



# Aterro ESG

REPORT  
2021

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1

**INTRODUCTION**

1.1. From Our CEO	3
1.2. Get to know Atento	4
1.3. Our ESG Strategy	8

2

**SOCIAL  
People  
Serving  
People**

<b>2.1. OUR PEOPLE</b>	14
2.1.1. Diversity & Inclusion	15
2.1.2. A good place to work	27
2.1.3. Supporting our people	36
<b>2.2. CUSTOMERS</b>	43
2.2.1. Supporting our client's journey	44
2.2.2. Thriving with innovation	51
<b>2.3. SUPPLIERS</b>	56
<b>2.4. COMMUNITIES</b>	58
2.4.1. Community Initiatives and Contribution	59

3

**ENVIRONMENT  
Committed to  
our planet**

3.1. Atento's comprehensive Carbon Footprint	65
3.2. Initiatives to address Climate Change	72

4

**GOVERNANCE  
Leading  
with  
Transparency**

4.1. Governance and Corporate Structure	77
4.2. Ethics and Compliance	81
4.3. Cybersecurity and data protection as a pillar	87
4.4. Our business evolution	90

5

**ABOUT THIS  
REPORT**

5.1. About this Report	94
5.2. Materiality Assessment	95
5.3. External Verification	98
5.4. GRI Content Index	99
Appendix 1	105



## 1.1. From Our CEO

2021 has been categorized as the year of the “new normal”. This has presented several challenges that Atento has faced with motivation. The **ability to adapt** has been the key to maintaining the safety of our employees and continuing to offer a high-quality service to our clients.

During this year, Atento has taken this situation as an opportunity to integrate remote work into day-to-day operations thanks to the **Atento@Home** initiative already implemented in 2020. Allowing our international teams to have **flexibility** has helped us to continue to fight against this exceptional situation.

Atento sought to improve our commitment to social, environmental and corporate governance (ESG). Beginning with the **calculation of our carbon footprint** we were able to set a great starting point and continue to improve from there. We have also focused on **diversity and inclusion** in all our teams and services, understanding that this is the most important way for our entire community to feel supported. All these initiatives are always marked by Atento's principles and **values**, which guide us in the governance of our company.

2021 was not free of challenges for us. In October we suffered a **cyber-attack** from which we have emerged strengthened, and which has helped us to improve our services and security for our clients, through the investments and strategic partnerships that have been made.

All the progress and goals we achieved this year would not have been possible without the help of the entire **Atento community**, whom I would like to **thank and recognize** for their effort and commitment.

We invite you to read our ESG 2021 report to learn more about Atento's performance this year.

**Carlos López-Abadía**

**Atento CEO**



## 1.2. Get to Know Atento



 **140.553**  
 employees\*


 **72.653**  
 employees working at home


 **93.000**  
 Number of workstations

 **Nearly 100**  
 of customer relationships centers

 **One of the top**  
 (CRM) and business process outsourcing providers (BPO)  
 in the world and leader in Latin America  
 (1st CRM/BPO service provider in Latin America, with +  
 14pp vs. the second-place competitor)

 **NYSE**  
 Atento's shares trade under the symbol ATTO  
 on the New York Stock Exchange

 **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.

 **14**  
 We have operations in 14 countries.

*\*2021 Average employees,  
 considering every hire.*



## SOME OF OUR AWARDS &amp; ACKNOWLEDGEMENTS

## GLOBAL

Positioned as a **Leader** in the Gartner Magic Quadrant 2021 for Customer Service BPO.



Recognized as the **Leader** in the Frost Radar™ Outsourcing Services Market: for Customer Experience Outsourcing Services in Latin America. As well as receiving the 2021 'Product Leadership Award'



Named one of the **top ten** Digital Contact Center providers in the world by independent analyst firm HFS Research.

## REGIONAL



Named a **Leader** in EEUU in three categories by ISG Research in its 2021 ISG Provider Lens Quadrant Report.



Winner in the category People with Disabilities.  
**Certificação Selo Municipal de Direitos Humanos e Diversidade**



Best companies to work for in Spain



Best CX Initiative in "Digital Transformation in HR" in Mexico



Recognized with the UN WEPs (Women's Empowerment Principles) Brazil 2021 Award, with an honorable mention for our gender equality actions



Apexo Best Human Resources project and Apexo Best CSR Project in Peru



CCN Fenix Award (Best telework management) in Argentina

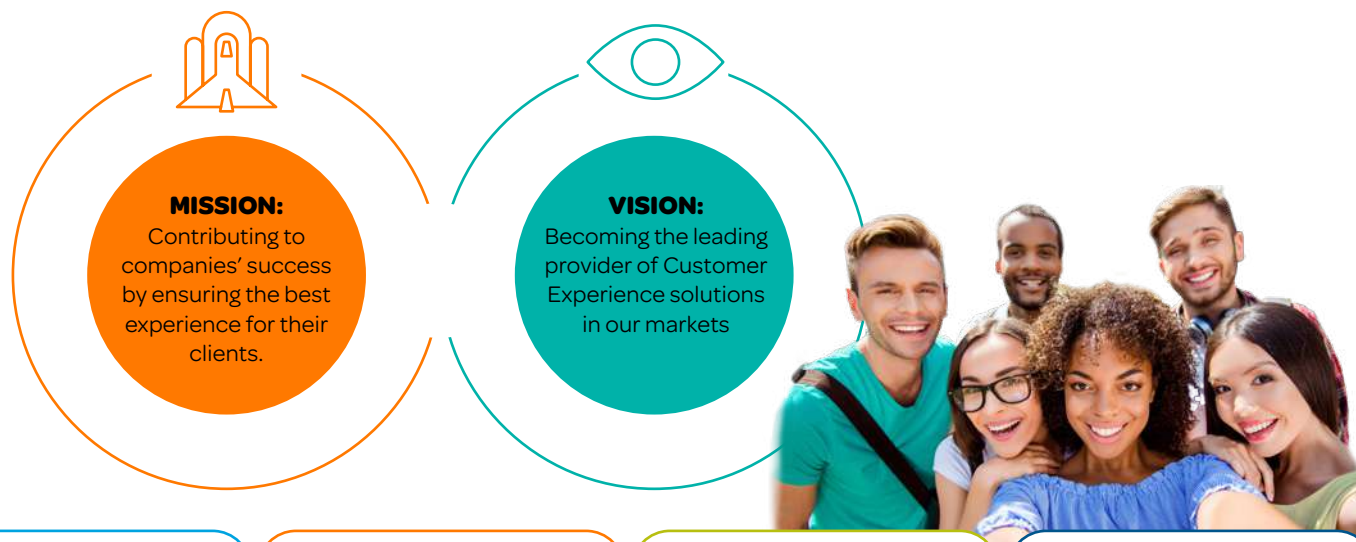


Pamoic Award (Best Customer Interaction Organizations) & Pamoic Awards Best Outsourcing Company (Best Human Capital Management) in Argentina

## ONE ATENTO CULTURE

One Atento represents our culture and defines our way of doing things, as a global company, with the strength of a united team, to make our vision and mission a reality.

It integrates 5 values that guide and lead our actions and decisions and 10 behaviors that every individual at Atento must perform in order to achieve our Change Agenda.



### Integrity

We demonstrate honesty, transparency, respect and strong ethical principles. We do the right thing, even if nobody is watching or judging us.

- And if someone was watching, we would be proud of our decisions.
- We walk the talk.
- We treat others the way we would like to be treated. We put ourselves in other people's shoes.
- We have financial and operational discipline.

### Accountability

We are 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.

### Agility

We have a sense of urgency in everything we do. We make decisions, we act fast. We make mistakes... But we don't 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.

### Customer Orientation

The customer is at the center of everything we do. We proactively look to provide the best service for our clients and add value. Our clients are the ultimate judges of our performance.

- We understand the market and our clients' strategy.
- 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.

### 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.

## RELATIONSHIP WITH OUR STAKEHOLDERS

Our stakeholders' expectations are fully considered when establishing our goals and developing our business strategy.

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.

That is why, we keep a close and respectful relationship with our stakeholders through various communication channels.



# Our stakeholders and communication channels



## SHAREHOLDERS

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

- The "Investor Relations" section of our [website](#).
- The General Shareholders' Annual Meeting.
- Quarterly and annual, results presentations
- Investors events.
- Monthly newsletter



## EMPLOYEES

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

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



## CLIENTS

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

- Biannually contracting Client Survey with open questions.
- Daily communication with the person in charge.
- A representative from the Sales Department.
- Annual Event: Living Digital.



## 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 national and international organizations. And offer direct access through key contact persons.

- 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
- Ethic code



## 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.



## 1.3. Our ESG Strategy

We have integrated Corporate Social Responsibility (CSR) into our business model for over a decade. We know that it is essential to have a Corporate ESG Strategy that guides us in the long term and makes us more resilient to environmental, social and governance risks.

That is why in 2021 we took a step further with our commitment to sustainability, developing a solid strategy based on the performance of initiatives that positively impact our stakeholders and the contribution to the 2030 Agenda.

One of our outstanding achievements in environmental matters has been the calculation of our Carbon Footprint for the years 2020 and 2021. The biggest highlight was that in the first year of the calculation project, we achieved a reduction of 6.6%. This reduction means 19 kg of CO2 less per employee.

On the other hand, through our Diversity Manifesto we continue to promote a more diverse and inclusive work environment where each of our employees feels represented, supported and involved, with a career plan that allows their professional development.

Furthermore, we care that our suppliers respect human rights and comply with adequate labor conditions. We also ensure our measures for anti-corruption are always enforced and up-to-date.

With all this, we ensure that our policies and regulations support our values, extending them to our employees and suppliers. As well as continuing to support our commitment to the UN Global Compact initiative.

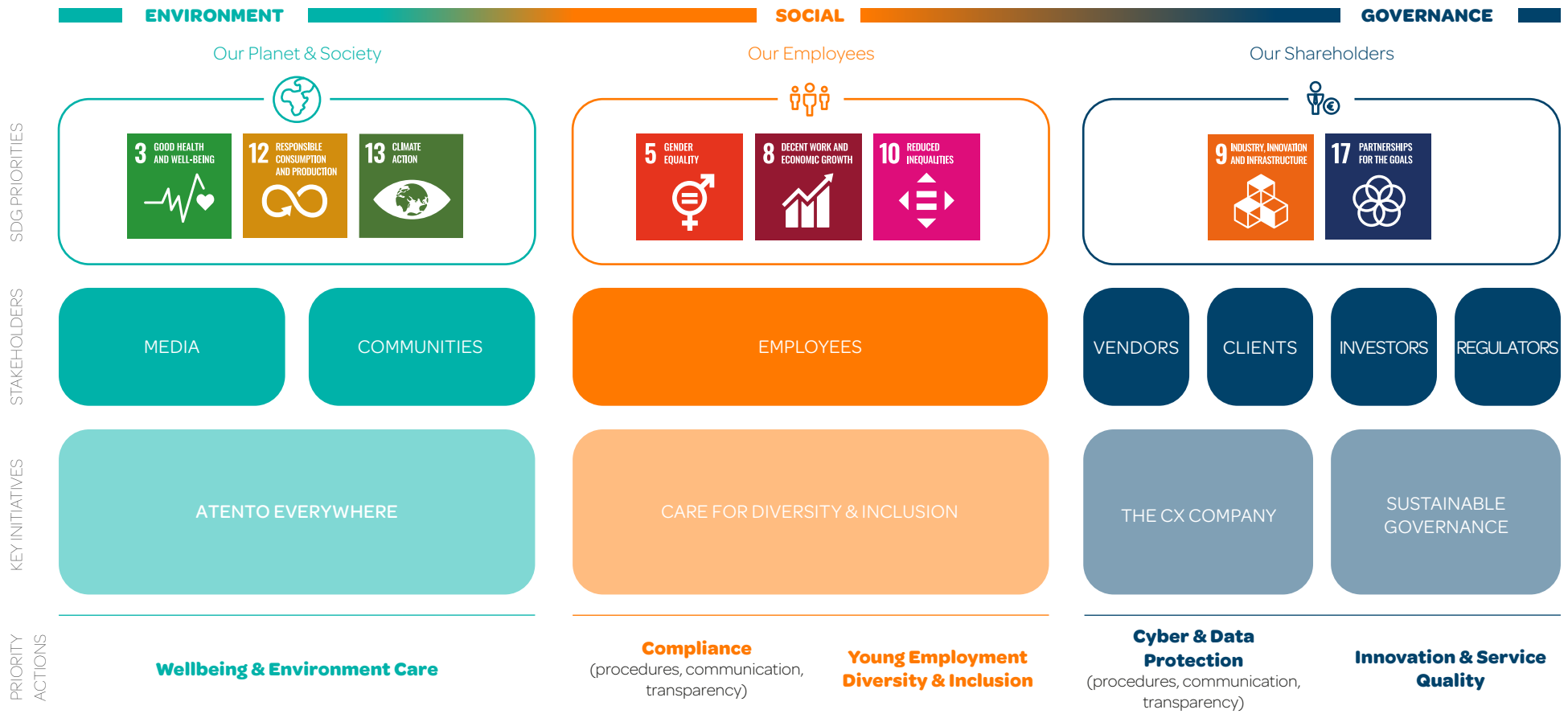
**Pablo Sánchez**

**Global CMO and ESG Director**



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

At Atento, we have focused not only on analyzing those SDGs on which we already have a positive impact with our actions, but also on those on which we want to boost our positioning. We guarantee that each SDG is meaningful for our key stakeholders distributed in 3 groups: Our planet and society, our employees and our shareholders.



## 2021 AT A GLANCE

### ENVIRONMENT



**ESG Risk Rating classified as low** by Sustainalytics (13.4) and ranked 78th out of 442 Commercial Services Industry Companies.  
*As of August 4th, 2022.*

**6,6% reduction in our carbon footprint emissions** (Scope 1 & 2)  
*(2020 vs 2021)*

Reduction of over an  
**11% in electricity consumption**  
*(2020 vs 2021)*

Reduction of over a  
**40% in water consumption**  
in the last 2 years

Reduced  
**paper consumption by 50%**  
compared to 2020

**Support to WAHA program**  
(Work At Home Atento)

**Platinum Leed Certification**  
in Elemento building in Colombia

**Deployed efficiency**  
and minimum waste initiatives in different locations

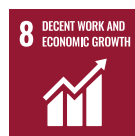
**Reforestation Action**  
(Brazil) – 1,500 trees





## 2021 AT A GLANCE

### SOCIAL



#### Employees



#### Diversity

Manifesto

#### 14 countries

and 4 continents

#### 65.6%

women

#### 53% woman representation

in Management positions

#### Joined Women's

Empowerment Principles Community

#### 54% employees under 30

#### Allies Groups and Diversity Ambassadors

#### UN WEPs Brazil

2021 Award

#### 89%

of contracts are full-time

#### Top Employers

in Brazil

#### 43%

of employees working remotely

#### 20,836,675

Hours of training

Atento

#### Awards 2021

#### Our Community



#### + 25 initiatives

in the countries where we operate

#### Our web is 100% accesible

for disabled users

#### +400 IT equipment donated

to different communities

#### + 1,500 baskets

of food donated in Brazil

## 2021 AT A GLANCE

### GOVERNANCE



We've adhered to the  
**UN Global Compact on Human Rights**

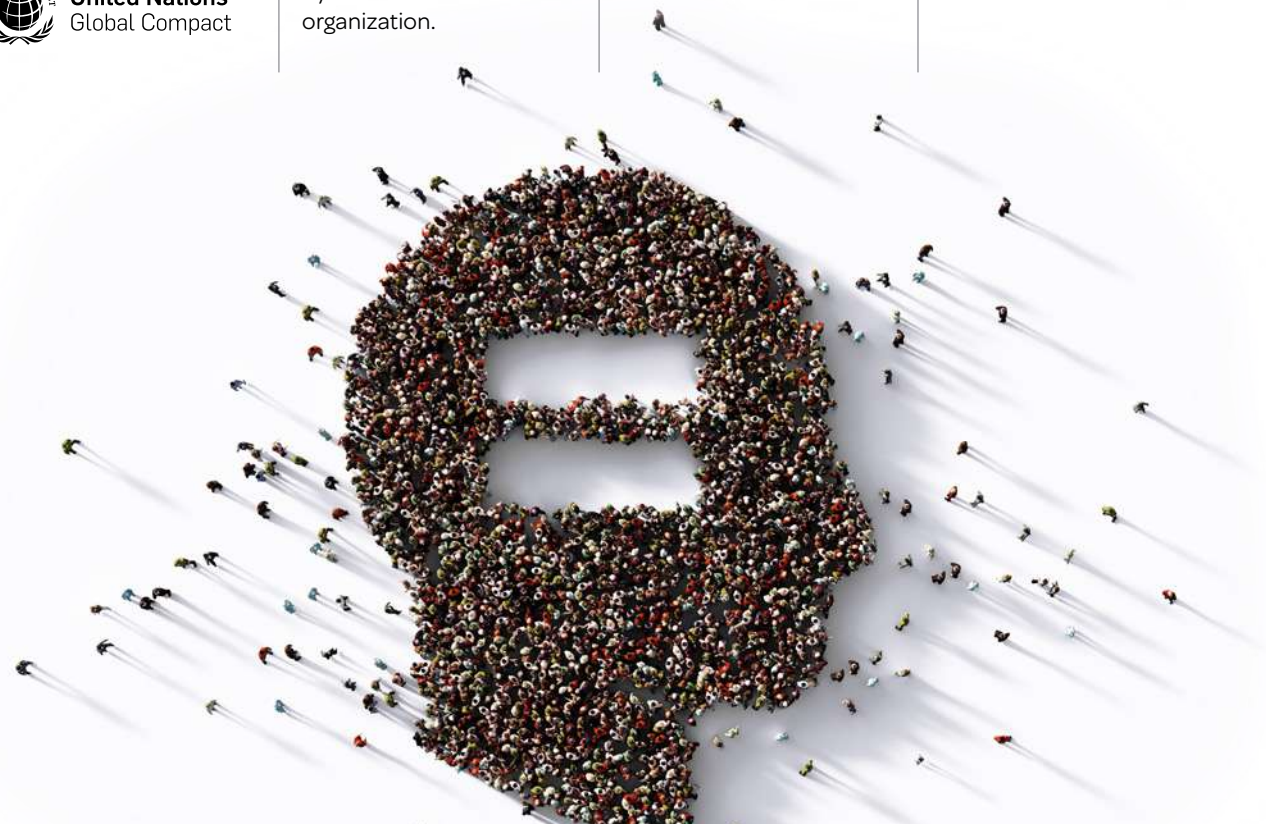


**United Nations**  
Global Compact

Awarded the  
**first place for Corporate Governance**  
in the annual ranking  
by the IstoÉ Dinheiro  
organization.

