Work in the world.



Responsables Atento

Internally, we have also been concerned about recognizing and celebrating innovative ideas. We have achieved it through the “Responsables Atento;” a program created in 2013 to award business high performance regarding social responsibility and generate awareness regarding CSR inside the company. This award has boosted the subsidiaries efforts to create improvements in the community, contribute with the environment and education. In 2015, the subsidiaries submitted nine initiatives, which were evaluated by an external committee regarding impact, originality, sustainability, and diffusion, among other characteristics.

This jury is formed by five institutions from different countries (living in the same geographical areas of our regions, and the UN Global Compact as international body and fifth element to decide on possible ties):

- **AMEDIRH**, Mexican Association in Human Resources Direction.
- **Fundación MÁS FAMILIA (MORE FAMILY Foundation) (Spain)**, owner of the EFR certification model regarding reconciliation of family and work life.
- **Great Place to Work** in Brazil.
- **VON DER HEIDE**, Dialogic Executive Search, Leadership Development & Business Intelligence services for Top & Middle Management positions.
- **United Nations Global Compact**, which promotes the implementation of the 10 universally accepted Principles to drive RSE.

The winning initiative was “*Voces que Ayudan*” (Voices that Help) of Atento Argentina, where Atento volunteers work with non-governmental organizations by collecting funds for solidary purposes.

CEMEFI: Best Practices

Every year, the Mexican Center for Philanthropy awards practices that stand out for their impact and innovation through the “Recognition to the Best Practices of RSE.” In 2015, Atento received a recognition among Latin American countries for its initiative called “Inclusion of People with Disabilities” from Atento Brazil.

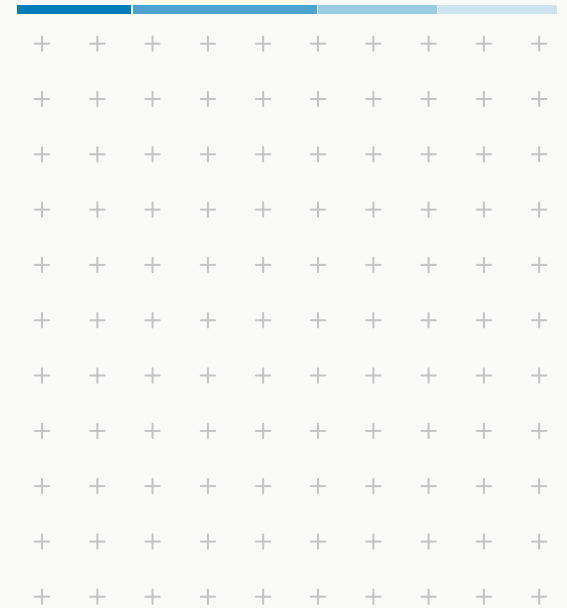
Belonging to Sectoral Associations

Atento has been concerned about consolidating as a company interested in the needs of the telecommunication’s sector and contributing to its growth. This is expressed in the commitment it has acquired by participating in sectoral associations or chambers in different countries where it operates. In 2015, Atento was part of twenty chambers, associations or sectoral networks in the world.²

² For more information about these, please review the Annexes.



**Created in 2013
to award high
performance in business,
best practices and
commitment with
social responsibility**





ATENTO

Economic Performance

We build a sustainable world with you



Economic Performance

Atento in the New York Stock Exchange

Since 2014, Atento became a public company that lists in the New York Stock Market, with 13.6% of its equity.

Atento reports its main financial activities annually to the Stock Market through Form 20-F.

Buying and Selling of Service Centers

G4-13

- Compared to last year, Atento recorded the opening of 11 centers and the closing of 2 centers:

Subsidiary	New Centers	Closed Centers	Reason for Change
Brazil	4	0	Business growth
CAM	2	0	Business growth
Chile	1	0	Business growth
Colombia	3	0	Business growth
Mexico	0	1	High leasing costs (the staff moved to another contact center)
Peru	1	0	Business growth
Spain	0	1	High leasing costs and inadequate arrangement given the age of the property (the staff moved to another contact center)
Total	11	2	

Relevant Figures

- In 2015, the net sales of the company increased to **1,965.6 million US dollars**.
- Total assets in 2015 totaled almost around **1,378.4 million US dollars**.

G4-9

Number of operations

Year ended on December 31

(\$ in millions of dollars) Country	2014	2015
Spain	306.6	233.0
Morocco	18.4	14.3
Other eliminations(*)	0.3	0.1
EMEA	334.8	247.4
Argentina	151.9	162.1
Chile	79.3	79.6
Colombia	69.5	59.5
El Salvador	13.9	19.2
United States	20.7	28.9
Guatemala	15.3	17.1
Mexico	275.0	242.4
Peru	131.8	145.4
Puerto Rico	12.8	14.0
Uruguay	8.0	3.7
Panama	0.8	4.6
Other eliminations(*)	0.4	13.3
Americas	779.4	789.8
Brazil	1,184.8	930.2
Other eliminations(*)	(0.7)	(1.8)

(*) Includes income of the holding company and consolidation adjustments.

Capitalization in terms of debt and wealth

Year that ended on December 31

(\$ in millions of dollars) Debt	2014	2015
7.375% Sr Sec Notes until 2020	300.3	301.7
Negotiable instrument Brazil	245.9	168.1
Loan note to supplier	-	-
Contingent value instrument	36.4	26.4
Preferential shares certificates	-	-
Financial lease debts	9.0	4.7
Other loans	61.7	74.8
Total debt	653.3	575.6
Preferential equity certificates	-	-
Total debt excluding PECs	653.3	575.6
Cash and cash equivalents	(211.4)	(184.0)
Short-term financial investments	(26.9)	-
Net debt	415.0	391.6
Adjusted EBITDA LTM (no - GAAP) (unaudited)	306.4	250.3
Net debt/Adjusted EBITDA LTM (3) (no - GAAP) (unaudited)	1.4x	1.6x

Atento

Year that ended on December 31

(\$ in millions of dollars)	2014	2015
Income	2,298,324	1,965,600
Income from other operations	4,579	4,322
Capitalized own work	475	6
Other profit	35,092	-
Operating expenses:		
Supplies	(104,808)	(78,447)
Expenses for employee benefits	(1,636,373)	(1,422,700)
Depreciation	(59,001)	(51,085)
Amortization	(60,819)	(51,773)
Changes in commercial arrangements	(1,665)	(1,230)
Other operating expenses	(360,192)	(245,093)
Shortfall charges	(31,792)	-
Gains/(loss) of operations	87,150	119,600
Financial income	17,326	15,459
Financial expenses	(122,064)	(75,682)
Change in the reasonable value of financial instruments (**)	27,272	17,535
Net gain/(loss) of currencies	(33,363)	(3,979)
Net financial expenses	(110,769)	(46,667)
Gain/(loss) before taxes	(23,619)	72,933
Income from tax expenses	(18,533)	(23,785)
Gain/(loss) for the period	(42,152)	49,148
Gain/(loss) of the period from matrix investors	(42,152)	49,148
Basic results per share (USD)	(0.57)	(0.67)
Basic results per share (USD)	(0.57)	(0.66)

• Effective shareholders

Atento started 2015 with a total of 73,619,511 ordinary shares. On August 4 of the same year, the Board approved an equity increase by issuing 131,620 shares. Therefore, the total reported shares to for the end of the year was 73,751,131 ordinary shares. The information is shown as follows, related with (i) any person known to us as owner of more than 5% of common shares outstanding, and (ii) the total amount of common shares, property of the members of our Board of Directors and Executives:

Name	Number of shares	Percentage
Main investors:		
Atalaya PikCo S.C.A.	62,660,015	85.1%
Executives and Directors:		
Alejandro Reynal*	21,000	0.03%
Mauricio Montilha*	—	—
Reyes Cerezo*	—	—
Iñaki Cebollero*	—	—
Michael Flodin*	—	—
Mariano Castaños*	—	—
Mario Mota Camara	—	—
Miguel Matey*	—	—
Juan Enrique Gamé*	—	—
José María Pérez Melber*	—	—
Bruce Dawson*	—	—
Francisco Tosta Valim Filho*	—	—
Melissa Bethell	—	—
Vishal Jugdeb	—	—
Thomas Iannotti	12,195	0.02%
Mark Foster	—	—
Stuart Gent	—	—
Devin O'Reilly	—	—
All executives and directors as a group (18 people)	—	—

*Atalaya Gestión Gibco owns 582,005 shares, or approximately 0.78% of our outstanding shares. Certain members of our management have indirect shareholding in these shares, including (percentages are of the company's outstanding shares in the hands of Atalaya Gestión Gibco): Alejandro Reynal (41.6%), Mauricio Montilha (5.7%), Michael Flodin (6.0%), Nelson Armbrust (2.6%), Miguel Matey (10.5%), Juan Enrique Gamé (7.9%), José María Pérez Melber (1.4%), Bruce Dawson (4.9%) and Francisco Tosta Valim Filho (10.3%).

- Sales and income per countries or regions that represent 5% or more total income.

Year that ended on December 31

Income (\$ in millions)	2014	2015
Brazil	1,184.8	930.2
Americas	779.4	789.8
EMEA	334.8	247.4
Other and eliminated ⁽¹⁾	(0.7)	(1.8)
Total income	2,298.3	1,965.6

Economic indicators³

Indicator		2014	2015	
EC1	Income	2,298,324	1,965,600	Million dollars
	Net cash flow for operation activities	135.3	37.0	Million dollars
	Taxes	18,533.0	23,785.0	Thousands of dollars
	Expenses for employee benefits	1,636,373.0	1,422,700.0	Million dollars
	Payment to equity providers	-	50,003,454.48	Thousands of dollars
	Donations **MATERIAL INDICATOR	48,752.49 (Argentina, Brazil, El Salvador)	642,355.33 (information of 10 subsidiaries)	Thousands of dollars
	Other distributed benefits (sponsorships or any other type of economic support)		25,581.16	Thousands of dollars
EC4	Tax deductions and credits		570,261.85 (Chile and Spain)	Thousands of dollars
	Subsidies		264.32 (Chile)	Hundreds of dollars
	Support to investment, R&D scholarships and other relevant types of subsidies		1,946,961.53 (Argentina)	Million dollars
	Financial aid received from governments	\$5,545,857.63	2,517,487.70	Million dollars

(Chile: subsidies, tax deductions and credits; Spain: tax deductions and credits; and Argentina: investment support)

Economic indicators³

Indicator		2014	2015	
EC7	Development and investment impact on infrastructures or services	No infrastructure investments were carried out	642,138.15	Thousands of dollars
EC8	Significant indirect economic impacts and their scope.	-	<p>The main reported impact is the generation of work in subsidiaries. Particularly in Argentina, a positive impact is reported in creating jobs as of the installation of platforms in the country's locations. Peru and Mexico report the generation of business and in Guatemala and El Salvador, the generation of income for families through work, with a total of 4,400 people.</p>	
EC9	Percentage of the budget for purchases spent in local suppliers	-	91% (approximate figure)	-

³ Amounts in millions of US dollars.

Supply Chain

Responsible Purchases

Atento establishes in its Supply Chain Principles and the Supply Chain Responsibility Policy that all suppliers must have the essential operation requirements related to:

- No promotion or existence of child labor.
- No promotion or existence of forced labor.
- No labor conditions that risk the life of employees.
- No labor abuse.

+ ⓘ During 2015, no incidents were recorded in regards of suppliers with significant risk of causing child or forced labor, or significant or potential negative impacts given the supply actions from the company. G4-HR5, G4-HR6 +

Likewise, it is essential that all suppliers follow purchasing approval protocols and to have a feasibility evaluation of them. The protocol analyzes the following variables:

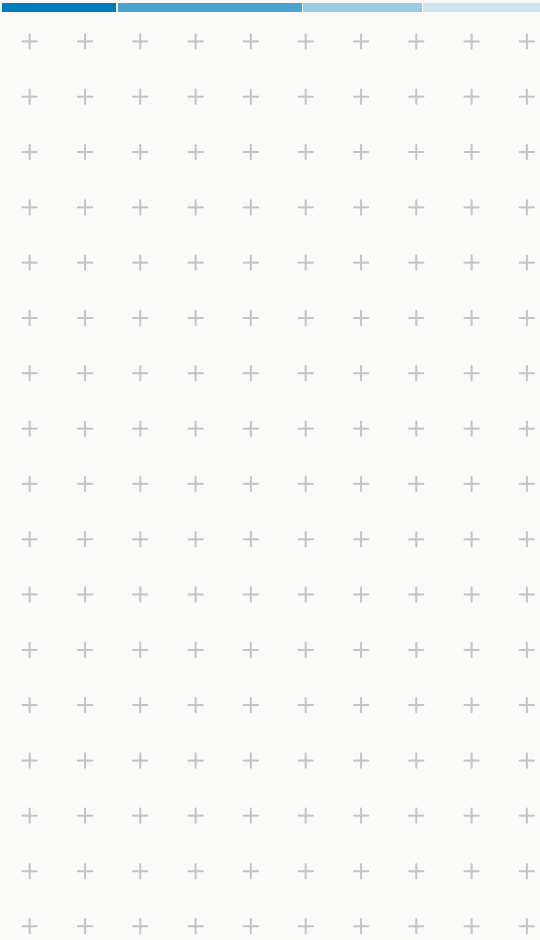
- No promotion or existence of child labor.
- No forced labor situations are created.
- No risky labor conditions for the life of its workers or inhumane treatment at work.
- Compliance with the environmental legislation to be applied to their activity.
- It is not limited to the workers’ right of freedom of association. G4-HR4 **MATERIAL INDICATOR
- No discrimination at work.
- The commitment against corruption in all its forms exists and it is shared, including extortion and bribery, as well as a special taxation, integrity and transparency principles in the purchasing process, regarding the Principles for Taking Action of Atento, preventing conflicts of interest.

Purchasing Model Principles

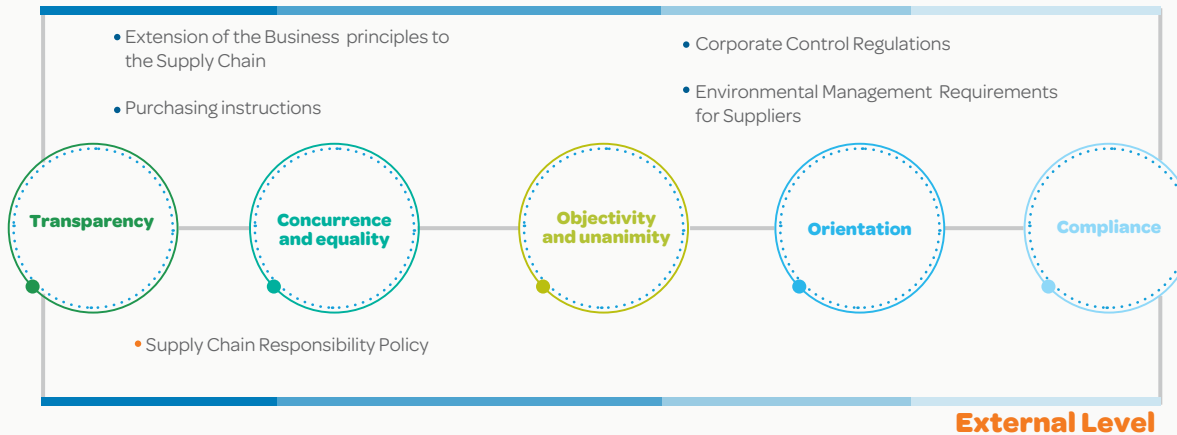
In accordance with the Purchasing Policy of Atento, any purchasing process must add value to businesses, being assessed constantly compared to the current economic situation, looking for opportunities to reduce the total cost, scale and synergy benefits, and to do it to anticipate to the demand.

