



2020

ESG Report

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Atento

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From our CEO

ATENTO

“



At Atento, we've joined forces and worked with our clients to adapt quickly and offer effective solutions to the new needs that changed suddenly.

For us, 2020 began with an outlook on significant challenges and commitments; that soon fell apart with the outbreak of the COVID-19 pandemic. This has been a very difficult year, and we've all had **to face new professional and personal challenges**.

We've gotten through times of uncertainty and social distancing, where **the Customer Experience** has become even more essential for consumers around the world.

In the record span of two months, we managed to move more than 82,000 employees - over half of our global team of professionals - to remote work through the **Atento@Home** initiative. This has allowed us to offer companies and entities the essential support they needed to respond to their clients and even the public during the times of greatest uncertainty at the start of the pandemic.

Over the course of this difficult period, we at Atento have focused our efforts on supporting our clients' new needs and strengthening our commitment to **corporate social responsibility**.

We can't forget that everything we achieved throughout 2020 wouldn't have been possible without **our professionals' commitment and motivation**. They were there in the most challenging moments to ensure the continuity and quality of the services we offer in a context as complicated as this one.

With our clients, we've rediscovered a new concept of teamwork, which has helped us be faster and better capable of gauging options.

The year 2020 overwhelmed us all, but we've done the impossible to maintain our services, and we're stronger for it now, thanks to communication, trust, closeness over the distances, and all the effort made by **each and every person who makes Atento possible every day**.

I invite you to learn more about what 2020 was like for Atento by reading our **ESG Report**.

”

Carlos López-Abadía
CEO of Atento



“

01

We are Atento



1. We are Atento

ATENTO

“



Never before has an industry changed so quickly, globally, and profoundly. But when you're in the business of supporting your customers and users, you know the path to excellence. It's about constantly improving and being able to drive change and support your clients on their journey and in their challenges.

Cathy Jooste

Chief Commercial Officer at Atento



We're leading Next-Generation CX with cutting-edge technologies powered by the human touch.

1. We are Atento

ATENTO



1.1. A company with social value

We offer the best experiences throughout the customer life cycle to generate greater value for companies and consumers.



We're leaders in customer relationship management and business process outsourcing (CRM/BPO) in America.


1. We are Atento

Atento in numbers


140,000
employees worldwide,
82,000 from
Atento@Home.


92,000
workstations
worldwide.


The only
company in the industry
on the **World's 25 Best
Multinational Workplaces
2019 ranking.**



~100
customer
relationship centers
around the world.


1st
CRM/BPO service provider in
Latin America, with +14pp vs. the
second-place competitor.


NYSE
We've been listed on the **New
York Stock Exchange (NYSE)**
under the symbol **ATTO**
since 2014.


18
consecutive years
being **one of the Best
Companies to Work For
in Latin America.**


+ 400
clients from leading multinational
companies in telecommunications,
banking and financial services, health,
consumption, and public administrations.


13
We carry out
operations in
13 countries.


1st
company in the
sector worldwide to
achieve **ISO 56002**
innovation management
certification.

1. We are Atento

Acknowledgments

Frost & Sullivan

According to their ranking, we've positioned ourselves as **the Leader for Outsourcing Contact Center services in Latin America**.

Gartner

We're among the **top four world leaders in the Gartner Quadrant**.

Everest

They recognize Atento as a **star performer** in our annual progress in the PEAK matrix in 2020.

Fleury Group Award

Awarded for being **one of the Group's main providers**, with the best results in Quality, Terms and Conditions, Sustainability, Compliance, and Creativity and Innovation.

ABEMD Awards

Best Direct Marketing Practices in Brazil: Recognized as Company of the Year specializing in the Contact Center category.

Socially Responsible Company Distinction

One of the most important recognitions on CSR in Latin America, which we've received in Mexico.

Valor Inovação Ranking

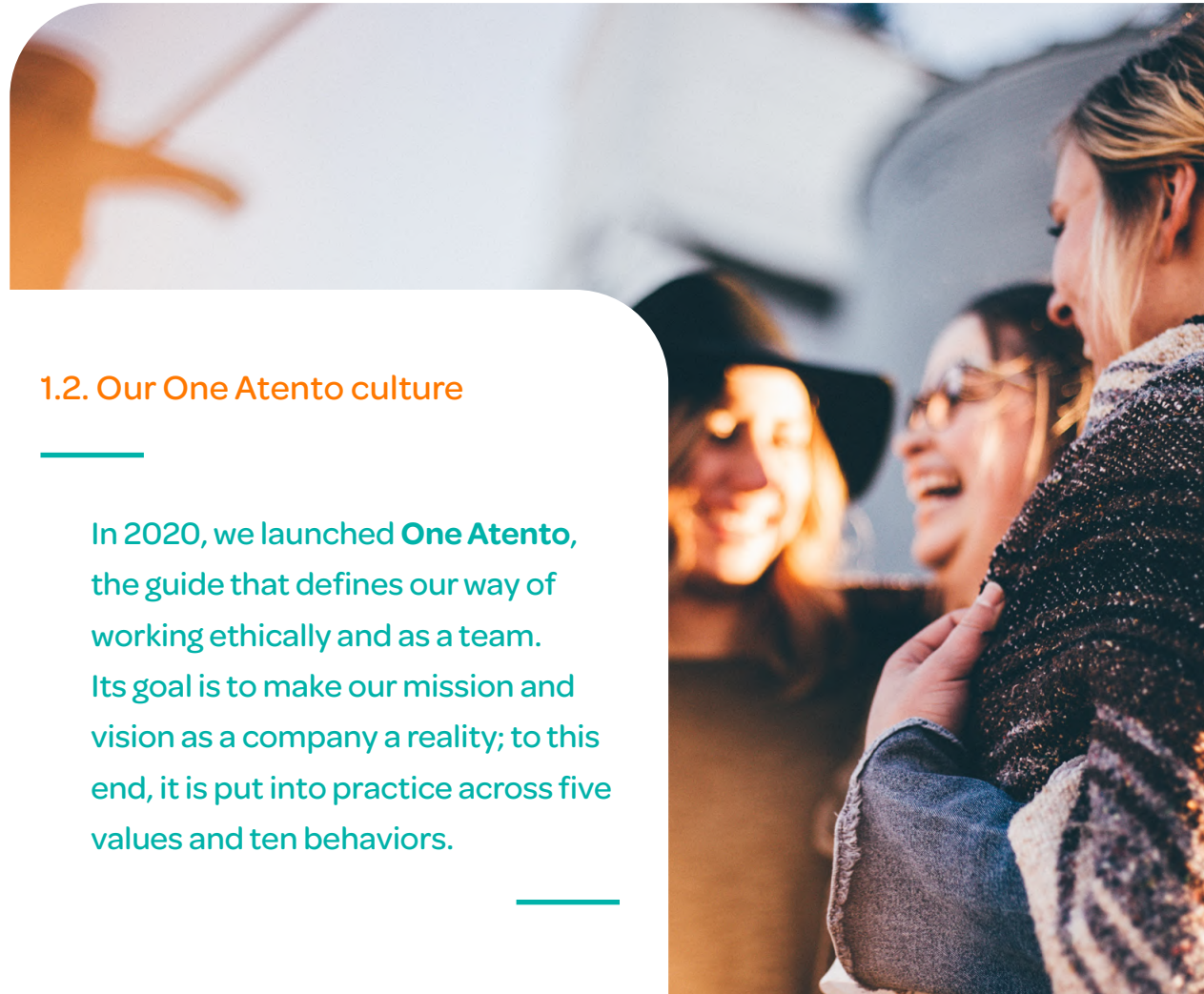
Here, we ranked **third among the most innovative companies** in the services sector in Brazil.

Client SA Award

Recognized as **Outsourcing Company of the Year** by the Latin American Alliance of Organizations for Client Interaction.

1. We are Atento

ATENTO



1.2. Our One Atento culture

In 2020, we launched **One Atento**, the guide that defines our way of working ethically and as a team. Its goal is to make our mission and vision as a company a reality; to this end, it is put into practice across five values and ten behaviors.

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We're a global company with the strength of a united team in order to achieve sustainable leadership.

1. We are Atento

ATENTO



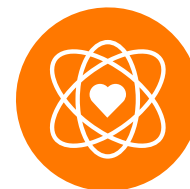
MISSION

Contributing to companies' success by ensuring the best experience for their clients.



VISION

Becoming the leading provider of Customer Experience solutions in our markets



'WE ARE ATENTO' VALUES

1. Integrity

We demonstrate honesty, transparency, and respect in everything we do. We have strong ethical principles. We do the right thing, although nobody sees us or is going to judge us.

- And if they saw us, we would be **proud** of our decisions.
- **We walk the talk.**
- We treat others how we would like to be treated. We put ourselves **in the other's shoes**.
- We have financial and operational **discipline**.

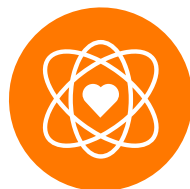
2. Accountability

We're protagonists. We fulfill our commitments and the promises we make. We're dependable. We don't make excuses.

- To our **colleagues**.
- To our **clients**.
- To our **shareholders**.
- To our **community**.

1. We are Atento

ATENTO



'WE ARE ATENTO' VALUES

3. Agility

We have a sense of urgency in everything we do. **We make decisions, we act fast.** We make mistakes... but we do not repeat them.

- If we find a problem, **we fix it!**
- We fail fast, **learn & improve.**
- We **evolve** rapidly.
- We **share** ideas with others to implement them quickly.

4. Customer Orientation

The customer is at the heart of everything we do. Proactively, we look to provide the best service, to add value. Clients are the ultimate judges of our performance.

- We understand **the market and the strategy of our clients.**
- We understand **the needs of our clients** to offer the best services.
- We are **proactive.**
- We always think about the best way **to help** our clients.

5. One Team

We are a single global company. We work and win as single team.

- We **think globally/ and act locally.**
- **We foster collaborative environments.**
- **We are dependable, we contribute to the work of our colleagues and collaborate on shared projects.**
- **We create synergies and share best practices.**

“



We're building One Atento together. Our goal is to continue promoting the development of our Next-Generation Services through technology with the essential human touch. Empathy and closeness with our employees is key to continue learning, growing, and improving.

Kiomara Hidalgo
Global Chief People Officer at Atento

1. We are Atento



Relationship with our stakeholders

In our **commitment to CSR**, we consider the expectations of our stakeholders to be essential for developing a business strategy through which we contribute to achieving common objectives. As a multinational company, the communities where we operate are widely diverse, so we adapt to their cultural, social, and political contexts to contribute to their progress according to their needs and demands.

We're part of the communities where we operate, so we encourage their participation in developing collaborative projects for joint sustainable development.

For this reason, we have various **communication channels** to maintain a close relationship with our stakeholders that is based on mutual respect..



1. We are Atento

Relationship with our stakeholders

Our stakeholders and communication channels



Shareholders

We create **long-term, sustainable, shared value** through:

- The "Investor Relations" section of our website.
- The General Shareholders' Meeting.
- Results presentations.
- Investors events.



Employees

We promote their **training and motivation** to ensure quality service through:

- Annual Commitment and Culture Surveys.
- Confidential whistleblowers channel.



Clients

We offer a **service of the highest quality in managing** relationships with their own clients and other BPO processes through:

- Contracting Client Survey with open questions.
- Daily communication with the person in charge of the service.
- A representative from the Sales Department.



Representatives from union groups

We establish a **collaborative framework** to promote relations with employees.

- Regular meetings.



Media

We provide the necessary information so that **society can understand our business model**.

- Press releases.
- Calls, e-mails, and events.
- Social networks.



National and international organizations

We present our point of view and **listen to their concerns** in different areas.

- Regular meetings.



Public Administrations

We create ways of collaboration that facilitate the **creation of synergies**.

- Regular meetings.



Providers

We develop a **beneficial business relationship for both parties** that's positive for our environment.

- Smooth conversations in daily work.



Local communities

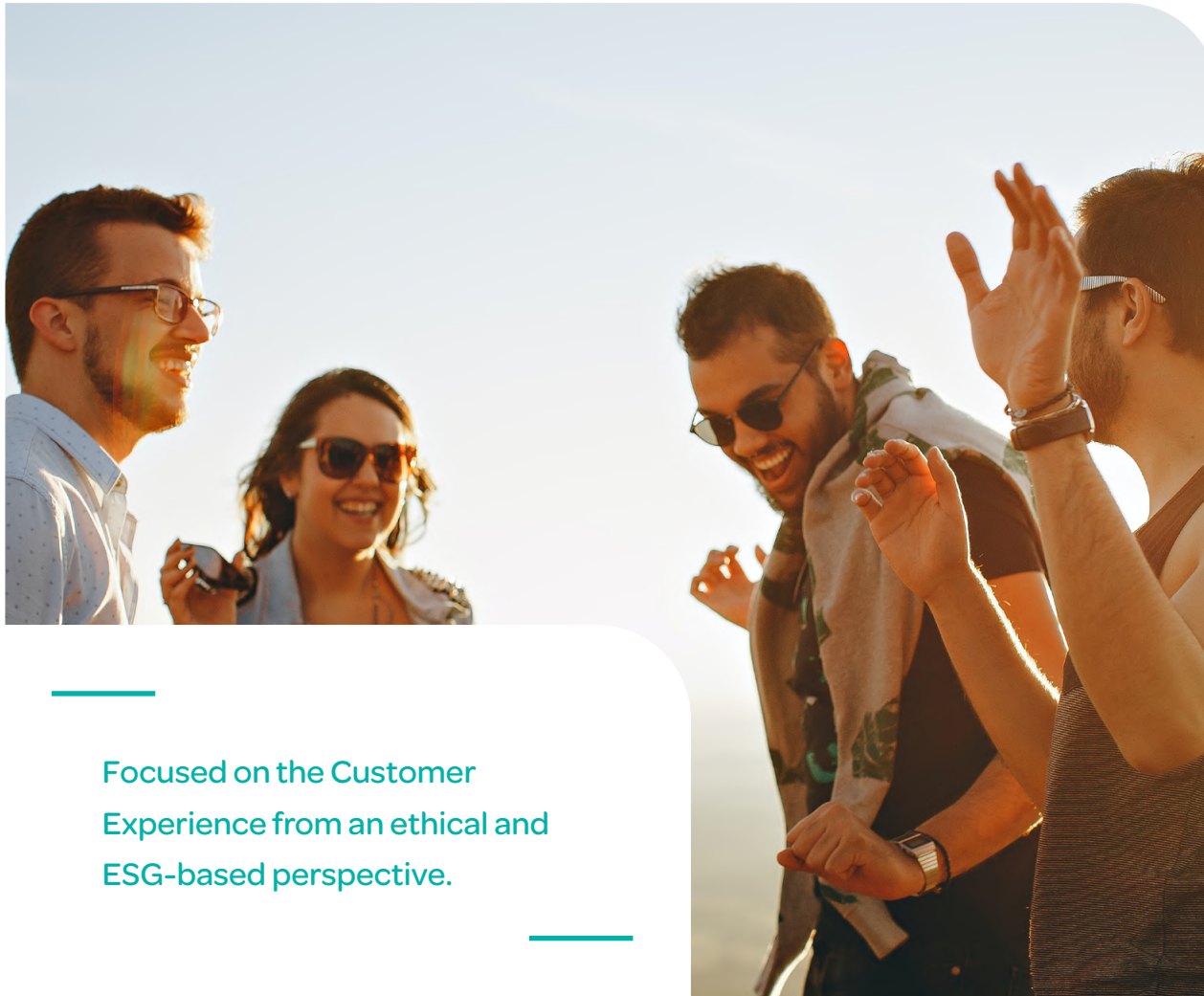
We build **collaborative projects** together to achieve sustainable development in society.

- Community outreach projects.