**Global Compliance Committee**

**Integrity Policy,**  
which includes an  
Anti-Corruption guide







ATENTO

2

**SOCIAL**  
People  
Serving  
People

|





ATENTO

**OUR  
PEOPLE  
2.1**

- 2.1.1. Diversity & Inclusion
- 2.1.2. A good place to work
- 2.1.3. Supporting our people

## 2.1.1. Diversity & Inclusion

Our people are our key pillar. Atento is made by talented and motivated professionals whose main characteristic is diversity.

We know that being a diverse team makes us unique in the market. That is why, we strive to build a work environment in which all people feel represented and part of Atento. A place where organizational diversity is a true reflection of our world's diversity.

We are an inclusive company, which respects different opinions and positions, welcomes all audiences and, most importantly, is attentive to equality to generate growth opportunities for our people.

With this in mind, we have voiced our commitment to ensuring inclusiveness through our **Diversity Manifesto**.



**“We do believe that diversity generates value, so we have a strong culture of inclusion, offering equal opportunities for all our employees. Promoting actions that contribute to make not only our work environments more inclusive but also society, is part of our mission and it is a key pillar of our ESG strategy”**

**Pablo Sánchez**  
Global CMO and ESG Director



At Atento, we believe that Diversity generates value for the company and has a positive impact on our clients and results

For this reason we believe in:

**Diversity and Inclusion** of people of different races, ethnicities, genders, backgrounds, sexual identities, religions, and entities as well as those with different abilities or any other condition such as diversity of thought. We work to favor and promote harmony between cultures. That is why we believe:

### OUR DIFERENCES ENRICH US

**...that is why we are  
committed to...**

valuing different ideas, points of view, and ways of doing things while always seeking to relate to each other constructively and respectfully.

### EVERY PERSON IS UNIQUE AND VALUABLE

**...that is why we are  
committed to...**

continuing to develop an inclusive culture, with actions and policies that respond to professional and personal needs in all countries.

### IN DIVERSE TALENT

**...that is why we are  
committed to...**

developing an inclusive leadership style that allows us to make diverse talent a source of value and continuous learning and challenge.

# DIVERSITY & INCLUSION

### IN EQUAL OPPORTUNITIES

**...that is why we are  
committed to...**

continuing to define policies that avoid discrimination and guarantee equality when it comes to being part of the company and its development.

### IN THE NEED TO RESPOND TO ADVERSE AND CHANGING WORLD

**...that is why we are  
committed to...**

continuing to value the diversity and uniqueness of our client, as well as the environment, in order to keep offering a service of quality and excellence.

### IN SHARED RESPONSIBILITY

**...that is why we are  
committed to...**

educating, communicating and raising awareness if diversity and inclusion among the professionals that make up the company.



## ENSURING AWARENESS FROM OUR STRATEGIC PILLARS

At Atento, we are diverse in all its forms (gender, race, age, background, culture, ability, sexuality, ideology or religious orientation).

We think that the role of each one of us is critical to reach a higher level of diversity and inclusion. That is why we continuously develop initiatives (see pages 21-25) and have launched a global campaign focused on raising awareness internally with the concept:

**We are diverse. We are proud. We are Atento.**

Our purpose with this campaign is to give voice to our people around our five strategic pillars of diversity: Gender Equality, LGBTI+, PwD (People with Disabilities), Ethnic-Racial and Generations.



### DNA Program (Diversity IN Atento)

**To engage people internally, we launched the DNA Program, a global and permanent initiative born in Brazil, that promotes contents and events related to Diversity, improving and reinforcing the sense of belonging.**



## DIVERSITY & INCLUSION MEASURES

To promote Diversity and inclusion inside Atento, we published a **Diversity, Inclusion and Equality Policy** that has been deployed Globally.

We also have a **Diversity and Inclusion Global Committee**, focused on supporting the deployment of the Diversity Strategy across the different regions and defining indicators to support vulnerable groups (more information on 4.2. Ethics and Compliance). Driven by this purpose we created the **Allies Groups and Diversity Ambassadors**. We are guided by the five pillars of our program – PwD (People with Disabilities), LGTB+, Gender, Ethnic-Racial and Generations. These groups are comprised of employees from different areas, regions and positions who work voluntarily to promote Diversity and inclusion.

Likewise, at Atento, we developed a process for detecting, preventing, and responding to harassment supported by specific reporting channels and an investigation body. This procedure covers all types of harassment and discrimination legally recognized under federal, state and local laws against discrimination and any of the countries in which we operate.



**“At Atento we believe that the only way of achieving diversity and inclusion is by taking specific actions and measures to promote inclusiveness. You cannot only say you are diverse; it is key to work everyday to become our best version”**

**Margarete Yanikian**  
Corporate Social Responsibility,  
Internal Communication and  
Ombudsman Senior Manager



**“At Atento, diversity and inclusion are part of our DNA. These principles are not just something we do, but they are a part of who we are as a company. At Atento, we believe that our affinity groups' meaningful and active participation promotes agility, helps us to be leaders in creating exceptional customer experiences, creates a culture where integrity and accountability are valued and appreciated. We have introduced a Diversity and Inclusion Policy that makes our longstanding practice, official. We are truly One Team, One Atento”**

**Latasha Nickel**  
Global HR Compliance and  
Governance Director



## WE ARE A DIVERSE TEAM

### Our People by Gender

Our team has **140,553** diverse and multidisciplinary people across all the regions where we operate.

As stated in our Diversity Manifesto, at Atento we believe in Diverse Talent.

A clear example is our presence in 14 countries and four continents, with a wide range of cultures.

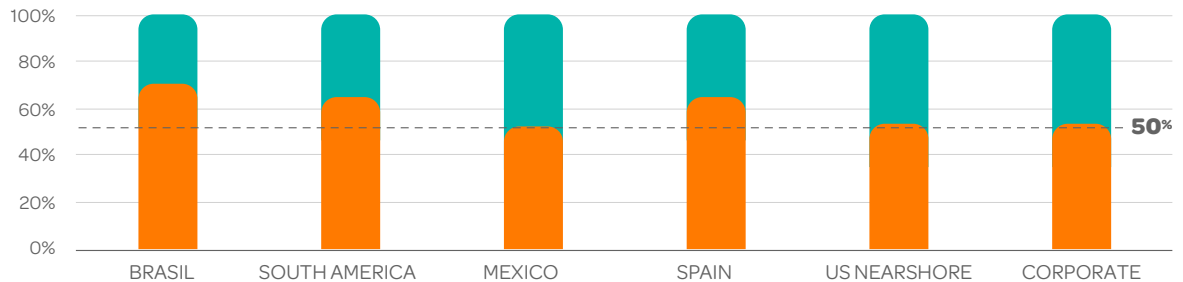
A very relevant fact is that we employ more women than men, with women representing **65.6%**. Females in every region represent more than half of the workforce.

We can also see that their involvement is distributed between management and agent categories, with a **53%** in Management positions.

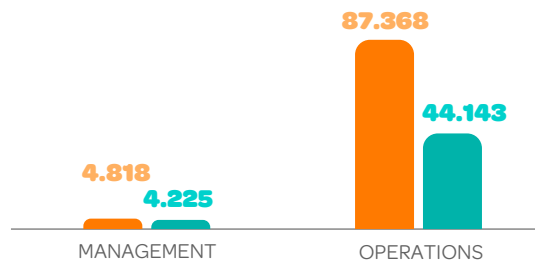
Regarding the contract type, we strive to provide a safe job for our employees. That is why, **89%** have permanent contracts, and **47%** have full-time contracts.



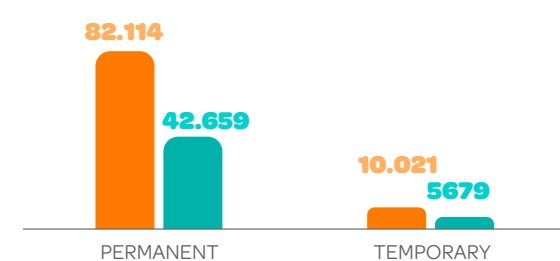
#### BY REGION



#### EMPLOYEES BY GROUP AND GENDER



#### BY TYPE OF CONTRACT



■ FEMALE ■ MALE



**89%**  
of the contracts  
are permanent



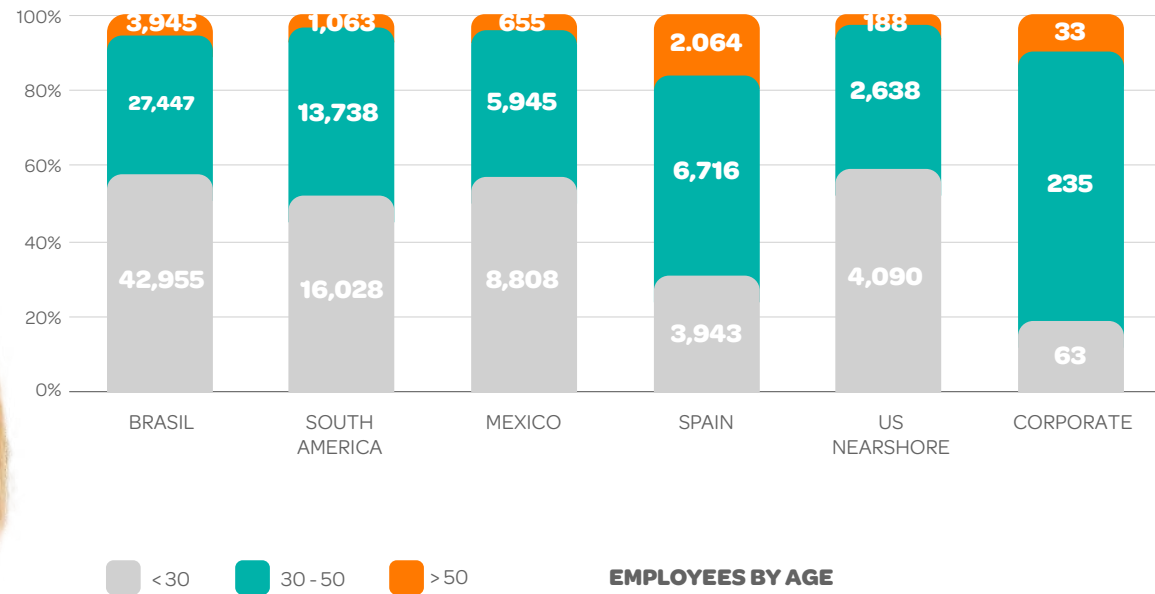
## Our People by AGE

Regarding our employees' age, we have a young workforce with **54%** under 30, which is why we strive to provide professional development opportunities throughout their careers with Atento (more information in section 2.1.3).

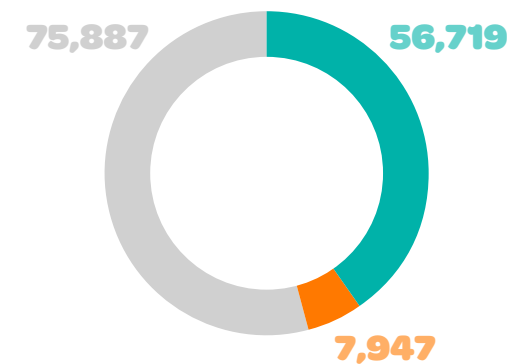
YOUNG  
WORKFORCE  
**54%**



EMPLOYEES BY AGE BY COUNTRY



EMPLOYEES BY AGE



## WE PROMOTE INCLUSION

At Atento we have always worked to promote projects that enhance the role of women in society, and we do so with the belief that this is the path we must follow in order to build workplaces that are much more equitable and equal for all of us.

We are very committed to ensuring our employees' well-being through comprehensive support and considering their unique environment.

**"At Atento, opportunities are for those who are prepared. There is no other way. There is no salary inequality. There is a salary range, and preparation is the same for everyone. So, whether you are a man or a woman, what will count is the competence for the position and the opportunity, if you are prepared, it's your turn!"**

Elaine Marques Cherubino  
Selection Senior Manager



### Programa Mamãe Nota 10

A biopsychosocial support and welcoming program developed in Brazil for pregnant women. It provides assistance and encourage proper prenatal care. Some benefits provided are:

- Multivitamins.
- Childbirth lectures, breastfeeding and newborn care.
- Baby kit. Also for adopting mothers and fathers.
- Psychosocial support.



**1,203**

pregnant women  
were supported in 2021

### A.I.M.A

This project in Colombia seeks to serve mainly women, providing guidance on gender violence, equity and whistleblower action, and promoting training and gender recognition.

During the year, 195 consultations were done, mainly related to verbal aggression, conflictive separation and custody. Plus 23 training actions on gender issues and gender violence and protection measures.



### Dona Lila

A support channel created in Brazil to welcome and support any collaborator in a domestic violence situation. Through Atento Social, we provide individualized service by trained Social Workers and Psychologists, who can clarify and treat doubts, fears, and uncertainties. All with confidentiality and secrecy.



In Spain, we are adhered to the initiative "Companies for a Society Free of Gender Violence". We supported the different official campaigns launched by the Ministry of Equality of Spain to make visible all types of violence that happen around us.

**At Atento, having a disability is not an impediment. For us, it is vital to promote actions that support inclusion within the workplace and facilitate our relationship with our clients.**

**Because of this, we deploy not only recruitment initiatives such as Atento Impulsa or partnerships with different municipalities, but we have also launched different inclusion and awareness initiatives both internally and externally.**

With the participation of deaf and employees with hearing difficulties, across all regions where Atento operates, **the name "Atento" is displayed as a unique and exclusive gestural symbol without the need to spell it.** This positively impacts communication between the hearing-impaired community, including employees, customers, and communities. Atento agents already started to promote it using the video services provided exclusively for customers belonging to this group.

To promote awareness for every employee, through our **Atento Believe** initiative in Chile (a series of conversations and testimonials about diversity and inclusion), we were able to host a live broadcast via Facebook, where we talked with Victor Solis, a disabled employee who has worked at Atento for more than 10 years. We spoke with him about the challenges of generating a more inclusive culture. Our training area supports the deaf as a group with a free introductory course.

To support communication among the deaf collective, **our training area developed a free introductory course in Libras (Brazilian sign language) in Brazil**, which any employee can take. The company also offers Portuguese training for deaf employees to develop writing skills for text assistance since learning this mode of communication represents literacy in another language and linguistic variety.



**"Atento has already made several accommodations to help deaf people. These include a "Libras" course, totems at the reception to show information such as area locations, where is HR, or show them how to move around. Atento hired interpreters to give training to the deaf. Can I give you a hint? Do you want to include PWDs (People with Disabilities) in the job market? Trust us! We are as capable as you are; we are all equal"**

**Thais Martins**

Customer Relations Specialist

**ATENTO**

We keep promoting our

## "ATENTO IMPULSA"

initiative in Spain, with our subsidiary created in 2009 dedicated to generating employment and training for groups at risk of exclusion.



## Initiatives for everyone

Inclusion is very important for Atento, and we are aware of how important it is not only to have several communication channels available, but also to be able to serve all audiences.