Every purchasing process must be made with total transparency when deciding, looking for the competition among suppliers.

In the purchasing process, please note the supplier’s technical, economic and financial capacity, the service history that demonstrates its reliability, as well as the proper observance of corporate social responsibility criteria established by Atento.

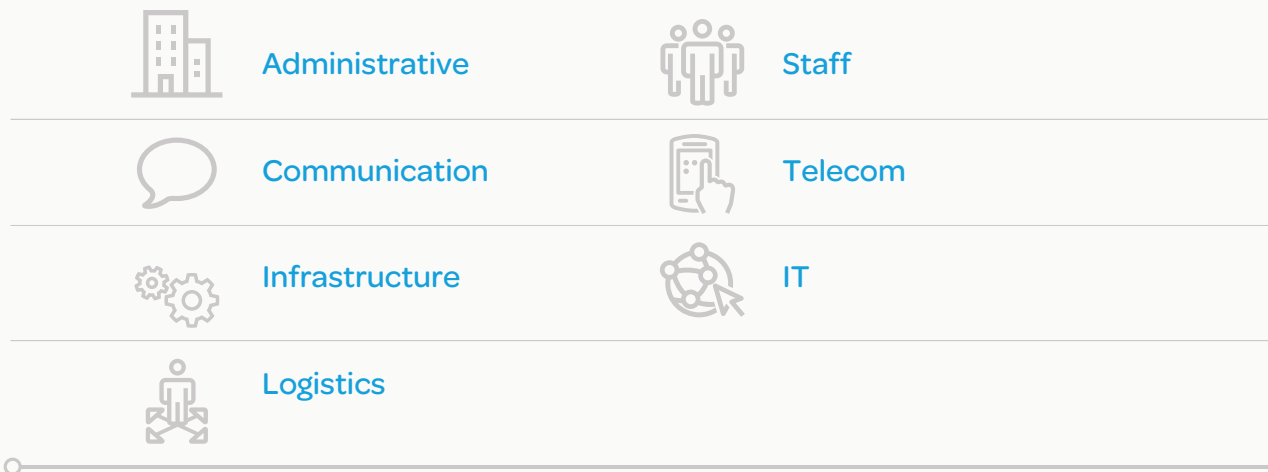


Internal Level



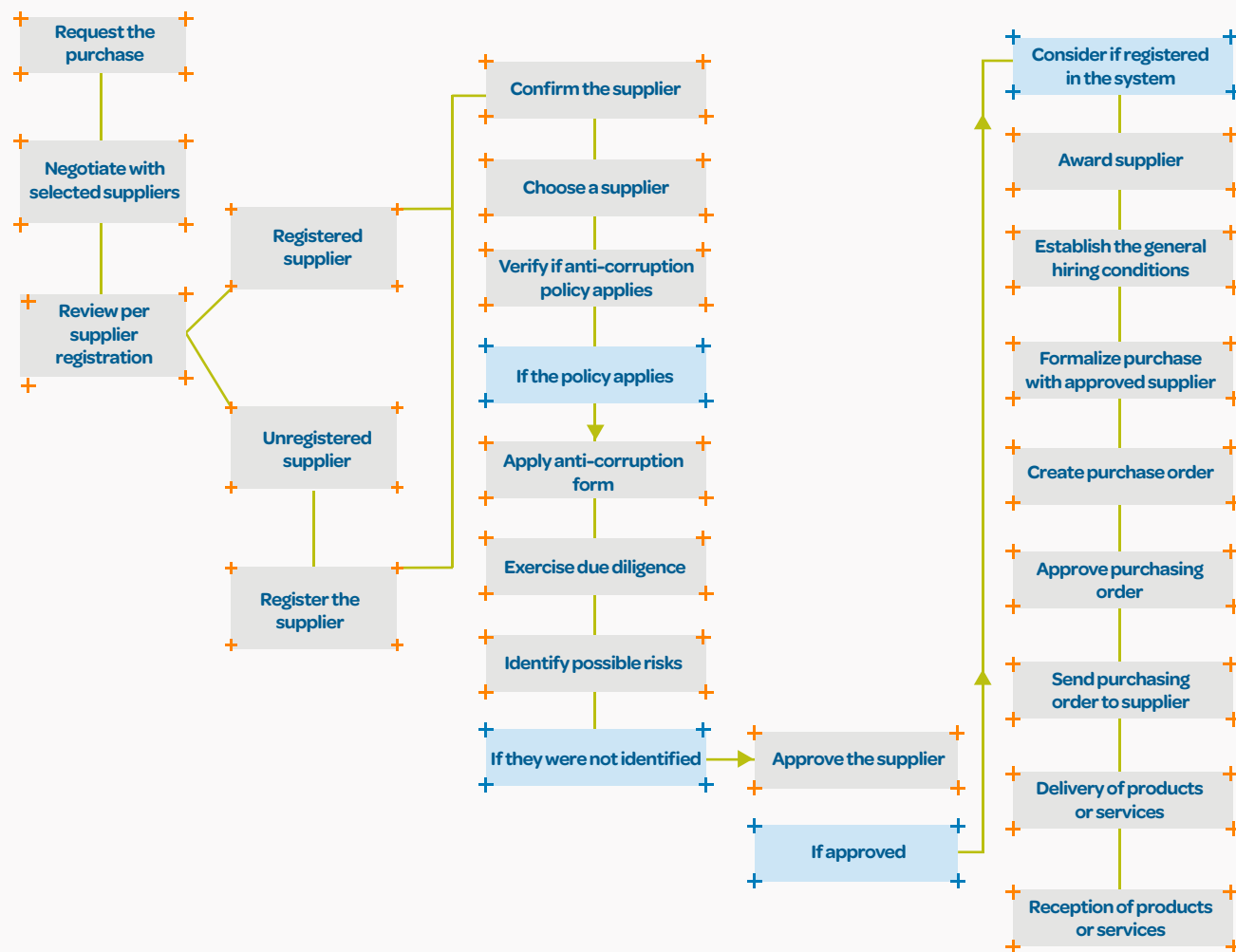
Atento makes sure that its suppliers comply with the basic operation standards, social responsibility, and Human Rights. Atento has a Corporate Standard --Standard N-02: Atento Principles where they mention the company's Principles for Taking Action regarding employees, clients, suppliers, and society. It explains that it is a requirement that the suppliers' business development requirement applies principles that are similar to Atento's, in addition to demanding compliance with the existing law and regulation of each country. Likewise, some subsidiaries like Brazil add the requirement that their suppliers sign a commitment letter based on Standard SA8000 to ensure decent work practices.

Tipo de proveedores



Pursuant to procedure AF-02 Purchasing Management, the Purchasing area, together with the user area, carries out a continuous evaluation of qualified suppliers at least twice a year to verify that the delivery of new products or creation of new services comply with the promised specifications.

Simplified Purchasing Process



Given the control this process implies, during 2015 no suppliers with real or potential significant negative impacts on labor practices were identified. Atento is committed to improve the supplier evaluation processes to identify relevant future impacts in the supply chain.

During 2015, only the United States and Puerto Rico had new suppliers and 25% of them were evaluated on criteria related to labor and social impact. From the suppliers that are already established in the subsidiaries, 7 suppliers were evaluated in Argentina, 2 in Uruguay, 5 in Puerto Rico and the United States, and 3 in Brazil. No cases with potential or real negative impacts were identified. ****MATERIAL INDICATORS** G4-LA14, G4-LA15, G4-SO9, G4-SO10.

Expenses Report of Purchases to Suppliers per Location

Suppliers

Atento subsidiaries	Argentina	Brazil	Chile	Colombia	El Salvador	Spain	Guatemala	Mexico	Nicaragua	Peru	Poland	Puerto Rico	UK	Uruguay	USA	Expense in US\$
Brazil		1,632				9							1		3	360,34.0
Colombia			2	174		2			1				1	2	1	21,767.0
CAM				2	110	2	151	3		1	1				6	12,767.0
Mexico						9		336					1		1	48,263.0
Puerto Rico											4					34,496.0
Spain						235							1		1	34,496.0
Peru			1	2						139					1	37,496.0
Chile			570			11										13,241.0
Argentina	271		1	1		1									1	28,370.0
Uruguay						1								47		1,276.0

ATENTO

Our Clients

We build a sustainable world with you



Our Clients

Atento is proud to offer services to more than 400 clients: multinational companies that are leaders in sectors like telecommunications, banking and finances, health assistance, consumption, and Public Administration, among others. Our purpose is to care for our clients' needs in an efficient and effective way, and become a strategic ally in the development of companies, meeting the needs of our clients. It is a priority to address their needs in a personalized way and through several technological innovations, with services that total different types of applications for users, like customer service, sales management, credit, among others, through several voice and digital channels (SMS, email, chats, social media, apps).

Some of Our Clients



Quality of Our Services

We work with market leaders in different sectors like telecommunications, financial services and multi-sectoral businesses, that to us include consumer goods, services, public administration, cable TV, health assistance, transportation, technology, and media industry.

Our Technology

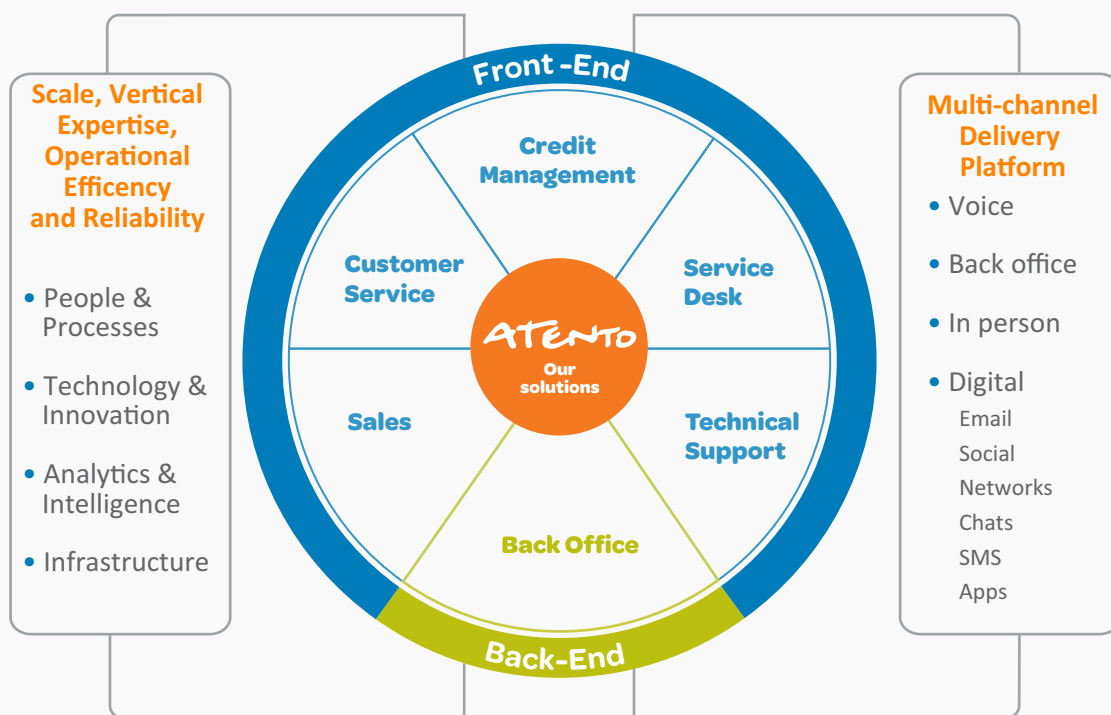
Our technological strategy is centered in (i) the delivery of profitable and reliable IT infrastructure to meet the needs of existing clients and support the margin expansion, (ii) improvement of our capacity to add rapidly variable costs structure of new businesses, (iii) the development of new solutions that can replicate rapidly in other countries, (iv) the offer of standard tools and operational processes to allow the best experience to our clients' clients, and (v) the establishment of common platforms that facilitate the centralization of basic IT services.

Quality Assurance

We have a flexible technological platform, scalable and reliable that allows us to offer personalized services and solutions for our clients. The three key components of our technological strategy are:

1. Scalable and secure infrastructure, which includes data centers, telephone and other systems, to support and automate our services.
2. Apps, including smart systems, analysis and tools that improve and optimize our offering of solutions.
3. The organization of our technology allows us to provide a service 24/7.





New Clients

** MATERIAL INDICATOR

At Atento, we take on investigating our potential clients and enter new markets through a standardized process:

- The Commercial Director and their global team define the “what” to work for each period, aligned to the strategy. This global team guides the organization to penetrate market segments where Atento already has a presence, enter new market segments and get involved in new provision of solutions.
- At the same time, the local commercial team, together with the regional Business Intelligence area located in Peru, make sure to map our competence in terms of clients, infrastructure, technology, etc., evaluate the IT and Solutions trend on market’s demand base. All this will allow us to have a better competitive position in the future. The Regional Committee guides countries to develop new added value solutions, develop existing solutions in the chain value of clients, identify strategic clients where

to delve into the solutions offer, and define key clients to gain over. This Committee meets at the beginning of the year to work with the strategy of each tax period.

- When identifying our most important clients, we do not only consider their income and profitability, but we consider other factors among which we can highlight their potential growth capacity, the years they have been clients, geographical location (giving importance to global clients or present in more than one country) and results of the ECC. All these variables are dumped in a matrix that allows us to classify and order them per relevance.

Our Services

** MATERIAL INDICATOR

At Atento, we are committed with the development of new services that meet the needs of our clients through innovative technological strategies.