2. People serving people

ATENTO



Focused on the Customer
Experience from an ethical and
ESG-based perspective.

“



People are front and center
in everything we do. We guide
conversations, address problems,
support clients, and cultivate
talent. We're always thinking of
our clients, their clients, and our
employees. That's what "people
serving people" means to us.

José Luis Rodríguez
Director of Human Resources
Spain at Atento

2. People serving people



2.1. Services dedicated to people

We offer a wide range of services through our **Next Generation Services**, including High Value Voice, Integrated Multichannel y Automated Back Office. Son sol. They're **comprehensive, customized solutions** that span the entire life cycle of customer relations and address all their needs.



2. People serving people

ATENTO

“



The set of solutions developed by Atento puts the consumer in the core of the business to ensure the best possible experience. Our goal is to add value to our clients' offerings and make sure they're as assertive as possible when interacting with their consumers.

Miguel José López
South America Region
at Atento

We focus on bringing a new approach to business processes through a personalized analysis of each company's situation to find the **optimal solutions for improving their business results**.

In 2020, besides the plans we had to improvise in order to adapt to the new situation of the pandemic, we already had a strong commitment to evolved cloud technology. This has been a great help in reducing our carbon footprint, as well as an important step forward for **our adaptation to a much more digital, connected environment**.



We wanted to be our clients' partner in operations transformation, and the circumstances that shaped 2020 have driven this aspiration.

2. People serving people

ATENTO

CUSTOMER JOURNEY

We deliver solutions for the entire life cycle of the customer relationship.

Sales

We **combine Data Science, digital marketing, and market intelligence** with our experience to convert sales while also reducing costs.

Customer care

We offer **traditional and digital channels** integrated with the best consumer relationship experiences, focusing on effective resolution and agility.

Collection managements

We unify and cover each stage and channel through a single platform to ensure a **simplified, agile process with better activation and conversion rates**.

Back Office

We **manage and automate integrated business processes**, from document capture analysis and monitoring to contract drafting and execution, sales support, and consumer service throughout the customer relationship cycle.

Our services

NEXT GENERATION SERVICES

We deliver solutions for the entire life cycle of the customer relationship.

High Value Voice

Our agents are specially trained and have access to Artificial Intelligence and technology to optimize the Customer Experience and handle more complex demands.

Integrated Multichannel

We offer **fully integrated digital channels** (automated and directed by agents), offering a unique and seamless experience for the consumer.

Automated Back Office

We use **Artificial Intelligence to automate tasks** that used to take several days and can now be done in minutes while also minimizing the error rate.

We're leaders in
Next-Generation
Services solutions.

2. People serving people

ATENTO

Our Capabilities

NEXT-GENERATION CAPABILITIES

The power of advanced technology integrated with human awareness.

AI/Cognitive

Analysis of feelings and interactions through Artificial Intelligence.

Analytics

Data Science applied to generate more business value.

CX Process Consulting

Improvement of the entire process for **an optimal consumer experience**.

Atento@Home

A complete, secure solution for remote working, facilitating 100% remote onboarding, **data security**, and **agile, massive implementation**.

Automation

Automated back- and front-office for greater efficiency.



2. People serving people

ATENTO



This past year has also been a boost for **companies that emerged in a digital context**, a sector that we at Atento have turned to in order to respond quickly to their needs.

With this rise of digital-native companies, we've anticipated their needs with a proposal that combines data and semantic technology with the human touch to encourage the development of societies.

In the first half of 2020 alone, we **increased our business in digital-native companies by 190%** globally compared to the previous year. Our role focuses on improving response rates and customer satisfaction for companies that rely on our services.

2. People serving people

ATENTO

2.2. We incorporate cutting-edge technological innovation

Innovation is one of the main pillars of Atento's corporate strategy, and we put it into practice in our day-to-day operations at all levels of the company. It also represents one of our investment priorities, aimed at developing a better selection and providing our clients more satisfactory results.

Our Innovation Management System, as well as the investment in innovative practices associated with it, was recognized with the **ISO 56002 certification** in 2020. This certificate highlights companies with consolidated innovation management practices, which guarantees our competitive advantage by always being at the cutting edge in the search for innovative solutions.

Innovation in
everything we do.



We're the first company
in our sector worldwide
to achieve ISO 56002
innovation management
certification.

2. People serving people

ATENTO

From our [Atento Innovation Hub](#), we're growing the company's innovative capacity. This lets us generate disruptive options for our clients, increasingly improving the consumer experience and fostering their performance and results.

By joining our own resources and strategic alliances, we create a **collaborative, open environment** for exchanging knowledge and encouraging new ideas that lead us to developing projects and unique solutions in our market. We're continuing to make progress, and this Hub currently has several initiatives for developing evolutionary and disruptive solutions.

Atento Next, our startup accelerator

This is our program to further drive innovation by **approaching startups** whose projects are related to new technologies and service models, back office automation,

ATENTO
NEXT

Customer Experience management, Artificial Intelligence, end-to-end service, analytics, and creating new services.

The goal is to drive our innovation processes, generating new lines of business and products, as well as bringing us closer to **companies that were born digital**. With [Atento Next](#), we're incorporating the vision of these companies that have emerged in the digital age into our daily work.

What benefits do we offer with Atento Next?

- We provide an **acceleration program** with mentoring from market experts.
- We offer participants a **network of Atento mentors** and their decades of experience in the market.
- We foster the creation of new opportunities with one of the world leaders in the **market** and connection with all its stakeholders.
- We promote **networking** with access to Liga Ventures' contact network and connection with potential allies and investors for participants.
- We offer an **equipped office** and contact opportunities with investors and major players in the market.

“



In the aftermath of the pandemic, companies are looking for service providers that can ensure flexibility, agility, and security. This is an unstoppable trend that drives innovation throughout our company and pushes us to design the Customer Experience of the future.

Mauricio Castro
Innovation and Product
Development Director at Atento

2. People serving people

Open Innovation Program, promoting innovation among employees

At Atento, we believe that innovation is not the result of a single area's work, nor that it must necessarily be linked to technology. Therefore, we've developed this program to promote internal innovation to encourage our employees to promote **innovative thinking**. This way, they can contribute their ideas and transform them into opportunities for generating projects and improvements in operations.

We've developed a **gamified platform**; all our employees can participate by contributing ideas that turn into points and rewards.

Conversational brand persona, a bigger adaptation for companies

We've developed an exclusive methodology for **creating conversational brand persona for companies** from different segments. With this initiative, we trace the brand's identity through a fictitious profile with a focus on values, company culture, and the needs of its consumers.

Through this initiative, we seek to standardize the Customer Experience across channels, **taking the brands personality to the next level of CX**.

Stressometer

This is an exclusive Atento tool **based on Artificial Intelligence and Data Science**. This instrument makes it possible to identify and categorize potential complaints made through the most varied channels, both by text and by voice. This creates a "ranking" of consumers with the highest stress levels who require more attention, directing calls to a proactive listener and keeping the situation from escalating.

For us, integrating different perceptions and getting the best out of each of them is enriching for any project. We therefore promote this concept among our employees in our routines and internal processes, both in the physical and digital environment and using state-of-the-art technological resources.



2. People serving people

ATENTO

2.3. We're developing a strategic plan with a vision of the future

At Atento, we're working on a **social management model that create a positive impact**.

Thus, for over a decade, we have integrated Corporate Social Responsibility (CSR) into our business model, and we make it a reality through our CSR Policy.

But the situation during 2020 made us pause and reflect. We've come to understand that, for us to be an increasingly sustainable company, our management has to go one step

further. This is why we've started working on developing a new **Corporate ESG** (*Environmental, Social & Governance*) **Strategy**, our 2021 plan.

This new strategy, based on ESG criteria, will become an intrinsic part of Atento's own business model to become the guide that outlines the future of the company. This way, we will be a **resilient company** that's adapted to the main environmental, social, and governance risks that our society faces.



A solid ESG strategy offers benefits for people at Atento and all of society. It also helps cushion the impacts of the current health crisis, accelerate recovery, stimulate the necessary innovation to adapt to new circumstances, and minimize future risks.

Pablo Sánchez
ESG Director at Atento



2. People serving people

ATENTO

Likewise, we seek to contribute to the development of the communities where we operate **in a sustainable way**, generating a positive impact in all areas.

Pillars of our 2021 ESG Strategy



Environmental

Developing management that's more respectful of the environment, facing climate change, promoting energy efficiency and the circular economy, and improving waste management.

- **Planet:** We're working with communities and the media, aligning ourselves with SDGs 3, 12, and 13 with the goal of being **carbon neutral by 2030**.



Social

Promoting equal opportunities, improving diversity, health, safety, and data protection, and protecting human rights.

- **Employees:** We work with our employees, aligning ourselves with SDG 4, 5, 8, and 10 with the aim of being a **Top Employer**.
- **Society:** We collaborate with our vendors and clients, aligning ourselves with SDG 9 with the aim of being **the leader in Customer Experience**.



Governance

Corporate management based on managerial independence, corporate ethics, audits, protecting of shareholders' rights, and executive pay.

- **Shareholders:** We work with investors and regulators, aligning ourselves with SDGs 16 and 17 with the aim of developing **sustainable governance**.

2. People serving people

ATENTO

Our contribution to the SDGs

Our strategy is also aligned with the **Sustainable Development Goals (SDGs)** from the United Nations 2030 Agenda to support achieving the major global goals through our local actions.

To do this, we've analyzed the objectives that we can make a more significant contribution to; we found that there are nine priority SDGs that our activities and operations can be linked to.



Our commitments aligned with the SDGs

1



Ensuring the **continuity of essential services** for citizens, such as health care, through secure, remote customer service.

2



Taking measures to **protect the health and safety of our employees**, especially in the face of COVID-19, encouraging remote work and improving hygiene protocols.

3



Promoting **entry into the labor market through education** in the communities where we are present.

4



Accelerating the expansion of our Next-Generation Services and solutions to **drive sustainable growth**, seeking new channels for growth and advancing operational excellence.

5



Encouraging the social and workplace inclusion of individuals in vulnerable situations.

6



Contributing to the development of **responsible citizenship** through corporate volunteering.

7



Promoting the **optimal use of natural resources** by raising awareness and using technological innovations.

8



Combating bribery and corruption, and creating Alliances to support the achievement of the SDGs in all countries, especially in developing countries



“

03

2020 at
a glance

3. 2020 at a glance

ATENTO

Business



13

Present in **13 countries** with **94 work centers** distributed in:

EMEA – Spain and its branches in Colombia and Morocco.

MEXICO.

BRASIL.

USNS – United States, Guatemala, Puerto Rico, El Salvador.

SOUTH – Argentina, Chile, Colombia, Peru, Uruguay.



\$1,412.3M

in revenue.



+4.9%

We've **increased multisectoral revenues** by **4.9%** over 2019



Atento Next

We've launched **Atento Next**, our startup accelerator.



1st

First company in the sector worldwide to achieve **ISO 56002 innovation management certification**.



Essential

Our services were essential in several countries during the pandemic.

Governance

We're working on a **social management model with a positive impact** on our work culture, the economy, and society through Atento's Corporate Social Responsibility Policy.



We contribute to nine of the 17 SDGs: **SDG 3, SDG 4, SDG 5, SDG 8, SDG 10, SDG 12, SDG 13, SDG 16** and **SDG 17**.



We adhere to the **United Nations Global Compact**.



We're certified with **Brazilian Social Responsibility Standard NBR 16001**.



3. 2020 at a glance

ATENTO

Social

Employees

139,805
employees

65% female,
53% Management female,
55% employees under 30
and 89.5% open-ended.



71%

employees were working
remotely, with satisfaction
levels over 80%.



Diversity,

inclusion and equality
are promoted at our work
centers.

**Top
Employers
certificate**

has been **again earned** at
our work centers in Spain
and Brazil.



+86 million

hours of training for
our employees.

**Allies
Group,**

made up of employees
to support our **Diversity
Strategy**.

Society



\$1.2 billion

in economic value
distributed to society.

**“Voces que
ayudan”**

We’ve developed corporate
volunteering initiatives
through our **“Voces que
ayudan”** program.

**“Atentos al
futuro”**

We encourage the labor market
insertion of underprivileged
young people and groups at
risk of exclusion through the
“Atentos al futuro” program.

**Social
initiatives**

We’ve participated in social
initiatives in the different
countries where we’re
present **to support families
affected by the pandemic**.

3. 2020 at a glance

ATENTO



Environmental



-26%

in our **water** consumption.



60%

renewable energy consumption.

Communication Plan

We've developed a communication plan **to increase environmental awareness among our employees.**

“



The evaluation for 2020 shows the consolidation of our Three Horizons Plan; our employees' role was crucial, and we are proud of their hard work in overcoming the complex challenges we've faced at the company and despite the uncertainty of the situation. Thank you for your courage; you're our heroes!

Carlos López Abadía
CEO of Atento



4. Environmental

ATENTO



Being environmentally responsible is essential to ensure the planet’s future and our future as a company.

4. Environmental

ATENTO



At Atento, we are also concerned with minimizing our environmental footprint as much as possible, we are implementing initiatives and reinforcing the sustainable culture to increasingly respect the environment, as taking care of the planet is also part of our corporate strategy.

Andre Bresciani
Global Infrastructure Director at Atento



4.1. Committed to protecting the planet

This year's events have given us the opportunity to reflect on where we are and where we should be going. In these reflections, the need **to preserve the environment** has become stronger. Even though there has been greater environmental awareness worldwide for years, the pandemic has shown us how we depend on having a healthy planet to ensure our own health.

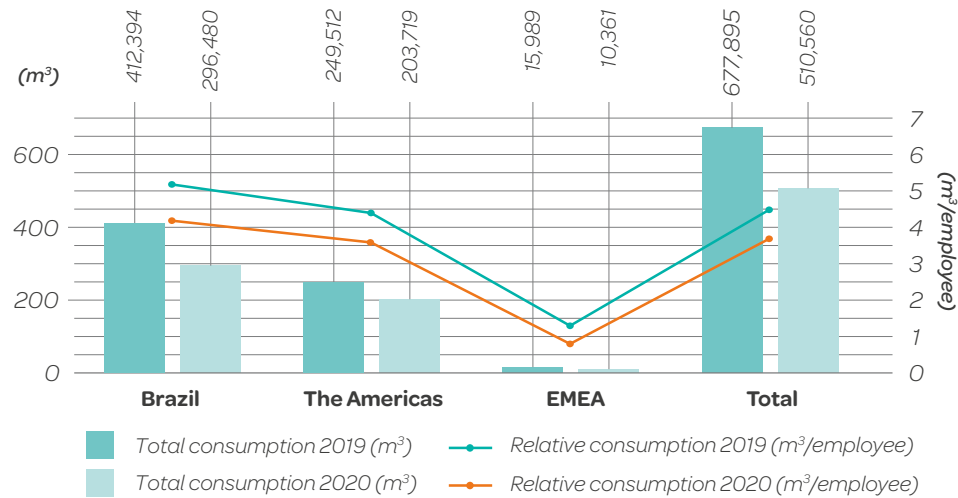
At Atento, we've been aware of this importance for years. Though our activity isn't tied to generating a major environmental impact, given the type of business we do, **we're committed** to reducing this impact. We're focusing on lowering the consumption of energy, water, and paper, as well as the volume of waste generated, minimizing refrigerant gas leaks, and reducing corporate trips.

The first step to being able to **minimize our environmental impact** is to measure the indicators that will let us know the situation where we're at and analyze its evolution to identify the measures that are effective.

4. Environmental

ATENTO

Our water consumption



We have reduced our water consumption by 26% in absolute terms compared to 2019. In relative terms, that's almost 1 m³ per employee.