Focused on serving an audience of around 500 million deaf people worldwide according to the WHO, **Atento has developed a customer service through videoconferencing in Sign Language for the hearing impaired.**



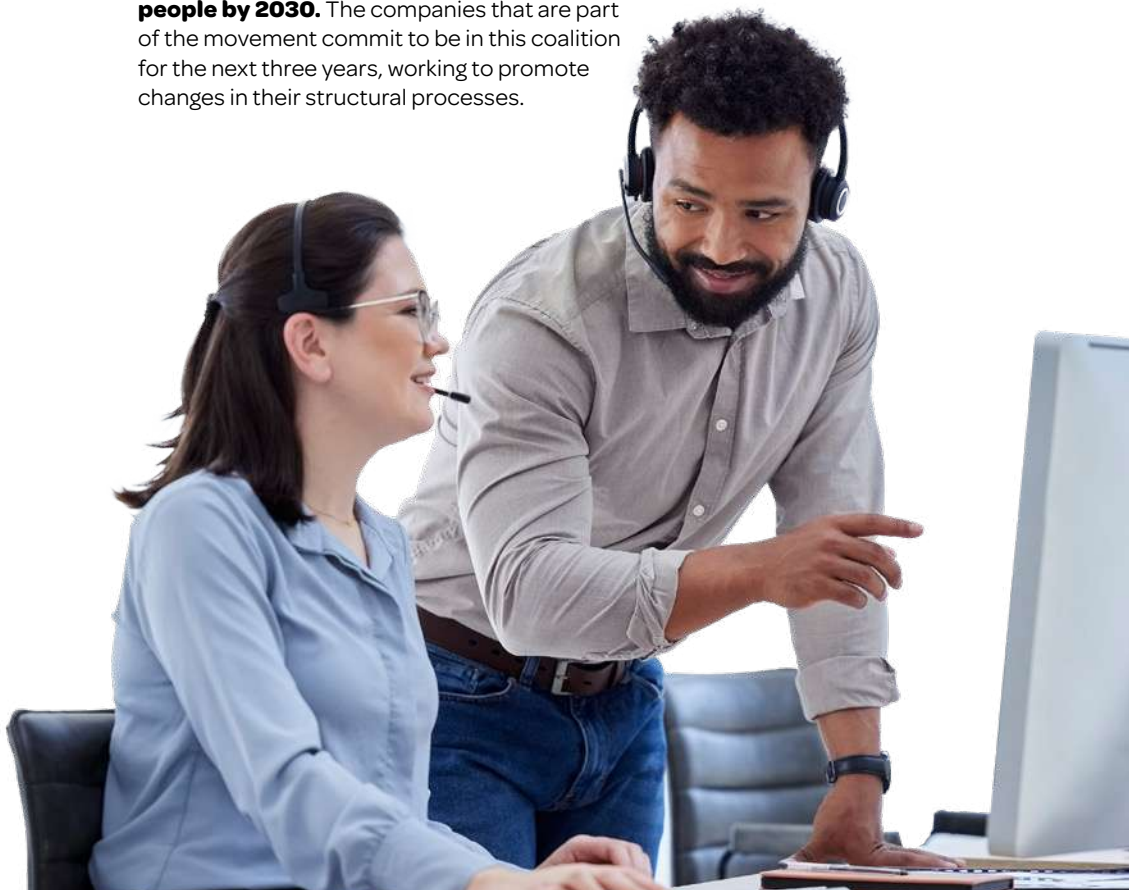


**Atento and 44 other prominent companies operating in Brazil are part of Mover – Movement for Racial Equality.**

This movement is committed to creating a future in which racial equality is the starting point, with more black leadership, job creation, empowerment actions and training for the transformation of collective consciousness. A movement that improves the lives of millions of people, not by themselves, but by building collectively.

The coalition arose from the need to combat racism in Brazil, motivated by the tragic incident that occurred to a racialized man in November 2020.

**The initiative aims to train three million people for new job and generate 10,000 new leadership positions for negative racialized people by 2030.** The companies that are part of the movement commit to be in this coalition for the next three years, working to promote changes in their structural processes.



**"I strongly believe in Diversity management and in the importance of the racial equity in our society and at Atento. Working with other CEOs to support this new movement is fundamental for our company, which has a representative number of black professionals on its staff. We hope that together we can build a future with more black leaders, more job creation and effective actions for transformation, fostering a process of inclusion that is increasingly fair in our society"**

Dimitrius Oliveira  
President of Atento Brazil



**"I am sure of this: that black people can do and are gaining space, leadership positions within the company. We are advancing more every day, and the proof is that I am in a leadership position today. Meeting people and friends who are in leadership positions is very satisfying"**

Larissa Sabino dos Santos Fidelis  
Training Manager

**mo** pra ser maior, só fazendo juntos.  
**>ver**

# "Here you are free to be who you are"

With this slogan, Atento seeks to support all company employees in being themselves and promoting respect in the workplace.



## SOCIAL NAME (Brazil)

**Social Name** is the Name by which trans people are socially recognized and reflects their gender identity. At Atento Brazil, employees can request a social name change on their badge, e-mail, and meal voucher to be who they want to be. Furthermore, since 2013 we have promoted our neutral gender bathroom to be used according to each individual's gender identity.



**"Yes, it is possible to be an LGTBI+ person at Atento. The opportunities are there for everyone. There is no need to be afraid. On the contrary, come with strength and determination to show your capabilities because that is what will differentiate you and not your identity and who you really are"**

**Nicole Da Silva Ferraz**  
Bilingual customer manager

## Participation in Live 101010 – LGTBI+ Rights Business Forum

It is a forum where each month, an executive from a large national corporation addressed one of the "10 Company Commitments to Promoting LGTBI+ Rights". Dimitrius Oliveira, President of Atento Brazil, addressed the 8th commitment: "Promote professional development actions for LGTBI+ people".

The purpose was to debate on issues that can lead into more effective actions within companies and that have a positive impact on the lives of LGTBI+ people. Consequently, it will contribute to increasing respect and inclusion in the corporate environment and positively impact society.



Associated  
from 2014 in  
Brazil



Pride  
Connections  
Member in Peru



At Atento, everyone can contribute professionally, no matter their age. We strive to ensure that everyone has the opportunity to offer their point of view and deliver added value thanks to their experience.



**“This diversity, an Atento's norm, motivates you to deliver and makes you more competent and happy to work on your goals, always thinking about what's best for the company. [...] Any manager has always welcomed me. I have never felt unable to do any task young people also perform”.**

**ATENTO**

**Francisco Jose  
Cartolano's story**  
(Infrastructure Engineering  
Consultant )

Francisco is a 71-year-old infrastructure consulting engineer located in Brazil. He has a wife, a son, and an almost 2-year-old granddaughter.

In 2002 he got the opportunity to start working for Atento. He welcomed it with great enthusiasm, as he did not see himself ready to retire.

Currently, he works from home, allowing him to be physically active before starting his work day. In his department, he works with young people with whom he feels involved and where his opinion is highly valued. He also enjoys advising young people about their professional life.



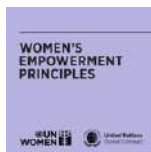
## OUR AWARDS AND ACKNOWLEDGEMENTS

Our effort to achieve an inclusive environment has been rewarded by different **awards and acknowledgments**.



### Women's Empowerment Principles Community

At Atento, we were honored to join the WEP (Women's Empowerment Principles) Community established by UN Global Compact and UN Women, which promotes gender equality and women's empowerment in the workplace. By signing to join the WEP community, we join several other companies whose CEOs have shown their commitment to fostering business practices that empower women. These practices include equal pay for work of equal value, gender-responsive supply chain practices and zero-tolerance against sexual harassment in the workplace.



**"In our society, gender equality is still a pending issue. Despite global efforts, restoring resilient futures for women relies on concerted commitments from governments, civil society, and the corporate community. By joining the Women's Empowerment Principles community, we are taking one step further on our path to boost gender equality, in the hope that others will follow suit"**

Carlos López-Abadía  
Atento CEO



### UN WEPs Brazil 2021 Award

We were recognized with the UN WEPs (Women's Empowerment Principles) Brazil 2021 Award, with an honorable mention for our gender equality actions. This initiative, owned by the United Nations (UN), is carried out through the Brazilian Network of the UN Global Compact and UN Women in Brazil. This recognition promotes the economic empowerment and leadership of women as a pillar for sustainable, inclusive and equitable growth and recognizes the efforts of companies that promote gender equality and the empowerment of women in Brazil.



**"We are very proud to be on this select list of companies that work to improve gender equity practices. This recognition encourages us to keep moving forward in our commitment to strengthen the pillars of Diversity and Inclusion, knowing there is still a long way ahead of us"**

Margarete Yanikian,  
Corporate Social  
Responsibility, Internal  
Communication and  
Ombudsman Senior  
Manager



### Certification "Selo Municipal de Direitos Humanos e Diversidade"

The Human Rights and Diversity Seal of the city of São Paulo recognizes good diversity management and human rights promotion practices in companies, public agencies, and third sector organizations. The program arose from realizing that insertion in the labor market is fundamental for promoting equal rights, allowing people to live with dignity and respect, and strengthening their sense of citizenship. The fourth edition of the program was held in 2021. Atento had its Programa de Inclusão da Pessoa com Deficiência win the award in the category People with Disabilities.



We were recognized in the **Qualification and Encouragement of female leadership (Women in Leadership in Latin America Study)**.

We also hold the sixth place in the percentage of female participation related to the total number of employees in the **Good Place To Work Brazil Sub rankings and were listed as the Best Company in the Service Sector by Exame Diversity Guide and Instituto Ethos**.



**"This recognition belongs to all of us and symbolizes that we are on the right track to consolidate our Diversity Program and the practices aimed at the Inclusion of PwDs at Atento"**

Thais Patrício  
Expert of Corporate  
Social Responsibility.

## 2.1.2. A good place to work

### HEALTH & SAFETY

Following in the footsteps of 2020, 2021 was a year where we had to adapt to new circumstances and try to get back to the “new normal” while continuing to ensure the health and safety of our Atento members while maintaining a superior delivery of our services. Our goal has always been to guarantee access to essential services to society and to safeguard the safety and well-being of our employees.

To ensure the business continuity and the clients have all solutions available to them, Atento has kept health and safety measures throughout its operations that meet or exceed WHO COVID-19 guidelines and local regulations as well as new ones in 2021:



#### Epidemiological follow-up

of cases is one of the fundamental measures to reduce the risk of COVID-19 transmission by identifying links between cases, allowing timely action to be taken and preventing further spread of the disease in the workplace.



#### Support in hospitalization

and all paramedical needs to employees severely affected by COVID-19.



#### Prevention and containment of COVID-19

spread through vaccination. Several vaccination campaigns delivered within the organization, with a large percentage of the population covered (Chile, El Salvador, Peru, y Colombia).



#### The Crisis Committee

was a practice created to manage and make decisions in a timely manner in events of public order, pandemics and natural disasters. Recognized as a best practice in the region in 2021.

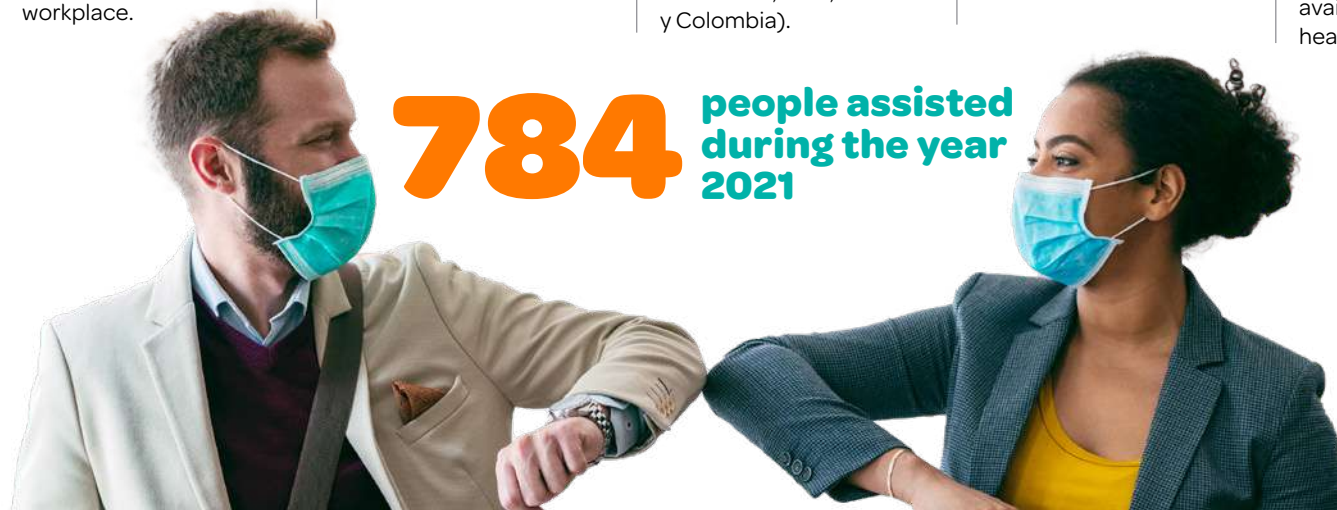


#### Within the biomechanical risk intervention program,

we applied measures such as taking healthy active breaks. Healthy active breaks were directed by strategic allies and available on-site at our headquarters.

**“The active breaks have been very beneficial for my daily work. They allowed me to have moments of physical and mental relaxation, the stretches made contribute to my health and well-being, and now I can do them daily”**

**Olga Lucia Arenas**  
Contact Center Agent



**784** people assisted during the year 2021



## HEALTH & SAFETY

Atento contributed with the vaccination strategy, contributing to each country's vaccination goal. These initiatives help reduce the risk of site closures, decrease the risk of acute cases and improve the perception of well-being. The strategy was deployed in different countries, following government mandates and approaches. The initiatives were deployed in **Chile, El Salvador, Peru** and **Colombia**. In the latter the vaccination opportunity was also extended to family members.



#Yotambienmevacuno  
#Igetvaccinatedtoo

6,734

people were  
vaccinated  
in 2021





## HEALTH & SAFETY

In addition to the measures established for protection and security against COVID-19, Atento has implemented other **welfare measures for our employees:**



### Social Atende:

A channel for welcoming and providing **psychosocial support**. This initiative is part of the **Atento Social Program**, which provides support through psychologists and social workers for employees and their families, to meet demands such as emotional problems of any nature, health problems, social inclusion, among others.

### Monthly health campaigns,

are implemented to promote the well-being and quality of life of our employees. The campaigns are rigorously thought out for this public, using adequate language and an appropriate visual identity to inform and raise **awareness about good health habits**.



### Regarding Mental health:

Atento has several initiatives that came from the need to comply with regulations within the Occupational Health and Safety Management System plus the requirement to provide coverage to all employees, **resulting in improved working conditions and quality of life**, by promoting mental health.

### Health promotion and prevention:

Health promotion and prevention is the organization's flagship, so we expanded our health promotion and prevention activities to meet our users' needs. We have had the support of the health-promoting entity and an **in-house doctor**.



**"I am satisfied with how the company has taken care of us with these vaccination days and promoting self-care so we can return to sites for in-person interactions"**

Wilson Ariel Rios  
Compensation and  
Benefits Coordinator

**"I have been able to receive doctor consultations on-site, without the need to travel, optimizing time and resources, and prioritizing my health and wellbeing"**

Quiome Caterine  
Fierro Morales  
Human Resources  
Manager

## MORE SUPPORT PROGRAMS AT ATENTO



### Training plan on occupational risk, accidents and illness prevention:

Occupational health and safety training is a systematic, planned, and permanent program that aims to promote prevention mechanisms. It is a participatory process that involves the entire workforce.



### “Atento a Vos” or “Atento a ti” App:

a new communication channel for employees. This application aims to improve communication, generate closeness with the company, facilitate management processes and increase their participation in different topics of internal interest. This program has been awarded the Bronze award in the "Best Human Capital Management" category at the PAMOIC awards.



### Scholarships for children of employees:

Program in alliance with the Forge Foundation to provide scholarships to employees' children.



### “Atento a tu techo”:

Program to support our employees along the path to homeownership, thus contributing to the improvement of quality of life and the construction of family wealth.

**“Many thanks to Atento for the program, my daughter and I are very happy”**

María Vergara  
Atento Employee

## ATENTO@HOME

Atento@home combines technological infrastructure and management tools to safely switch agents from sites to their homes and guarantee an extraordinary experience for our clients and collaborators.



Due to COVID-19 several industries have been affected and at the same time they had to adapt their working models.

We turned this challenge into an opportunity to meet the needs of our customers through technology, which is why we adopted a new solution such as **Atento@Home (Work at Home Agents)**.

One example of flexible models is working in a remote environment. Technology has enabled the growth of remote work in different industries, geographies and jobs.

Atento@Home is the solution that allows professionals to work securely from home. The Atento@Home model involves the management of different processes remotely, such as agent recruitment, onboarding, training and performance management.



**Success Story**  
**Marín M. Morales**  
(Commercial Quality and Customer Relationship Manager Renault Argentina)

### What benefits would you highlight?

The benefits to individuals and organizations are endless with the proper framework and infrastructure in place. We still have a lot to discover with these new ways of working.

### How was the experience of working under the Atento@Home telework model?

Looking back at that "turbulent" 2020, what seemed impossible became not only achievable but also an enormous opportunity. Had this global phenomenon not occurred, we would undoubtedly have spent months working together to partially achieve these changes in the way we work.

The results were impressive; at first, the main indicators were destabilized. However, in the very short term, not only did they stabilize, but we reached levels of satisfaction never before experienced in our industry.

CX Magazine Issue Nº 6 – October 2021

**"Atento wants to keep offering our clients the same quality standards and workforce, which allows us to continue operating essential services during a crisis, so none of our clients lose the ability to evolve"**

Carlos López Abadía,  
Atento's CEO.



## DIGITAL RECRUITING

Atento promotes inclusion through Atento@Home, allowing employees to telecommute from anywhere. This eases specific and appropriate recruiting for our clients' needs with no geo-location barrier when applying for these positions. In other words, recruitment and on-boarding processes can also be done remotely and candidates can apply on-line, no matter where they live.