Outstanding innovations

Argentina and Uruguay	During 2015, digital suite Atento 4.0 was incorporated, which includes Atento’s digital services like “web sensors,” “listening to social media,” “social media manager,” “app,” and “virtual advisor.”
Brazil	A comprehensive analysis of our experience and capacities, aligned to the needs of the main sectors of the economy lead to seven new solutions: Means of Payment, Insurance, Credit, Advanced Invoicing, Advanced Technical Support, Sales B2B, Claims Management.
Spain	<p>Locally, no new product was developed in 2015. Until today and regarding the creation of products, what Atento has done goes hand in hand with solutions, which are specific services packages that have to comply with a series of requirements (specialized processes + integration of channels + specific sw + service intelligence). During 2015, the following solutions were available:</p> <ul style="list-style-type: none">• Smart Collections• Insurance management• Smart Credit Solution• Complaints Handling• B2B Efficient Sales• Credit Card Management• Advanced Technical Support• Multichannel Customer Experience <p>If there is a need/opportunity of generating ad-hoc services/projects that do not exist until now, the different departments of Atento will start working to create them.</p>

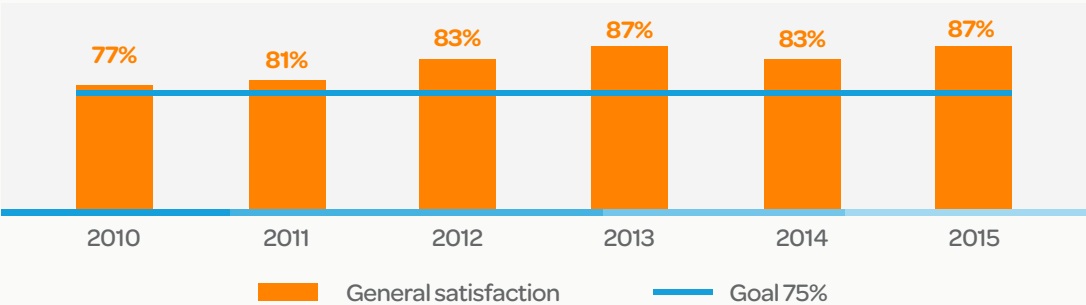
Our Client Satisfaction

G4-PR5

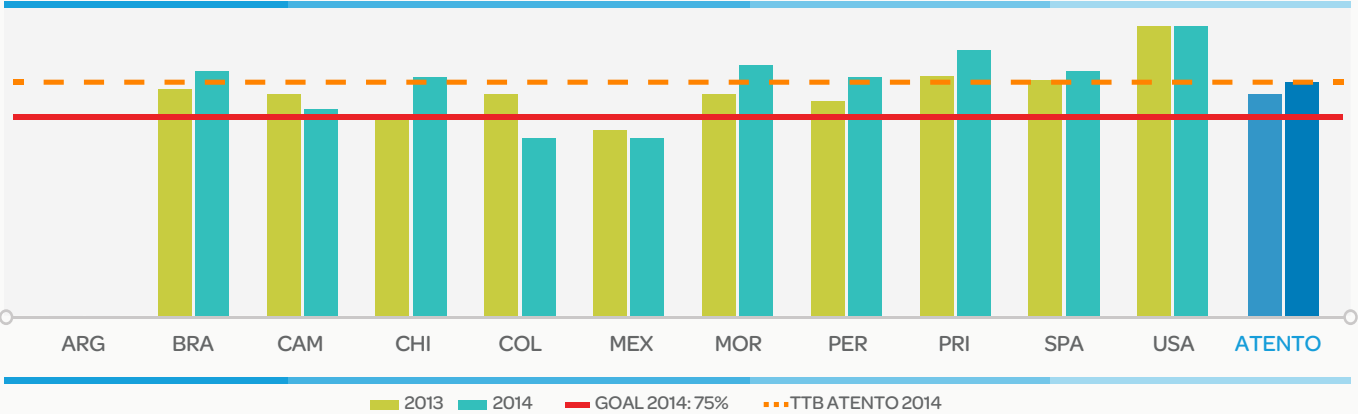
**** MATERIAL INDICATOR**

To Atento, it is a priority to offer quality services that meet the needs of their clients through highly innovative technological resources. In 2015, Atento carried out a client satisfaction survey that reported 87% satisfaction, exceeding the goal of 12 points for this year (75%) and increasing in four points compared to 2014 (83%), despite that Central America reported a decrease, and Colombia and Mexico are below the goal.

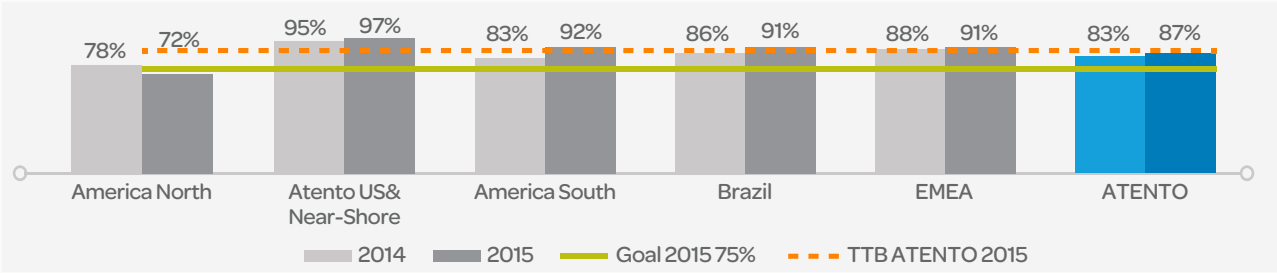
Atento



Final user satisfaction



Total satisfaction per region

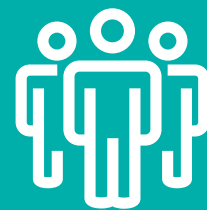




ATENTO

Commitment With our Work Team

We build a sustainable world with you



Commitment With our Work Team

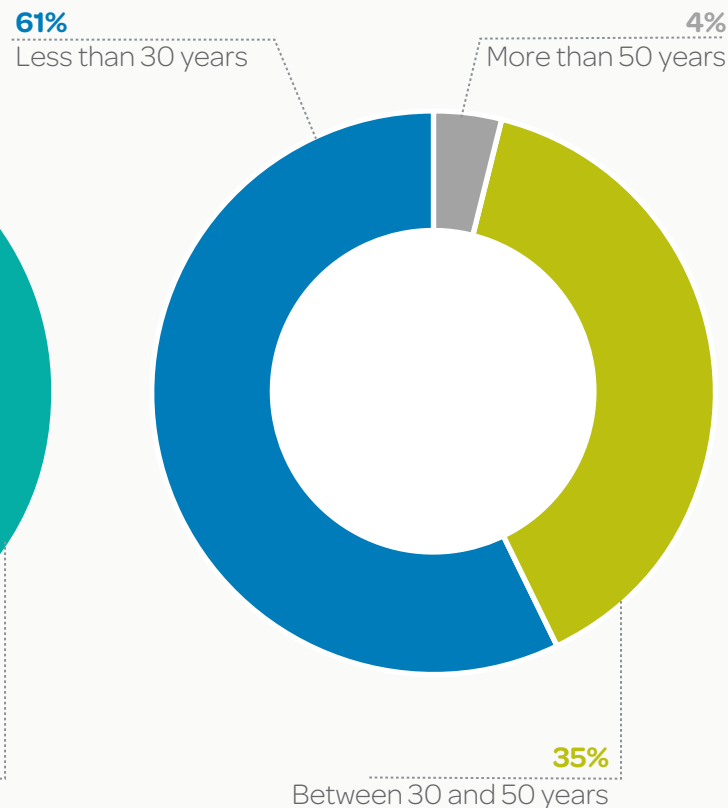
Profile of an Atento Employee

Total employees: 163,974 employees

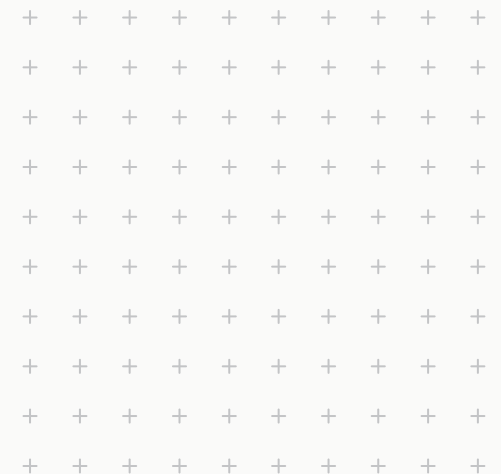
Distribution per gender



Distribution per age



We are convinced that **teamwork** is the success of the business and the satisfaction of our clients. For this, it is a permanent task to address the work needs of our work team.



Working Environment

Atento is committed to offering a healthy, comfortable, diverse, equal, and involved environment that fosters the well-being and efficiency of its employees in the 14 countries where we are present. An example of the activities carried out for this is the **“Rally Program”** that operates in all our subsidiaries and it is exclusively dedicated to motivate our teams on a daily basis. Each subsidiary implements programs that contribute in improving the working environment and trust of colleagues to decrease turnover according to the characteristics of its environment.

Working Environment Survey

The survey done in 2015 analyzed Atento’s working environment in the categories of trust, Credibility, Respect, Impartiality, Pride, and Camaraderie. It showed the following results:

		ICC	Credibility	Respect	Impartiality	Pride	Camaraderie
EMEA	Spain	65%	67%	59%	65%	64%	73%
	Morocco	57%	57%	54%	54%	64%	60%
	Middle Region	64%	65%	58%	62%	64%	70%
Brazil		70%	71%	66%	70%	73%	73%
South	Argentina	92%	93%	92%	91%	90%	94%
	Uruguay	78%	79%	78%	77%	69%	84%
	Peru	89%	89%	88%	88%	91%	92%
	Chile	72%	73%	70%	71%	68%	75%
	Middle Region	88%	87%	86%	86%	87%	90%
North	Mexico	77%	77%	74%	77%	81%	81%
	Colombia	87%	88%	83%	86%	90%	90%
	Guatemala	76%	76%	74%	73%	83%	80%
	El Salvador	90%	90%	88%	87%	94%	94%
	USA	59%	57%	55%	58%	60%	64%
	Puerto Rico	69%	71%	62%	68%	71%	74%
	Middle Region	80%	79%	76%	78%	83%	82%
Global Atento		76%	77%	73%	75%	77%	80%

**All Atento subsidiaries promote coexistence and communication activities among employees.

**Through the program called “Crazy Activities,” Guatemala and El Salvador promote the motivation of colleagues in the different operational services.

**In Mexico, the best executives are recognized every quarter for their good performance, where the site management hands diplomas of appreciation.

**In Morocco, an Annual Plan of Motivation is generated, which includes, among other activities: awards as an observance incentive and no absenteeism, improves working conditions (infrastructure, schedule flexibility, etc.), and a Continuous Training Plan.

Benefits and Compensations

The total compensation scheme is the retribution model that Atento uses to attract, retain, and motivate employees. It is a plan of compensations, benefits, development recognition, and opportunity offers for personal and career development. The pillars that sustain this model are:

- Internal equity
- External equity
- Differentiation due to performance and merit
- Variable compensation

Atento offers its employees two types of incentives:

- Short term: in the structure collective, the variable compensation of employees is annual and their achievement impact the results of the company (globally, regionally, or locally, depending on the employee's responsibility scope) and individual objectives. In the operations collective, all employees have a monthly or quarterly variable retribution, linked to operational results of service or business where they are located. This way, all employees work aligned to the company's strategy.
- Medium term incentives: specially for employees who have director positions and demonstrate a sustained outstanding performance, as well a

development potential towards positions with more responsibilities in the company's Direction. These incentives are linked to the generation of value for our shareholders.

In the last three years, the spending in wages and employee benefits has increased in several countries where Atento operates, mainly in Latin America, where the CRM BPO services demand has increased the need of qualified personnel.

During 2015, Atento invested \$1,422.7 million dollars in employee benefits, which represents 72.4% of that year's income. **G4-EC3 **MATERIAL INDICATOR**

Expenses for Employee Benefits	2014	2015
Wages	1,296,861.0	11,099,564.0
Social security	153,821.0	131,268.0
Contributions and complementary pensions	850.0	3,240.0
Benefits from resignation	22,347.0	35,654.0
Other expenses for benefits	162,494.0	152,974.0
Total	1,636,373.0	1,422,700.0

Pursuant to the legal provisions in regards to collective association and representation, Atento guarantees their employees the freedom to associate in or embrace collective agreements whenever they want to.

Benefits according to local distinctive features

Country/ benefit	Life insurance	Medical insurance	Disability coverage	Parental leave	Pension fund	Other benefits
Argentina	Only administrative staff	Only administrative staff	N/A	N/A	N/A	N/A
Uruguay	N/A	Only supervisors and managers	N/A	N/A	N/A	N/A
Chile	N/A	N/A	N/A	N/A	N/A	N/A
Spain	Only directors and managers	Only directors, managers, supervisors, and heads	Only for directors and managers	All staff	N/A	N/A
S. Colombia	N/A	All staff	All staff	All staff	All staff	Family Compensation Fund: all staff
Colombia	N/A	All staff	All staff	All staff	All staff	N/A
Puerto Rico and US	All staff	All staff (cooperation of 80%)	N/A	N/A	N/A	N/A
Peru	Full-time and part-time staff after 4 years of work	All staff	All staff after 4 years of work	All staff	N/A	N/A
Brazil	All staff	All staff	All staff	All staff	All staff	Transportation and food vouchers, dental service, daycare, etc.
Morocco	All staff	All staff	All staff	All staff	All staff	Workers Compensation
Mexico	Only administrative staff	All staff	All staff	All staff	N/A	N/A
Guatemala	Only administrative staff	Only administrative staff	All staff	All staff	N/A	N/A
El Salvador	Only administrative staff	Only administrative staff	All staff	All staff	N/A	N/A

Parental Leave

In regards to gender equality, we commit to equal treatment and opportunities between men and women. One of the main commitments assumed by Atento with its employees who are parents and need to reconcile their work responsibilities and career plans with the responsibility of caring for their children is to ensure lack of discrimination for maternity reasons, assuming family obligations, marital status or socio-economic status. Together with Atento subsidiaries, parental leave is a right that all employees have.

- The percentage of employees who went on parental leave in 2015 was approximately **78.83%**.
- It is estimated that approximately 7,991 employees exercised their right to go on parental leave in 2015.

Country	Employees who exercised their right to parental leave
Argentina	310
Uruguay	8
Chile	1,723
Spain	327
Colombia branch	52
Colombia	195
Puerto Rico and US	0
Peru	584
Brazil	3,864
Morocco	19
Mexico	710
Guatemala	138
El Salvador	61
Total	7,991

Atento Brazil: Programa Mamãe Nota 10

- More than three thousand employees of Atento have received support from the program, which offers quality prenatal information and support to pregnant women, in order to help delivering healthy children, reducing complications during pregnancy and contributing in eliminating prejudices regarding this stage.
- Women who are part of the program receive conferences on pregnancy, breastfeeding, and caring for the newborn. In addition, they have a special email to clarify their concerns, as well as other benefits during gestation.
- In 2015, the program supported 864 pregnant women; the average per unit is 30 pregnant women, except for central Bahia, where the average is 67 pregnant women.

Talent Development and Management Programs:

G4-LA10
** MATERIAL INDICATOR

Atento is committed to receive, walk with and help their employees’ development of their employees in a work climate based on respect, mutual recognition, and practicing their Culture and Values. We foster non-stop robust initiatives to measure and control Human Resources management indicators, focusing particularly in turnover and productivity.