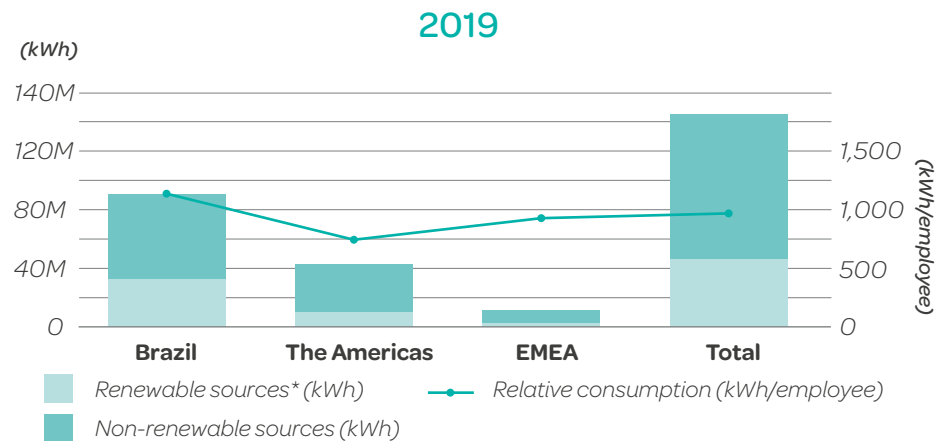
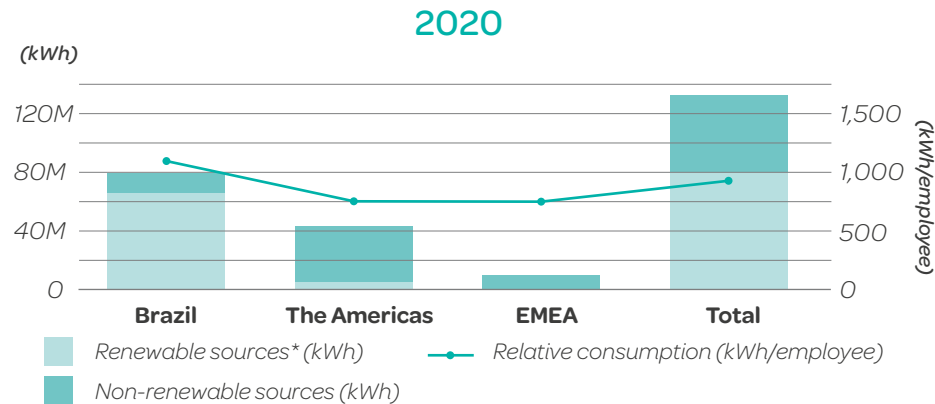
This decrease is primarily due to less in-person presence in our work centers as a result of the pandemic. However, we are also applying measures to reduce water consumption among those who continue to come in to work. These measures include installing **aerators in the taps** and using **tanks to collect rainwater** at our sites in Brazil.



4. Environmental

ATENTO

Our energy consumption



* The data on energy consumption from renewable sources has been estimated based on the energy mix of the electricity companies that supply Atento in the different countries.

There has also been a reduction in **energy consumption** and water consumption in absolute and relative terms. This resulted from fewer people working in person at our work centers and the measures that we're implementing to increase our energy efficiency.

In this case, though, the reduction is lower because maintenance for the centers and their conditioning is necessary as long as people are using it, regardless of how many.

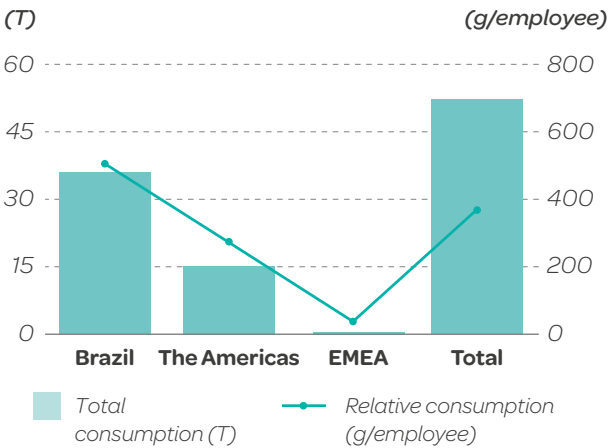


60% of the energy we have consumed in 2020 has come from renewable sources.

4. Environmental



Our paper consumption*



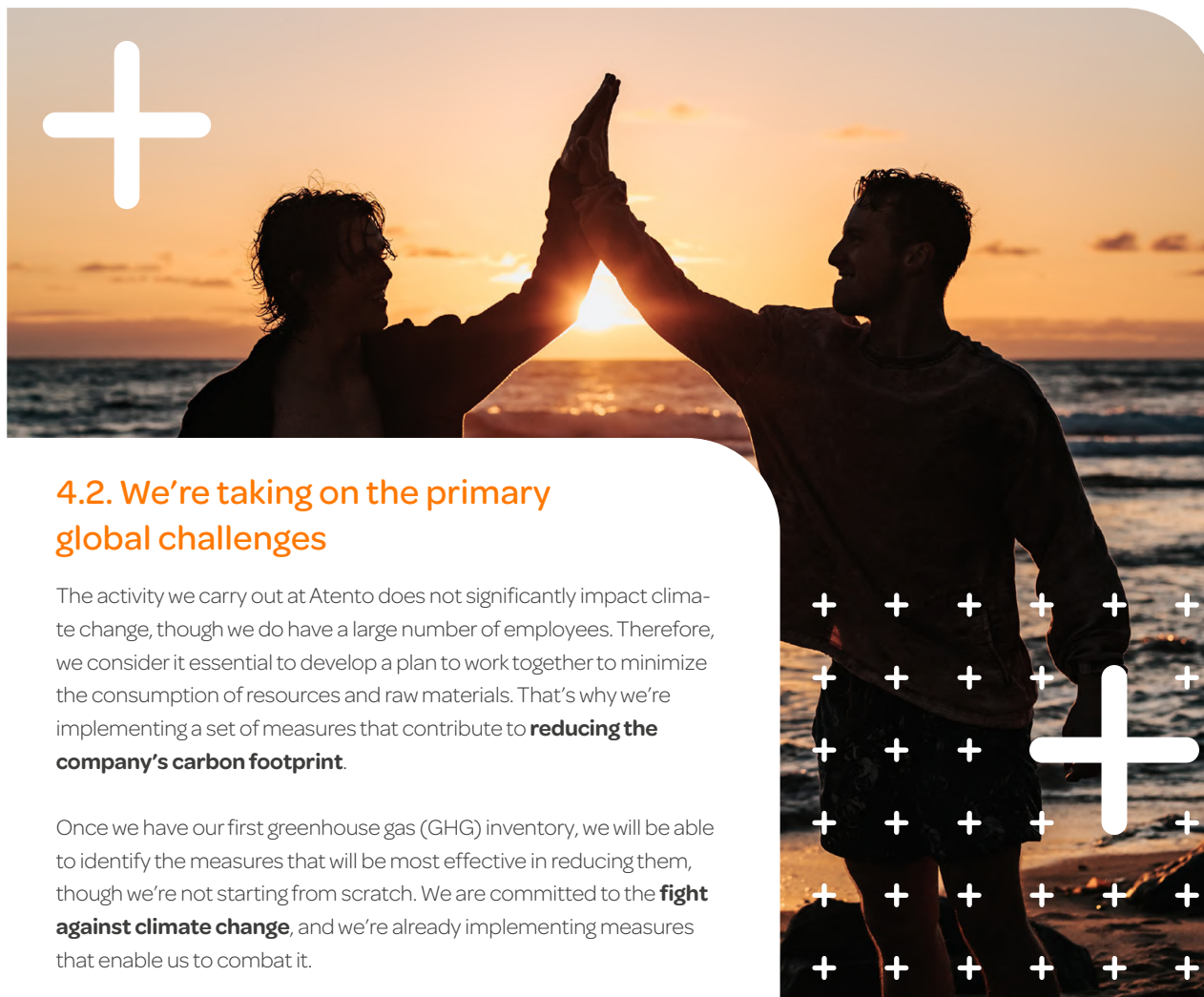
* Only considering office paper.

We didn't analyze this indicator in 2019, but it is likely that it was reduced due to fewer people working in-person at our work centers, as is the case with the previous indicators. Digitization is also increasing in all our processes, which means fewer paper resources used.

In 2020, we also started to collect data on waste generation at our sites by creating the Global Infrastructure area. Thus, we will be able to report on progress with this indicator in the next report, as well.

4. Environmental

ATENTO



4.2. We're taking on the primary global challenges

The activity we carry out at Atento does not significantly impact climate change, though we do have a large number of employees. Therefore, we consider it essential to develop a plan to work together to minimize the consumption of resources and raw materials. That's why we're implementing a set of measures that contribute to **reducing the company's carbon footprint**.

Once we have our first greenhouse gas (GHG) inventory, we will be able to identify the measures that will be most effective in reducing them, though we're not starting from scratch. We are committed to the **fight against climate change**, and we're already implementing measures that enable us to combat it.

“



To define effective measures, we're working on a global project with a high investment that entails a paradigm shift for the company by focusing on the environment. We have started to work on **calculating our carbon footprint**, and we hope to have the initial data for 2021. This will let us know about the situation we're in and how we should act to achieve our main environmental objective:

We are committed to carbon neutrality by 2030.

4. Environmental

ATENTO

Measures to combat climate change



Implementing **remote working** to a greater extent among the workforce, which reduces the consumption of resources at the work centers and minimizes travel.



Applying **energy efficiency** measures to reduce energy consumption.



Implementing measures to **use water responsibly** at our work centers.



Using energy from **renewable sources**.



Developing a plan for **our activity to migrate to the cloud**, which will generate a lower volume of CO₂ emissions than using other conventional formats.



Digitizing our processes to limit the use of paper in offices.



Developing initiatives to encourage **separating waste** at the source in our work centers and its subsequent recycling.



Replacing business trips with **video calls**, eliminating much of corporate travel..



Raising environmental awareness among our employees so that they acquire habits of living and consumption that are more respectful of the environment.



Our commitment to being an increasingly environmentally-friendly company drives us to continue moving towards sustainability, favors our production rates, and increases talent attraction.



4. Environmental

ATENTO

4.3. Our environmental initiatives

In our **Quality, Environment and Social Security Policy**, we set forth the bases for ensuring that all members of the company take the necessary measures to be more respectful of the environment, in line with the commitments that Atento has made.

Thus, we're carrying out actions related to **preserving the environment** at our different work centers, and in many cases, they are tailored according to the characteristics of each area.



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We're taking the necessary measures to reduce our impact on the planet and make our activity more sustainable. We set goals at the same level as our business area to improve and optimize everything we do at all our facilities. One example is our reforestation campaign: though it was virtual in 2020, we managed to get over 780 interactions on Facebook, and as a result, we donated more than 1,600 seedlings to plant in the Atlantic Forest in Brazil.

Dimitrius de Oliveira
Regional Director of Brazil at Atento

4. Environmental

ATENTO

Main actions developed and milestones achieved in each country

Brazil

- Creating an **internal communication agenda and online environmental awareness actions** to spread the word and get our employees involved, meeting the requirements for the NBR 16001 Social Responsibility certification.
- Developing a **reforestation campaign** that we've been carrying out since 2014, although it was virtual this year. We got over 780 interactions on Facebook, so we donated more than 1,600 seedlings to the Instituto Brasileiro de Florestas that will be planted in the Atlantic Forest.

Spain

- **Separating waste** at the source.
- **Renovating obsolete air conditioning and ventilation equipment** with more efficient ones.
- Progressive change to **LED bulbs**.

Colombia

- Making the switch from fluorescent to LED lighting technology and automating chiller equipment operation to **improve our energy efficiency**.

Argentina & Uruguay

- **Reducing water consumption**, given the fewer people working in-person at our centers due to the pandemic, as well as the measures taken to continue the savings projected for the year.

Chile

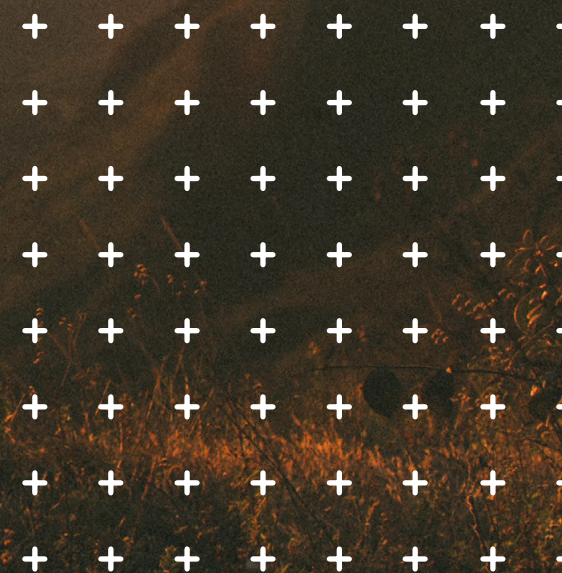
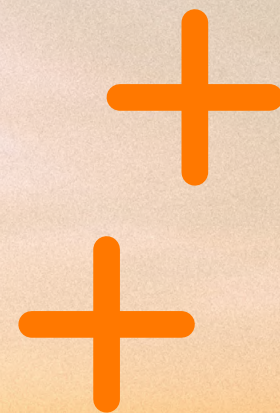
- Closure and return of the Santo Domingo Building and Parking Lot, which means **eliminating the consumption of resources** associated with this facility and the CO₂ emissions derived from it.

Peru

- Steps to facilitate **separating non-hazardous waste** at our work centers.
- **Lower energy consumption** by limiting the presence of staff at the work centers.

Mexico

- Switching from halogen bulbs to **LED lighting**.
- Installing **motion sensors** to activate lights.
- **Separating waste**, such as infectious sanitary and biological paper and masks.
- Contracts for **garbage collection** with delivery of the Statement of Disposition for non-hazardous waste.



5. Social

ATENTO

At Atento we are committed to creating shared value with our employees, customers, vendors, and society.



5. Social

ATENTO



An average of 74% of our EMEA professionals have been able to work from home thanks to our Atento@Home initiative.

5.1. A fast, safe response to COVID-19

With the outbreak of the pandemic, the greatest challenge we faced was maintaining the continuity of our processes and operations while always ensuring the **health and well-being of our professionals**, not forgetting about our clients and collaborators.

To achieve this, commitment, adaptation, agility, and innovation have been key components of our daily work. This is how we managed to get **more than 82,000 employees working from home** in the record time of two months.



5. Social

ATENTO

Through the **Work At Home Agent (WAHA)** model, we've combined technological infrastructure with management solutions that let our professionals work safely from their homes. This model has proven to be effective in services like customer service, sales, back office, technical support, and collection management. It also lets us remotely manage processes such as recruiting agents, hiring them, their training, and performance management.

All this lets us **improve the agent experience**, which also has a positive impact on the Customer Experience (CX). Therefore, we've implemented this model in every region where we operate.



What has Atento@Home done for us?

- Providing an infrastructure that's ready for **remote work** at any time.
- **Minimizing the impact of business continuity** in situations that prevent being in person at work centers.
- Developing **agile operations and more accessible costs**.
- **Higher productivity**, and lower turnover among our agents.
- **Higher attraction of new talent and greater diversity**.
- Easier for our employees to achieve **work-life balance**.
- **Increased and improved digital recruiting process**.
- **Lower CO₂ emissions** at our work centers, due to trips to those centers and for business purposes.
- **Higher level of satisfaction** among our agents, as well as our clients.

5. Social

ATENTO

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The pandemic, with its challenges, has forced us to assess the essential aspects. This situation has required us to achieve the highest levels of closeness, sensitivity, and empathy as leaders, which is why we've put our employees and customers at the heart of everything. Digitization has also been a significant influence on being much more agile and having the ability to reach all our teams.