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



### Virtual Recruitment

Candidate clicks on the corporate portal and interacts with a Chatbot, supported by AI. Process selection screens for the best talent for our clients.



### Virtual Interview

Once the candidate's application is reviewed, he/she receives a call to schedule a virtual interview. After the conversation, we send a proposal.



### Virtual Onboarding

We deliver equipment and provide IT support to set them up, plus train them through online programs (e-learning) and game-based learning techniques (Gamification).

We adapted the entire recruiting process to the current needs using Artificial Intelligence and predictive selection to identify successful profiles.



**“At Atento we are working on continuous improvement by adding innovation to each of our processes. We must always go one step ahead thinking about improving people's lives who work or want to work for our company”**

**Ignacio Varangot**  
Director of Global Talent Acquisition

**“I am satisfied with the remote selection process. I found it easy, and I completed it without any help”**

**Rehab Ben Sbyh**  
Atento employee

**“I found it a very good experience, it was very easy and very comfortable to do all the tests from my home”**

**Firdaousse Maimoun**  
Atento employee

Atento's core strength is our global presence and the ability to serve companies in a variety of sectors, including telecommunications, banking and financial services. In recent years, Atento has received various awards that certify our employee-centric culture, such as the Top Employers certification and the Great Place to Work recognition.

Our fast reaction and successful adaptation to the pandemic earned us this recognition in 2021.

# Forbes

**Atento has been recognized, for the third consecutive time, as one of the best companies to work for in Spain,**

according to the ranking prepared by the business magazine **Forbes**. This distinction includes the 50 best companies, among which Atento stands out in the Services sector.



For the ranking, **Forbes** conducted a rigorous study that analyzed more than 1,500 Spanish companies with more than 500 employees in all sectors. The firms have participated in a demanding process to rank the most outstanding aspects of their business philosophy towards employees.

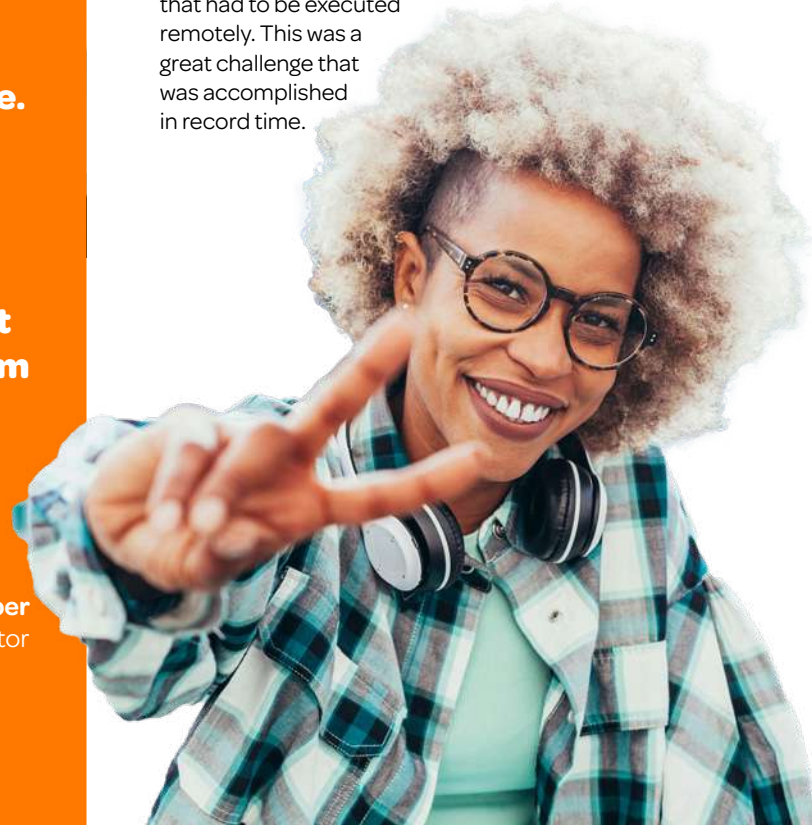


**"Atento's strength and hallmark is teamwork and the involvement of everyone. This recognition only highlights the commitment of our agents in their daily performance and demonstrates the trust that Atento places in each of them to ensure the objectives of the organization without neglecting the professional satisfaction of all"**

José María Pérez-Melber  
EMEA Regional Director

To keep employees committed and united while providing business continuity for many companies, **Atento@Home** was launched. Atento@Home is a secure, cloud-native solution that expands our added value to various business scenarios, when geographic flexibility, rapid ramp-up, access to specialized talent, extra support hours and/or business continuity plans are needed in the event of pandemics, natural disasters or changes in legislation. This is an initiative deployed within 45 days of the state of emergency. More than 72,000 agents worldwide, representing more than 50% of our operation, migrated to the telework model to guarantee our employees' health and safety.

Recruitment, onboarding, and employee training, including daily performance monitoring, became tasks that had to be executed remotely. This was a great challenge that was accomplished in record time.









## SOCIAL AWARDS & CERTIFICATIONS

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:



**Best companies to work for, Forbes**



**Ranking Top Companies**



**Ranking Top Companies Top Workplaces**



**CCN Fenix Award**  
(Best telework management)



**Pamoic Award**  
(Best Customer Interaction Organizations)



**Apexo Best Human Resources project**



**Apexo Best CSR Project**



**Best Telework Workplaces Awards**



**Best CX Initiative**  
in "Digital Transformation in HR"



**Pamoic Awards**  
Best Outsourcing Company  
(Best Human Capital Management)



**Management Systems**  
for Occupational Health and Safety (ISO 45001)



## 2.1.3. Supporting our people

With the conviction that **"our people are our future"**, Atento has a wide range of local and global programs inspired by the five **values** that make up Atento's corporate culture: **Integrity, Client Orientation, One Team, Accountability** and **Agility**.

Under this prism, the company identifies internal and external talent, creates individualized development plans and designs incentive programs that, together with motivational initiatives, align the professional development of its employees with business goals.

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

Among the initiatives and programs carried out out to promote talent, the following are worth mentioning:



### Atento motivates talent

through a **Reskilling program** tailored to employees who are expert collaborators in customer relations, who are in direct contact with consumers and know, better than anyone else, the processes and needs of the operations. The project evolution started in 2019 with the training of 50 customer service agents at the Atento center in Seville, Center for Efficiency and Transformation (CET). In 2020 new training courses were activated in front end programming and back end and in 2021 new training in Salesforce Management certifications, the world's number 1 CRM Platform, has been added to the reskilling program.



### 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.



**"In addition to technical skills, personal skills are just as important at Atento, such as leadership skills, effective communication and eagerness to learn. The profiles who stand out the most continue developing and growing within the company"**

Kiomara Hidalgo  
Chief People Officer



Atento has had

**7,075**

internal promotions





## Semillero de Talentos

Helping to grow and develop skills in young employees has been a fundamental part of our company culture. The development model for young collaborators starts with flexible schedules for those who work and study, allowing shorter shifts starting at 6 hours and leaves of absence to fulfill their school commitments.

Once inside the company, Atento has developed plans for its young employees, in which they seek to promote skills such as customer service, sales, or data analysis, depending on the operation in which they find themselves. In addition, we have a program called **Semillero de Talentos**, which consists of a series of courses, each lasting 3 months, focused on the specific skills of each employee, obtained from psychometric tests and performance evaluations, where they detect the aptitudes of each person and design a development plan based on their results.



**“We have a culture where we are very focused on training young talent, giving them the opportunity to learn so that one day they will fill supervisory and management positions”**

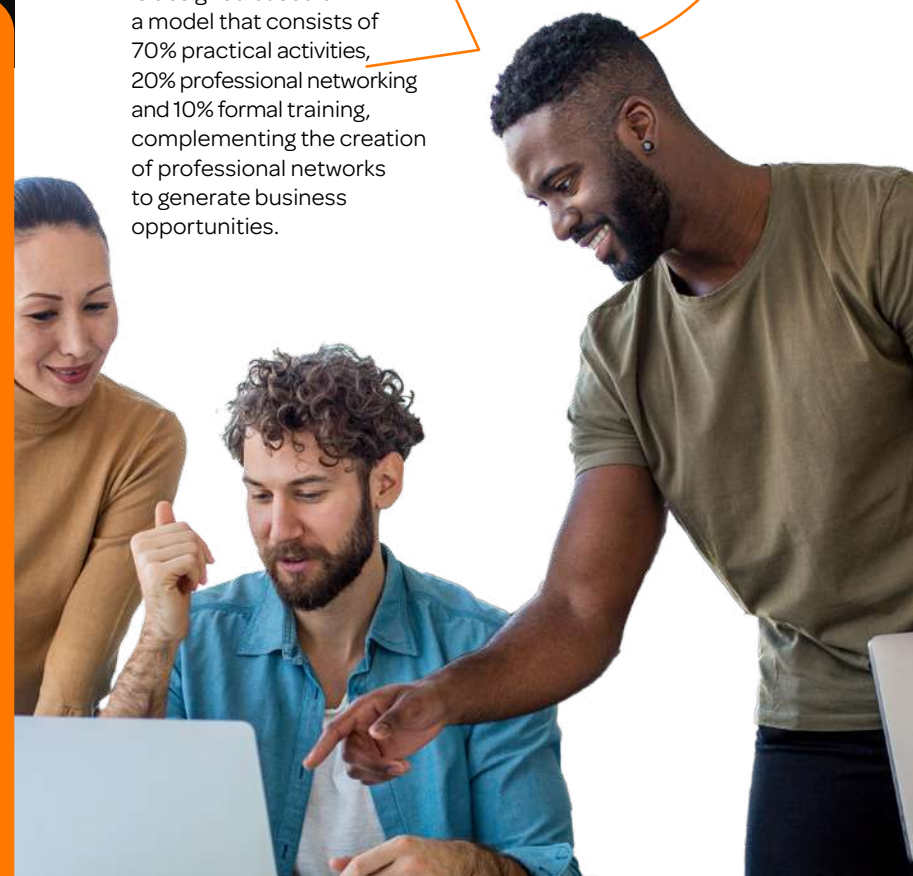
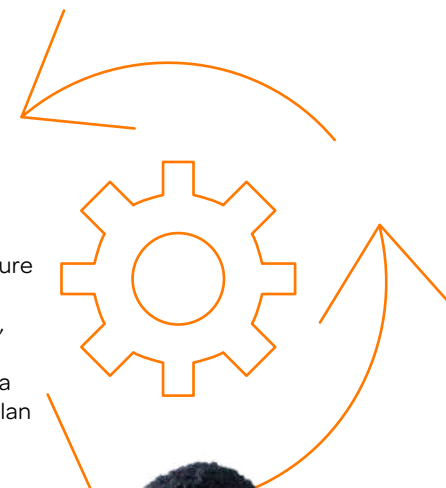
**Jeff Luttrell**  
Global VP Executive  
Search Talent Acquisition

ATENTO



## Learning Agility Methodology

Likewise, through the **Learning Agility Methodology**, we measure the potential of middle and senior management, their performance and the personal skills. Then a personal development plan is designed based on a model that consists of 70% practical activities, 20% professional networking and 10% formal training, complementing the creation of professional networks to generate business opportunities.







### Atento bets on internal Talent!

Through the **Time to talk program**, we evaluate the performance and potential of our employees in order to boost their development and growth. In the last year we have had more than **7,000 internal promotions**, which successfully demonstrate the efficiency of individual development plans, mentoring programs and various training programs that contribute to the professional growth of our teams.



### Digital Academy

In addition, in 2021 the **"Digital Academy"** continuous training program was launched. An innovative program that, through the Atento Sur Community virtual platform, allowed us to address 10 editions of the development plan for the group of advisors, supervisors and analysts, with 1,791 employees participating.



### Partnerships

To enable our Atento community to continue their professional development, Atento has **partnerships with educational institutions**, mainly private universities and language centers, which provide benefits for employees.



### Expert trainers

**Expertos Formadores** is an Internal Training Program that seeks to meet the training needs of the company through the deployment of training sessions provided by qualified employees, with expertise in certain topics aligned to the nature of the business and the identified needs. With this initiative, some training needs of Atento employees are covered through training provided by Experts and specialists of the company from all regions.



### Training program

At Atento, we also have created a training and development program in all regions to **help Supervisors and Coordinators** in their day-to-day operations to face the challenges and uncertainties of these years.



### SintonizAtento

is an initiative that consists of a space to broadcast webinars on various topics of general interest to the teams.



**"Measuring employees' potential allows us to identify top talent and help them develop while strengthening our succession plans"**

Alexandra Vicuña  
Training & Talent  
Development Sr Manager

**"We're a good place for talented young people to start their careers. This is depicted by the fact that 55% of our workforce are under 30"**



## Sales Up!:

Over the last 6 months, **+200 colleagues** from the sales team globally, from the front, pre-sales and back departments have undergone a transformational journey in which, through more than **7,365 hours** of training, they have had the opportunity to unlearn in order to learn new sales methodologies. They have also been equipped with more than 40 tools to facilitate the implementation of Atento Sales Up! Methodology into their day-to-day work.

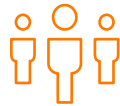
The numbers attest to the success of the program. 98% of the participants believe that the new methodology will boost sales of our Next Generation Services.



**“Training our sales team with this program has been an effective way of providing them with correct tools to become more efficient and effective in their everyday work.”**

**Cathy Jooste**  
Chief Commercial Officer & USNS Regional Director

## Sales Up! In numbers



**+200**

**Participants**

**80%  
Certificated  
Participants:**

Front: 90%  
Back & Presales: 71%



**98%**

**Global  
Satisfaction**

Response: 65%



**97%**

**Tools**

are useful for developing  
new sales opportunities



**214**

**Virtual sessions**

Front: 97 sessions  
Back & Presales: 99 sessions  
NGS: 18 sessions



**+7,365**

**Training Hours**

2,781 Activities completed  
396 Tutoring sessions  
920 Manager's sessions



**+40**

**New Tools**

From Sales Up!  
Methodology

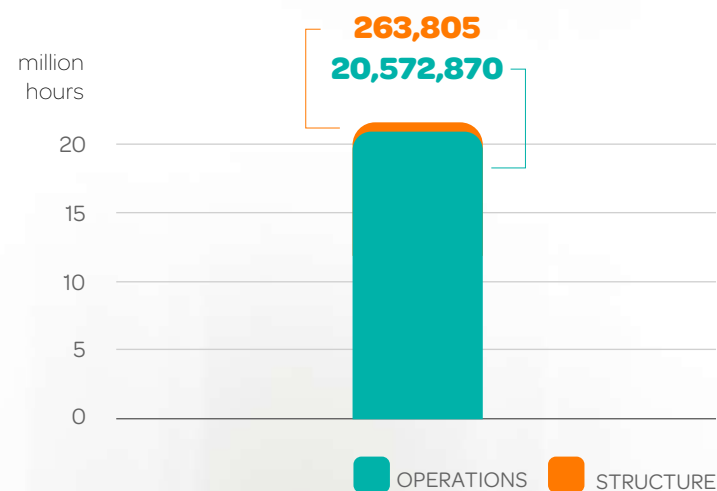
**#AtentoHighPerformingSales**



The general employees 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.

#### ACCUMULATED HOURS OF TRAINING PROVIDED BY ATENTO

Total  
**20,836,675**



**75,887**  
EMPLOYEES <30





In addition to the programs and actions we have in place, we have developed several initiatives to value the talent of our employees. Among them, it is worth highlighting the **Atento Awards 2021**, which were handed out during our Inspiring Innovation Summit. This was an internal event where Atento's leaders reviewed the year's accomplishments, shared project information and reiterated the company's strategy and vision. These are our company's annual awards, which are part of the Transformation process, recognizing the people and projects that best represent us and of which we are most proud. The Management Committee is involved in the event, which represents a great advantage.



Furthermore, last year 2021 we deployed **Applause**, a global recognition program to recognize any member of the Atento team and thus contribute to generating a culture of recognition. Recognitions are made through our internal social network, Atento Cloud, and can be public or private, based on the 15 Category badges.



**Best Agent**



**Champions Cup**



**Atento Responsible**



**Best Practices**



Thanks to the company's path we follow, which means highlighting and recognizing our employees' value, we have also been externally recognized.



### Partnerships ITM National CX 2021

We have won 3 awards at the **ITM National CX 2021 Award in Mexico**. One of them was "Transforming people who inspire" in which we won the silver medal in the Best Talent Management Strategy category.



### Partnerships ITM National CX 2021

In these awards we won as a company the categories of **Best CX Contingency Initiative, Best Talent Management Strategy and Best Multichannel/Omnichannel Strategy**. The awards were selected by a jury of 80 industry experts, who evaluated more than 160 cases registered this year.





A smiling man with dark hair and a beard, wearing a light blue button-down shirt, is sitting at a desk in a modern office. He is looking towards the left of the frame. In the background, there are large windows and office equipment. A laptop is visible on the desk to his right, displaying a bar chart and circular progress indicators. The overall atmosphere is professional and positive.

ATENTO

## CUSTOMERS 2.2

2.2.1. Supporting our client journeys  
2.2.2. Thriving with innovation



## 2.2.1. Supporting our client's journey



We combine Data Science, digital marketing, and market intelligence with our experience in sales conversion while also reducing costs.