Welcome program

It is a program oriented to facilitate the **adjustment** of new colleagues in Atento or in a position, so they can give positive contributions to the organization. The employee is provided with basic information that allow them to **integrate** to the workplace (knowledge of our strategy, culture, working methodologies, main processes, etc.).



Leadership University

It is a space for sustainable and consistent development of leaders (colleagues with teams in charge) by offering programs that are aligned to the Transformational Leadership Model of Atento. The purpose is to **shape a leadership culture** that is tangible and shared by all the organization, and aligned to the company’s strategy.



Training and development programs

Atento has different training and development actions, which objective is to boost key competencies for the position that colleagues have today or for their next career step.

From the annual performance evaluation, an Individual Development Plan is established to strengthen said competencies through experience, learning through others, and formal training actions.

In 2015, we offered more than 16.8 million hours of training to our coworkers Around the world through our different programs. More than 3.3 million more than during 2014 and more than 6.5 than 2013. **** MATERIAL INDICATOR**

G4-LA9, G4-LA10

País	Región	Operaciones	Estructura	Total 2015
Brazil Region	Brazil	9,169,601.0	96,765.0	9,266,366.0
Northern Region	Mexico	1,652,997.0	4,347.0	1,657,344.0
	Colombia	2,034,262.0	20,508.0	2,054,770.0
	El Salvador	115,423.0	1,930.0	117,353.0
	Guatemala	90,785.0	28.0	90,813.0
Nearshore		3,893,467.0	26,813.0	3,920,280.0
	Puerto Rico	167,892.0	164.0	168,056.0
	El Salvador NS	275,262.0	67.0	275,329.0
	Guatemala NS	115,905.0	0.0	115,905.0
	USA	98,801.0	96.0	98,897.0
		657,860.0	327.0	658,187.0
Northern Reg. and Nearshore		4,551,327.0	27,140.0	4,578,467.0
Southern Region	Argentina	406,087.0	26,091.0	432,178.0
	Chile	726,167.0	4,929.0	731,096.0
	Peru	1,391,068.0	29,241.0	1,420,309.0
		2,523,322.0	60,261.0	2,583,583.0
EMEA Region	Spain	414,191.0	7,214.0	421,404.0
	Morocco	7,404.0	282.0	7,686.0
		421,595.0	7,496.0	429,090.0
TOTAL ATENTO		16,665,845.0	191,662.0	16,857,507.0

In average, 102.45 hours of training were offered to every employee during 2015.



Good Practices

G4-LA10

** MATERIAL INDICATOR

Human development and education at the work place

Argentina y Uruguay	<p>In 2015, more than 80 training programs were implemented, which objective was to generate and strengthen the competencies of their employees depending on their position. Some of these programs are:</p> <ul style="list-style-type: none">- Communication and interpersonal relationships- Development of commercial skills- Project management- Creativity and change- Development innovation and solutions workshop- Planning and service dimensions workshop	Chile	<p>"Potential Leaders" Academy: it is carried out twice a year so Atento coworkers can be promoted to the Operations Supervisor position.</p> <p>Likewise, other courses are offered where employees can access depending on their position:</p> <ul style="list-style-type: none">- Human Capital Comprehensive Management Certificate- Work and Social Welfare Specialization Courses- COPC certification- ISO 9001 Leader Auditor Course- Training Process Management Course, among others.
Brazil	<p>Several career and training opportunities are offered to the staff. Some of these are:</p> <ul style="list-style-type: none">- Management review- School for managers- Mentoring program- OJT simulation- University week	España	<p>In the Atento Academy education program framework, the following education programs were offered depending on the employees' position: in 2015, 921 employees benefited from it</p>

Prevention and health

Atento has a Health Committee in charge of assisting employees and directors in topics related to security and health in the following countries:

- Uruguay
- Chile
- Spain
- Colombia
- Peru
- Brazil
- Morocco
- Mexico
- El Salvador
- Guatemala

Where the formal safety and health committees operate at every level and are inclusive with the organization (organizational chart adapted to the context of each country), covering 100% of its employees. **G4-LA5**

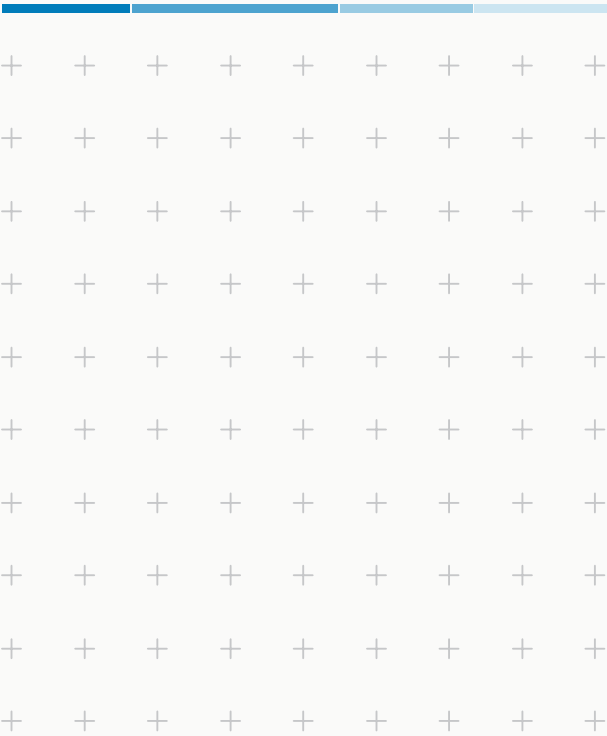
In 2015, the accident rate with injuries was approximately 12.29% and work-related illnesses rate was approximately 1.82%. **G4-LA6**

Professions performed by Atento workers do not pose any high-risk exposure to illnesses or accidents. Accidents reported are not serious and are mainly from their line of business, like respiratory illnesses, otitis or muscular-skeletal injuries due to accidents. There were no death victims from working accidents. **G4-LA7**

In Peru, El Salvador and Brazil, security and health issues of employees are covered through formal agreements with unions. In addition, countries like Spain, Brazil, and Mexico invest in preventive health through discussions, training, and health fairs. **G4-LA8**



Atento pro diversity: we currently offer services in more than 15 languages.



Diversity and inclusion

Atento sees diversity as an opportunity to generate creative solutions that address better the clients' needs. It is a fundamental component of any business strategy and it is based on the recognition of characteristics that make every person unique. Diversity is not only a matter of gender, age, or race; it includes every side of an individual who contributes to the building of an organization.

Particularly for people who work in Atento:

- Commitment with non-discrimination and fair treatment is manifested in the selection, hiring, retribution, and professional development processes, which will always be based in skills and performance.
- We understand that the staff composition in different operations and areas of Atento has to reflect, as much as possible, the present composition and diversity of each region.

<p>Argentina, Uruguay, Brazil and Peru</p>	<p>"Atentos al futuro" (Attentive to the Future): We support the training of young people that are finishing their middle education in topics that favor their future job placement. For instance:</p> <ul style="list-style-type: none"> - Customer Service - Communication - Commercialization techniques - Environment - Meeting with employees - Computer training (Word and Excel) - Job application (CV design and how to address a job interview) 	<p>Brazil</p>	<p>Diversity and Inclusions of People with Disabilities: A comprehensive program that wants to turn Atento in a job option for people with disabilities, who are recruited and trained based on their skills to perform their job, considering their physical or intellectual limitations. It implies sensitivity and awareness campaigns of all workers to demystify the work of people with a disability, in addition to the adjustment to the new facilities of Atento to the needs of its employees.</p>
<p>Chile</p>	<p>Programa Aprendices (Apprentice Program): It is a program driven by the Government of Chile, which purpose is to train through theoretical methods (related teaching or training), and practical methods (training in the company) to generate employability to the student and productivity to the company, through the development of competencies that allow the individual to carry out an activity. In 2015, Atento Chile trained and hired 43 apprentices. For each attendance day, Atento receives a grant from the Government that every month it's equal (proportionately) to half of a minimum wage.</p>		<p>Mejor edad (Better Age): This program promotes social inclusion of people older than 45 in the labor market. At Atento, we understand generational diversity as a strategic asset. The number of employees who are older than 45 had a growth of 4% compared to 2014 and 2015. Today, we have 8,400 people older than 45 who work in the company and we are proud to provide return opportunities to the market to people older than 70.</p>
<p>Spain</p>	<p>Integra Foundation: Work guidance workshops for groups that could suffer social exclusion and victims of gender-based violence.</p>	<p>El Salvador</p>	<p>Work Inclusion of People with Disabilities Project Fair</p>

Labor Indicators		Units	2015	2014
LA1	Total workers (until December 31, 2014)	People	163,974.0	159,681.0
	Total hiring of agents (does not include Near-Shore area)	People	120,648.0	129,998.0
	Average monthly turnover rate	%	5.5%	7.1%
LA4	Minimum term for operational changes pre-notifications and possible inclusion of these in collective agreements.	Weeks	Average of two weeks, depending on the type of operational change and subsidiary	Average of two weeks, depending on the type of operational change and subsidiary
LA11	Percentage of employees who receive regular evaluations of performance and professional development *** MATERIAL INDICATOR	%	48	100
LA12	Percentage of men in government body	%	72	100
	Percentage of women in government body	%	28	99
	Members of the government body under 30	%	3	0
	Members of the government body between 30 and 50	%	89	50
	Members of the government body over 50	%	8	75
	Members of the government body who belong to minorities	%	10	50
	Members of the government body with a disability	%	0	0
LA13	Average ratio between the base salary of women compared to men's	%	89.46	96
EC5	Ratio between the initial salary broken down by gender and local minimum wage in places where there are significant operations	%	Women: 90.97 Men: 90.92	87
EC6	Managers, supervisors, and directors from local communities (those who have official documents that prove the country of origin where they work)	%	55	73

ATENTO

Social Commitment

We build a sustainable world with you



Social Commitment

At Atento, we want to generate the necessary social conditions to operate and grow in time; in harmony with the communities where we render our services. In 2015, activities were carried out to promote community development in 100% of our subsidiaries and no significant negative impact, potential or real, was registered as a result of these. **** MATERIAL INDICATOR G4-SO1, G4-SO2**



Good Practices

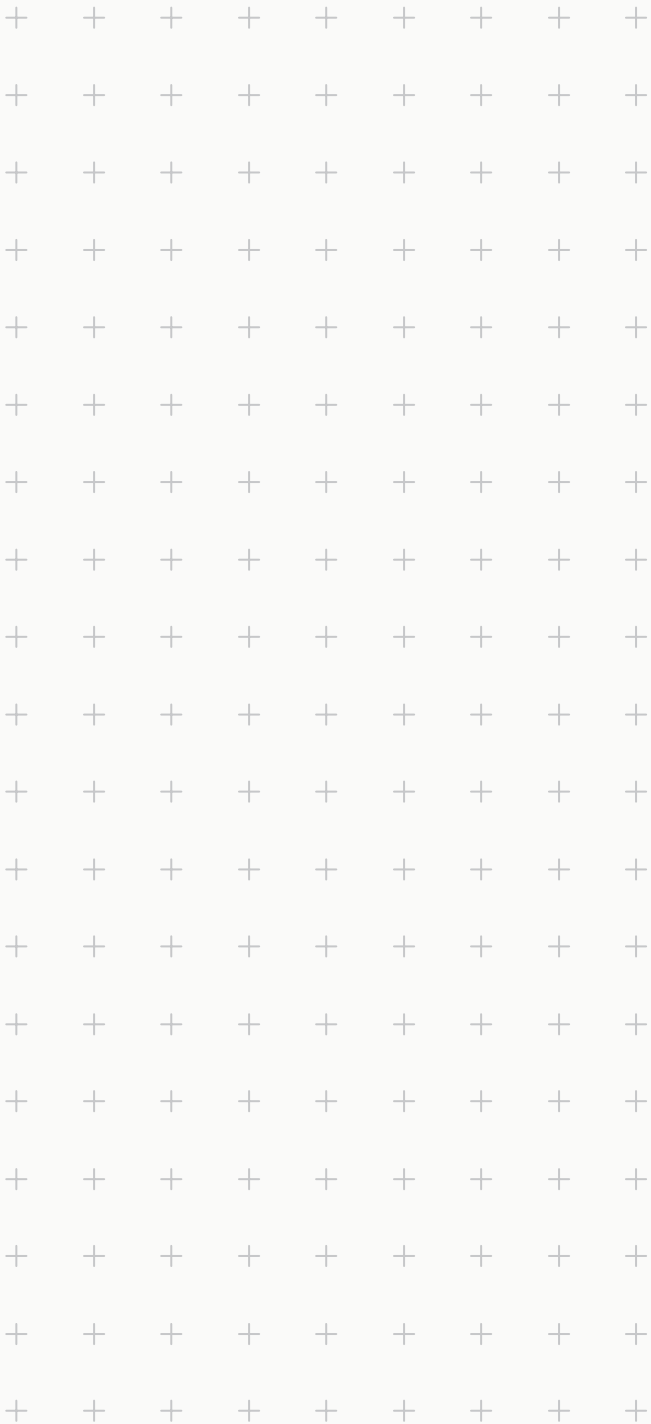
EDUCATION, CULTURE, AND SKILL DEVELOPMENTS

Argentina	<p>"Annual Reading Marathon": Since 2004, we collaborate with Fundación Leer in the National Reading Marathon. In 2015, 3 volunteers of Atento in Buenos Aires managed the calls to contact educational institutions nation-wide, in order to report about the National Reading Marathon and encourage enrollment to the event.</p>		<p>Inclusion of People with Disabilities: The project wants to turn Atento in a job option for people with disabilities, to whom they are recruited and trained based on their skills to perform their job, considering their physical or intellectual limitations. It implies sensitivity and awareness of all workers to demystify the work of people with a disability, in addition to the adjustment to the new facilities of Atento to the needs of its employees.</p>
Argentina and Uruguay	<p>Alfabetización digital (Digital Literacy): It is a course offered by Atento and Microsoft which objective is to bring together communities to new technologies. It provides basic concepts of computers and skills so people can use a PC in their daily lives, which develops social and economic opportunities for themselves, their families, and their communities. It is addressed to Atento employees older than 35. Courses are carried out in our centers by volunteers who apply to direct the training.</p>	Brazil	<p>Jóvenes aprendices (Young Apprentices): The purpose of this program is to train young people in work spaces and offers the opportunity to experiment in several areas of the company. In 2015, more than 500 young people participated in the program and many of them had the chance to be hired when they turned 18.</p>
Argentina, Brazil, Peru and Uruguay	<p>Atentos al Futuro (Attentive to the Future): With this program, we support the training of young people that are finishing their middle education in topics that favor their future job placement. It is a 27-hour training program that covers the following topics:</p> <ul style="list-style-type: none"> - Communication - Customer Service - Commercialization techniques - Environment - Meeting with employees - Computer training (Word and Excel) - Job application (CV design and how to address a job interview) <p>It is carried out in public middle schools close to the area where Atento operates. In competition "Nominate Your School", employees nominate schools through our communication channel, AtentoWeb. We offer students the materials, facilities, a snack and in some cases, travel expenses. Trainers are employees who are volunteers in each module.</p>	Spain	<p>Fundación Integra (Integra Foundation): Employment guidance workshops offered by Atento volunteers, addressed to groups in risk of social exclusion and victims of gender-related violence. During 2015, sixty people participated in the workshops.</p>
		Morocco	<p>It offers languages and telemarketing courses for disadvantaged groups through Human Resources staff.</p>
		Chile	<p>Más Capaz (More Capable): Program addressed to Customer Service and Managerial Assistant Activities employees, to generate competencies for job placement. All participants have low income levels and belong to rejected groups in education and work systems. During 2015, 8 courses were implemented and more than 210 people were certified.</p>

Global Community Month

In 2015, a Global Volunteering program was implemented for the first time, which main purpose was that all Atento subsidiaries subscribed and carried out volunteering activities for a month. This initiative will be carried out annually and it looks to become a seal that demonstrates the social commitment of the company. Every year, a particular problem will be addressed and subsidiaries will adapt the actions to their local conditions.