Ignacio Varangot
Director of Human Resources
South America Region at Atento

Another significant challenge was **encouraging communication** under this new dynamic, where we've rapidly innovated. That is how we're continuing to add channels that have progressively gained more strength. One example of this is our **Atento APP**, which seeks to maintain fluidity and closeness between the members of our teams. This new normal has

been a totally new challenge for everyone, and we've managed to take it on as a team.

But we've taken it a step further: we've had the opportunity **to help essential services** related to health, finance, and basic services.



5. Social

ATENTO

We've offered essential services during the pandemic

With the outbreak of the pandemic, we had to adapt to the new situation quickly in order to continue ensuring the health and safety of everyone on the Atento team while continuing to provide our services. Our goal has always been to **safe-guard our employees' safety and well-being**, and we were also able to contribute to ensuring society's access to essential services.

This is why we were declared **an essential service in all the countries** where we operate; our agents continued to go to their work centers and play a crucial part in making that a reality. They are **"HEROES."**

It should be noted that the central governments in various countries where we are present have trusted Atento to launch services **facilitating different types of procedures for residents** so that they wouldn't have to leave their homes. That's why we directed access to services related to health, emergencies, banking, and getting relevant information.

Through our work, we've helped prevent crowds at offices.

Our most notable collaborations were:

- The Government of Peru awarding us with **service on one of the Ministry of Health lines**; through it, we offered specialized attention on consultations for

COVID-19, getting 850 collaborators online in record time.

- **Information service** on minimum wage assistance to families in El Salvador, launched in just three days with 100 agents at the start.
- Contributing **social solutions** in Colombia, where we set up a telephone line to make it easier for older people to make purchases.



Our professionals have been **HEROES** throughout the pandemic, especially during the uncertainty of the beginning, when they kept working to help the vast majority of the population stay at home.

5. Social

ATENTO



5.2. We're a diverse team

This year, our professionals have taken on a bigger role than ever for their commitment in such difficult times. This has truly been a lesson in overcoming, and it has led us to reaffirm what we already know to be true: **people are our company's main asset.**

Our staff is characterized by its **diversity**; we have professionals of many nationalities, races, ages, etc.



At Atento, our multidisciplinary team is made up of almost 140,000 people. They're key facilitators of our business model and a strategic pillar of Atento's competitive advantage.

5. Social

ATENTO

The cultural richness of our teams fosters the company's development since each person can offer different perspectives that contribute to improving our day-to-day work.

Everyone is welcome at Atento. We strive to offer the best possible working conditions to ensure everyone's comfort and well-being in every way. This is why we cultivate a **work environment that's free of any type of discrimination**, whether it's based on race, color, sex, religion, political opinion, national origin, or any other factor. In this regard, we've adhered to and comply with the principles of the Global Compact.

We also promote the **inclusion of all people**. We support hiring employees who belong to minority or vulnerable groups on our team, as well as differently-abled individuals, who are perfectly integrated into the company by adapting their jobs to their needs.

Atento Impulsa, our subsidiary for social integration

It emerged in 2009 as a subsidiary for Atento Spain to promote employment and training among groups at risk of labor exclusion. To this end, we have **three special employment centers** in Spain that are managed by Atento Impulsa. There, we offer services primarily for the Public Administration, notably entities like Fremap, Renfe, Imsero, and Cita Previa EPES.



Atento Impulsa provides employment for more than 140 people with disabilities. Since March 2020, 90% have been carrying out their work through the Atento@Home work model.

It also encourages **employing other groups with difficulties** in accessing the labor market, such as young people or housewives, who can also find opportunities for professional development at our contact centers.

We also work with the Spanish Association of Experts in Customer Relations' (AEERC) **Discatel project** through Atento Impulsa. The AEERC's goal is to show the contributions made by people with disabilities for the contact center market.

5. Social

ATENTO

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Over the years, we've seen how our effort to achieve equality has empowered female talent within the company, achieving a workforce that's 65% women. Likewise, this is a boost in the work environment that shows that all people, regardless of gender, can grow professionally through nothing other than their good performance.

Ignacio Varangot
Director of Human Resources
South America Region at Atento

Another key aspect at Atento is ensuring **equality among all our team members**, primarily seeking equality between men and women in our different professional categories. This is one of the priorities of our Strategic Plan and our human re-

sources management system; we make this a reality through our compensation and incentives policy and internal promotion. In Spain, we've had an **Equality Plan** between men and women since 2019.

Objectives of our Equality Plan

1

Ensuring equal treatment and opportunities for men and women in terms of access, selection, hiring, promotion, training, and other working conditions.

2

Applying the **gender lens in a crosscutting way** in all areas, policies, and corporate decisions.

3

Strengthening **professional development for men and women equally** at the company.

4

Ensuring **equal pay** for work of equal value.

5

Promoting personal, family, and work-life balance for the people who make up our staff.

5. Social



In Brazil, we’re also making **significant progress in terms of equality**. This is reflected in signing the UN’s Women’s Empowerment Principles (seven, in all), the Movimiento Mulher 360 (the Women 360 Movement), and adhering to the Business Coalition to End Violence Against Women and Girls.

We have also created a **Diversity Committee** that includes various groups, such as LGBTI+, gender, race and ethnicities, and people with disabilities; this complements our Diversity and Equality Policy, which has been in effect in Brazil since 2019. We’re also working to create a Global Diversity and Inclusion Committee to strengthen these issues at the company.

Our team in Brazil is a clear example of promoting diversity: 59% of its leaders are women, are of different races, and include people with disabilities, whether in terms of hearing, visual, physical, or intellectual ability, or several of these.

5. Social

ATENTO

We make sure that there are real **equal opportunities**, where each person feels valued for their attitudes, abilities, and work-related skills, regardless of their personal characteristics. At Atento, we seek out professionalism and support meritocracy, both to value those who are already part of the company and for new hires.

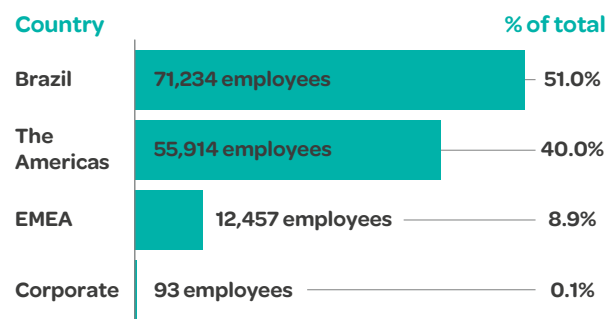
We're one of the top ten companies in valuing diversity, according to CNN Brazil, which favors the creation of a creative, innovative, and potentially more productive environment.

We have also developed a procedure for **detecting, preventing, and acting in situations of sexual and gender-based harassment**; this includes specific reporting channels and the creation of a specific investigative body in the event of a situation of this type.

Breakdown of our workforce

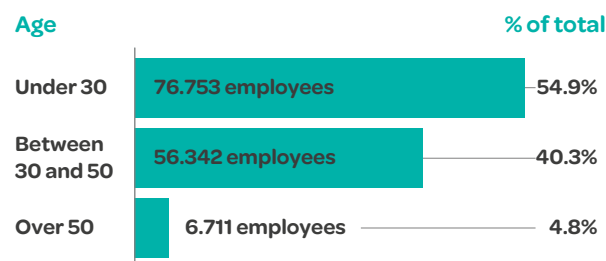
Our staff is widely distributed among the different countries where we operate.

Our team by country (2020)



Notably, a large majority of employees have **open-ended contracts**: 89.5%, compared to 87.2% in 2019. This reflects an established workforce.

Our team by age



TOTAL OF EMPLOYEES: 139,805



We work every day to make Atento one of the best companies to work for, where our initiatives focused on women's empowerment are really important.

5. Social



Breakdown by professional category and gender*



* Data as of December 31, 2020.

As shown, we have a balanced workforce, with **65% female representation**. These proportions are more or less stable across the different categories.



5. Social

ATENTO

5.3. A good place to work

We are a company with a high capacity for **creating employment** in the communities where we operate. In addition, we have various internship programs to encourage the incorporation of many young people into the workplace; they can also join the Atento staff. In addition, we support other groups such as women in difficult situations or members of the LGBTI + community.

To bring these programs to life and offer them the necessary support, we maintain **close alliances with different training and personal development institutions** in different countries.

We're a good place for talented young people to start their professional careers. This is reflected in the fact that 55% of our workforce is made up of employees that are under 30.



Many young people find their first job at Atento, where they have the opportunity to develop their professional career or acquire the skills and knowledge necessary to seek new challenges.

5. Social

ATENTO



Forbes



ESG Awards

The initiatives we develop at Atento to improve working conditions for our employees have earned us various recognitions and awards that endorse us as a **good place to work**.

- **Top Employers Certification.** This certification recognizes excellence in human resource management practices at our centers in Spain and Brazil, where we have held this certification since 2011 and 2015, respectively.
- **As melhores da Dinheiro.** Our centers in Brazil have been ranked second in Social Responsibility out of 1,000 companies in the specialized services category, according to the ISTOÉ Dinheiro magazine.
- **Study on Women in Leadership.** Our centers in Brazil have stood out in the category of Qualification and Encouragement for Female Leadership, according to Women in Leadership in Latin America, in addition to ranking us 15th out of 162 companies in the Women and Intersectionality category.
- **Época Negócios 360 Magazine.** Third place in Sustainability out of 334 companies for our centers in Brazil.
- **Best company to work for, according to Forbes.** A recognition awarded to our centers in Spain.
- **Best World Place awarded by Computrabajo.** This award recognizes our centers in Mexico as a good place to work.

We also have our own awards, **The Atento Awards** - our approach to internal recognition regarding CSR. Through these annual awards, we recognize the people and projects that best represent us and which we're proudest of. This initiative is part of our Transformation process.

5. Social

ATENTO

Digital recruiting

By accelerating different Human Resources and Operations projects, we've managed to continue developing **100% virtually**, thanks to our Atento@Home.

Before the pandemic, our processes for attracting, selecting, training, hiring, and serving new employees were 70% digital. Today, these same processes are already 100% digital.

Our recruitment and selection process is digital. To this end, we've used Artificial Intelligence, which lets us enable a job advisor bot to filter the best applications and accompany the candidate from applying to the evaluation process, generating reminders and follow-up throughout the process.

This approach has improved profile effectiveness by 19% and early turnover by 4 points, in addition to reducing the cost of the recruitment and selection process by 27%.



Selection is based on identifying service skills that make it possible to generate memorable experiences and elements of Artificial Intelligence (AI) to find the predictors of success and future permanence. That **way, we can recruit more effectively**, creating a better experience for our candidates with support and continual feedback in real-time.

We also have a paperless process with cloud repositories, which ensures the systematization, accessibility, and availability of information on demand.

The training process has also been transformed by applying disruptive training methodologies. It is also currently 100% virtual, and we're developing it through an **e-learning platform**. This lets us make the training itineraries open to everyone, reinforce learning with post-training capsules, and add learning circuits with gamification.

“



I'm very happy with my new job! I appreciate the opportunity to join Atento. I hope I can continue to be part of the team and that they can count on my commitment and dedication to grow even more.

Leandro Alcántara
Customer Support Analyst at Atento
Extracted from LinkedIn

5. Social

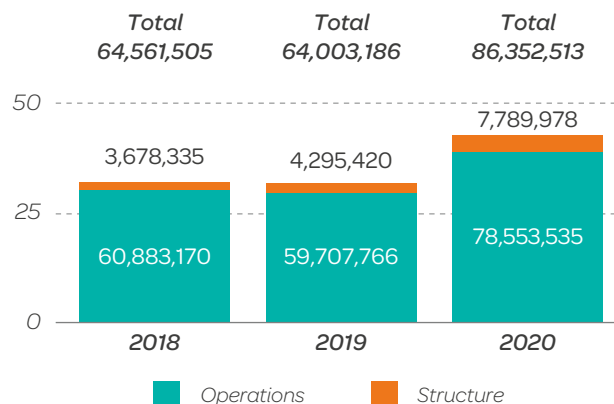
ATENTO

We motivate talent

Training our professionals is essential to have a resilient team that can adapt to new trends and needs in an agile way. In this regard, the **Cultural Transformation and Innovation Program** that we offer our employees in partnership with the ICEMD (the Institute of Digital Economy) to help them understand the current digital environment is particularly noteworthy.

With the great progress we made in digitization and connectivity in 2020, we were able to provide our employees with a greater range of training measures through online formats.

Hours of training given to our employees



We've increased the total hours of training offered by 35% over 2019, thanks to digitization.

5. Social

ATENTO

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I've been at Atento for nine years. I was hired when I was only 18 years old, and I remember the interview like it was yesterday. I was scared and insecure, but I had such a desire to work, and it really worked very well. Over time, I've been promoted several times, and each obstacle has given me more strength, determination, and confidence. I've learned a lot throughout my career, and I can say that I'm very happy here.

Michelle Barbosa
Operations Support Analyst at Atento
Extracted from LinkedIn

We launched a new training program for Supervisor

Our **Supervisors or Coordinators** do highly significant work in our day-to-day operations. For this reason, we're carrying out specific training processes for those who are leading their teams remotely.

In a year full of challenges and uncertainties, we all had to face this unknown situation, so we created a **training and development program** in all regions to help them in this new stage.



5. Social

ATENTO

We encourage health and safety

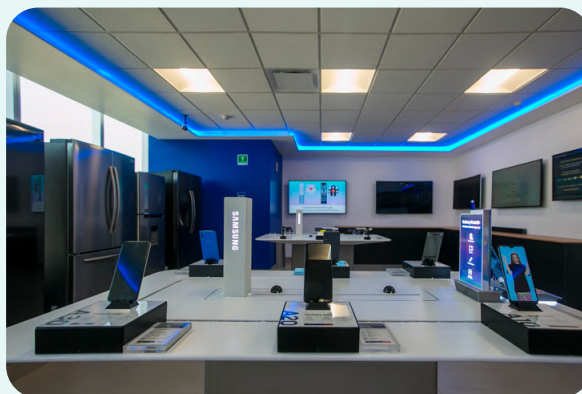
We have a Quality, Environment, Health, and Safety Policy that establishes the bases for applying the necessary measures to **ensure safety and encourage professionals' health** at all our centers.

To do this, we carry out a process of **identification, control, and monitoring for possible risks** that our employees may be exposed to, in addition to promoting and protecting their health through the **prevention and control of diseases** and mitigating factors that may pose a threat to them.

Our buildings have **areas to improve the team's well-being**. There are training rooms, cafeterias, co-working areas, terraces, and even game rooms to disconnect.

We promote healthy work environments that contribute to our employees' well-being, emphasizing the importance of staying in good physical, mental, and social health.

Photos of the new centers in Mexico (1, 2) and Brazil (3, 4)



1



2



3



4

5. Social

ATENTO

Measures to ensure safety in light of the pandemic

As a result of the health crisis caused by COVID-19 and depending on how it progresses, our main focus to ensure the safety of our employees in 2020 was taking measures to prevent the spread of the disease. We've continued **to adapt our way of working and facilities** to the requirements of health authorities at all times to ensure the health and safety of our employees. The main measures we've taken are:

- **Encouraging working remotely** as much as possible.
- **Reorganizing jobs and shifts**, as well as the use of common areas to ensure safe distances between people.
- **Proper ventilation of interior spaces**, optimizing ventilation equipment and ensuring good maintenance of air conditioning equipment.
- **Making masks mandatory**, which are provided to our employees who offer in-person services.
- Using the **cleaning and disinfection protocols** outlined by health authorities.
- Implementing **protocols for action and monitoring** in case of suspected infection.
- Providing our employees with continual **training and information** on risks associated with the disease, contagion prevention measures, and recommendations to follow.