### SALES

### CUSTOMER CARE

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



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

### COLLECTIONS

### 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.



"The key to commercial success in these changing market conditions lies in knowing and listening to your customers, offering them a personalized, warm and efficient customer experience to have a favorable impact on the perception that consumers have of your brand, product or service"

Rubén Rivera  
Commercial Director  
of Atento Mexico

The industry is witnessing the evolution of the increasingly digital consumers, more informed, demanding and with greater ability to influence other users. As an example, 70% of customers in Latin America have high expectations regarding customer service compared to last year, **according to a study by Zendesk.**

Currently, having a good Customer Experience (CX) strategy is a key differentiator for the future of a company.

At Atento we focus on providing solutions that track and improve the entire customer journey.



We have been committed to digital transformation for several years now. That's why we were able to leverage our knowledge and advise our clients to assist them in this challenging journey with our Next Generation Services. Our vision is to leverage innovation and technology for delivering rewarding brand experiences and emotional connections with customers through our Next Generation Capabilities.

Our experience allows us to provide superior CX consulting, by using various tools and solutions to better understand the end user, in order to design a journey that results in satisfying experiences, while delivering greater operational efficiency, both in terms of time, form and cost.



**"Our global delivery models continue to evolve in the ever expanding digital and global marketplace. Atento@home and our Virtual HUB have enabled businesses to transform their technologies, processes, and attract the right talent for their customers. Our models for Flexible CX demonstrated the agility required to meet the ever-changing needs of emerging or expanding companies. The multilingual hubs created scalable solutions for companies with needs across different countries, cultures, and languages"**

Josh Ashby  
Chief Delivery Officer



## NEXT GENERATION SERVICES

### HIGH VALUE VOICE

Our agents are specially trained and have access to Artificial Intelligence and other technologies, 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.



## NEXT GENERATION CAPABILITIES

### AI/COGNITIVE

Sentiment and interactions analysis through AI.

### ANALYTICS

Data Science applied to generate more business value.

### AUTOMATION

Back and front-office automation to boost efficiency.

### CX PROCESS CONSULTING

Customer journey improvement towards an optimized CX.

### CUSTOMER ENGAGEMENT

Omnichannel platform to boost agile, omnichannel experiences.

### CYBERSECURITY

An essential part of our business processes, our technology, our strategic vision and of our employees and technology partners.



## INNOVATION AND NEW PRODUCTS FACTORY

### DELIVERY MODEL

#### VirtualHub

Our first command center that was created to respond to new customer demands, optimizing, monitoring and controlling operations remotely.

#### Atento@Home

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

#### FlexibleCX

A cloud-based, flexible, agile, and scalable CX solution that includes everything to boost SMBs and Start Ups CX performance.

#### Multilingual HUB

Customer contact hub that speak each customer's language.



# Atento@Home



Engagement with supervisors and agents in the new model correlates directly to higher **customer satisfaction and productivity**.



Having a solid cloud-native technology strategy is key to delivering flexible, **high-quality services**, reinforced by our partnerships **with high-tech leaders** around the world.



We don't commercialize Atento@Home as a stand-alone technology. It is an E2E solution that expands our CX services for remote work: it ensures **reliable operations** and **improves customer satisfaction**.



Security is a key issue and involves much more than technology: **security is managed E2E**, from profile selection to customer experience design, connectivity, surveillance, workplace design, etc.



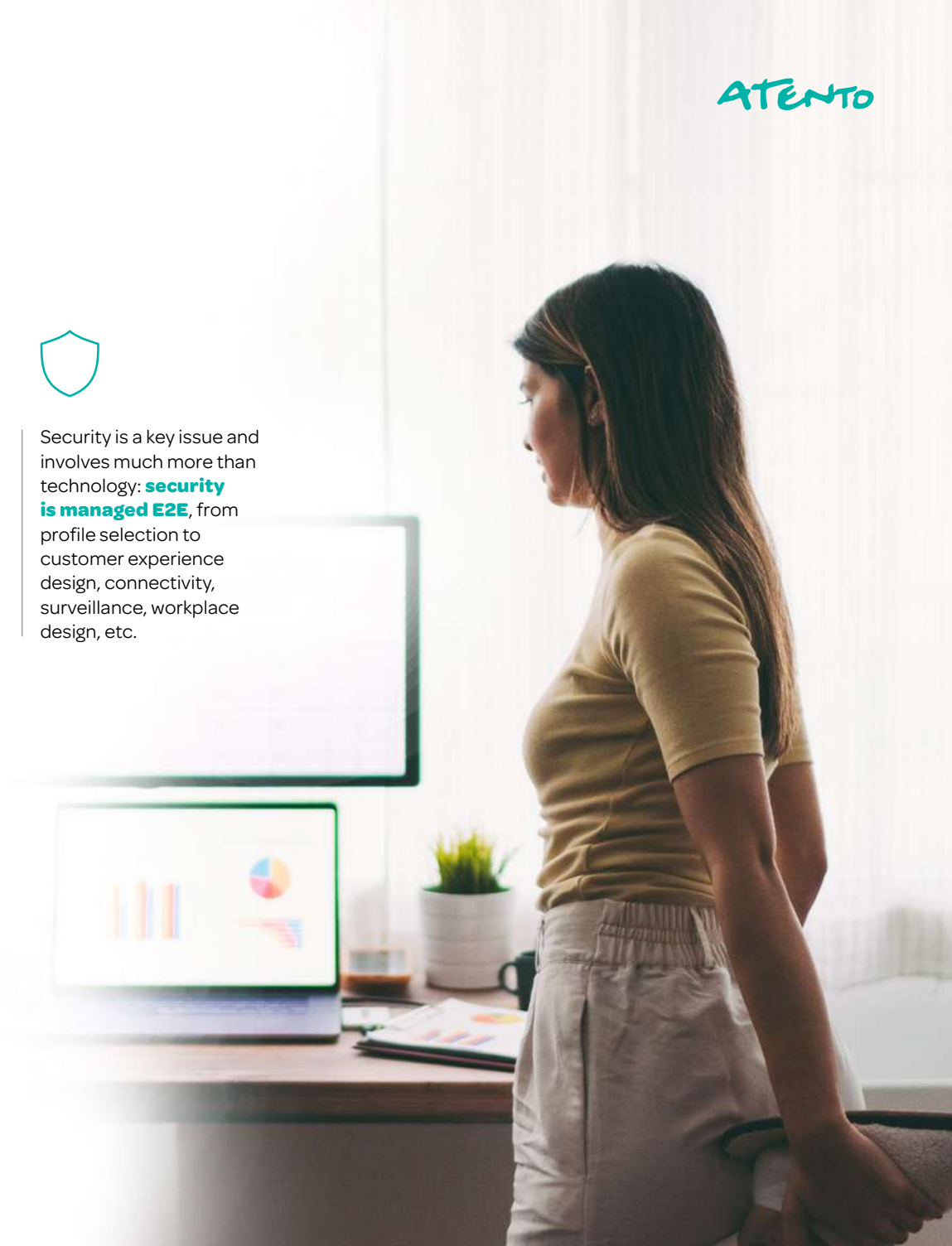
In a virtual environment, having robust operational processes is even more critical than in an on-site environment, and those processes must be **perfectly orchestrated with the on-site ones**, particularly in hybrid home + on-site models.



When necessary, **we tailor solutions that meet the advanced data security requirements** of various industries.



Atento@Home allows for a wide range of new developing and yet to be explored **opportunities** that will come in the following months...



We ensure tangible value and excellence to our clients by developing our own technology and leveraging all our internal assets, we also obtain support from market leaders and develop strategic partnerships to complete our delivery.

## CAPABILITIES

## INTERNAL ASSETS

## KEY PARTNERS

CX PROCESS  
CONSULTING

LUI

celonis

CUSTOMER  
ENGAGEMENTXTRABOT  
JOURNEYFive9 NICE  
GENESYS salesforce

ANALYTICS

DATAOCEAN

VERINT  
Microsoft NICE

AUTOMATION

DAP  
ATENTOUiPath blueprism AUTOMATION  
ANYWHERE

AI/COGNITIVE

STRESSOMETER

Google Microsoft  
LUIS

CYBERSECURITY

CROWDSTRIKE



**“Our Next Generation Capabilities accelerate our ability to transform our clients Customer Experience and drive additional business value. Our Next Generation CX roadmap is constantly evolving, bringing the best of our professionals, technologies, partners and innovation programs to our clients, everyday and everywhere”**

Eduardo Aguirre  
Chief Information Officer

## TECH AWARDS &amp; CERTIFICATIONS



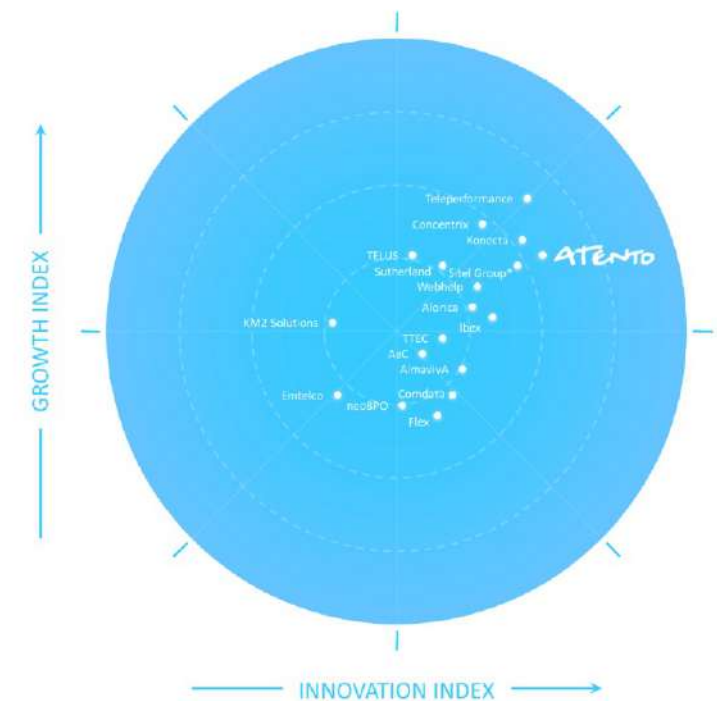
### Innovation Leader

Atento has been recognized by Frost & Sullivan as a Growth and **Innovation Leader** in the 2021 Frost Radar™ and leads Innovation matrix for CX Outsourcing in Latin America. The Frost Radar measures companies in the CX sector based on their performance in terms of innovation and growth. Frost highlighted Atento as one of the leading companies in this Frost Radar, given its notorious performance in the Innovation matrix, and a strong future growth pipeline. Frost also noted Atento for being the only company in the market to manage a start-up accelerator to leverage emerging technologies and methodologies, positioning the company for sustainable innovation over the coming years.

### Product Leadership Award' for 'Excellence in Best Practices for Customer Experience Outsourcing Services'

Atento has been the recipient of Frost & Sullivan's 2021 **'Product Leadership Award' for 'Excellence in Best Practices for Customer Experience Outsourcing Services'** in Latin America. In the assessments the analysts also identified three key strategic imperatives for providers competing in Latin America: innovative business models, disruptive technologies, and ability to address internal challenges.

FROST RADAR™ : Customer Experience Outsourcing Services Market in Latin America 2021.



**"The company has shown solid growth in digital native businesses, in addition to exhibiting many cases of successful digital transformation of traditional and large clients, most of which have stable long-term relationships with Atento".**

Sebastian Menutti  
Industry Director, Frost & Sullivan



## TECH AWARDS & CERTIFICATIONS

**Atento has been positioned as a Leader in the 2022 Gartner® Magic Quadrant™** for Customer Service BPO for two consecutive years.

The Gartner Magic Quadrant report evaluates customer service business process outsourcing. At this pivotal time, the report helps CSS leaders “identify potential vendors to support their digital and live-assist channel needs”. The report has evaluated 17 vendors, taking into account the fulfillment of their vision and ability to execute.



### Top ten Digital Contact Center providers in the world

Atento has also been named one of **the top ten Digital Contact Center providers in the world** by independent analyst firm **HFS Research**.

The report and vendor ratings are based on extensive analyst work evaluating a set of industry-specific customer service capabilities, including execution, innovation, OneOffice alignment and Voice of the Customer. Atento received the highest ratings within the categories of Scale and Delivery, Voice of the Customer, and Innovation Capability.



### Leader for the Digital Operations by ISG Research in its 2021 ISG Provider Lens Quadrant Report in EEUU

Atento has been named **a leader in three categories by ISG Research in its 2021 ISG Provider Lens Quadrant Report in EEUU**. Atento was chosen as a leader for the Digital Operations, Remote Work Services and Social Customer Experience Services segments, and stood out as a challenging player in the Artificial Intelligence and Analytics quadrant.



### Atento bets on internal Talent!

Additionally, Atento has obtained ISO Certifications for:

Quality Management (ISO 9001) (Argentina, Peru, Chile, Colombia y Brazil)

Customer Contact Centers (ISO18295) (EMEA)

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## 2.2.2. Thriving with innovation

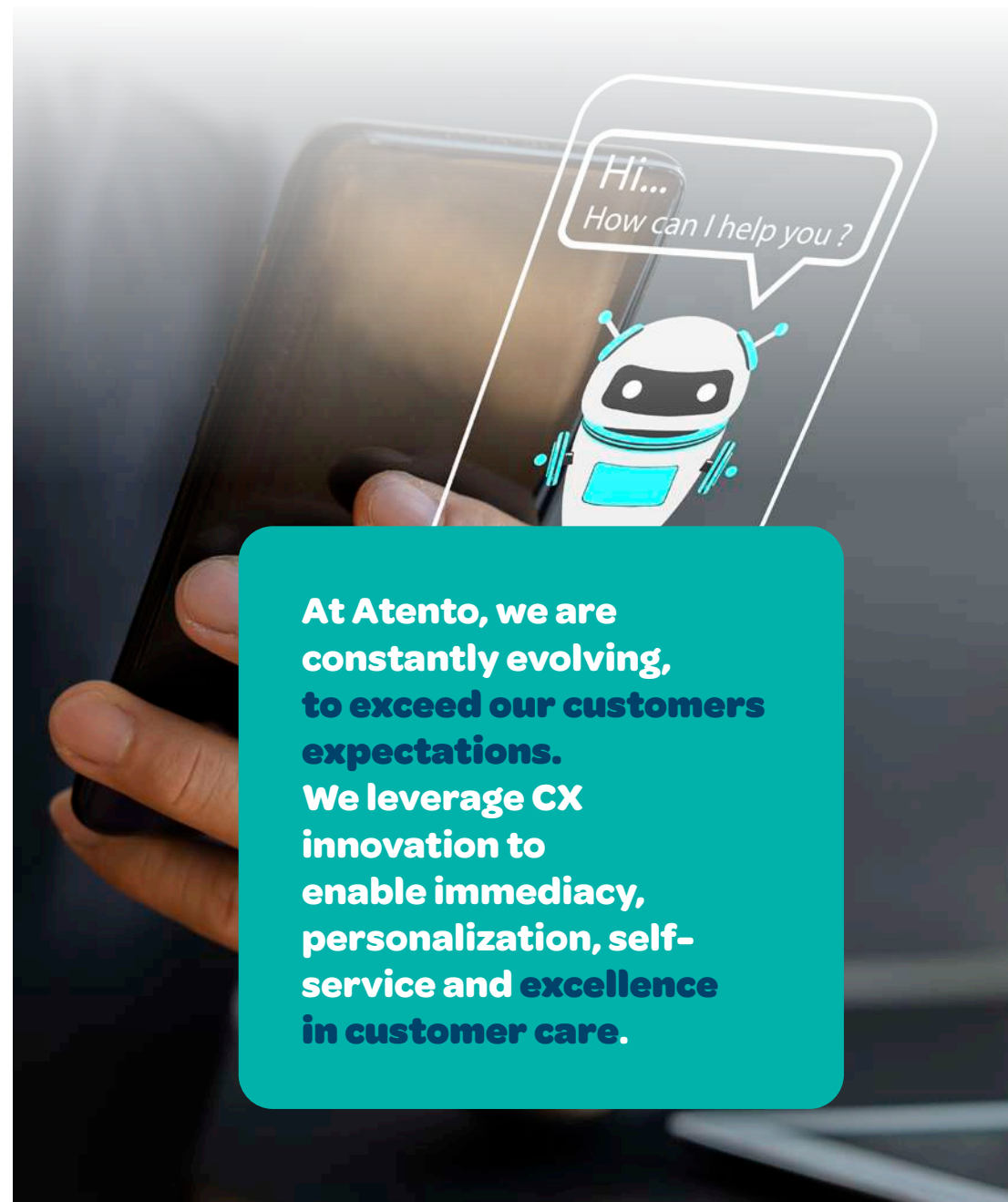
Atento has obtained the **ISO 56002** certification for innovation management for the second consecutive year. It's the first company in the BPO industry to obtain this certification and the only company in the market that manages a startup accelerator to leverage emerging technologies and methodologies.

**Technology** is a pillar for innovation and a crucial component of the customer experience. It allows us to streamline operations, increase productivity and even foresee crisis scenarios, allowing opportunities for continuous improvement. At Atento we're constantly looking for new ways to drive people-centric improvements. The following are some examples of how technology improves CX:

**As a company specialized in value-driven customer experiences across diverse industries, our main objective is to continue to provide technology solutions that take customers to the next generation of CX, combining the power of new technologies with the human touch to accelerate growth and continue to lead the industry in its journey towards digital transformation.**

**Artificial Intelligence (AI)** is one of the most revolutionary technologies we have in the industry. There are several AI-based solutions that we implement, such as **chatbots**, which are programs capable of understanding written language and executing predetermined actions depending on what the customer expresses. Chatbots are capable of handling complete requests without human intervention, reducing response time.