During 2015, GCM was carried out in September and the main topic was addressing the needs of young people (main age group among Atento colleagues) by recovering public spaces where young people under vulnerable conditions spend their time, as well as supporting them for job placement.



ACTIVE PARTICIPATION WITH THE COMMUNITY ** MATERIAL INDICATOR

Chile, El Salvador, Guatemala	Voces que Ayudan (Voices that Help): Atento volunteers work with non-governmental organizations collecting funds for solidary purposes.		
Argentina	<p>“Un sol para los chicos” (A Sun for the Kids): Together with UNICEF, Atento volunteers answered calls to receive donations for the televised marathon, “Un sol para los chicos.” In 2015, the new telephonic collection record of \$28,304,959 Argentinian pesos was obtained, which represents 61% of UNICEF’s total collection.</p> <p>Volunteers of Mar de Plata City: During the Handcraft Fair for solidary purposes that takes place every year, Atento employees show their crafts, handiworks or finished products. Products by the exhibitors are raffled and fund collection activities are carried out to be donated to a charity institution.</p> <p>Llenemos juntos la biblioteca (Let’s Fill the Library Together): It is an initiative in the “Inspiring People” program, where all employees collected more than 1,500 books, together with library structures donated by Atento, and were granted to low income public schools in different locations.</p>	Brazil	<p>"Programa Sou Voluntário": Volunteers dedicate their time to different corporate actions, that go from campaigns that collect food, clothes, milk, toys, Christmas gifts, training of young people for the working market, among other activities with the associated institutions. In 2015, there were 486 employees dedicated to this project, more than 19,700 people benefited and more than 30 actions were promoted.</p> <p>“Mês Do Voluntariado Global”: Between September and October of 2015, 150 volunteers participated in initiatives for people who suffer social vulnerability and contributed to the planet’s sustainability, such as conferences about the working market positioning, information about sexually transmitted diseases, commitment and donation of books and toys, and reforestation actions.</p> <p>"Projetos Incentivados": Atento supports projects that contribute to social development of communities where it operates, in order to favor the social integration of minorities. In 2015, Atento enabled three projects: <i>Transformaciones Arte Urbano</i> (Urban Art Transformations), <i>Ver Bien</i> (See Well), and <i>Techo</i> (Roof).</p>
Uruguay	Llenemos juntos la biblioteca (Let’s Fill the Library Together): It is an initiative in the “Inspiring People” program, where all employees collected more than 60 books, together with library structures donated by Atento, and were granted to low income public schools in Montevideo.	Mexico	“Global Community Month 2015”: It included different activities such as visiting nursing homes for elders with Alzheimer, visiting dog shelters, orphanages and participating in the Telethon. Approximately 400 internal volunteers and 200 external volunteers participated (colleagues’ family/friends).
Spain	In 2015, it contributed in donating blood, solidary raffles, and reporting the local governments spaces with barriers: broken sidewalks, lack of ramps, steps in bad state, etc.	US and Puerto Rico	<ul style="list-style-type: none"> - Adopt a Highway: Cleaning of highways - Adopt a Beach: Cleaning of beaches - Toys for tots: Donation of toys - Food Drive: Donation of food - Blood Drive: Donation of blood

RESPONSIBLE COMMUNICATION: COMMUNICATION CAMPAIGNS FOR INTERNAL AND EXTERNAL AUDIENCES REGARDING SUSTAINABILITY ** MATERIAL INDICATOR

Argentina, Uruguay	<p>Through the email communication channel "News", intranet, and the internal magazine, we publish the campaigns regarding sustainability for our coworkers.</p> <p>To communicate with our external audiences, we issue a press release of our assistance collaborations.</p>
Spain	<p>Programs like "<i>Sabías que...</i>" (Did you know that...) and "<i>Colabora</i>" (Collaborate) want to share with all our employees and get them close to topics that relate to Corporate Social Responsibility and sustainability. We communicate our main activities through the biweekly journal: Atento informa and the intranet.</p>
Peru	<p>We communicate our Corporate Social Responsibility through channels like Atento Vox (intranet), journals, notice boards, emails, and panels, among others.</p>
El Salvador	<p>We publish and share with our coworkers the CSR campaigns and activities through internal communication channels: email, instant messaging, bulletin boards and LCD screens.</p>
Mexico	<p>Internal communication campaigns were carried out to invite and inform about the actions of GCM 2015. In addition, awareness campaigns have been created with messages of saving energy, paper, and monthly health campaigns.</p>

Link with Civil Society Organizations (CSO). By having activities that correspond to our Responsible Citizenship principle, we have created strategic alliances with CSO and non-governmental international organizations. All this allows us to channel our efforts and have a timely contribution to solve social problems.

ATENTO

Regulatory Issues and Human Rights

We build a sustainable world with you



Regulatory Issues and Human Rights

At Atento, we try to carry out our commercial operations and with our employees based on rules, standards, and internal and external policies, national and international, where non-compliance could restrict our commercial operations or put the company at risk of significant fines or sanctions. For this, Atento is committed to manage commercial and treatment processes based on said standards in all its subsidiaries.

Fines and Claims

** MATERIAL INDICATOR

- During 2015, Atento paid no fine from unfair competition suits in any subsidiary, or from violating the regulation regarding the supply and use of products and services, or impacting negatively the health or safety of its clients. **G4-SO7, G4-PR2, G4-PR9.**
- In 2015, Atento reported zero cases of claims from social impacts through formal mechanisms. **G4-SO11**
- In order to avoid conflict of interests, no Atento subsidiary made political contributions. **G4-SO6**
- However, in the subsidiary in Argentina, the company paid a fine of USD \$91.72 for not paying

the collection, given that it was not reported that they did not offered services in certain province. **G4-SO8**

- During 2015, Atento received a total of 16,308 claims regarding working practices. **G4-LA16**

Claims	Total 2015	Total 2014
Total Claim Mechanisms on Labor Practices	16,308.0	10,659.0
Claims addressed	15,182.0	3,941.0
Claims solved	8,725.0	4,024.0

Anti-Corruption

G4-SO3, G4-SO4, G4-SO5

** MATERIAL INDICATOR

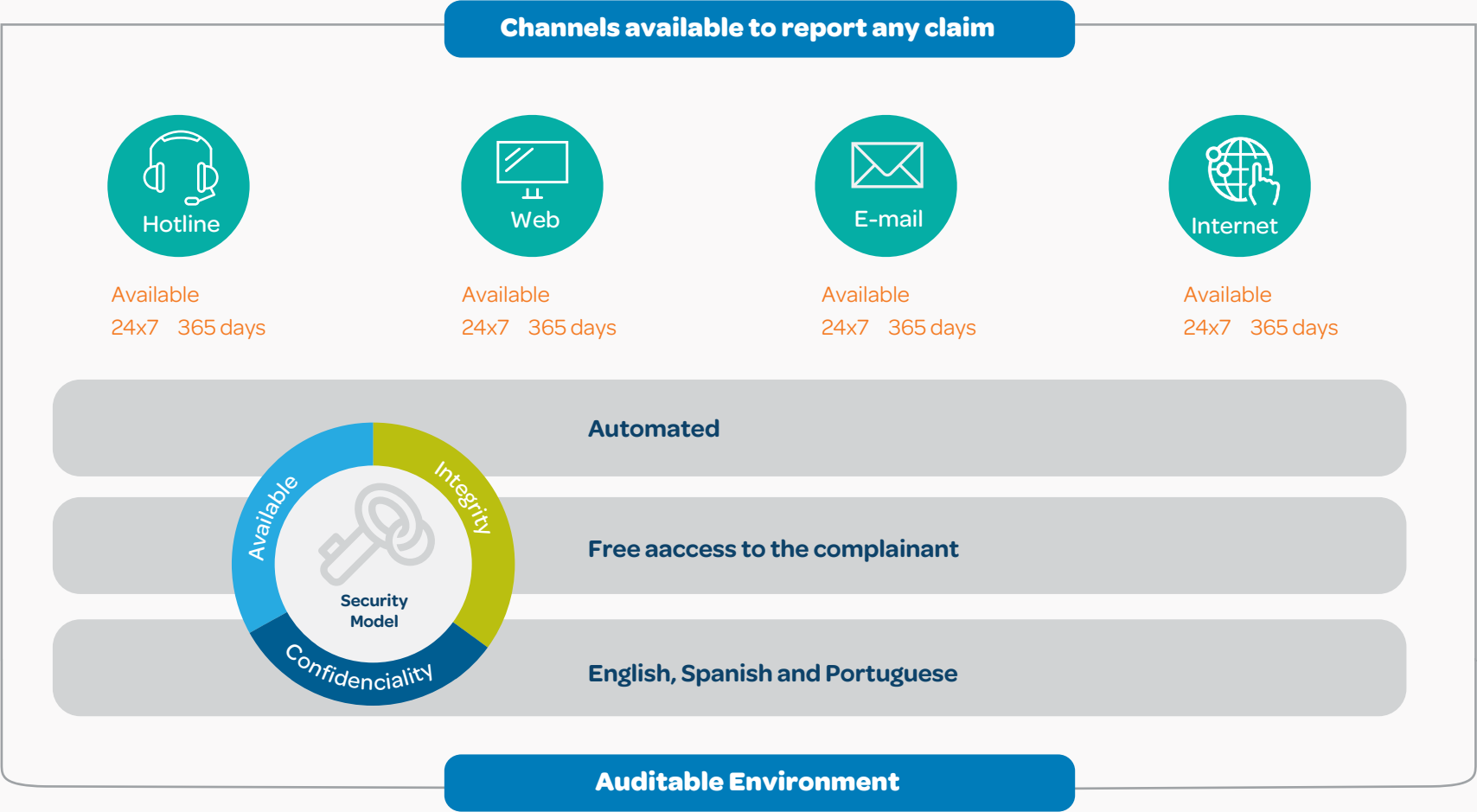
Atento has carried out several strategies to prevent and address corruption cases in its different subsidiaries. Atento has the Anti-Corruption Policy that all supervisors, coordinators, managers, and directors of subsidiaries and the headquarters need to know and sign when entering the company. In addition, they receive frequent training regarding the company's anti-corruption practices and in subsidiaries like Spain and Mexico, they train all staff, both administrative and operational, regarding these topics.

	Percentage
The average percentage of members of the government body that have been informed about the organization's policies and procedures to fight corruption.	100%
The average percentage of members of the government body that received training on how to fight corruption.	100%
The average percentage of administrative employees that received training on how to fight corruption.	96%

In addition to the Anti-Corruption Policy, there is a Fraud Standard, the Code of Ethics, and a reporting line.

The main corruption risks identified in Atento are conflicts of interest, both with the company's key personnel and suppliers in Spain, and fraud in Guatemala and El Salvador. However, thanks to the several prevention mechanisms, during 2015, Atento did not register sanctions or suits from corruption.

Main Reporting Channels



Data Protection

G4-PR8
** MATERIAL INDICATOR

No Atento subsidiaries in the world have registered claims from client breach of privacy or data leaks.

Human Rights

** MATERIAL INDICATOR

Human Rights are inherent to every human being without distinction. Therefore, it is imperative that companies guarantee them and analyze the impact that their operations may have on the civil, political, social, cultural, and economic rights of their main audiences. At Atento, the emphasis is towards discrimination and vulnerable groups, where highly consolidated initiatives can be observed.

While there is no record that investment contracts and agreements include human rights clauses or that are object of analysis regarding human rights, there are training activities regarding policies and procedures about the relevant human rights aspects for the organization’s operations:
G4-HR1, G4-HR2

Country	Number of training hours	Percentage of trained employees
Argentina	1,991.0	100%
Uruguay	23.0	100%
Spain	3,544.0	74%
Colombia branch	178.0	16%
Brazil	6,203.0	7%
Mexico	1,361.0	-
Guatemala	980.0	0.13%
El Salvador	523.0	0.09%

**During 2015, claims against Atento were registered regarding human rights in Brazil and Mexico:

Claims Regarding Human Rights	2015		2014
	Brazil	Mexico	
Total claims	548	2	0
Claims addressed	548	2	0
Claims solved	432	0	0

G4-HR12

**In Brazil, 60% of the work centers received training regarding Human Rights. G4-HR9

**Regarding Human Rights evaluation of new suppliers, Spain evaluated 100%, while the US and Puerto Rico 25%. However, all Atento subsidiaries follow the responsible purchasing principles and in the cases of Brazil, they demand compliance of standards such as SA8000. In 2015, no supplier were cut due to negative evaluations in Human Rights nor potential or real negative impacts identified in suppliers regarding Human Rights.

**** MATERIAL INDICATOR**
G4-HR10, G4-HR11

**During 2015, the security staff of Brazil (100%), Mexico (100%) and US/Puerto Rico (80%) were trained in Human Rights.

**** MATERIAL INDICATOR**
G4-HR7

**During 2015, there were no cases of violation to the rights of the indigenous population in any Atento subsidiary. G4-HR8

In regards to discrimination, 44 claims were submitted, which were addressed in total by the formal reporting mechanism and concluded successfully in all cases: G4-HR3

Argentina 2
Brazil 42

Awareness Campaign for Employees Regarding Atento Policies

Atento is concerned about ensuring that all colleagues are informed regarding the several policies that govern the company. For this, the following activities were carried out:

TRAINING

Chile	The main form that information about policies was transmitted is done through messages in cascade.
Mexico	Social media for Orgullo Atento. It is a bidirectional channel where colleagues from all sites interact.
Guatemala and El Salvador	Awareness campaigns, reminders, briefs, trainings, and orientation program.

Inclusion and Non-Discrimination

PERU

- **Inclusion of People with Disabilities:** Through the National Council for the Integration of People with Disabilities (CONADIS), we managed the hiring of people with disabilities in Atento.

SPAIN

- **Alliance with Fundación Integra:** The foundation works for job positioning of people who are at risk of social exclusion and people with disabilities. Atento has collaborated mainly with two initiatives: supporting the development of a campaign to obtain partners and volunteering, where Atento colleagues who want to participate receive training and carry out activities in the foundation outside working hours.