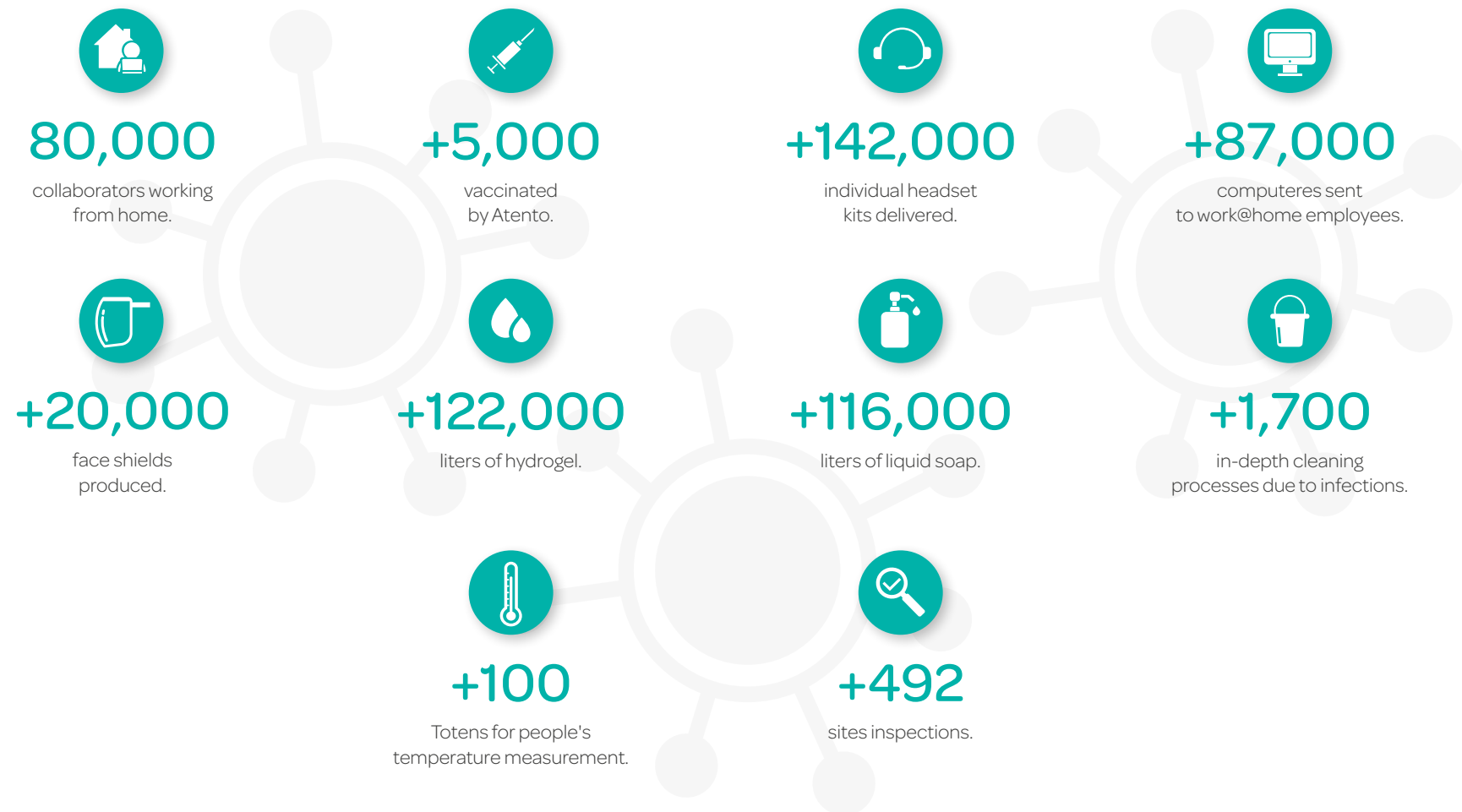


We have been recognized as one of 2020's Humane, Supportive Companies by the Neurobag Institute and Rex Leadership, thanks to the measures and actions taken to support our employees during the pandemic.

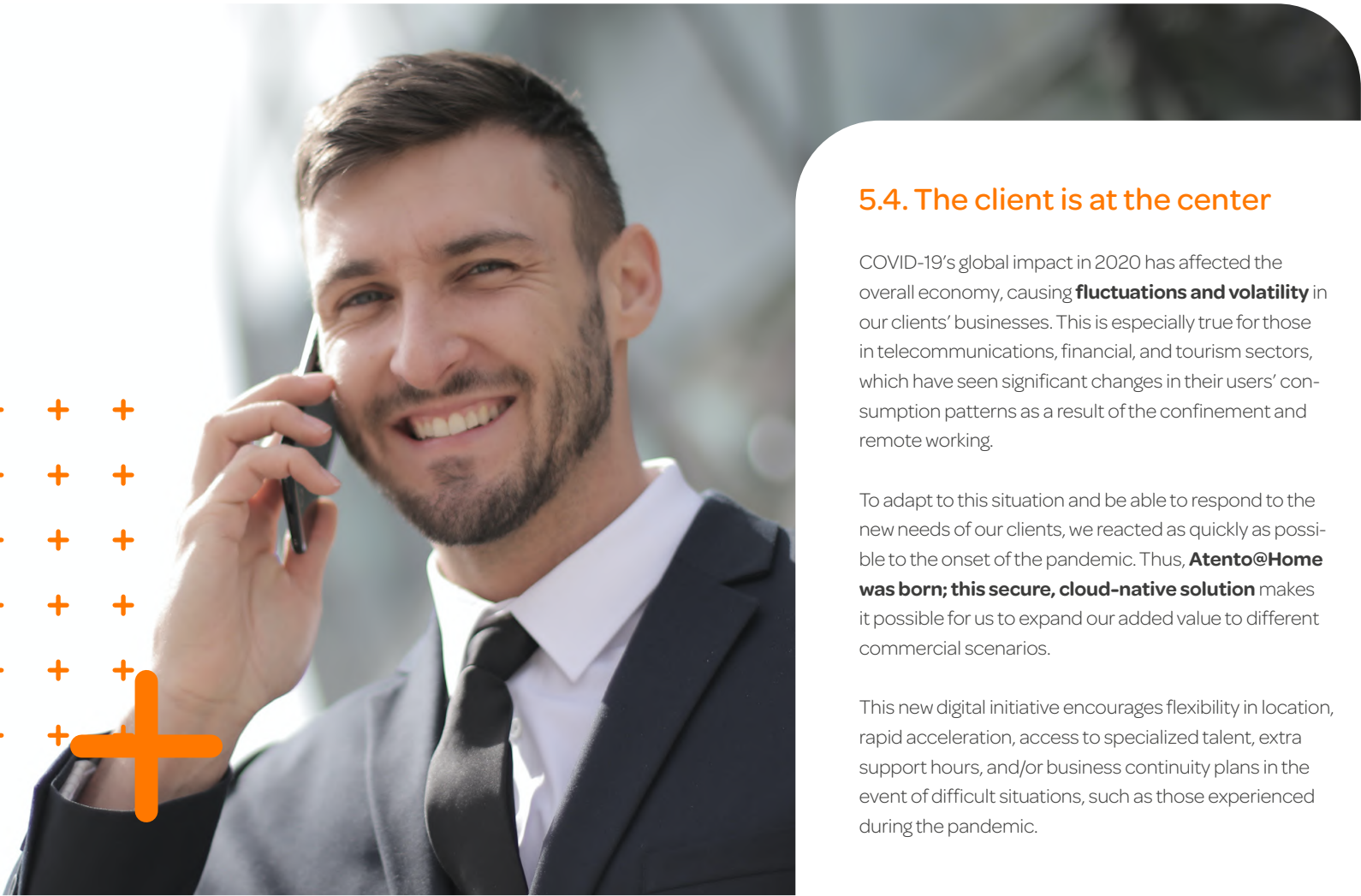


5. Social

ATENTO



5. Social



5.4. The client is at the center

COVID-19’s global impact in 2020 has affected the overall economy, causing **fluctuations and volatility** in our clients’ businesses. This is especially true for those in telecommunications, financial, and tourism sectors, which have seen significant changes in their users’ consumption patterns as a result of the confinement and remote working.

To adapt to this situation and be able to respond to the new needs of our clients, we reacted as quickly as possible to the onset of the pandemic. Thus, **Atento@Home was born; this secure, cloud-native solution** makes it possible for us to expand our added value to different commercial scenarios.

This new digital initiative encourages flexibility in location, rapid acceleration, access to specialized talent, extra support hours, and/or business continuity plans in the event of difficult situations, such as those experienced during the pandemic.

5. Social

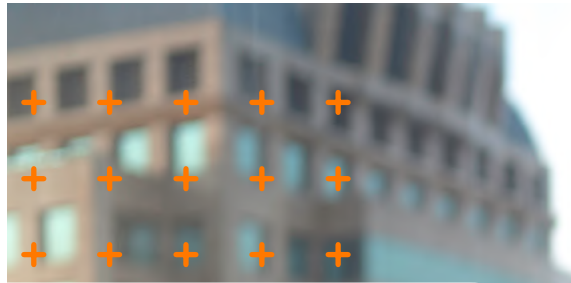
ATENTO

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This year, we're honored to have been able to help our clients on their journey through such rapid changes, from digitization to new ways of connecting with their own customers. Together, we've designed incredible customer care experiences and real solutions that our clients have known how to showcase.

Eduardo Aguirre
Chief Information Officer at Atento



Likewise, the current context has given us **new opportunities**, allowing us to enter markets related to sectors like health, entertainment, e-commerce, and app-based distribution services. As a result, we've been able to establish new collaborations, notably Riot Games, in addition to strengthening our relationships with existing clients.

We adapted internally to offer our clients' operations continuity solutions in a secure environment.



5. Social

ATENTO

SUCCESS STORY

Riot Games chose us as a strategic partner to assist Brazilian gamers

In May 2020, we signed an agreement with this American company, a developer of video games like League of Legends, for developing a **project that we've implemented 100% remotely** due to the pandemic. The scope of the collaboration includes the recruitment, selection, and training phases for the professionals participating in the project.

Structuring the project with **rapid adaptation to the digital environment** to meet the deadline for developing it has been a challenge that we managed to rise to successfully. To this end, we've relied on specialists in the area of social communications with a proven background in Customer Experience management or video games.



We're very satisfied with our partnership with Atento.

Restructuring the team's recruitment and training process to an online model was challenging, and it was essential for Riot Games to follow the security protocols recommended by health agencies. Our goal is to provide a high-quality support service that meets players' needs.

Diego Martínez
Head of Operations at Riot Games in Brazil

We broke a record in customer satisfaction

One of the aspects that we pay the most attention to for our clients is their satisfaction regarding the services we offer and how we work with them. To assess their level of satisfaction, we carry out an internal survey each year. This year, we beat our own record: we got **the highest satisfaction rating in Atento's history**.

We also carry out an annual satisfaction survey following the NPS (Net Promoter Score) methodology, which assesses the probability of recommendation and aspects that impact the **service's quality**. In 2020, the results of this survey were also favorable, showing an improvement of 14 p.p. over the same score from the 2019 assessment.

The highest recognition we've received during this unusual year has come from our clients, who have rewarded us with record ratings in customer satisfaction.

5. Social

ATENTO

We're maintaining a solid relationship with our regular partners

Our clients are **leaders in their respective sectors**, and they demand the best service for their users. At Atento, we primarily serve clients in telecommunications, finance, and multisector areas; this includes consumer goods, retail, public administration, health, travel, transport and logistics, and technology and media.

Every year since our inception, we've been **building our portfolio of clients** from different sectors around the world.

In 2020, the **sales of Next-Generation services** accounted for half of all new sales for the year, compared to 40% in 2019. We've continued to attract fast-growing customers, such as media, technology, and digital-native companies, who prefer the digital and technological Customer Experience solutions developed by our latest innovation.

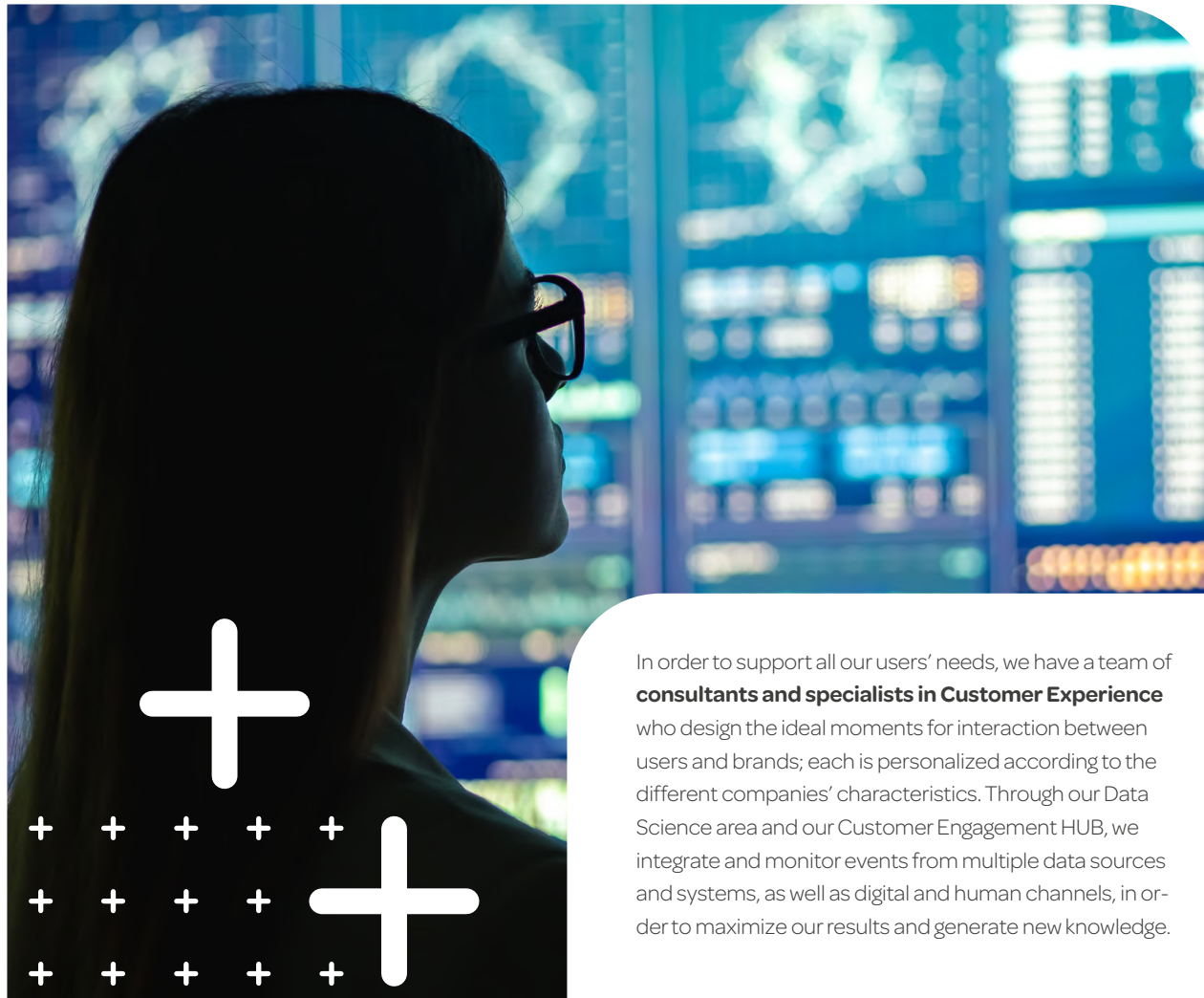
45.8% of our revenue is from clients* that we've been in contact with for ten years or longer.

* Not including Telefónica.