In 2021 Atento has registered an annual growth of 30% in the implementation of **IVR (Interactive Voice Response)** solutions, a platform for telephone calls that allows users to interact with the customer service system through pre-established menus. 100% of the company's current clients have some type of IVR solution in their operations, either for customer service or for satisfaction surveys.



**At Atento, we are constantly evolving, to exceed our customers expectations. We leverage CX innovation to enable immediacy, personalization, self-service and excellence in customer care.**



### Atento recently launched ARI "Atento Virtual Human Expert" in Mexico,

a digital voice agent that uses artificial intelligence to automate interactions with a brand's users, directing the conversation to questions and answers through natural language that adapts to the customer's needs.

Likewise, **automation** has grown steadily, with estimates of **19.5% growth by 2021**, according to Gartner. This is due to the excellent results it delivers in back-office data capture and validation processes. We have solutions to convert large physical documents to electronic files, read barcodes, facial recognition, and even identify handwriting. As a result, we can optimize operational and response times, while increasing security against fraud.

Atento has been working on integral Back Office solutions and process automation through **Robotic Process Automation (RPA)**, using new generation technology, with the objective of streamlining customer interactions and customer service in the use of computer applications, particularly in repetitive and mundane tasks.

At Atento, RPA processes go far beyond simple software management, it is the automation of the end-to-end process with assertiveness, optimization and reliability, prioritizing the commercial strategy of the clients, **the satisfaction of the final consumer and a better experience** without errors; this complemented with consultants and a development and support team highly qualified in technical skills, vision of processes and Customer Experience (Cx).

### In 2021 Atento introduced Xtrabot in Spain,

its omnichannel solution for automating interactions to improve the Customer Experience. Xtrabot is an omnichannel platform that allows conversations to flow between channels without the customer noticing it, introducing bots (voice and text) at a first level for the resolution of common and/or simple queries.



**"It's a common misconception to think that automation removes the human element from the customer experience. This couldn't be further from the truth. The role of automation is to simplify process management, prioritizing human connections with customers"**

Miguel José López  
Comercial Director South America Region



To promote and sponsor Innovation, Atento has two complementary programs that promote the development of new and fresh ideas to advance the customer experience:



Atento Next, is Atento's startup accelerator, and last year we worked with four startups, out of the 257 initially registered, to participate in its acceleration program.

**257**  
Enrolled  
Startups

**50**  
Shortlisted

**15**  
Pitches



**4**  
Selected

These chosen ones had the opportunity to co-create projects related to the challenges mapped by Atento, such as new technologies and business models. For that purpose, periodic routines and sprints were established. With the goal of bringing more innovation to the company, the chosen startups and topics covered in their proposals were:



Data Science



Brand activation  
in social media



Innovation  
in backoffice  
automation



Artificial  
Intelligence  
and Big Data  
solutions

**"(...)The selection process surprised us by its format, agility and transparency. We are excited about the new business opportunities that will emerge"**

Patricia Tavares  
NeuralMind CEO



**"Understanding the needs and demands of our clients and the public is key, as they are the drivers of our business. Thanks to these initiatives we have been able to expand our horizons and explore new and fresh takes on the business models. Our vision is to improve customer experience, offering an opportunity for new startups to develop"**

Bruno Pavani  
Innovation Senior  
Manager

**"(...)Our objective, during the acceleration program, is to improve the performance of Atento's clients, offer new business models, in addition to the incredible networking that the program can offer us"**

Thiago Cavalcante  
Inflr's New Business Director.

ATENTO



# ATENTO IDEIAS

Atento Ideias is a Platform to foster internal collaboration and co-creation, managing all the pipelines, from ideation to implementation. It works as a single channel to receive ideas from all employees, centralizing management from ideation to measurement of results. It creates an approval flow, with conditional triggers that automate the ideas for the approval step.

The program is designed to recognize employees' contributions through rankings and awards, while fostering collaboration and co-creation.

**CHALLENGE  
LAUNCH**

**IDEAS  
COLLECTION**

**IDEAS  
APPROVAL**

**IDEAS  
IMPLEMENTATION**

**WINS**

## SATISFACTORY ALLIANCES FOR OUR CUSTOMERS

In order to respond to the demands of an increasingly globalized market and improve the customer experience, **Atento and ManpowerGroup** are collaborating to provide **multilingual customer services** and **process automation technology (RPA) services**, reinforcing Atento's offer of nearshoring solutions while providing great benefits to its clients, such as geographical and cultural proximity, flexibility and cost efficiency.



**“The collaboration between ManpowerGroup and Atento helps organizations to be successful in their digital transformation”**

**Raúl Grijalba**  
President of ManpowerGroup  
for Spain, Portugal,  
Greece and Israel

## SUCCESS STORY

**Úbico Corporate Mobility**, part of the World2Meet group, the travel division of the **Iberostar group**, has relied on Atento and its team's experience in customer relationship management through remote channels, to design the customer journey and generate a truly differential brand experience. Based on a detailed analysis of Úbico's customer service processes, several opportunities were identified to improve customer service.



**“Atento has given us speed, flexibility and also knowledge. It has accompanied us on this path of conceptualization of the agency”**

**Alejandro de la Mata**  
Service & Solutions Director  
ÚBICO CORPORATE MOBILITY





ATENTO

## SUPPLIERS 2.3

2.2.1. Supporting our client journeys  
2.2.2. Thriving with innovation

## 2.3 Suppliers

Our suppliers play a very important role within Atento. They cover the entire life cycle of the relationship with our clients. That is why we highly value the relationships we have with our technology and suppliers.

We work hand in hand to ensure continual adaptation of the systems and services we offer with new technologies. This way we are able to provide an increasingly efficient and profitable service for our clients.

Our relationship and management of suppliers is achieved thanks to our purchasing procedures through which we seek to add value to the business, anticipate demand, identify **efficiency, scalability and synergies**.

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

During year 2021, inside this policy five new procedures were created in order to cover each purchasing macro process:

- Operational Procedure for Purchase Requisition
- Operational Procedure for Negotiation of Purchases - Sourcing
- Operational Procedures for Procurement Contract Management
- Operational Procedures for Supplier Management
- Operational Procedures for Material Registers

With our **Operational Procedures for Supplier Management**, we ensure that suppliers comply with a number of requirements including Social Responsibility terms.

That is why our **Framework Contract** sets out several responsibilities of the suppliers, including compliance with all applicable labour laws, the application of ethical standards that ensure human and workers' rights, as well as respect for the environment.

In addition, we have **external advisors to conduct Due Diligence** for those suppliers with higher risks, among which some of the issues to be reviewed are: Corruption and bribery, political exposure by shareholders/partners, terrorism and drug trafficking, and child and slave labour.

Attending to the automation of our procurement process, to ensure greater integrity and transparency, during 2021 we started with the integration of SAP and ARIBA systems. Suppliers have been integrated into the information flow of ARIBA Network.

### FRAMEWORK CONTRACT OBLIGATIONS

**No child labour**

**No forced labour situations**

**No conditions of workers at risk or inhumane treatment.**

**Compliance with environmental legislation**

**No restriction of the right to freedom of association**

**No discrimination**

**Commitment against corruption in all its forms, including extortion and bribery, as well as the presentation of the principles of integrity and transparency in procurement processes.**





A group of six diverse young people are gathered together, smiling and looking at their smartphones. The group includes a man with curly hair, a man with short dark hair, a woman with curly hair, a woman with glasses, a man with short dark hair, and a woman with long dark hair. They are all holding smartphones and appear to be engaged in a shared activity. The background is a bright, modern building with large windows.

ATENTO

## COMMUNITIES 2.4

### 2.4.1. Community Initiatives and Contribution



## 2.4.1. Community Initiatives and Contribution

At Atento we are conscious of the great value that our support brings to the progress of society in the communities in which we operate. We are not only directly creating local employment, but we also work to develop social action initiatives to facilitate improvements in the quality of life of the most underprivileged.

We encourage the development of initiatives tailored to the characteristics and demands of each community. For that reason, we develop global programs for the entire company as well as local ones to achieve greater impact inside specific communities.



### SUCCESS STORY. ATENTO'S WEBSITE ACCESSIBILITY PROJECT

From now on, thanks to our Atento's global project, our corporate website is **100% accesible for people with disabilities.**

The Accessibility Project started as a legal requirement by Brazilian authorities to make the website accessible to people with disability.

In less than one month we managed to make the website accessible to everyone and improved our accessibility score by 13p.p

The main configurations that we applied were:

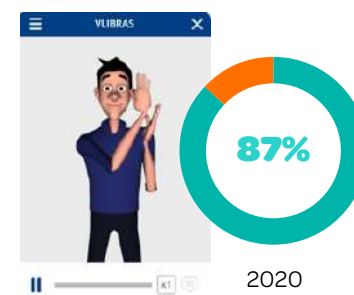
**Portuguese videos subtitles**

**Text simplification across website**

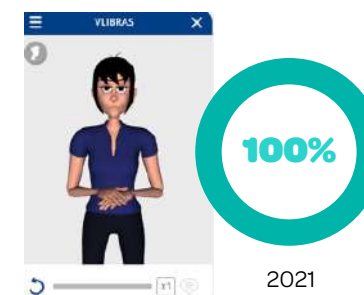
**Accesible by Vlibras (Sign Language)**

**Images description**

#### Accessibility



#### Accessibility





## BRASIL

**Atento por Elas.**

This program is dedicated to increasing the self-esteem and ambition of girls by putting them in contact with women who are in leadership positions at Atento, to serve as role-model for their aspirations in life and career. Four editions were carried out with 47 girls.



"The event was inspiring, very rewarding. Hearing about the beginning of a professional career is always motivating and I identified myself a lot. I certainly enjoyed it and would participate more often."

Evelin Souza Duarte  
Young Apprentice  
Del Castilho Site

**Atentos al Futuro,**

which has existed since 2011 with more than 50 classes and the certification of approximately 800 people in socially vulnerable conditions, has been adapted to virtual mode, and this year closed a partnership with Gerando Falcões, enabling several new classes throughout the year.

"I loved the training! Until then, Atento was a company I didn't know, and to know about it, to hear the employees themselves in the presentations was great. I could see in practice the diversity and the work provided by the company"

Young participant.

**Christmas without hunger.**

Executives from the Atento Group donated 40 baskets of basic food items. The baskets were donated to Instituição C. Criança - Cuidado - Cidadão, an NGO that works with families of children and adolescents with disabilities and/or chronic diseases, in São Paulo.

"Every year, our executives mobilize to do something special during the holiday season. In 2021, we chose this NGO because it works with children, the future of our society. In addition, the choice for basic food baskets came about because of the food insecurity situation that is devastating the country in these times of pandemic and unemployment,"

Margarete Yanikian  
Corporate Social  
Responsibility, Internal  
Communication and  
Ombudsman Senior  
Manager

**G10 das favelas Paraisópolis**

Donation of 1000 food baskets, with 11 food products for G10 Favelas to support communities directly impacted by the COVID-19 pandemic - led by the Institutional and Governmental Relations team (RIG).

**Prefeitura Santo André Santo André Solidária**

Donation of 500 baskets of food, cleaning and personal hygiene products to the City Hall of Santo André to support communities directly impacted by the COVID-19 pandemic - led by the Institutional and Governmental Relations team (RIG).

**Movimento Unidos Pela Vacina – Atento**

Donation of five (5) 120L Vaccine Preservation Chambers and fifteen (15) 12-Liter Thermal Thermometer Vaccine Containers to five cities in Espírito Santo (Presidente Kennedy, Mantenópolis, Ponto Belo, Águia Branca, and Muqui) to support institutional vaccination campaign in low-income municipalities directly impacted by the COVID-19 pandemic.

**Project conducted by Taboão da Serra City Hall and supported by Interfile/ Atento**

Donation of 452 baskets with basic food and cleaning products to the City Hall of Taboão da Serra (SP).





## COLOMBIA

### Blood donation campaign.

#### CHILDREN WITH CANCER FOUNDATION (SANAR).

Support of the National Advisory Council on Childhood Cancer - CONACAI, through the disposal of bottle caps to provide an adequate socio-environmental management (240 kg).



## SPAIN

### Adecco Foundation to promote employability for people at risk of social exclusion.

Atento, as a reference in the sector in Spain, we have been invited to participate and help through our experience. Maite Rey Valiñas, from our recruitment and training team, led the workshop "How to prepare an attractive CV", giving tips on how to get your CV through the 6-second filter.

### Donation of portable corporate IT equipment.

"For my NGO Asociación Deporte, Cultura y Desarrollo it is essential to have the support of companies like Atento that help us to make our social initiatives a reality. Thus, Atento's latest contribution, which consisted of the donation of 45 laptops, was destined to the Sach'a project, an initiative whose main task is the introduction in countries following what is established in the United Nations 2030 Agenda for Development. The Sach'a Project aims to create a sustainable agroforestry industry in the Andean countries. In previous years we have already counted on Atento's support for education and training actions, and we hope to maintain this collaboration in the coming years"

Miguel Felipe Rodríguez Álvarez  
President of the Sports Culture and Development Association.



ATENTO

### SUCCESS STORY

**21 years of collaboration with the Inocente Inocente Foundation**

Every year, on December 28th the **Inocente Inocente Foundation** televised gala takes place on TVE (Spanish Public Channel) with the aim to collaborate with different causes.

In this edition, focused on children suffering from cancer, Atento had 625 volunteer agents from different centers throughout Spain who answered the calls of viewers who wanted to collaborate with this year's cause. At this year's gala, 1.9 million euros were raised, 300,000 euros more than last year.

With the mixed model, Atento@Home, we were able to address this year's gala, where our service is key to managing and acknowledging the receipt of donations.





**CHILE**

### Donation to Crescendo Foundation and Emprender Foundation.

A donation of a gift card equivalent to US \$625 is distributed between both foundations that work to ensure that people with disabilities and abandoned by their families have a home (Crescendo Foundation) and that schoolchildren in vulnerable situations do not drop out of their educational process (Emprender Foundation).

**ARGENTINA & URUGUAY**

### UNICEF A sun for the children ("Un Sol para los Chicos").

Atento's volunteer employees continue to join, as they have been doing for nearly 20 years. This charity program seeks to raise funds for children and adolescents and in its 2021 edition reached \$215,970,245 ARS with 300 employee volunteers.

### Donation of unused equipment.

In accordance with our Environmental Policy, we prevent pollution by reducing consumption and avoid generating waste, donating or delivering to specialized associations.

In Argentina we have delivered 83 monitors with irreparable failures to "Red Reciclar" for recycling and reuse.

In Uruguay we donated 239 PCs and 63 monitors

in disuse to the SOPHIA FOUNDATION in Uruguay, which brings together 32 educational centers at the pre-school, primary and secondary levels.

### Fundación Leer.

At Atento, we joined in by managing the calls, inviting the country's schools to register for the National Reading Marathon.

**PERU**

### Atento Peru has signed an agreement to support the "RAEEcicla para ayudar" program,

the recycling program of ANIQUEM (Asociación de Ayuda al Niño Quemado).

### Donation to Hogar del niño Emmanuel and Municipality of Carmen de la Legua.

**"Thanks to Atento for always thinking of us and giving joy to the children"**

Noel Meza  
President of the Emmanuel  
Children's Home.





## MEXICO

**TapiAtento.**

Collection of plastic caps for the benefit of children with cancer and the environment. 116 kg delivered to the National Cap Bank by the end of 2021.

**Share Party.**

Donation of blood to various centers through an organization that promotes altruistic blood donation in Mexico. 138 altruistic blood donors.

**To donate hair is to give smiles!**

Hair collection for the creation of oncological wigs. 70 braids of hair delivered to the Wig Factory of Teleton Foundation.

**Juguetón.**

Collection of toys for underprivileged children and volunteer activity in the organization of toys. 936 toys delivered.



## USA

**1st volunteering day for the toys distribution organization and assembly of packages.**

**Cooking Mexico**

("Cocinamos México"). Food collection for the preparation and delivery of food to vulnerable groups affected by the pandemic. We delivered more than 600 food items.

**Partnership for Refugees.**

Joined the **Tent Partnership for Refugees**, committing to explore hiring and training opportunities for Afghans in the U.S. The Tent Partnership for Refugees has galvanized support for refugees from 190+ businesses around the world.

**"Atento is stepping up for refugees at such a critical time, and we are thrilled to welcome them to the Tent Partnership. By hiring refugees, Atento will not only build a more diverse and inclusive workforce, it will also gain incredibly hard-working and loyal employees. We're so proud of the company's leadership on this effort."**

Scarlet Cronin  
Acting Executive  
Director at Tent





A photograph of three people (two men and one woman) standing in a field, smiling and looking at each other. They are holding small trees, suggesting they are planting them. The background shows a sunset with a bright sun and a clear sky. The overall mood is positive and eco-friendly.

Atento

3

**ENVIRONMENT**  
Committed  
to our Planet



## 3.1. Atento's comprehensive Carbon Footprint

Climate change is a global problem that affects us all. In Atento we believe the protection of the environment is of vital importance, and even though Atento has a low exposure to ESG Issues, according to Sustainalytics as we are not an emission-intensive industry, we are taking actions and setting goals to tackle our carbon footprint driving us towards Carbon Neutrality in 2030. We are committed to reducing our impact to ensure the planet's future.