BRAZIL

- **Inclusion of People with Disabilities Project:** An important part of this project is to break stereotypes regarding people with disabilities and contribute with the eradication of discrimination inside and outside of Atento.
- **Forum of LGBT Companies:** The company supports diversity as a whole and in its values, it highlights respect, inclusion, and a healthy internal life with diversities. We are one of the 25 companies to sign the Letter for Project Pertinence in the LGBT Business Forum and the 10 LGBT Commitments.
- **Incentivo Ao Primeiro Emprego:** With the Joven Aprendiz program, we address the needs of the younger people. In 2015, we had more than 500 young people registered in the program. We are the fourth largest employer in Brazil and in 2015 only, we gave their first jobs to 10,000 young people.

MEXICO

- **Job Placement Program:** Conditioning of spaces for people with a disability.
- **First Job Program:** Addressed to single mothers who are looking for a job.

EL SALVADOR AND GUATEMALA

- **Inclusion of People with Disabilities:** Through work fairs, we promote job placement together with government bodies. We have facilities designed for mobility and easy access, helping with the work of people with disabilities.
- **First Job Program:** We participate in fairs for young people organized by the Ministry of Labor, focusing on young people without a job and recent graduates who have the skills we are looking for in coworkers.

ATENTO

Commitment with the environment

We build a sustainable world with you



Commitment with the environment

The responsibility of Atento towards sustainable development is trying to improve the Environment, specifically with the use of technologies that reduce the use of resources and achieve maximum efficacy in rendering our services.

The BPO and CRM sector does not have a high impact on the environment. However, it is necessary to acknowledge that, in our daily activities, Atento's main environmental impacts are:

- Resource consumption like paper, energy, and water.
- Generation of waste.
- Direct emissions of greenhouse gases, mainly from electric consumption.

Therefore, we want to develop sustainable environmental services and reduce our impacts by designing new centers, as well as in the operation of existing facilities. Should we adopt a new technology that could pose a risk to the Environment, we would take protective measures depending on our capacities and following the Precaution Principle.

Good Practices

** MATERIAL INDICATOR

Our subsidiaries have implemented several initiatives to minimize the environmental impact and to compensate it. These are some that operated during 2015:

Chile:

- Recovering of public spaces together with the municipality of Santiago: transformation of an area where Atento workers go in their travel. It became a safer area, in addition to contributing in cleaning the surroundings.
- Encourage the use of bicycles.
- Campaigns to save electricity, power, water, and paper.

Peru:

- Policy for the Environment and Association with SOS Mata Atlántica.

Morocco:

- Reforestation activities.

Brazil:

- Reflorestamento da mata Atlântica: In October, 2015, in Itu/SP, the symbolic reforestation of 40 seedlings was celebrated, representing one thousand trees donated by Atento.
- Consciência ecoeficiente: Concerned about the planet's sustainability, Atento Brazil adopts measures to improve the use of water and energy sources, in addition to implementing sustainable practices related to waste management.

✓ WATER

Initiatives to reduce water consumption: measuring the pressure with aerators and pressure valves in bathrooms, and initiatives to reuse water from the air conditioner in some units.

✓ ENERGY

Reduction in energy consumption when use is low, use of appliances with Procel (new purchases) and incorporating renewable energy sources.

✓ WASTES

To reuse 100% of electronic wastes in units, not using disposable glasses and hand dryers were installed to reduce paper consumption.

Some subsidiaries of Atento have been trying to adhere to standards or protocols that ensure care for the environment. For instance, Peru: Management Integrated System Policy and Manual, ISO 14001 and Brazil: "GHG Protocol" standard. In Spain, the subsidiary subscribed to the principles of the Environmental Certificate 14001 in their facilities in Sevilla.

Environmental indicators

	Concept	Indicator	Countries Considered*	2015	Units of Measurement
EN1	Materials	Materials used per weight or volume	Spain	9	Tons
EN2		Percentage of materials used that are recycled materials	El Salvador		
			Spain and the US	0.23	Percentage
EN3	Energy	Internal energy use: electricity	All Atento subsidiaries	1.1518E+12	Watts/hour
EN3		Internal energy use: heating	Spain	2,963,989,000	Watts/hour
EN3		Internal energy use: refrigeration	Brazil	424,416,475,563.59	Watts/hour
			Spain		
			El Salvador		
			Guatemala		
EN3		Total energy use	Brazil	10,650,826,694,544.00	Joules
			Colombia		
			Spain		
			El Salvador		
			US		
			Guatemala		
			Puerto Rico		
			Peru		
			Morocco		
EN4		External energy use.	Chile	891,740,512.00	Joules
			Spain		
			Mexico		
			El Salvador		
EN5		Total energy intensity used	Spain	55,711,359.09	Kw/h
EN5		Fuel	Spain	4,050,831.99	Liters
			Colombia		
			Marruecos		
EN5		Electricity	Spain	107,747,559.42	Kw/h
			Colombia		
			Morocco		
			Mexico		
			El Salvador		
EN5		Heating	Spain	13,472,677.27	-
EN6		Energy use reduction	Spain	Electricity: 588,989,748.80 Heating: 296,398,900.00 Refrigeration: 251,406,000.00	Kw/h - -
EN7		Reduction of energy requirements of products and services	All Atento subsidiaries	Information not available	-

Environmental indicators

	Concept	Indicator	Countries Considered*	2015	Units of Measurement
EN8	Water	Water intake volume depending on source	Spain Colombia Peru Brazil Guatemala El Salvador	708,646.82	m³/employee
EN9		Water sources that have been affected significantly from water intake	All Atento subsidiaries	No water source has been affected in any way from water intake	-
EN10		Percentage and total volume of recycled and reused water	Morocco	6,488.00	m³
EN11	Biodiversity	Operational facilities that are adjacent, have or are in protected and unprotected areas that are very valuable to biodiversity.	All Atento subsidiaries	Only the operational centers of Colombia, however, they have low environmental impact.	-
EN15	Emissions 2015	Direct greenhouse effect gas emissions (Scope 1)	All Atento subsidiaries	Information not available	-
EN16		Indirect greenhouse effect gas emissions when generating energy (Scope 2)	Spain Brazil	20,939.93	Tons of CO ₂
EN17		Indirect emissions and the activities where they come from	Brazil	Air traveling and corporate transportation	-
EN18		Intensity of greenhouse effect emissions	Brazil	14,463.01	Tons of CO ₂
EN19		Reduction of greenhouse effect gas emissions	Brazil	Reduction of 80% (scope 2)	-
EN21	Effluent and Wastes	NO _x , SO _x and other significant atmospheric emissions	All Atento subsidiaries	NA	-
EN22		Total spill of waters, depending on their quality and destination	Spain Peru	58,362.0 (Spain: 24,4800.0 Peru: 33,882.0)	m³
EN23		Total weight of wastes depending on type and treatment method	Chile Spain	5,400.0	Tons
EN24		Total number and volume of significant spills	All Atento subsidiaries	No type of spill was registered	-
EN27	Products and services ** MATERIAL INDICATOR	Environment impact mitigation of products and services	All Atento subsidiaries	There is no evidence of these types of activities	-
EN29	Regulatory Compliance	Fines or sanctions for violating the environmental legislation or regulation	All Atento subsidiaries	No fine or sanction of this type was registered	-



Atento applies natural resources reduction measures to use energy-saving bulbs and toilets that economize the use of water. In addition, paper use reduction, promoting waste separation and switching off of lights and computers when they are not being used.

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Environmental indicators

	Concept	Indicator	Countries Considered*	2015	Units of Measurement
EN30	Transport	Significant environmental impacts of transporting products or personnel	Peru Mexico Argentina	Collective transportation of personnel (Peru and Mexico) Bicycle transportation program (Argentina)	-
EN31	Environmental expenses and investments	Environmental prevention and management costs (reforestation)	Brazil	190,571.31	US dollars
EN32	Environmental Evaluation of Suppliers	Number of suppliers evaluated in environmental topics	All Atento subsidiaries	There are no evaluations like these. However, there are no responsible purchasing mechanisms (see Responsible Purchasing section)	-
EN33	Environmental Evaluation of Suppliers	Number of suppliers identified with actual or potential environmental impacts in the supply chain.	All Atento subsidiaries	Were not identified	-
EN34	Claim Mechanisms	Number of environmental claims that have been submitted, addressed, and solved through formal claim mechanisms	All Atento subsidiaries	Only Argentina reported a claim for noise pollution. Said claim was addressed and solved favorably. In 2014, there were no claims.	-
Caution Principle		The services offered by Atento are not characterized for having environmental impact. For this, the Precautionary Principle is not appropriate. G4-14			

To measure CO2 emissions

**In Brazil, GHG Protocol program tools are used, coordinated with the World Resources Institute (WRI). It is also compatible with Standard ISO 14064 and quantification methods of Intergovernmental Panel on Climate Change (IPCC).

*The countries reported in this table are those which collect and report said information. The countries that are not mentioned are those which do not have this information.



ATENTO

Challenges for 2016

We build a sustainable world with you



Challenges for 2016

**INDICADOR MATERIAL



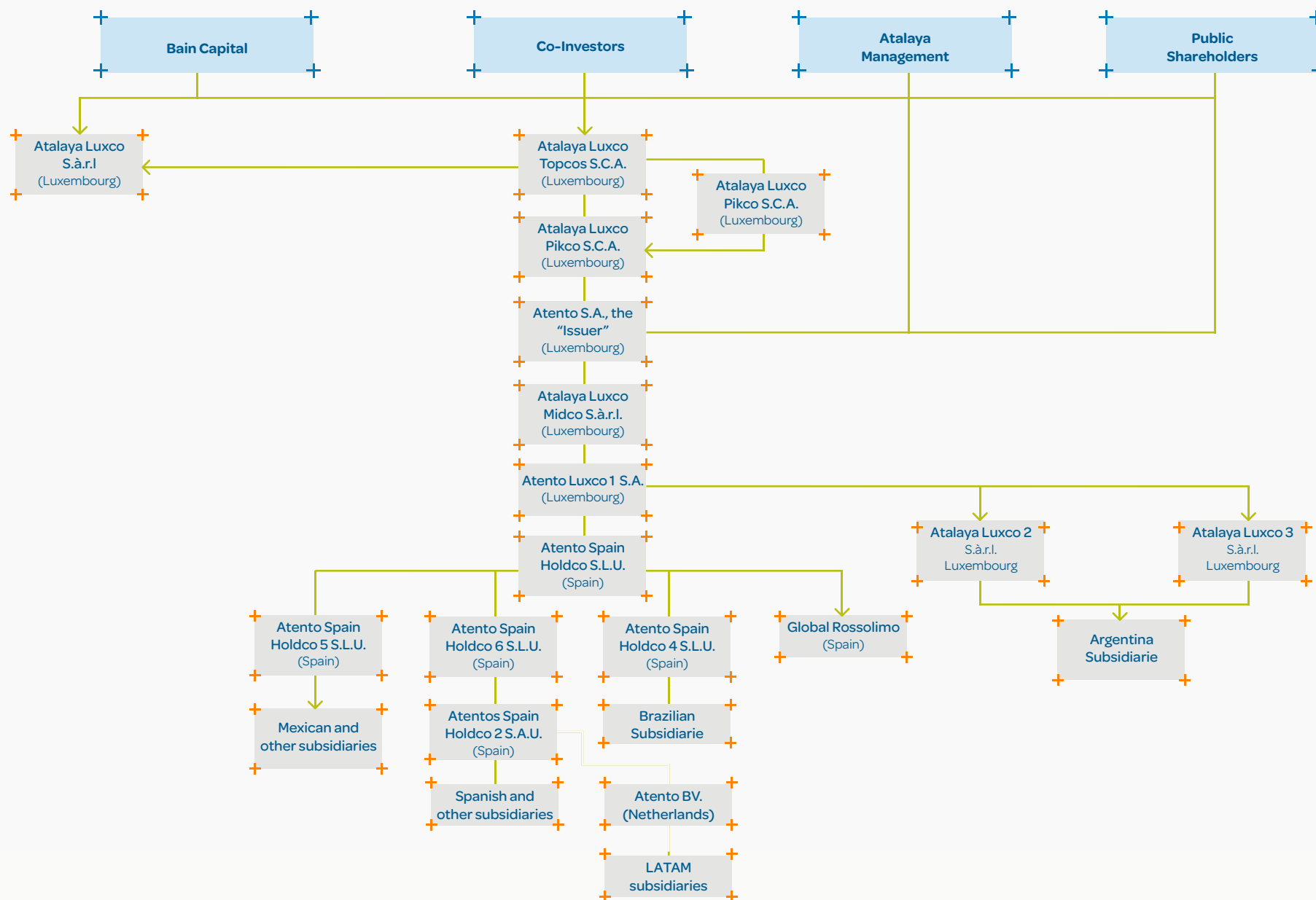
ATENTO

Corporate government structure and equity

We build a sustainable world with you



Corporate government structure and equity



Shareholders have an annual general meeting with the company’s directors to define the processes were economic, environmental, and social topics are managed.

Members of the Direction Committee

Situation until Thursday, December 31, 2015

Name	Position
Alejandro Reynal	CEO
Ma Reyes Cerezo	General Advisor
José Ignacio Cebollero Bueno	Human Resources Director
Daniel Figueirido	Commercial Director
Mauricio Montilha	CFO
Nelson Armbrust	Regional Director of Brazil
Miguel Matey Marañón	Regional Director of North America
Juan Enrique Gamé	Regional Director of South America
José María Pérez Melber	Regional Director of EMEA
Michael Flodin	Operations Director

Members of the Board of Directors

G4-34

Situation until Thursday, December 31, 2015

Name	Position
Melissa Bethell	Director
Aurelien Vasseur	Director
Luis Javier Castro Lachner	Director
Francisco Tosta Valim Filho	Director
Thomas Iannotti	Director
Stuart Gent	Director
Devin O'Reilly	Director
Alejandro Reynal	Director

Commissions of the Board of Directors

- Audit Commission:** Advises the Board of Directors, which main responsibilities are supervising the financial report processes, internal controls, risk evaluations, and relationship with the external auditor.
Members of the Commission: Mark Foster, Thomas Iannotti and Francisco Tosta Valim Filho.
- Remunerations Commission:** Advises the Board of Directors regarding topics related to selection, remuneration, and performance of the CEO, remuneration of the Board of Directors, incentive plans of the company and compliance with the applicable SEC regulations.
Members of the Commission: Melissa Bethell, Stuart Gent, Alejandro Reynal and Thomas Iannotti.