5. Social

ATENTO



In order to support all our users' needs, we have a team of **consultants and specialists in Customer Experience** who design the ideal moments for interaction between users and brands; each is personalized according to the different companies' characteristics. Through our Data Science area and our Customer Engagement HUB, we integrate and monitor events from multiple data sources and systems, as well as digital and human channels, in order to maximize our results and generate new knowledge.

“



Our major strength is combining the digitalization of processes with specialized human work. All of our offerings are backed by **Next-Generation Capabilities**, which are advanced technologies and consulting capabilities, and **Next-Generation Services**, a new generation of services that responds to our clients' challenges in transformation.

Luis Guilherme Sanches
Commercial Vice President at Atento in Brazil

5. Social

ATENTO



5.5. We're strengthening close relationships with our vendors

One of the main parts of Atento's engine are the vendors we work with. They **provide us with the necessary solutions** to cover the entire cycle of customer relationships. Providers in the technology and telecommunications sectors play a crucial role.

We require **continual adaptation of the systems and services** we offer with new technologies to provide an increasingly efficient and profitable service for our clients. Therefore, we have a purchasing procedure through which we seek to add value to the business, anticipate demand, identify efficiency, and find profits in scaling and synergies.



In 2020, thanks to a series of strategic alliances with several global technology leaders, we migrated some of our key business areas to the cloud. This has allowed us to establish our place in the core of the digital revolution for CRM and BPO.

5. Social

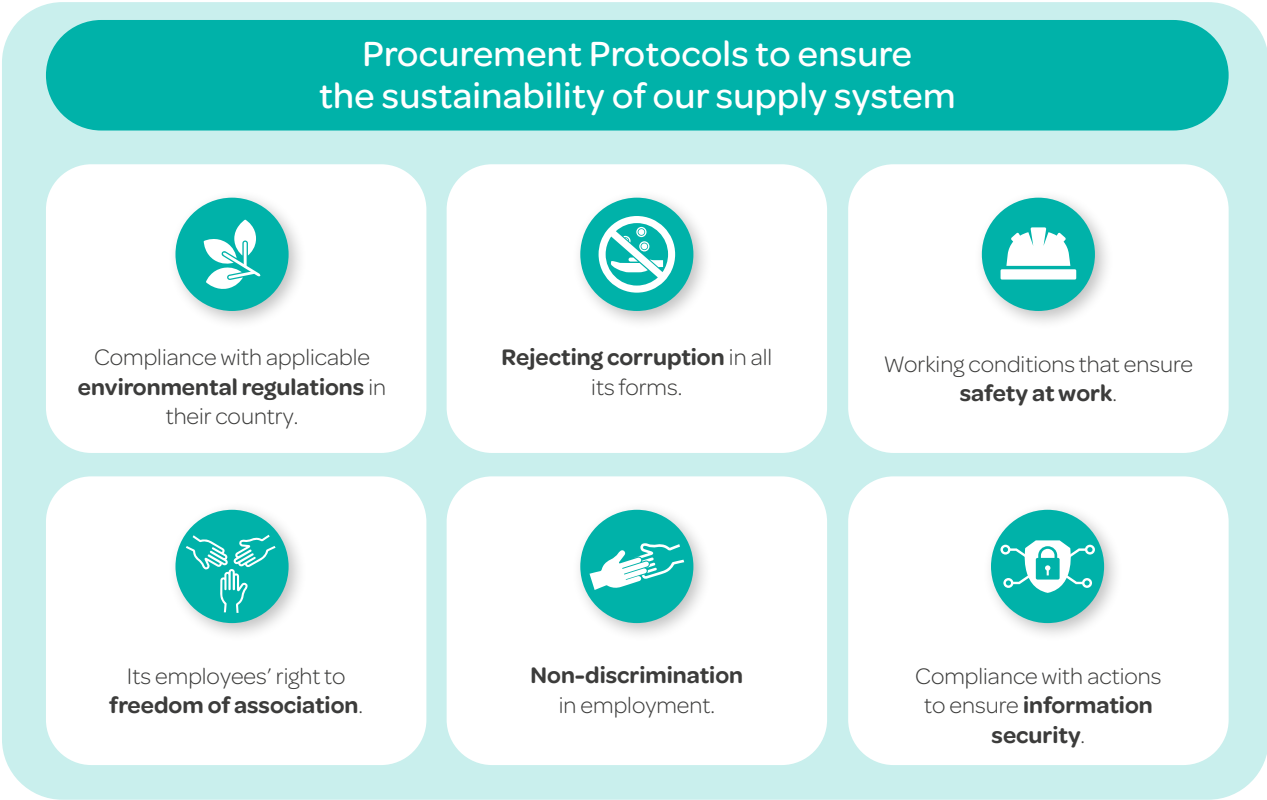


We want Atento’s partners to be aligned with our commitments, values, and ESG policies.

Our **Purchasing Policy** compiles a set of ethical and economic requirements that the vendors we work with must comply with, and they must be aligned with our principles and protocols of action.

To ensure compliance with these requirements, we evaluate three key aspects in selecting them: technical and economic-financial capacity, service history, and compliance with our principles.

We also have the **Supply Chain Principles** in Corporate Standard N-2, which requires all vendors who work with Atento to apply ethical principles similar to those we have at the company. In other words, they must avoid the promotion or existence of child labor, forced labor, and mistreatment, and they must offer working conditions that do not pose a risk to their employees’ lives.



New vendors must complete our **Statement on Conformity and Commitment to Social Responsibility** to ensure that they are aligned with our principles.

5. Social

ATENTO



We maintain a solid relationship with our vendors to work together to build the business model that enables us to meet our customers' needs and demands by being able to anticipate and be a part of the positive change that has already begun. Therefore, making sure they are aligned with our ESG commitments is essential to moving towards sustainable development.

Rodrigo Ledier
Global Procurement Director at Atento

We also strive to contract products and services from **local vendors** as much as possible. Having more of a connection and limiting the delivery period for products is an advantage for the company, and it helps reduce our carbon footprint.

We're also contributing to the **development of the communities** where we're present, generating shared wealth by supporting local businesses and promoting the creation of indirect jobs.

Throughout 2020, **we didn't detect any incidents** related to our providers regarding non-compliance with any of the requirements established in our protocol.

Finally, we maintain a solid relationship facilitating smooth two-way communication through the **provider registration and approval area** set up on the Atento portal.



5. Social

ATENTO



5.6. We're growing with local communities

Supporting the communities where we operate encourages our society's progress, which also offers an advantage for the companies present. At Atento, we provide wealth to our communities through distributed economic value and creating local employment, both directly and indirectly.

We also **support the development of social action initiatives**, both internally and those of other entities, to facilitate improvements in the well-being of those who are most underprivileged.

In 2020, we generated a distributed value to society exceeding \$1.2 billion.

5. Social

ATENTO

SUCCESS STORY

We helped people over 60 place grocery orders during confinement



We've teamed up with Domicilios.com to set up a **telephone line** that would allow people over 60 to place orders at supermarkets. This way, we eliminate the difficulties that these people may have when using web pages or apps.

The line has been **operational in different cities** in Latin America where the company Domicilios.com is present.



PROP
LATAM
SUMMIT
TECH

Our "Voces que ayudan" program has been recognized with the Silver trophy at the LATAM awards in the category for Best Social Responsibility Strategy.

Our social initiatives

We encourage the development of **initiatives that are adapted to the characteristics and demands** of each community. These include global programs that we carry out for the entire company, which are complemented by the other actions carried out locally

Atento's global social action programs

- **Voces que ayudan:** Corporate volunteering program through which we launch initiatives like charity mara-

thons in collaboration with foundations and non-profit institutions or food drives. Participation in these events increases people's motivation and their sense of belonging at the company.

- **Global Community Month:** This global initiative strengthens commitment and social transformation within the company and beyond it, thanks to our employees' collaboration in carrying out different actions throughout September.

5. Social

Main actions developed in each country

The situation the pandemic caused has limited **carrying out social actions**, which is why we've developed fewer initiatives than on other occasions. Many have been related to raising awareness, largely promoted by employees themselves.

Brazil

- **Transforming the "Sou Voluntário" Program into a digital format** to continue meeting demands during the pandemic.
- Carrying out **virtual meetings within the framework of the "Atentos al futuro" program**, which prepares vulnerable groups for employment.

- **Working with entities that specialize in hiring people** with disabilities, foreigners, trans people, and women in vulnerable situations, among others.
- **Alliances with educational institutions** that provide accessibility to open courses, languages, and basic education.
- Emergency campaign for collecting household goods and food for **employees affected by the floods** in the regions of Belo Horizonte, Santos, and Rio de Janeiro.
- **Initiatives related to the pandemic**, such as donations of hygiene, cleaning supplies, and food to various associations.

The United States and Central America

- Starting association and promotion programs with different organizations for **reintegrating people into the workplace**.
- **Strategic alliances with universities** like UTSA, Hallmark, UTRGV, and STC.
- **Corporate volunteering actions** with Toys for Tots and the Salvation Army Food Drive, as well as participating in a blood donation campaign.

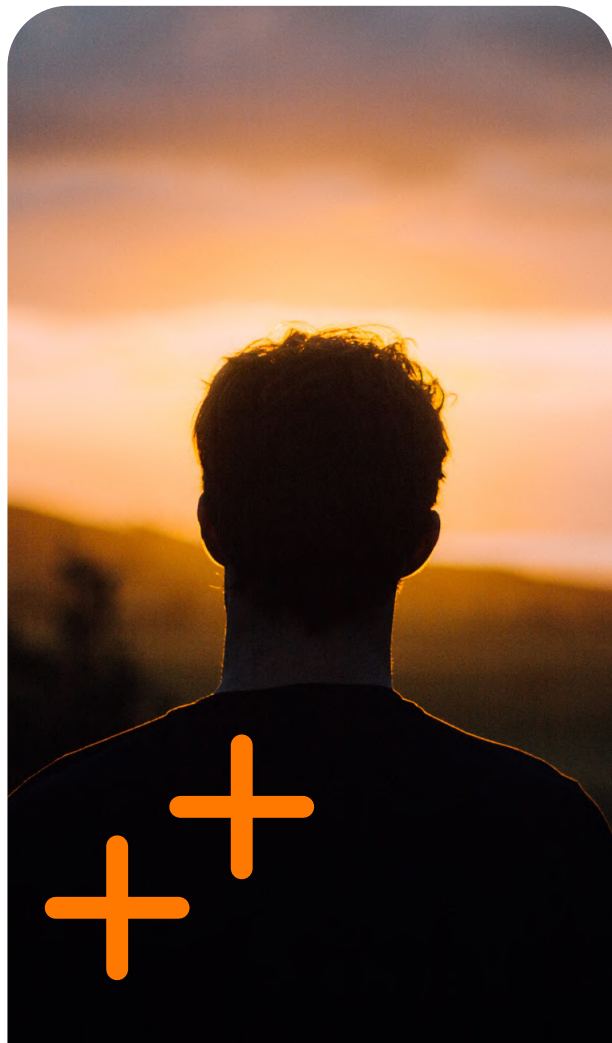
Colombia

- Creating workshops to carry out **successful job interview processes**.
- Agreements with entities that promote the **labor insertion of diverse communities**.
- Strategic alliances with government entities with agreements to **promote employability**, such as the Minuto de Dios University Corporation, the Cooperative University of Colombia, and CUN.

"Atentos al futuro" is a job placement plan for socially underprivileged young people and groups at risk of exclusion. This is a free training program on technical skills that's taught by our employees. Through this initiative, we're addressing two objectives: offering students the opportunity to find a job, sometimes at the company itself, and motivating the employees who train them.

5. Social

ATENTO



Spain

- **Partnership with Gala Inocente**, which more than 600 employees participated in by answering calls for donations, both from our work centers and remotely, managing to raise €1,601,788 for improving the lives of children at risk of exclusion.
- **Upholding current** agreements with various universities.
- **Donating to different NGOs:**
 - **Food Bank:** €1,600 to help individuals and families in need.
 - **Asociación Española Contra el Cáncer:** €1,000 to support their initiatives.
 - **Cáritas:** €2,400 to help those who are most underprivileged.
- **Giving workshops** on the job search.

Chile

- **Donating boxes of merchandise** to the Hogar de Menores Fundación San José para la Adopción.
- **Donation of 50 lunches** to the Hogar de Ancianos Fundación Las Rosas.

“



We all collaborate voluntarily, and this year, the “A sun for the kids” initiative at Atento brought out our team’s spirit of solidarity more than ever. Though we couldn’t share it with family members like other years, we showed that in the face of adversity, we’re continuing to do our part for the main thing: helping.

Adrián Di Constanzo
Business Manager at Atento in Argentina

5. Social

ATENTO

Argentina and Uruguay

- Developing webinars related to **job placement** for the public looking for their first job.
- **Alliances with entities** like the NGO Conciencia, Institución Numen, UNLAM, Instituto Coder House, Instituto UCA, and Instituto UCES.
- **Partnering with UNICEF's "Un Sol para los Chicos" campaign** for the 18th consecutive year, where 250 operators answered calls for donations from different Atento sites in the provinces of Chaco, Salta, and Tucumán, raising \$141,395,025 for children and adolescents.

Mexico

- **Contribution to local development in the academic and social fields** through courses, free webinars, and altruistic initiatives like donations to vulnerable groups.
- **Collaboration agreement to promote job placement with educational institutions** such as CUDE, UNITEC, Universidad Tres Culturas, UAEH (Universidad Autónoma del Estado de Hidalgo), FRANCO MEXICANA (CUAUTITLAN IZCALLI), UVM, and Universidad Metropolitana.

- **Partnerships with entities in favor of the most vulnerable groups**, such as the Fundación FORGE, the National Employment Service, and various Job Agencies.
- **Promotion of the 2020 Fondo DespensaMX campaign** for donations to the CEMEFI for people affected by the pandemic.
- **Corporate volunteering activities** for collecting food, toys, and more.
- **Support for the TapiAtento initiative** for collecting plastic caps and collecting funds through recycling for care for cancer patients under 21.





6. Governance



We integrate ESG criteria into Atento's corporate strategy from senior management.

6. Governance



We apply principles, rules, and procedures that favor our sustainable growth and the market’s confidence.



6.1. Governance and corporate structure

Atento is made up of a set of companies that comprise the company’s global organizational chart, though all of them operate under a single corporate governance and the same policies and guidelines. It should be noted that the Assembly of Shareholders is an independent body, as are its most significant committees, such as the Audit Committee.

The company’s corporate management and the governing bodies’ operation are governed by our statutes, as well as Luxembourg law, where our registered office is located, and the requirements of the New York Stock Exchange, including those on corporate governance and audit processes.

6. Governance

Our presence in the stock market

Due to the outbreak of the pandemic, our stock price fell by 6.1% in 2020, though there was a rebound starting in the second half of the year as our activity strengthened and took on great importance, which has led to an upward trend since then.

We've been listed on the New York Stock Exchange (NYSE) since 2014 under the symbol ATTO.

Transparency with shareholders

At Atento, we offer our investors all the necessary information so that they can make informed decisions about purchases and sales. We therefore prevent possible imbalances between principal and minority shareholders.

Our **Investor Relations and Corporate Treasury Area**, currently headed by Atento's Chief Financial Officer, is responsible for informing investors and other stakeholders about the growth strategy, performance expectations, and the company's financial and operational progress. These reports

follow the instructions set out in the International Financial Reporting Standard (IFRS) at all times.

In the **Investor Relations** section of our website, all of the general information about the company, communications, financial reports, regulatory presentations, a calendar of events, and information related to corporate governance is available. We also have a system for sending periodic alerts to investors so that they can easily stay up-to-date.

In 2020, we issued 26 press releases targeting the investment community.

SUCCESS STORY

We launched our Investor Relations Newsletter

This is our new initiative to strengthen Atento's relationship with the investment community. With this newsletter, we want to provide **deeper insight into our company and the strategic growth initiatives we're developing and successfully implementing**, especially the new digital products and technology services we're working on to lead the Next Generation of the Customer Experience.