Last year we took on the commitment of calculating our carbon footprint; and we have delivered. We are happy to report positive results for year 2021, which entail reductions in our carbon footprint in comparison to the calculation from 2020\*.

Moving on from an unusual year 2020, in 2021 we were prepared to slowly go back to the sites and receive every employee that wished to return to an on-site model. Thanks to careful planning and our initiatives in 2021 we have achieved a 6.6% reduction in our emission even after a 57% of our employees went back to working on-site. Atento is committed to maintaining WAHA (Work from Home Atento) not only to allow our employees a better work-life balance, but also to reduce emissions in sites and commuting (Scope 3).

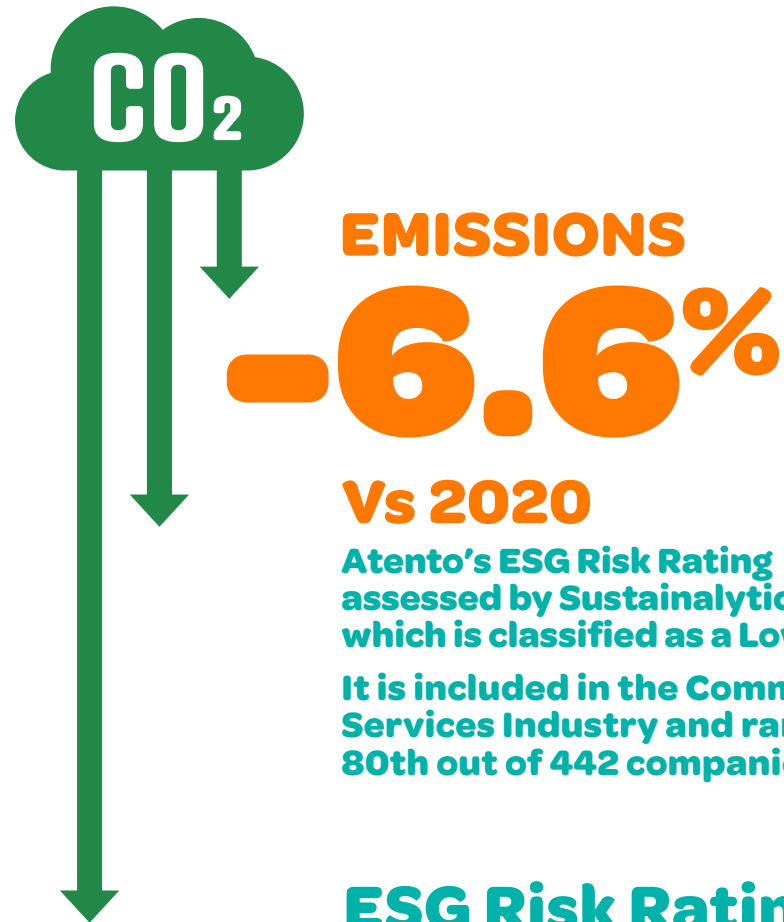
Our reduction is also attributed to our migration to Cloud and the use of Cloud native solutions, which help us achieve that CO2 emission reduction, out of reach when using conventional formats.

Furthermore, Atento complies with environmental laws and regulations and has not had any fines regarding this matter in 2021.

*All calculations for emissions have been done according to the GHG protocol standards and recommendations.*

*\*Comparison between the sum of Scope 1&2 in 2020 and 2021*

*Sustainalytics Notice: The information provided is for informational, non-commercial purposes only, does not constitute investment advice and is subject to conditions available in our **Legal Disclaimer**. Usage as a credit rating or as a benchmark is not permitted. Unless otherwise explicitly agreed in writing, usage for products and services, index creation, derivative work, portfolio or fund management, or any other usage are not permitted. By way of exception, usage is permitted only to the rated company, limited to a single reference of its own information in annual reporting and sustainability website, mentioning Sustainalytics as a source.*



**Atento's ESG Risk Rating assessed by Sustainalytics is 13.4, which is classified as a Low Risk.**

**It is included in the Commercial Services Industry and ranked 80th out of 442 companies.**

**ESG Risk Rating**  
**13.4**  
**Low Risk**



**SUSTAINALYTICS**

Severe 40+
High 30-40
Medium 20-30
Low 10-20
Negligible 0-10

*Company ESG Risk Rating - Sustainalytics*

## Regarding Scope 1 & 2, the overall emission reduction is a 6.6% with respect to 2020.

This percentage represents direct savings of **18.9 KG of CO2 per employee**.

Apart from our cloud program, reductions are also attributed to the different initiatives we have implemented to reduce consumptions since 2019. Paper and water consumption have been greatly affected by this measures and **reduced a 42% and 77%** respectively (comparison between 2021 and 2019 consumptions).

## We have also been successful in reducing our electricity consumption, with a reduction of an 11% since last year.

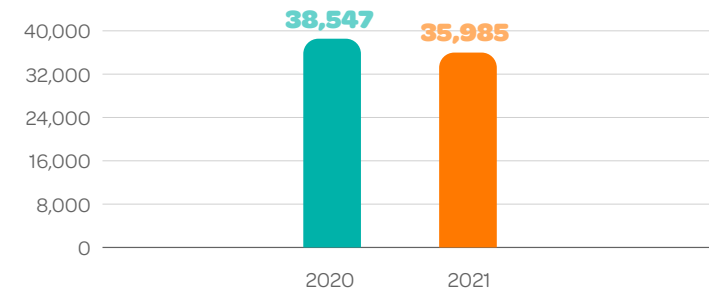
Unfortunately, due to reasons outside of our control this great reduction in consumption is not reflected as a reduction in emissions in Scope 2. This is because energy production in Brazil depends greatly on hydroelectric energy, and due to a low rain season, providers have been forced to change to thermoelectric energy production changing energy mixes and resulting in less green energy. (This circumstance is going to be reversed in 2022 as government confirmed rain season has been favorable).

## In Scope 1 emissions we do observe a big reduction of an

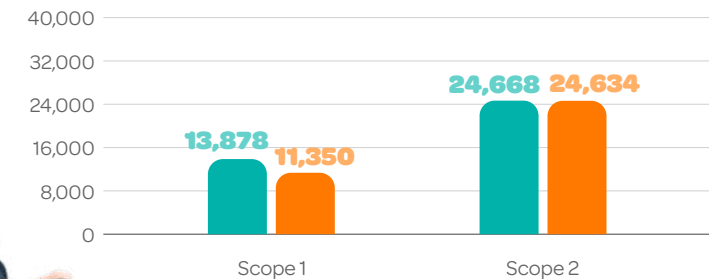
# 18%

in comparison to 2020.

t CO2 e Emissions



t CO2 e Emissions

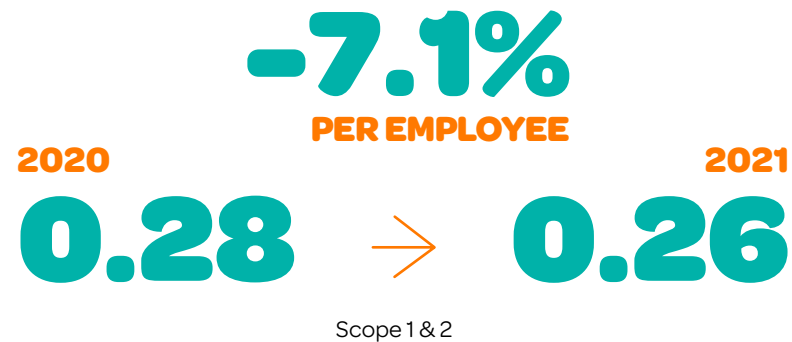


\*Thermoelectric energy sources use fossil fuels to produce electricity.

2020 2021

As a result of a reduction in our emissions, the carbon footprint per employee has also been reduced. All our plans are set to work towards the reduction of this number.

### CARBON FOOTPRINT PER EMPLOYEE



The GHG methodology was used for the calculation of the carbon footprint.

#### Scope 1

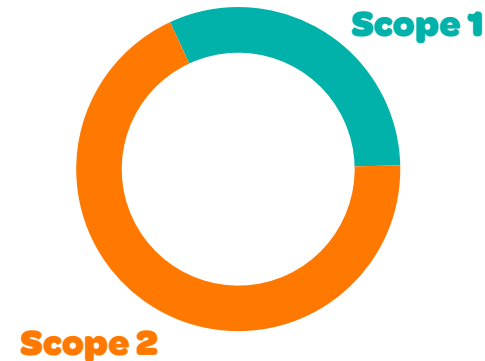
includes all direct emissions coming from the consumption of fossil fuels and fluorinated gases used in heating and cooling systems. Company car travel emissions have been omitted as the representation in the overall calculation is minimum.

#### Scope 2

includes all indirect emissions derived from electricity generation.

Due to the global presence of Atento, to calculate the carbon footprint, we have taken the emission factors of each location from local authorities and official bodies and the electricity emissions factors have been updated from 2020 to 2021, to recognize any changes that electricity providers have had.

Emission t CO2 eq 2021



Scope 2  
represents a

**64%**

of Atento's  
emissions.



**“The first step of becoming more sustainable is being aware of your impact. Calculating our Carbon Footprint has allowed us to tailor initiatives to our needs and tackle the areas with most room for improvement, and increase employee awareness”**

**Andre Bresciani**  
Global Infrastructure  
Director at Atento



We believe transparency is the best policy when reporting Carbon Footprint. Below is a breakdown from our carbon footprint. A clear indicator of Atento's commitment to reduce the carbon footprint is the significant reduction in all the consumption of utilities achieved in 2021.

### Scope 1\*

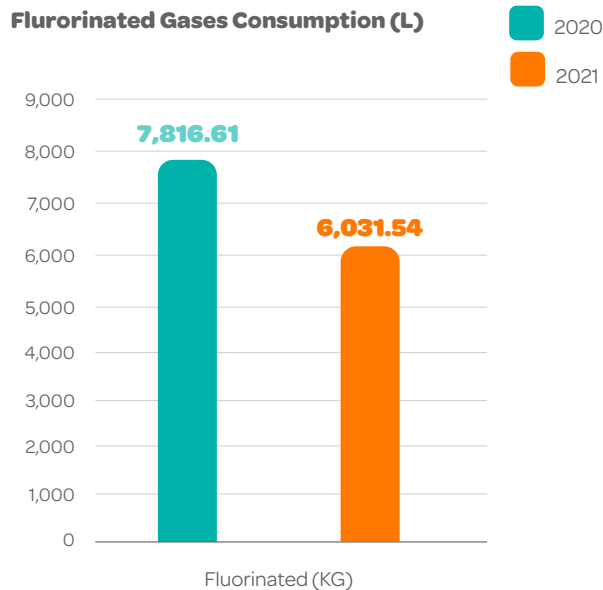
Atento has achieved a **reduction of an 18%** in emissions for Scope 1, which accounts for fluorinated gases and fossil fuels.

Atento is aware of how polluting fluorinated gases used for air-conditioning or cooling systems are. That's why we made it one of our priorities for reduction. Therefore in 2021 the consumption of fluorinated gases has been **reduced over a gram per employee this is a 22.8% less utilization** than in 2020. This represents 2512.15 t of CO2 less than in 2020.

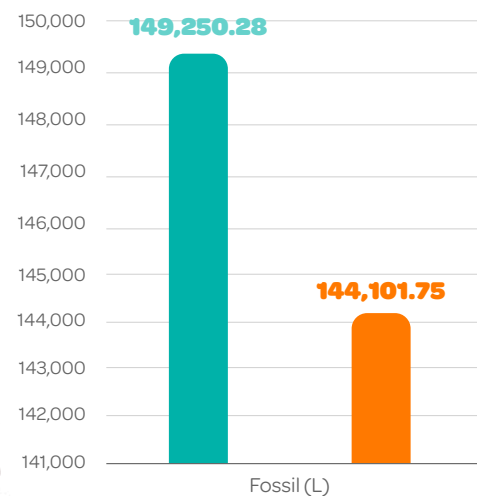
The other part of Scope 1 are fossil fuels, for heating/cooling systems and to guarantee the stability of our platforms through the generating sets, where we obtained a **reduction of 3.5%** in their consumption.



Fluorinated Gases Consumption (L)



Fossil Fuel Consumption (KG)



\*All direct emissions associated with fuel combustion and fluorinated gases used in heating and cooling systems. Scope 1 is limited to Fossil fuel and fluorinated gases consumption. Company car travel emissions have been omitted as the representation in the overall calculation is minimum.

## Scope 2\*

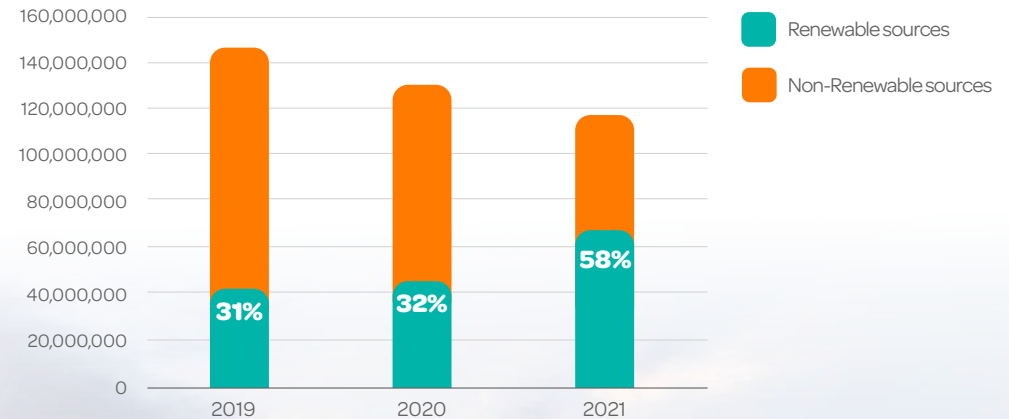
Electricity is also a large part of Atento's carbon footprint and thanks to several initiatives, such as the upgrade of more efficient air conditioning and ventilation equipment, automation of air conditioning systems, replacement of LED lamps, in addition to the installation of motion sensors and the changes after analyzing the occupancy behavior of each location were part of the strategic efficiency plan, achieving a **reduction of more than 11% in electricity consumption.**

We are pleased to inform that **58%\*\* of Atento's electricity** consumption comes from renewable sources, thanks to a careful selection of suppliers, a strategic plan to reduce sites also focused on the origin of energy sources and preservation of higher occupancy in sites with better energy sources. This represents a **46% increase in the use of green sources of electricity since 2019.**

*\*Indirect emissions associated with electricity generation*

*\*\*% calculated based on official data and certification from local governments and electric providers*

Electricity Consumption (kWh)



### Scope 3

Moving on to other consumptions. One of our goals for 2021 was to reduce our consumption of paper and water in all the sites in 2021 compared to 2020. Atento is committed to raising environmental awareness among its employees so that they acquire habits of living and consumption that are more respectful of the environment. This has been achieved with constant communication as well as awareness campaigns related to the environment, recycling, water, or the earth among others\*.

The results have exceeded all expectations. We have a **21%** reduction in water consumption\*\*\* across all sites in absolute terms compared to 2020. In only two years Atento has achieved a reduction of over a 40% in water consumption.

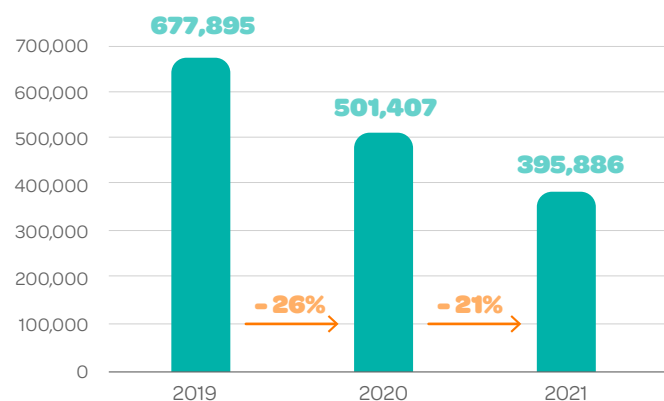
Thanks to the digitalization of processes paper consumption\*\* has also been reduced by **51%** less, translated into savings of 27 tons of paper over the course of the year.

\*(Argentina, Mexico, Perú, El Salvador, Guatemala, USA, PR)

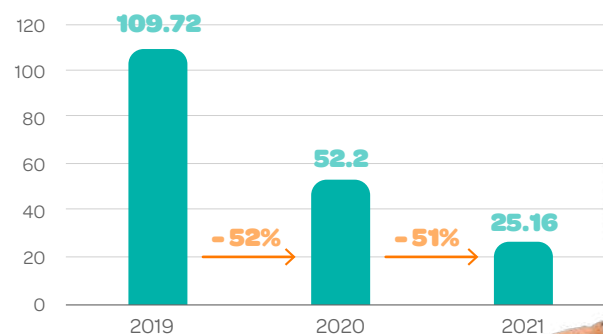
\*\*Office paper only

\*\*\*Water consumption comes from municipal water supply

Water consumption (m3)



Paper consumption (t)



Year 2019 all locations except EMEA



### Scope 3

Even though Atento's activity does not significantly impact climate change, thanks to our calculation of our Carbon footprint for years 2020 and 2021, we have been able to identify immediate actions to execute and reduce our emissions.