ATENTO

Annexes

We build a sustainable world with you





A1. GRI G4 Contents and Global Compact

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
Corporate Indicators							
Strategy and Analysis							
G4-1	Statement from the head of decision-making of the organization (CEO, Chairman or equivalent) regarding the relevance of sustainability for the organization and its strategy	Message from the CEO	4 y 5	Complete			
Organization Profile							
G4-3	Name of Organization	Cover	1	Complete			
G4-4	Main brands, products, and/or services	About Atento	6	Complete			
G4-5	Localization of main headquarters of the organization	Atento in the World	7	Complete			
G4-6	Number of countries where the organization operates and name of countries where it develops significant activities or which are relevant specifically regarding sustainability treated in the report	Atento in the World	7	Complete			
G4-7	Trait nature and legal form	About Atento	6	Complete			
G4-8	Markets served (geographic breakdown, sectors where it supplies, and types of clients/beneficiaries).	Atento in the world, clients, type of sectors addressed	7	Complete			
G4-9	Dimensions of reporting organizations	Economic performance, commitment with our work team	26 – 31 and 41	Complete			
G4-10	Dimensions of reporting organizations	Economic performance, commitment with our work team	26 – 31 and 41	Complete			Principio 6
G4-11	Percentage of employees covered with collective agreements	Labor indicators and Annex 6	50 – 51 and Annex 6	Complete			
G4-12	Describe the organization's supply chain.	Supply Chain	31 - 35	Complete			
G4-13	Significant changes during the period covered by the report in size, structure, and property of the organization	Economic Performance	26	Complete			
Organizational Profile: External Commitments and Initiatives							
G4-14	Please indicate how you address the precautionary principle to the organization	Commitment with the Environment	60	Complete			
G4-15	Letters, principles, and other external initiatives that are economic, environmental and social that the organization subscribes or has adopted.	Corporate Social Responsibility, regulatory topics, and human rights	14 – 15, 55 – 57	Complete			
G4-16	Main associations where it belongs (such as sectoral associations) and/or national and international entities that the organization supports.	Anexo 8	88 - 90	Complete			

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
Material Aspects and Coverage							
G4- 17	Entities that appear in the organization's consolidated financial statements and other equivalent documents	Atento in the World	7	Complete			
G4- 18	Process followed to determine the contents of the report and coverage of each aspect	Materiality Analysis	9 - 11	Complete			
G4- 19	List of material aspects identified during the report content definition process	Materiality Analysis	11	Complete			
G4-20	Please indicate the coverage of each material aspect in the organization	Annex 2	84 and 85				
G4-21	Please indicate the limit of each material aspect outside the organization	Annex 3	86				
G4- 22	Consequences of information reformulation facilitated in previous reports and their causes	About the Report	8	Complete			
G4- 23	Please indicate every significant change in the Scope and Coverage of each aspect regarding previous reports	About the Report	8	Complete			
Participation of Interest Groups							
G4-24	List of interest groups linked to the organization	Dialog with interest groups, materiality analysis	10	Complete			
G4-25	Interest groups justification on why they chose the groups with which they work	Materiality Analysis	10	Complete			
G4-26	Organization's focus on the participation of interest groups, including the frequency with which it works with the different types and groups of interested parties, or indicates if the participation of a group was carried out specifically in the process of creating the report	Materiality Analysis	9 and 10	Complete			
G4-27	Key issues and problems that have risen from the interest group participation root and describe the evaluation made by the organization, among other aspect through their report	Materiality Analysis	10	Complete			
Report Profile							
G4- 28	Report's target period	About the Report	8	Complete			
G4-29	Date of last report	About the Report	8	Complete			
G4-30	Cycle to submit the reports	About the Report	8	Complete			
G4-31	Point of contact for issues regarding the report or their content	Back cover	93	Complete			
G4-32	a. Option "according with" the guide chosen by the organization b. GRI rate of the chosen option c. Reference to the external verification report	About the report, GRI contents, Global Compact and annexes	8, 67- 83 y 90 - 92	Complete			

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
Verification							
G4-33	Current policy and practice in relation to report's external verification request	Annex 9	90-92	Complete			
Governance							
G4-34	Organization's government structure, without forgetting the government's top authority committees	Corporate Government Structure and Equity	66 - 68	Complete			
Ethics and Integrity							
G4-56	Describe the values, principles, standards, and regulations of the organization, such as codes of conduct or codes of ethics	Ethics and Integrity	12	Complete			
G4-58	Internal and external mechanism to report unethical or illegal conducts and issues that relate to the organization's integrity like the escalated notification to directors, report mechanisms of irregularities or support hotlines	Regulatory Issues and Human Rights	55 - 56	Complete			Principle 10
Economic Indicators							
Economic Performance							
G4-EC1	Generated and distributed direct economic value	Economic Performance	26 - 31	Complete			
G4-EC3	Coverage of organization's obligations given social benefits programs	Benefits and compensations	43 - 45	Complete	RELEVANT	Human Rights and Labor Practices	
G4-EC4	Significant financial aid received from governments. Please indicate the total money value of the economic aid received by the organization from government bodies	Economic Indicators	30 and 31	Complete			
Market Presence							
G4-EC5	Relationship between the initial salary broken down by sex and local minimum wage in places where there are significant operations	Labor Indicators	50 and 51	Complete			
G4-EC6	Percentage of top directors from the local community in places where significant operations were developed	Labor Indicators	50 and 51	Complete			
Indirect Economic Consequences							
G4-EC7	Development and impact in infrastructure investment and types of services	Economic Indicators	30 and 31	Complete			

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
G4-EC8	Significant indirect economic impacts and their scope. Give examples of significant economic impacts, both positive and negative, of the organization and describe the importance of said impacts towards external references and interest groups priorities, such as standards, protocols, and national and international political programs	Economic indicators, social commitment	30 and 31, 51 – 54	Complete			
Prácticas de adquisición							
G4-EC9	Expense percentage in places with significant operations that correspond to local suppliers	Economic Indicators	30 and 31	Partial			
Other Economic Indicators to Report given their Materiality							
	Information regarding the creation of new Atento services	Our Services	39	Complete	RELEVANT		
	Information regarding the investigation process of new clients	New Clients	38	Complete	RELEVANT		
Social Indicators							
Labor Practices and Decent Work Work							
G4-LA1	Hiring amount and rate, and turnover average of employees, broken down by age group, sex, and region	Labor Indicators	50 and 51	Partial			
G4-LA2	Social benefits for full-time employees not offered to part-time or half-day employees, broken down by significant activity locations	Commitment with Our Work Team	41	Complete			
G4-LA3	Work reincorporation and retention rates after parental leave, broken down by sex	Parental Leave	45 - 46	Partial			
Relationships Between Workers and Direction							
G4-LA4	Minimum term for operational changes pre-notifications and possible inclusion of these in collective agreements	Labor Indicators	50 and 51	Complete			Principle 3
Health and Safety at Work							
G4-LA5	Percentage of workers represented in health and safety formal joint committees for the direction and employees, established to help controlling and advising about labor safety and health programs	Commitment with Our Work Team	48	Complete		Derechos humanos y prácticas laborales -3	
G4-LA6	Type and rate of injuries, professional illnesses, lost days, absenteeism, and number of mortal victims that are work-related	Commitment with Our Work Team	48	Partial			
G4-LA7	Workers which profession has a high illness incidence or risk	Commitment with Our Work Team	48 and 49	Complete			
G4-LA8	Health and safety issues covered in formal agreements with unions	Commitment with Our Work Team	49	Complete			

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
Training and Education							
G4-LA9	Average annual training hours per employee	Commitment with Our Work Team	47	Partial	RELEVANT	Human Rights and Labor Practices	
G4-LA10	Skill management and continuous education programs that encourage employability of workers and help managing the end of their professional careers	Commitment with Our Work Team	47 - 48	Complete	RELEVANT	Human Rights and Labor Practices	
G4-LA11	Percentage of employees who receive regular performance and professional development evaluations, broken down by sex and professional category	Labor Indicators	50 and 51	Partial	RELEVANT	Human Rights and Labor Practices	
Diversity and Equal Opportunities							
G4-LA12	Government bodies composition and breakdown of staff by professional category and sex, age, part of a minority group, and other diversity indicators	Work indicators, Atento employee profile	50 and 51, 41	Complete			
Retribution Equality between Men and Women							
G4-LA13	Relationship between salary base of men in regards to women, broken down by professional category and by significant activity location	Labor Indicators	50 and 51	Partial			
Labor Practices and Decent Work							
Evaluation of Supplier Labor Practices							
G4-LA14	Percentage of new suppliers evaluated on criteria related to labor practices	Supply Chain	35	Partial	RELEVANT	Human Rights and Labor Practices	Principles 2-6
G4-LA15	Significant, real, and potential negative impacts in labor practices of supply chain and measures to be taken	Supply Chain	35	Complete	RELEVANT	Human Rights and Labor Practices	Principles 2-6
Claim Mechanisms on Labor Practices							
G4-LA16	Number of claims on labor practices that have been submitted, addressed, and solved through formal claim mechanisms	Regulatory Issues and Human Rights	55	Complete	RELEVANT	Human Rights and Labor Practices	Principles 2-6
Human Rights							
Investment							
G4-HR1	Number and percentage of significant investment contracts and agreements that include human rights clauses or that have been analyzed in human rights aspects	Regulatory Issues and Human Rights	57	Not reported			Principles 1 and 2

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
G4-HR2	Training hours for employees regarding policies and procedures related to those human rights aspects that are relevant for their activities, including the percentage of trained employees	Regulatory Issues and Human Rights	57	Partial	RELEVANT	Human Rights and Labor Practices	Principles 1 and 2
No Discrimination							
G4-HR3	Number of discrimination cases and corrective measures adopted	Regulatory Issues and Human Rights	58	Partial			Principle 6
Freedom of Association and Collective Negotiation							
G4-HR4	Identification of significant centers and suppliers where freedom of association and the right to embrace collective agreements can be violated or threatened, and measures adopted to defend these rights	Supply Chain	32	Partial	RELEVANT	Promote CSR in the Value Chain	Principle 3
Child Labor							
G4-HR5	Identification of centers and suppliers with a significant risk of child exploitation and measures adopted to help eliminating child exploitation	Supply Chain	31	Partial			Principle 5
Forced Labor							
G4-HR6	Centers and suppliers with significant risk of being forced labor, and adopted measures to help eliminating all forms of forced labor	Supply Chain	31	Partial			Principle 4
Security Measures							
G4-HR7	Percentage of security staff that has been trained about policies or procedures of the organization in regards of human rights that are relevant to the operations	Regulatory Issues and Human Rights	58	Complete	RELEVANT	Human Rights and Labor Practices	
Rights of the Indigenous Population							
G4-HR8	Number of cases where the rights of indigenous population were violated and the measures adopted	Regulatory Issues and Human Rights	58	Complete			
Evaluación							
G4-HR9	Number and percentage of the centers that have been subject to tests or evaluations of impacts in regards to human rights	Regulatory Issues and Human Rights	59	Not reported			

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
Evaluation of Suppliers in Regards to Rights							
G4-HR10	Percentage of new suppliers evaluated on criteria related to human rights	Supply Chain	58	Partial	RELEVANT	Promote CSR in the Value Chain	
G4-HR11	Significant, real, and potential negative impacts in regards to human rights, supply chain, and measures adopted	Supply Chain	58	Partial	RELEVANT	Promote CSR in the Value Chain	
Claim Mechanisms in Regards to Human Rights							
G4-HR12	Number of claims on human rights that have been submitted, addressed, and solved through formal claim mechanisms	Regulatory Issues and Human Rights	58	Complete			
Society							
Local Communities							
G4-SO1	Percentage of centers where development programs, impact evaluation, and the participation of the local community have been implemented	Social Commitment	51	Partial	RELEVANT	Active participation and development of the community	Principle 1
G4-SO2	Operations centers with possible or real significant negative effects on local communities	Social Commitment	51	Complete			Principle 1
Fight Against Corruption							
G4-SO3	Number and percentage of centers where detected significant risks related to corruption and risks have been evaluated	Regulatory Issues and Human Rights	55 and 56	Complete	RELEVANT	Operation fair practices	Principle 10
G4-SO4	Communication and training policies and procedures regarding fight against corruption	Regulatory Issues and Human Rights	55 and 56	Complete	RELEVANT	Operation fair practices	Principle 10
G4-SO5	Confirmed cases of corruption and measures adopted	Regulatory Issues and Human Rights	55 and 56	Complete	RELEVANT	Operation fair practices	Principle 10
Public Policy							
G4-SO6	Political contributions value, per recipient	Regulatory Issues and Human Rights	55	Complete			Principle 10
Prácticas de competencia desleal							
G4-SO7	Number of claims related to unfair competition, monopolistic practices, or against free competition and their result	Regulatory Issues and Human Rights	55	Complete	RELEVANT	Operation fair practices	

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
Regulatory Compliance							
G4-SO8	Political contributions value, per recipient	Regulatory Issues and Human Rights Fines	55	Complete			
Evaluation of Suppliers' Social Impact							
G4-SO9	Percentage of new suppliers evaluated on criteria related to social impact	Supply Chain	35	Partial	RELEVANT	Promote CSR in the Value Chain	
G4-SO10	Significant, real, and potential negative impacts for the society in the supply chain and measures adopted	Supply Chain	35	Complete	RELEVANT	Promote CSR in the Value Chain	
Claim Mechanisms per Social Impact							
G4-SO11	Number of claims on social impacts that have been submitted, addressed, and solved through formal claim mechanisms	Regulatory Issues and Human Rights	55	Complete			
Responsibility on Products							
Health and Safety of Clients							
G4-PR2	Number of incidents derived from non-compliance of regulations or voluntary codes related to health and safety products and services impacts during their life cycle, broken down depending on the result of each incidents	Regulatory Issues and Human Rights	55	Completo	RELEVANT	Products and Services	
Label of Products and Services							
G4-PR5	Results of surveys to measure client satisfaction.	Our Clients	39 and 40	Complete	RELEVANT	Products and Services	
Client Privacy							
G4-PR8	Number of claims based on the violation of privacy and client data leak	Regulatory Issues and Human Rights	57	Complete	RELEVANT	Operation fair practices	
Regulatory Compliance							
G4-PR9	Cost of significant fines for non-complying with the regulation and legislation related to supply and use of products and services	Regulatory Issues and Human Rights	55	Complete			

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
Other Social Indicators to Report given their Materiality							
	HR Activities to prevent turnover	Commitment with Our Work Team	41 and 42	Complete	RELEVANT		
	Programs to manage and promote talent development	Commitment with Our Work Team	46 and 47	Complete	RELEVANT		
	Training programs to include vulnerable groups in the work market (Atento)	Regulatory issues and Human Rights and social commitment	49 y 50	Complete	RELEVANT		
	Volunteering program	Social Commitment	52 - 54	Complete	RELEVANT		
	Communication Campaigns for Internal and External Audiences Regarding Sustainability	Social Commitment	54	Complete	RELEVANT		
	Donations made	Economic Indicators	30	Complete	RELEVANT		
Environmental indicators							
Materials							
G4-EN1	Materials used per weight or volume	Environmental Indicators	61	Partial			Principles 7, 8 and 9
G4-EN2	Percentage of materials used that are recycled materials	Environmental Indicators	61	Partial			Principles 7, 8 and 9
Energy							
G4-EN3	Internal energy use	Environmental Indicators	61	Partial			Principles 7, 8 and 9
G4-EN4	External energy use	Environmental Indicators	62	Partial			Principles 7, 8 and 9
G4-EN5	Energy intensity	Environmental Indicators	62	Partial			Principles 7, 8 and 9
G4-EN6	Energy use reduction	Environmental Indicators	62	Partial			Principles 7, 8 and 9
G4-EN7	Reduction of energy requirements of products and services	Information not available	-	Not reported			Principles 7, 8 and 9
Water							
G4-EN8	Water intake volume depending on source	Environmental Indicators	71 and 72	Parcial			Principles 7, 8 and 9
G4-EN9	Water sources that have been affected significantly from water intake	Environmental Indicators	71 and 72	Complete			Principles 7, 8 and 9
G4-EN10	Percentage and total volume of recycled and reused water	Environmental Indicators	71 and 72	Complete			Principles 7, 8 and 9