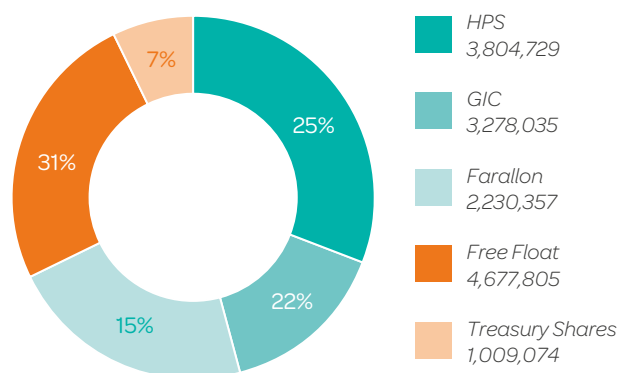
6. Governance

ATENTO

Changing our shareholding structure

At the close of the 2019 fiscal year, Bain Capital signed a **Stock Transfer Agreement** with institutional investors: HPS Investment Partners, GIC, and an investment fund affiliated with Farallon Capital Management. Thus, as of December 31, 2020, Atento's capital structure was more distributed.

Shareholder structure as of December 31, 2020



These new investors were attracted by Atento's **Three Horizons Plan**, a three-year strategic plan that we're effectively executing to establish a stronger and more profitable path to growth that may enhance the company's value. It is developed on three main pillars: implementing operational improvements, accelerating the construction of a portfolio with next-generation services and improved digital capabilities, and finding new growth avenues.

We have also **successfully completed our debt refinancing** demonstrating that investors value the recovery process we started in 2019 and the strong results we achieved in 2020, despite the challenging environment that arose from the pandemic. In addition, this refinancing gives us greater financial flexibility for our digital investments and accessing high-growth markets with our innovative CRM and BPO Next-Generation services.



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Each of Atento's new investors shares our vision of establishing a stronger platform from which we will accelerate the development and expansion of innovative digital solutions, which will significantly enhance the growing portfolio of High-Value Voice, Integrated Multichannel, and Back-office services. Our long-term mission continues to be increasing value for shareholders by effectively capitalizing on emerging digital opportunities in CRM/BPO.

Carlos López Abadía
CEO of Atento

6. Governance

ATENTO









Our corporate governance

It is directed by three bodies: the General Shareholders' Assembly, the Board of Directors, and the Management Committee.

- **General Shareholders' Assembly.** Made up of the owners and representatives of the company's shares.
- **Board of Directors.** The board consists of eight members with an average age of 55 and various nationalities. John Madden, Roberto Rittes, Antenor Camargo, and Robert W. Payne joined in 2020. Their resumes are publicly available on the [Corporate Governance](#) section of our website.

The new Board offers significant support for developing our ambitious transformation plan with the aim of remaining one of the most innovative and relevant BPO and Customer Experience providers in the world.

Board of Directors as of December 31, 2020






	Name	Position	Risk and Audit Committee	Remuneration and Sustainability Committee	Joined date
	Carlos López-Abadía	Director			
	Antonio Viana-Baptista	Director	Chair		
	John Madden	Director		Member	2020
	Thomas Iannotti	Director	Member	Chair	
	Roberto Rittes	Director			2020
	Antenor Camargo	Director			2020
	David Garner	Director	Member		
	Robert W. Payne	Director			2020





6. Governance

ATENTO

- **Executive Committee.** It comprises nine members - four women and five men - whose average age is 50 and are of different nationalities.

Executive Committee

Name	Position	Joined date
 Carlos López-Abadía	Chief Executive Officer	
 José Azevedo	Chief Financial Officer	2019
 Virginia Beltramini	Chief Legal Officer	
 Gustavo Tasner	Director of Operations and Regional Director for South America	2019
 Cathrine Jooste	Chief Comercial officer and Regional Director for USNS	2020

Name	Position	Joined date
 Dimitrius de Oliveira	Regional Director for Brazil	
 José María Pérez Melber	Atento EMEA Regional Director	
 Kiomara Hidalgo	Global Chief People Officer	2021
 Elia Santillán	Regional Director for Mexico	2021

“

The transformation we went through last year invites us to move forward on a new path that's full of opportunities, one that will enable us to promote operational excellence, build our portfolio of next-generation digital products and services with greater value, and penetrate new high-growth markets.

Bill Payne
Board Chairman at Atento

6. Governance



6.2. Our governance is governed by ethics and integrity

The goal of our **Code of Ethics** is to define clear behaviors that are characterized by honesty, which means that any breach of the Code itself must be reported to prevent any possible harm to individuals or the company.

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At Atento, we've established a corporate culture based on ethical criteria in line with our values. It applies to everyone who is part of the company, as well as our partners.

6. Governance

Our ethical principles



Upholding **honest, ethical conduct.**



Reporting in a **complete, fair, accurate, timely, and understandable** manner in the company's reports, documents, and communications.



Complying with applicable laws and regulations, as well as our internal policies.



Internally **reporting** any known breach of the Code immediately, which is given anonymity and confidentiality.

Ethical policies and practices

This document is available to all our professionals and partners, whether they are managers, employees, or third parties. It includes a set of **policies and practices** that everyone related to Atento must comply with to maintain a good image of all its members and the company itself.



Compliance with the law: all regulations of the countries where we operate must be followed.



Conflicts of interest: we ensure the company's interest, preventing any personal favoritism.



Protection and use of corporate information, assets, systems, and other resources: these must only be used for company-related issues, and any misuse should be prevented, including any that could harm another person.



Law on the Securities Market: it is mandatory to safeguard the company's non-public information and not share it.



Bribery, kickbacks, and fraud: Paying, lending, or offering funds or assets intended to influence or compromise the recipient's behavior is prohibited.



Health and safety in the workplace: at Atento, we're committed to providing a healthy, safe workplace, which also requires the employees' compliance with the company's safety instructions.



Labor issues: we promote a business environment that favors equal employment opportunities and which prohibits any discriminatory practices.



Books and records: We monitor internal accounting to safeguard and ensure the accuracy of our financial records and reports.



Record of documents: everything subject to audit must be documented punctually and in order.

6. Governance

ATENTO

Regarding bribery and corruption, at Atento we include the **Anti-Corruption Policy** with the contracts for our employees in coordinator, manager, and executive positions, as well as those of our providers. We also emphasize this aspect through communication and training initiatives concerning policies and procedures that we have at the company to prevent this type of behavior.

Likewise, our partners can send any communications regarding an activity or behavior they've noticed which constitutes a breach of the Code of Ethics or other mandatory policy or regulation through our **Whistleblower Channel**.

This channel is available both internally and externally and employees, customers, providers, and third parties can access it either on our website:

<https://canalconfidencial.com.br/atento/>

or by phone; we have different lines available where we have operated:

- **Argentina:** 0800 666 0079
- **Brazil:** 0800 721 0746
- **Chile:** 1230 020 8946
- **Colombia:** 01800 913 2017
- **Costa Rica:** + 55 11 2739 4501 (accepts collect calls)

- **El Salvador:** + 55 11 2739 4501 (accepts collect calls)
- **Spain:** 900 838920
- **US:** 1 800 986 3850
- **France:** 0805 089339
- **Guatemala:** + 502 22699458 or + 55 11 2739 4501 (accepts collect calls)
- **Luxembourg:** 800 8 1059
- **Morocco:** + 55 11 2739 4501 (accepts collect calls)
- **Mexico:** 800 681 5380
- **Nicaragua:** + 55 11 2739 4501 (accepts collect calls)
- **Panama:** + 507 8339697
- **Peru:** 0800 55781
- **Puerto Rico:** 1 787 919 0828
- **Czech Republic:** + 55 11 2739 4501 (accepts collect calls)
- **Uruguay:** 000 416 205 1344
- **Venezuela:** + 55 11 2739 4501 (accepts collect calls).

The complainant can choose to **report anonymously**, and their anonymity will be ensured. However, it is necessary to ensure the veracity of the data and compliance with data protection regulations. To that end, the complainant is required to complete an agreement before proceeding to the next phase of the complaint registration process.



The complaints received are managed externally and sent to the **Internal Audit area**, where they are processed and evaluated. Once the evaluation is carried out, the level of associated risk is assessed, and those classified as "high risk" are chosen for investigation. Subsequently, if it is a particularly difficult case, they may resort to the Legal Compliance Committee, while all others are addressed by the Regional Compliance Committee.

6. Governance



We are committed to generating value for our customers, employees, shareholders, and local communities, where an initial essential requirement is acting ethically and with integrity. This must be a maxim for everyone who has a relationship with Atento.

Virginia Beltrami
Chief Legal Officer at Atento

The **Compliance Committee** is a governing body made up of professionals from the Legal, Financial, and Human Resources areas. It is endowed with the responsibility of the Administrative Body, and its main role is to ensure regulatory compliance and promote an ethical culture.

Throughout the year, we've found **zero cases of non-compliance with regulations**, whether external or internal, that could have entailed non-observance of the obligations established in environmental legislation, regarding health and safety at work, related to information provided to third parties about our services, regulations on marketing communications, or the set of social or financial regulations.



United Nations
Global Compact

Since 2011, we've adhered to the UN Global Compact on Human Rights to ensure compliance with all our partners.

We Protect Human Rights

To further this commitment, we conduct training and awareness programs every year; we denounce any type of discrimination; and we promote freedom of association in every region where we operate.

We also guarantee our employees' right to strike, freedom of association, and the right to collective bargaining, as we also uphold **their labor** rights. As of December 31, 2020, we had collective bargaining agreements in six countries, including Argentina, Brazil, Chile, Uruguay, Mexico, and Spain, that govern our relationships with the majority of employees in these countries. **Thus, 74.3% of our employees were under a collective agreement.**

We're also vigilant about **rejecting any form of child exploitation or forced labor**, whether at our own centers or those of our providers; we evaluate the latter to ensure that they don't use this type of practice.

We haven't identified any providers who may violate any of these rights or allow any of these prohibited forms of work.

Regarding these issues, all the company's providers in Brazil, for instance, must sign the "Social Responsibility Terms," which requires them to respect human rights. In addition, we have been certified with **Brazilian Social Responsibility Standard NBR 16001** since 2019 in order to reinforce our commitment to respect human rights.

6. Governance

ATENTO

6.3. Cybersecurity and data protection in the digital age

Cybersecurity has become more important with the increase of remote working, and it has positioned itself as one of our main priorities. Therefore, with our Atento@Home model, our agents can work remotely **with guaranteed security of the operations** they carry out.

We protect privacy and data, in addition to applying information security with the help of the best next-generation cloud solutions.



6. Governance



Promoting our Next-Generation Services through technology by accelerating the internal digital transformation of our operations requires taking the strictest measures to ensure cybersecurity, proper risk management for prevention and data protection for our clients and their end clients; in addition, we must consider that we often work with data that is of great value.

Isabel María Gómez
Global CISO at Atento

Measures to ensure cybersecurity and data protection

Access to the work platform by multi factor authentication. Access requires logging in as an active user who is authenticated in the system and two-step authentication to verify the agent's account. Each agent only has permission to access the campaign they work on.

Computers with Bluetooth connection and USB port blockers. We block the possibility of transmitting information through these channels. The installation of programs outside the work platform is also prohibited in our cybersecurity regulatory body. The aim is to prevent information from being stored on the hard drive, which makes it easier to protect any data at the end of the working day.

Equipment with the latest versions of antivirus, antispyware, and antimalware software. We prevent potential threats, and administrators can also remotely update security patches on devices. In addition, the work platform is set up to connect to Atento's exclusive virtual private network (VPN) through encrypted communication.

Communication encryption. Communication between agents, end customers, and information management systems is end-to-end encrypted; this measure facilitates data protection and the elimination of security threats like the so-called "Man in the middle."

Delimited shifts. Each agent has delimited hours and days when they work in their profile on the work platform; access is blocked outside these times, including break times and mealtimes. The session also locks out after 120 seconds of inactivity.

The monitoring team and RED Team analyze the proper operation of the implemented security measures. These teams monitor unusual behavior with equipment scaled to specialized TIER that alert them to irregular or suspicious behavior.

Screen watermark. This shows the IP address, time, date, user, and other control elements to keep track of any image possibly taken

We also have **specific procedures for handling possible cybersecurity incidents** that help to apply protection against risks to the rights of interested parties with due diligence. These procedures set the guidelines to follow in the event of a cybersecurity incident, ensuring an adequate, timely, and efficient response.

In 2020, we didn't receive any claims related to personal data protection, nor have there been any security breaches or loss of data for our clients. Still, **we're continuing to work on preventing any type of risk or threat related to cybersecurity.**

The **security measures** we have in place, both technical and organizational, help us protect ourselves against threats. In addition, we have continual review and update that lets us take the recommended measures for the changes that may occur.

6. Governance

ATENTO



6.4. We're a prosperous company

In 2020, **our business' evolution** was heavily shaped by the pandemic, the challenges it posed for all of humanity's adaptation to a new context, and the ability to adapt to these conditions.

Although we have continually strived to **keep our services running** at all times and respond to our clients' new needs, the difficulties experienced in some of the most heavily impacted sectors have led to a 6.1% reduction in revenue compared to the previous year, **while EBITDA has increased by 5.1%.**

Multisector revenue increased 4.9% in 2020, reaching 68.2% of total revenue. That's 3.4 percentage points higher than in fiscal year 2019, in addition to a solid improvement in operating cash flow during the year, which has led to the generation of \$40 million in cash flow.

6. Governance

Main Financial Indicators for 2020 (in million of \$)

Year	Revenue	EBITDA	NET profit	Net financial debt	Leverage (Net debt/ Adjusted EBITDA)
2019	1,707.3	153.4	-80.7	595.9	3.9X
2020	1,412.3	161.2	-46.8	517.6	3.2X

As for **our revenue**, the telecommunications sector continues to contribute the largest share. However, we have detected an increase in revenue from sectors other than telecommunications and financial services, which are usually the most significant; we detected a greater increase in digital-native, technology, and media companies.

Distribution by sector



Telecommunication

39.0% of our revenue.



Financial services

32.9% of our revenue.



Multisector

28.1% of our revenue.

Distribution by country



Brazil

43.2% of our revenue and
50.7% of adjusted EBITDA.



The Americas (excluding Brazil)

41.2% of our revenue and
41.4% of adjusted EBITDA.



EMEA

16.6% of our revenue and
13.2% of adjusted EBITDA.

“



Our value commitment continues to attract clients experiencing rapid growth, such as digital-native companies, tech companies, and the media, which favor technological and digital solutions for Customer Experience solutions that are developed by our innovation center. The market has recognized this evolution, and we've managed to multiply our shares by a factor of six since April 2020, in addition to increasing the price of our bonds by around 80%.

José Azevedo
Chief Financial Officer at Atento



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07

About this
report



7. About this report



Atento's exercise in transparency with all our stakeholders.

7. About this report

ATENTO

7.1. Focus and scope

In our **2020 Integrated Report**, we've presented the most significant information on our performance in the economic, good governance, social, and environmental spheres. In this document, we look at all aspects identified by the company and our stakeholders as significant in our materiality study.

The information collected **encompasses all of Atento's countries and subsidiaries** to provide a global reflection of the entire company. The heads of each country have worked together on the reporting process by providing the non-financial information requested, a process coordinated by the ESG Global department.

The economic and financial indicators collected throughout the document were taken from the **Annual Accounts** prepared by the Board of Directors, reviewed by the auditor, and approved by the General Shareholders' Assembly.

To ensure the report's quality, we've prepared it following the Global Reporting Initiative (GRI) requirements, according to the **GRI Standards** version and the Core option. As a result, the report was prepared following the principles of reliability, comparability, and relevance. It is also possible to compare it to reports from previous years, as we've published our CSR reports since 2008.



To request information on issues related to content, contact:

Pablo Sánchez Pérez

Global ESG Director at Atento

pablo.sanchez@atento.com

7. About this report

ATENTO

Materiality study

At Atento, we update our materiality analysis annually to determine which **issues are of the highest importance** to our internal and external stakeholders, which we must consider at the company.

To adapt it to our new context, we've **updated our materiality analysis** in 2021, which is included in this report, to offer responses on the most significant issues. In this study, we've considered the opinion of our main stakeholders - that is, customers, providers, social agents, and employees.

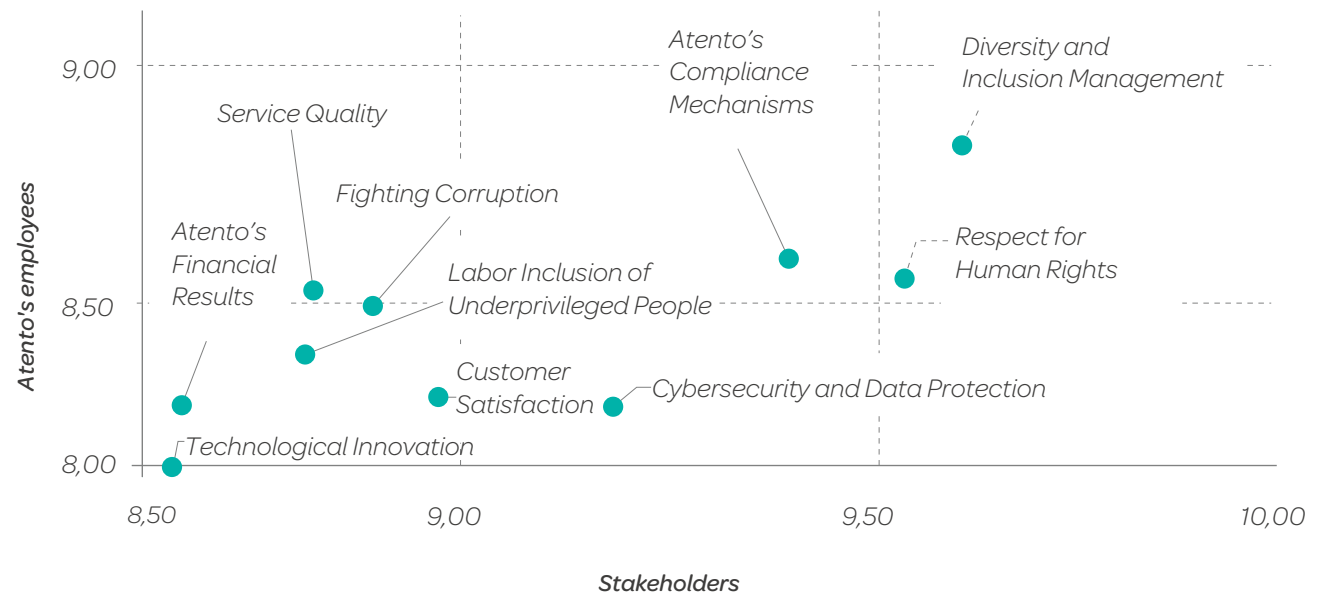
To include topics on all of the topics that are currently most relevant, we expanded the realm of topics evaluated to **28**, which are classified into the five main areas of sustainability: corporate governance, human resources, environment, society, and business. We then conducted a survey so that our stakeholders could assess these.

The results we obtained have been analyzed and evaluated in a weighted manner to obtain our materiality matrix. From it, we can extract the ten matters that were identified as material. These aspects are listed below. There are five aspects related to Atento's business, two with corporate governance, two with human resources, and one with society; none related to the environment were identified.

1. **Diversity and Inclusion Management** (Human Resources)
2. **Respect for Human Rights** (Society)
3. **Atento's Compliance Mechanisms** (Corporate Governance)
4. **Cybersecurity and Data Protection** (Business)
5. **Fighting Corruption** (Corporate Governance)

6. **Service Quality** (Business)
7. **Customer Satisfaction** (Business)
8. **Labor Inclusion of Underprivileged People** (Human Resources)
9. **Atento's Financial Results** (Business)
10. **Technological Innovation** (Business)

Our materiality matrix



7. About this report



7.2. External verification

7. About this report

ATENTO



Declaración de Verificación Independiente del Informe ESG de Atento Spain Holdco S.L.U correspondiente al ejercicio cerrado el 31 de diciembre 2020

Al consejo de administración de Atento Spain Holdco S.L.U:

Hemos sido requeridos por el consejo de administración de Atento Spain Holdco S.L.U (en adelante, Atento) para realizar una verificación independiente del Informe ESG del ejercicio finalizado el 31 de diciembre de 2020 (en adelante, el Informe) con un nivel de seguridad limitada. La información verificada se circunscribe a la información contenida en el capítulo 7.3 "Índice de contenido GRI" del Informe.

Responsabilidad de la Dirección

La Dirección de Atento es responsable de la preparación, del contenido y de la presentación del Informe de conformidad con los *Sustainability Reporting Standards* de Global Reporting Initiative (Estándares GRI), en su opción esencial, según lo detallado en el ítem 102-54 del índice de contenidos GRI del Informe.

La dirección también es responsable de la información y las afirmaciones contenidas en el Informe; de la determinación de los objetivos de Atento en lo referente a la selección y presentación de la información sobre el desempeño en materia de desarrollo sostenible, incluyendo la identificación de los grupos de interés y los asuntos materiales; y del establecimiento de los sistemas de control y gestión de desempeño de los que se obtiene la información.

Estas responsabilidades incluyen el diseño, la implementación y el seguimiento del control interno que se considere necesario para permitir que el Informe esté libre de incorrección material debidos a fraude o errores.

Independencia y Calidad

El equipo auditor ha cumplido los requerimientos de independencia, imparcialidad y demás exigencias de ética, basando sus actuaciones en los principios fundamentales de integridad, objetividad, competencia y diligencia profesional, confidencialidad y comportamiento profesional. EQA es un prestador independiente de servicios de verificación.

Nuestra responsabilidad

La responsabilidad de EQA se circunscribe en expresar nuestras conclusiones en una declaración de verificación independiente de seguridad limitada basado en los procedimientos realizados y en las evidencias que se han obtenido. El encargo se ha realizado de acuerdo con una metodología propia, basada a su vez en las mejores prácticas recogidas en la Norma Internacional de Encargos de Aseguramiento 3000 (NIEA 3000 Revisada), "Encargos de Aseguramiento distintos de la Auditoría y de la Revisión de Información Financiera Histórica", emitida por el Consejo de Normas Internacionales de Auditoría y Aseguramiento (IAASB) de la Federación Internacional de Contadores (IFAC), y la Norma Internacional UNE-EN ISO/IEC 17029 "Evaluación de la conformidad. Principios generales y requisitos para los organismos de validación y verificación".

El alcance de un encargo de seguridad limitada es sustancialmente inferior al de un encargo de seguridad razonable y, por lo tanto, la seguridad proporcionada es menor.

Los procedimientos realizados se basan en el juicio profesional de los expertos que han intervenido en el proceso e incluyen consultas, observación de procesos, evaluación de documentación, procedimientos analíticos, y pruebas de revisión por muestreo que, con carácter general, se describen a continuación:

- ✓ Reuniones con el personal de los diversos departamentos de Atento involucrados para conocer el modelo de negocio, las políticas y los enfoques de gestión aplicados, los principales riesgos relacionados con esas cuestiones y obtener información necesaria para la revisión.



- ✓ Comprobación de los procesos de los que dispone Atento para determinar cuáles son los aspectos materiales en relación con sus actividades.
- ✓ Análisis de los procedimientos utilizados para recopilar y validar los datos e información presentada en el Informe.
- ✓ Revisión de la aplicación de los requerimientos establecidos en los *Sustainability Reporting Standards* de Global Reporting Initiative (Estándares GRI), de conformidad con la opción esencial.
- ✓ Comprobación de datos, en base a la selección de una muestra, y realización de pruebas sustantivas de la información cuantitativa y cualitativa contenida en el Informe del ejercicio 2020.

Conclusiones de la Verificación

Como resultado de los procedimientos que se han realizado y de las evidencias obtenidas no ha llegado a nuestro conocimiento ninguna cuestión que nos lleve a pensar que el Informe ESG de Atento del ejercicio 2020 no haya sido preparado, en todos los aspectos materiales, de acuerdo con los *Sustainability Reporting Standards* de Global Reporting Initiative (Estándares GRI), en su opción esencial, según lo detallado en el indicador 102-54 del "Índice de contenidos GRI" del Informe, lo que incluye la fiabilidad de los datos, la adecuación de la información presentada y la ausencia de desviaciones y omisiones significativas.

En otro documento, se proporcionará a la Dirección de Atento un informe interno que contiene todos nuestros hallazgos y áreas de mejora.

Uso y distribución

La presente Declaración de Verificación se emite a la Dirección de Atento, de acuerdo con los términos del contrato suscrito entre ambas partes en relación con su Informe ESG 2020 y por tanto no tiene ningún otro propósito ni puede ser usado en otro contexto.



European Quality Assurance Spain S.L.
D. Ignacio Martínez Cabañero
Director General

25 de noviembre de 2021

7. About this report



7.3. GRI content index



7. About this report

GRI Standards Indicator	Description	Localization / Direct answer
101 FOUNDATION - 2016		
102 GENERAL DISCLOSURES -2016		
102 GENERAL DISCLOSURES -2016	Organisational profile	
	102-1 Name of the organisation	1. We are Atento
	102-2 Activities, brands, products and services	2. People serving people
	102-3 Location of headquarters	2. People serving people
	102-4 Location of operations	2. People serving people
	102-6 Markets served	2. People serving people
	102-7 Scale of the organisation	2. People serving people
	102-8 Information on employees and other workers	5.2. We're a diverse team
	102-9 Supply chain	5.6. We're growing with local communities
	102-10 Significant changes in the organization and its supply chain	1. We are Atento
	102-11 Principios o enfoque de precaución	4. Environmental
	102-12 External initiatives	7. About this report
	Strategy	
	102-14 Statement from senior decision-maker	From our CEO
	Ethics and integrity	
	102-16 Values, principles, standards, and norms of behavior	1.2. Our One Atento culture 6. Governance
	102-17 Mechanisms for advice and concerns about ethics	6. Governance

7. About this report

GRI Standards Indicator	Description	Localization / Direct answer
102 GENERAL DISCLOSURES -2016		
	Governance	
	102-18 Governance structure	6. Governance
	Stakeholder engagement	
	102-40 List of stakeholder groups	1.2. Our One Atento culture
	102-41 Acuerdos de negociación colectiva	5.2. We're a diverse team
	102-42 Identifying and selecting stakeholders	1.2. Our One Atento culture
	102-43 Approach to stakeholder engagement	1.2. Our One Atento culture 7.1. Focus and scope
	102-44 Key topics and concerns raised	7.1. Focus and scope
	Reporting practice	
	102-45 Entities included in the consolidated financial statements	7.1. Focus and scope
	102-46 Defining report content and topic Boundaries	7.1. Focus and scope
	102-47 List of material topics	7.1. Focus and scope
	102-48 Restatements of information	No relevant restatement of the indicators has been produced according to GRI
	102-49 Cambios en la elaboración de informes	7.1. Focus and scope
	102-50 Reporting period	January, 1 - December 31, 2020
	102-51 Date of most recent report	2019
	102-52 Reporting cycle	Annual
	102-53 Contact point for questions regarding the report	Pablo Sánchez Pérez (pablo.sanchez@atento.com)

7. About this report

GRI Standards Indicator		Description	Localization / Direct answer
102 GENERAL DISCLOSURES -2016			
102 GENERAL DISCLOSURES -2016	Reporting practice		
	102-54	Claims of reporting in accordance with the GRI Standards	7.1. Focus and scope
	102-55	GRI content index	7.3. GRI content index
	102-56	External assurance	7.2. External verification
200 ECONOMIC DIMENSION			
201 ECONOMIC PERFORMANCE - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	5.6. We're growing with local communities
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
201 Economic performance	201-1	Direct economic value generated and distributed	
205 ANTICORRUPTION - 2016			
205 Anticorruption	103-1	Explanation of the material topic and its coverage	6.2. Our governance is governed by ethics and integrity
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
	205-2	Communication and training about anti-corruption policies and procedures	

7. About this report

GRI Standards Indicator		Description	Localization / Direct answer
300 ENVIRONMENTAL DIMENSION			
302 ENERGY - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	4.1. Committed to protecting the planet
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
302 Energy	302-1	Energy consumption within the organization	
	302-3	Energy intensity	
	302-4	Reduction of energy consumption	
	302-5	Reductions in energy requirements of products and services	
303 WATER AND EFFLUENTS - 2018			
103 Management approach	103-1	Explanation of the material topic and its coverage	4.1. Committed to protecting the planet
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
303 Water and effluents	303-3	Water withdrawal	
307 ENVIRONMENTAL COMPLIANCE - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	6.2. Our governance is governed by ethics and integrity
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
307 Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	

7. About this report

GRI Standards Indicator		Description	Localization / Direct answer
400 SOCIAL DIMENSION			
404 TRAINING AND EDUCATION - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	5.3. A good place to work
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
404 Training and education	404-2	Programs for upgrading employee skills and transition assistance programs	
405 DIVERSITY AND EQUAL OPPORTUNITY - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	5.2. We're a diverse team 6.1. Governance and corporate structure
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
405 Diversity and equal opportunity	405-1	Diversity of governance bodies and employees	
408 CHILD LABOR - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	5.5. We're strengthening close relationships with our vendors 6.2. Our governance is governed by ethics and integrity
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
408 Child labor	408-1	Operations and suppliers at significant risk for incidents of child labor	

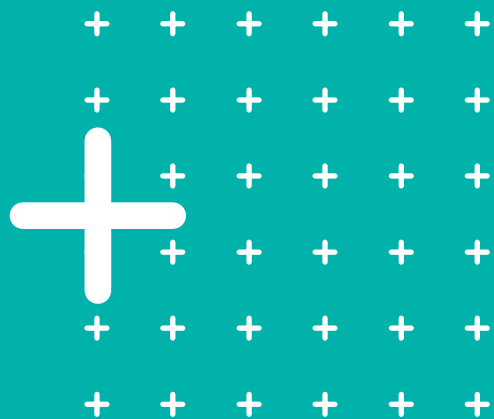
7. About this report

GRI Standards Indicator		Description	Localization / Direct answer
400 SOCIAL DIMENSION			
412 HUMAN RIGHTS ASSESSMENT - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	6.2. Our governance is governed by ethics and integrity
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
412 Human rights assessment	412-1	Operations that have been subject to human rights reviews or impact assessments	
	412-2	Employee training on human rights policies or procedures	
413 LOCAL COMMUNITIES - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	5.6. We're growing with local communities
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
413 Local communities	413-1	Operations with local community engagement, impact assessments, and development programs	
414 SUPPLIER SOCIAL ASSESSMENT - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	5.5. We're strengthening close relationships with our vendors
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
414 Supplier social assessment	414-2	Negative social impacts in the supply chain and actions taken	

7. About this report



GRI Standards Indicator		Description	Localization / Direct answer
400 SOCIAL DIMENSION			
418 CUSTOMER PRIVACY - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	6.3. Cybersecurity and data protection in the digital age
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
418 Customer privacy	418-1	Substantiated complaints regarding breaches of customer privacy and losses of customer data	
419 SOCIOECONOMIC COMPLIANCE - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	6.2. Our governance is governed by ethics and integrity
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
419 Socioeconomic compliance	419-1	Non-compliance with laws and regulations in the social and economic area	



ATENTO