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
Biodiversity							
G4-EN11	Own, leased, and managed operational facilities that are adjacent, have or are located in protected and unprotected areas that are very valuable to biodiversity	Environmental Indicators	63	Complete			Principles 7, 8 and 9
Emissions							
G4-EN15	Direct greenhouse effect gas emissions (Scope 1)	Environmental Indicators	63	Not reported			Principles 7, 8 and 9
G4-EN16	Indirect greenhouse effect gas emissions when generating energy (Scope 2)	Environmental Indicators	63	Partial			Principles 7, 8 and 9
G4-EN17	Other indirect greenhouse effect gas emissions (Scope 3)	Information not available	-	Partial			Principles 7, 8 and 9
G4-EN18	Intensity of greenhouse effect gas emissions	Environmental Indicators	63	Partial			Principles 7, 8 and 9
G4-EN19	Reduction of greenhouse effect gas emissions	Environmental Indicators	63	Partial			Principles 7, 8 and 9
G4-EN21	NO _x , SO _x and other significant atmospheric emissions.	Environmental Indicators	63	N/A			Principles 7, 8 and 9
Effluent and Wastes							
G4-EN22	Total spill of waters, depending on their quality and destination	Environmental Indicators	63	Partial			Principles 7, 8 and 9
G4-EN23	Total weight of wastes depending on type and treatment method	Environmental Indicators	63	Partial			Principles 7, 8 and 9
G4-EN24	Total number and volume of significant spills	Environmental Indicators	63	Complete			Principles 7, 8 and 9
Products and services							
G4-EN27	Level of environment impact mitigation of products and services	Environmental Indicators	63	Complete	RELEVANT	ENVIRONMENT	Principles 7, 8 and 9
Regulatory Compliance							
G4-EN29	Money value of significant fines and number of non-monetary sanctions due to environmental legislation and regulation violations	Environmental Indicators	63	Complete			Principles 7, 8 and 9
Transporte							
G4-EN30	Significant environmental impacts from the transportation of products and other goods and materials used for the organization's activities, as well as the transportation of staff	Environmental Indicators	63	Partial			Principles 7, 8 and 9

Indicator	Description	Dimension	Page	Level of Application	Level of Materiality	Materiality Category	United Nations Global Compact
General							
G4-EN31	Breakdown of environmental expenses and investments	Commitment with the Environment	64	Partial			Principles 7, 8 and 9
Environmental Evaluation of Suppliers							
G4-EN32	Percentage of new suppliers evaluated on environmental criteria	Challenges for 2015	64	Complete			Principles 7, 8 and 9
G4-EN33	Significant, real, and potential negative environmental impacts in labor practices of supply chain and measures to be taken	Environmental Indicators	64	Complete			Principles 7, 8 and 9
Claim Mechanisms in Regards to the Environment							
G4-EN34	Number of environmental claims that have been submitted, addressed, and solved through formal claim mechanisms	Environmental Indicators	64	Complete			Principles 7, 8 and 9
Other Environmental Indicators to Report given their Materiality							
	Strategic partnerships and promotion activities regarding environmental care	Commitment with the Environment	60 and 61	Complete	RELEVANT	ENVIRONMENT	
	Strategic partnerships and activities to reduce environmental impact	Commitment with the Environment	60 and 61	Complete	RELEVANT	ENVIRONMENT	

A2. Materiality Analysis Results per Type of Audience

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The table indicates the average score obtained and the level of relevance from the different issues, in a scale of 1 to 10 where 1 is the most important and 10 the least important.

Topic	Issues	Internal Audiences		External Audiences	
		Average	Relevance	Average	Relevance
Organization's Governance	To generate global policies that regulate practices, establish objectives and goals, according to regional and local needs.	1.5	1	1.2	1
	To adapt global policies and publish them in their new version in regards to Donations, Relationships with NGOs, and Social Responsibility.	2.5	2	3	3
	To ensure compliance of donation guidelines and to have a monthly management report with the Regions, which must report to the headquarters the donation, activities and CSR management.	2.8	3	3.8	4
	To publish global policies that were created and amended in 2015 (Diversity and Inclusion, Donations, CSR, Anti-Corruption, Environment).	3.2	4	2	2
Human Rights and Labor Practices	To increase employee satisfaction and strengthen professional development offer to prevent high turnover.	1.5	1	1.6	1
	To homogenize working conditions in all Atento's subsidiaries and collect their disaggregated information for future sustainability reports.	3.5	3	3.4	3
	To train security staff regarding the organization's policies or procedures regarding Human Rights.	4.2	5	3.4	3
	Positioning of Great Place to Work, Work Environment, and Atento Culture through initiatives like Atento Volunteering Week, the renovation of the award <i>Responsables Atento</i> or to integrate CSR activities in the Atento Rally.	1.8	2	4.2	4
	To develop programs to manage and promote talent development.	3.8	4	2.4	2
Environment	To promote optimal use of natural resources through awareness and the use of technological innovations.	1.2	1	1	1
	To define local representatives regarding the environment.	1.8	2	2	2
Operation Fair Practices	To train employees on the application of the Anti-Corruption Policy.	1.5	1	1.4	1
	To create a follow-up and accountability mechanism.	1.5	1	1.6	2
Promote Social Responsibility in the Value Chain	Create the CSR 2015 report with the latest GRI standards.	3	3	3.6	4
	To carry out CSR audits for our suppliers world-wide.	3.7	5	2.4	2
	To record significant investment contracts and agreements that include Human Rights clauses.	3.3	4	3	3
	To look for better positioning of the Corporate CSR area at regional level.	2.3	1	4.4	5
	To design a strategy to permeate the sustainability focus of Atento among its suppliers (forums, workshops, materials).	2.7	2	1.6	1

Topic	Issues	Internal Audiences		External Audiences	
		Average	Relevance	Average	Relevance
Active Participation and Development of the Community	To keep driving work inclusion through training in communities where we have influence, to grow together in an economic and cultural way.	2.2	2	2.2	1
	To promote social and working inclusion of people in vulnerable conditions.	1.2	1	2.4	2
	To continue the promotion of responsible citizenship through corporate volunteering.	2.7	3	3	3
	To redesign the volunteering program by aligning it to the core business and giving it a more sustainable focus: Global Community Month.	4	4	2.4	2
Products and services	To continue offering quality and high technology services to our clients, through innovative technological solutions.	1.8	1	2	1
	To increase our client satisfaction and the satisfaction of our clients' clients by offering a fast and efficient response to their problems.	2.2	2	2	1
	To share prices and rates of the services offered by Atento.	3.8	3	4	2
	Adjustment of the services to clients' needs.	2.2	2	2	1
Business objectives	Differential value compared to the competition.	2	2	1.2	1
	New business opportunities: services and products.	1	1	1.8	2

A3. Material Aspects Relevant to External Audiences

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External audiences that consider these aspects relevant

		Organization's governance	Human Rights and Labor Practices	Environment	Operation fair practices	Promote social responsibility in the value chain	Active participation and development of the community	Products and services	Business objectives
Most relevant aspects to external audiences	Civil society organizations	To generate global policies that regulate practices, establish objectives and goals, according to regional and local needs.	To increase employee satisfaction and strengthen professional development offer to prevent high turnover.	To promote optimal use of natural resources through awareness and the use of technological innovations.	To train employees on the application of the Anti-Corruption Policy.	To design a strategy to permeate the sustainability focus of Atento among its suppliers (forums, workshops, materials).	To promote social and working inclusion of people in vulnerable conditions.	To continue offering quality and high technology services to our clients, through innovative technological solutions.	New business opportunities: services and products.
	Clients								
	Supplier								
	International organizations								

A4. Template Broken Down by Region

Country	2015
Brazil	90,418.0
Central America	4,687.0
Chile	4,615.0
Colombia	7,770.0
Spain	10,497.0
Morocco	1,348.0
Mexico	19,934.0
Peru	15,279.0
Puerto Rico	832.0
US	629.0
Argentina and Uruguay	7,829.0
Corporate	136.0
Total	163,974.0

A5. Some of Our Clients*

- Telefónica
- Itaú Unibanco
- Elavon
- Banco Bradesco
- Santander
- HSBC
- BBVA
- Nikon
- Samsung
- Motorola
- Orbitz
- L'oreal
- Natura
- Whirlpool
- Nestle
- Promed
- Zurich
- McDonald's
- E-On
- Carrefour
- FIAT

* For confidentiality purposes, Atento is not allowed to publish the total clients per name or logo, so only a few of them are mentioned.

A6. Percentage of Employees Covered with Collective Agreements

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Employees with collective agreement

Region	Country	Percentage
EMEA	SPAIN	100.00%
	Colombia branch	0.00%
	Morocco branch	0.00%
	MOROCCO	0.00%
	FRANCE	0.00%
NORTH AMERICA	MEXICO	92%
	COLOMBIA	0.02%
	EL SALVADOR	100%
	GUATEMALA	0.00%
	PUERTO RICO	0.00%
	TEXAS	0.00%
BRAZIL	Brazil	100.00%
SOUTH AMERICA	ARGENTINA	88.25%
	URUGUAY	100.00%
	CHILE	47.25%
	PERU	0,44%
AVERAGE		41.83%

A7. Relationship between the Initial Salary and Minimum Local Salary

Initial salary and local minimum salary ratio

Country	Percentage
Argentina	100%
Uruguay	100%
Chile	8%
Spain	47%
Colombia	100%
Puerto Rico	100%
Peru*	100%
Brazil	100%
US	28%
Morocco	143%
Mexico	100%
Guatemala	100%
El Salvador	100%
TOTAL	87%

*In Peru, 63.17% of workers receive up to 30% more of local minimum salary depending on their responsibilities and productivity, without differentiation from gender or geographic location.

A8. Sectoral Associations where Atento Participates

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Country	Chamber or association	Who are they
ARGENTINA	Argentinian chamber of contact centers	Platform which objective is that companies of the Contact Centers located in Argentina reach a level of comprehensive and sustainable development in time and promote jointly the Argentinian industry positioning of Contact Centers as the most relevant around the continent.
	Direct and Interactive Marketing Association of Argentina (AMDIA)	Body that links companies and NGOs that use and support direct and interactive marketing multi-channel tools and techniques, and their suppliers and independent professionals.
URUGUAY	Telecommunications Chamber of Uruguay (CTU)	It is the association that groups mobile telephone, data transmission, international long distance, call centers, content curators, mobile apps and multimedia companies, and infrastructure, equipment, and services suppliers.
BRAZIL	Associação Brasileira de Telesserviços	Main representative body of the BPO industry in Brazil.
COLOMBIA	National Business Association of Colombia (ANDI)	Non-profit association which objective is to diffuse and encourage political, economic, and social principles of a healthy free enterprise system. Currently, it is the most important corporate association of Colombia.
	Contact Center Colombian Association (ACCM)	Its objective is to group companies and other entities that are call centers, suppliers of hardware, software, and services for the call center industry, in addition to companies that have their own call center or contact center in their organizations.
CHILE	Chamber of Commerce of Santiago	Non-profit association that helps corporate development of Chile. It currently groups nearly 1300 companies.
	Chilean Institute of the Rational Administration Business Organization (Icare)	Non-profit private corporation that groups nearly 1,200 companies and provides information and training in high relevance topics in the companies' duties.
	Call Center Companies Chilean Association (ACEC)	Association that groups nearly 14 call center/contact center companies which main objective is to discuss and diffuse work and commercial topics that are related to the sector.

Country	Chamber or association	Who are they
MOROCCO	Moroccan Association of Client Relationship (AMRC)	Since its creation in 2003, AMRC meets the main historical subcontractors, specialized in relationship management with remote clients of Morocco. Members share values and practices in ethics and in a social level.
	Union of French Chambers of Commerce Abroad (UCCIFE)	It is a network of companies that carries out PR events, members' meetings, shows, promotion campaigns, etc. to exchange business information and benefit from the support and experience of this network.
GUATEMALA	Export Union Association (Agexport)	It is a non-profit private entity that promotes and develops the export of products and services in Guatemala. It groups and represents small, medium, and large Guatemalan companies, offering support to position and remain in the world's market.
	American Chamber of Commerce (AmCham)	Non-profit private association, composed of business people interested in serving the community and promoting investment in commerce between the US and Guatemala. AmCham operates through their partner companies by carrying out several activities.
EL SALVADOR	Cámara Americana de Comercio (AmCham)	Non-profit independent institution that represents and develops the interests of US and El Salvador businesses, at the same time it serves the corporate community in general by promoting commerce and investments between the US and El Salvador.
SPAIN	Contact Center Association (ACE)	Non-profit organization integrated to the Spanish Digital Economy Association. It represents its associate companies and provides services to its members, like information, advice, and training in topics related to the contact center. It currently integrates the most important companies in the contact center sector.
MEXICO	Mexican Internet Association (AMIPCI)	Association that carries out studies and annual events that shares information about online trends and users' perception of main topics around the internet. It works directly with allied organizations, authorities, regulators, officers, legislators, members of the academy, the industry and civil society, for duly, responsible, and productive use of the internet and information and communication technologies.
	Spanish Chamber of Commerce in Mexico (Camescom)	Non-profit civil association that is officially recognized by Spain and created to strengthen the development of economic and corporate relationships between Spain and Mexico, encouraging investments and commercial exchange between both countries.
PERU	Peruvian Association of Contact Centers (APECCO)	Non-profit civil association that groups companies that provide contact center or relative services, as well as providers that specialize in the industry.
	American Chamber of Commerce of Peru (AMCHAM)	Non-profit independent organization that represents Peruvian, American, and foreign companies. It has nearly 3,000 members that represent more than 580 partner companies.
	Good Employers Association (ABE)	It is an association that belongs to AMCHAM, which purpose is to promote the working social responsibility, fostering respect of employees and contributing in eradicating informal employment.

A9. Report Verification

The report verification was carried out by an external advisor in order to obtain an impartial evaluation and prevent conflict of interests and confirming the veracity of the information herein in a legitimate way. Given that this report was carried out based on the **GRI-G4** guidelines, the verification consisted in assessing correspondence between the Materiality Analysis and information submitted.

The top government agencies did not participate directly in the external verification request for the report.





ATENTO

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