To complete our calculation of the footprint, we have estimated the commuting carbon footprint from our employees.

The calculation was done from an inference based on the sample data collected through surveys to our employees in different locations (see Appendix 1 for complete survey methodology). This is an initiative that we plan to maintain and improve over time, but it is a starting point to make our employees think not only of their carbon footprint in the professional environment but also in the personal one.

As stated, Atento supports the WAHA model, offering employees a healthy and flexible environment. This model also brings an additional benefit, as remote working reduces the consumption of resources at the sites and minimizes travel emissions from commuting.

**Thanks to the adoption of WAHA, the carbon footprint of Atento's employee commuting in 2021 was 159,520 t CO<sub>2</sub> eq\*. This means:**

**approximately**

**63%**

**less emissions  
compared to a  
scenario without  
WAHA\*\***



\*Data was collected from a survey with a sample size of 12,523 employees (9% of total population). All results from emissions were inferred, to the total population of Atento in 2021 135,280 employees. int with remote work (WAHA) was calculated with commuting footprint for days employees attended the office (survey data). Calculation for footprint with no remote work was calculated extending the footprint to all working days in each location.



**Following the same lines of monitoring and improving our commuting footprint, in 2021, bicycles parking's were set in some of our sites to promote carbon zero commuting and healthy lifestyle.**



## 3.2. Initiatives to address Climate Change

Inside Atento's Space Planning strategy, there are clear criteria to select new buildings in which environmental impact is considered. As well as making decisions to leave sites that are less sustainable, to promote and work towards our goal of neutrality by 2030.

Therefore, we have sites with green certifications that help towards our efficiency goals, such as Elemento building in Colombia, where we have the Platinum Leed Certification



**"We have incorporated into our culture the importance of choosing properties, the development of architectural projects and technical solutions where care for the environment through sustainability and circular economy are essential to remain credible and competitive, strengthening the history of Atento and our clients"**

**Dhebora Mari**  
Infrastructure Projects  
and KPIs Manager





Speaking about the commuting emissions of 2021 in terms of 2020, emissions were reduced a 32%, thanks to a flexible on-site attendance and awareness campaigns.

All our new employees are handed in a **"Welcome Kit"**, which includes an **environmental handbook** to raise awareness of the use of natural resources, to ensure everyone is aligned with Atento's goals.

Atento already had some efficiency measures in place like the hibernation of PCs in all our locations, but thanks to the calculation of the carbon footprint we have been able to achieve higher efficiency.

All the reductions in consumptions and the carbon footprint stated in the previous section result from a carefully planned set of initiatives that have been developed throughout the year 2021. Initiatives are applied to each country according to their individual context and tailored to their needs, **here you can see a representation of the most significant ones carried out in our sites to ensure efficiency and minimum waste:**

### Gradual change of lighting

systems to LEDs (Brazil, Argentina, Spain, Colombia, Chile, Peru, El Salvador and Mexico).

### Installing motion sensors

for lighting system activation (Mexico, El Salvador and Colombia).

### Reuse of part of the CO2 gas

from the fire extinguishers in recharges, in order to reduce CO2 emissions to the environment (Brazil).

### By digitizing our processes,

we have achieved a reduction in paper consumption thanks to initiatives such as the deployment of users to control the number of sheets printed and setting monthly limits, as well as using environmentally friendly cartridges in printers (Argentina, Mexico, EL Salvador, Guatemala, USA, PR).

### Ensure classification of hazardous and non-hazardous

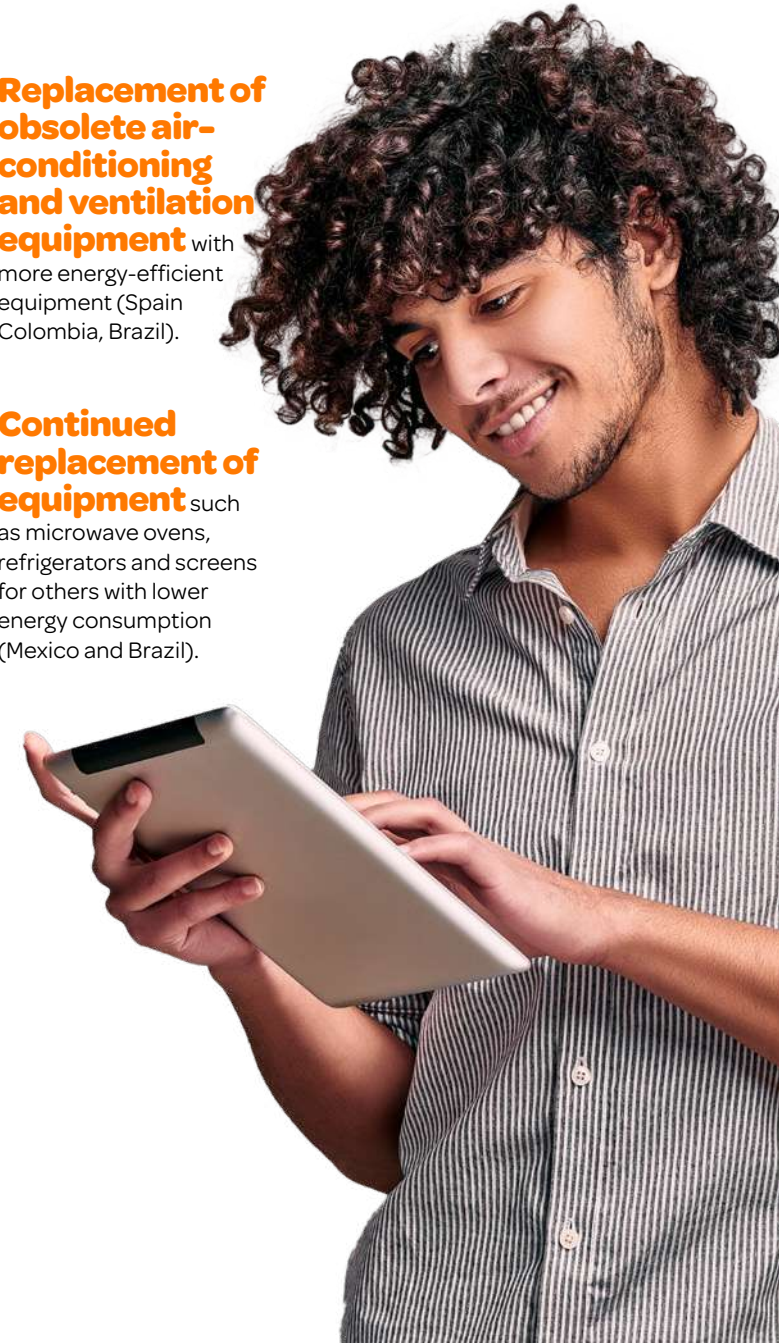
waste and contracted expert suppliers. Following with contracts for garbage collection and delivery of manifest by the given company with the report on final disposal of non-hazardous waste. Combined with initiatives to encourage separating waste at the source in our work centers and its subsequent recycling. (Brazil, Mexico, Guatemala, El Salvador, Colombia, Peru and PR).

### Replacement of obsolete air-conditioning and ventilation equipment

with more energy-efficient equipment (Spain Colombia, Brazil).

### Continued replacement of equipment

such as microwave ovens, refrigerators and screens for others with lower energy consumption (Mexico and Brazil).





In the Quality, Environment and Social Security global policy, bases and guidelines are set to be respectful with the environment and align with Atento's commitments.

In addition to the initiatives carried out in the sites, we seek to keep our employees engaged in environmental and sustainability matters, as well as community outreach. That is why we maintain a constant communication regarding this matters, creating awareness towards sustainability on mark dates such as World Recycling Day, World Environment Day, World Water Day, World Earth Day, among others, for collaborators and in social networks (Argentina). Other representative examples are the following:

### Photo contest "We are the generation that can make peace with nature" (Spain)

We can grow trees, green our cities, repopulate our gardens with wild species, change our diets and clean up rivers and coasts. And for World Environment Day, every year we organize our traditional photo contest.



**CONCURSO DE FOTOGRAFÍA**

**SOMOS LAS GENERACIÓN QUE PUEDE HACER LAS PACES CON LA NATURALEZA**

Podemos cultivar árboles, reverdecer nuestras ciudades, repoblar nuestros jardines con especies silvestres, cambiar nuestras dietas y limpiar ríos y costas. Con motivo del **Día Mundial del Medioambiente**, un año más organizamos nuestro tradicional concurso de fotografía.

Envía tu foto con la temática **"recuperemos el planeta"** antes del **14 de junio** a: [rsc@atento.es](mailto:rsc@atento.es) indicando en el asunto "Concurso de Fotografía". No olvides incluir el nombre del autor de la foto, el centro y el título de la imagen.

- ❑ Solo se puede enviar una foto por persona. La imagen no deberá estar tratada.
- ❑ Deberá ser inédita, no presentada anteriormente a ningún concurso.
- ❑ El autor autoriza su uso a Atento con fines de comunicación del concurso y sus resultados.
- ❑ El jurado valorará la calidad artística y la capacidad de la fotografía para expresar el tema elegido.
- ❑ Premios: tarjetas El Corte Inglés de 50€, 30€ y 20€.
- ❑ Los ganadores se conocerán el próximo 24 de junio.

**¡Participa!**

### Reforestation Action (Brasil)

Atento has been also carrying out reforestation actions since 2014 as a way to compensate for their CO2 emissions.



**PLANTE ÁRVORE**  
Eu colaboro

[plantearvore.com.br](http://plantearvore.com.br)

**IBF** **ATENTO**

*Empresa Amiga da Floresta*

O Instituto Brasileiro de Florestas concede a Atento Brasil S/A, o título de Empresa Amiga da Floresta pelo fomento de plantio de 1200 árvores, responsabilidade pela absorção de 210 toneladas de Gases do Efeito Estufa (GEE) e a restauração de área florestal na cidade de Maringá/PR.

Londrina/PR, outubro de 2021.

*Silvano Horta*  
Diretor Presidente do Instituto Brasileiro de Florestas

## CLASSIFICATION / AWARD

## INSTITUTION

**BRAZIL**

Época Negócios 360 – 1st place in Social and Environmental Responsibility among 334 companies according to the magazine Época Negócios



**BRAZIL**

Época Negócios 360 – 3rd Place in Sustainability among 334 companies according to Época Negócios magazine



**BRAZIL**

Época Negócios 360 – 5th Place in Sustainability among 334 companies according to Época Negócios magazine



**PERU**

ISO 14001 Environment







ATENTO

4

**GOVERNANCE**  
Leading with  
Transparency



## 4.1. Governance & 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 well 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.

### Our presence in the stock market

Our stock was up 87.7% in 2021, well above market peers, as our company delivered strong operational results on the first 3 quarters of the year. We started the year strong, refinancing our US\$500mm bond, growing revenues and expanding in the USA and EMEA.

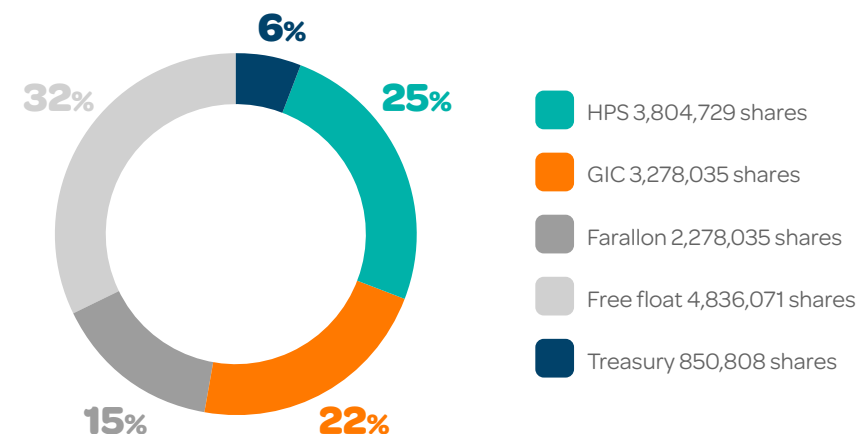
We suffered a cyberattack in October, which impacted the revenue growth trajectory, but the strong commitment to our Three-year plan was the focus of our investor base. We remain bullish on our stock performance, supported by the Values, Dedication and Commitment of our employees striving to create stakeholder value.

### 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 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.

### SHAREHOLDER BREAKDOWN



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

**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 seven 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.**

"After a challenging year Atento has proved to be capable of adapting to new landscapes and ever-changing reality of today's world. Atento is a trustworthy company that creates value not only for our clients but also for our people"









Robert Payne  
Board Chairman at Atento

NAME	AGE	POSITION	JOINED
CARLOS LÓPEZ-ABADÍA	59	DIRECTOR	2019
JOHN MADDEN	48	DIRECTOR	2020
ROBERTO RITTES	47	DIRECTOR	2020
ANTENOR CAMARGO	36	DIRECTOR	2020
ANIL BHALLA	64	DIRECTOR	2022 (MAY)
ROBERT W. PAYNE	63	CHAIRMAN	2021

Board composition as of July 2022

**Executive Committee.**

It comprises eight members - three women and five men - whose average age is 49 and are of different nationalities

	NAME	AGE	POSITION	JOINED
	<b>CARLOS LÓPEZ-ABADÍA</b>	<b>59</b>	<b>CHIEF EXECUTIVE OFFICER AND DIRECTOR</b>	<b>2019</b>
	<b>SERGIO PASSOS</b>	<b>48</b>	<b>CHIEF FINANCIAL OFFICER</b>	<b>2022</b>
	<b>VIRGINIA BELTRAMINI TRAPERO</b>	<b>49</b>	<b>CHIEF LEGAL OFFICER</b>	<b>2011</b>
	<b>JOSH ASHBY</b>	<b>36</b>	<b>CHIEF DELIVERY OFFICER</b>	<b>2021</b>
	<b>CATHRINE JOOSTE</b>	<b>47</b>	<b>COMMERCIAL DIRECTOR AND NORTH AMERICA REGIONAL DIRECTOR</b>	<b>2020</b>
	<b>DIMITRIUS DE OLIVEIRA</b>	<b>49</b>	<b>SOUTH AMERICA REGIONAL DIRECTOR</b>	<b>2018</b>
	<b>KIOMARA HIDALGO</b>	<b>55</b>	<b>CHIEF PEOPLE OFFICER</b>	<b>2021</b>
	<b>JOSÉ MARÍA PÉREZ-MELBER</b>	<b>50</b>	<b>EMEA REGIONAL DIRECTOR</b>	<b>2014</b>

Committee composition as of July 2022



There are also other committees to help govern Atento upholding its values such as the Audit and the Compensation Committee to ensure transparency, or the Diversity Committee and Compliance Committee.

#### **Audit Committee.**

The Audit Committee is responsible for, appointing, compensating, retaining, evaluating, terminating and overseeing our independent registered public accounting firm and the financial statements filed with the SEC as well as, ensuring the independence of the reporting process and the external auditors.

Our Audit Committee consisted of Antonio Viana, Robert William Payne and David Garner. Our board of directors has determined that Antonio Viana qualifies as an “audit committee financial expert,” as such term is defined in Item 407(d)(5)(ii) of Regulation S-K. Our board of directors adopted a written charter for the Audit Committee, which is available on our corporate website at <https://atento.com/en/esg/governance/>.

#### **Compensation Committee.**

Our Compensation Committee consisted of John Madden and Roberto Rittes. Our board of directors adopts a charter for the Compensation Committee, which is available on our corporate website at <https://atento.com/en/esg/governance/>.



## 4.2. Ethics & Compliance

At Atento we abide by a strong set of values, contained in our **Code of Ethics**, a guideline for all our employees to make decisions based on a common ethic standard, guided by honesty and integrity. This Code is aligned with our values and made extensive to our partners and suppliers.



**“At Atento, we lead by example and set the foundations to foster an ethical behavior from within. Our organization, including suppliers, employees and clients, must abide by our Code of Ethics, which provides the information and tools to stay true to our principles.”**

Virginia Beltramini  
Chief Legal Officer

### Our ethical principles:

- 1 Upholding honest, ethical conduct**
- 2 Reporting in a complete, fair, accurate, timely, and understandable manner in the company's reports, documents, and communications**
- 3 Complying with applicable laws and regulations, as well as our internal policies.**
- 4 Internally reporting any known breach of the Code or any internal standard/ regulation immediately, with the possibility doing it anonymously. All reports will be treated with full confidentiality.**
- 5 Finally, at Atento we consider of the utmost importance the accountability for adherence to the code.**

**Atento also has ethical practices to contribute to the principles, collected in policies. These policies & practices must be upheld by everyone related to Atento.**

**Compliance with the law:** all regulations of the countries where we operate must be followed, as well as internal policies and rules.

**Conflicts of interest:** we look after the company's interest, to prevent any personal favoritism or misconduct.

**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 or company.

**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 expressly 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:** Have internal accounting controls to safeguard and ensure the accuracy of our financial records and reports.

**Record of documents:** we keep everything necessary and relevant that is required by law, thus allowing the review of any regulatory body.

The compliance of all this principles and policies is sustained through the existence of compliance committees, whose main function is to ensure regulatory compliance and promote an ethical culture.

Every country is governed by a committee, whether local or regional. These local and regional committees in turn report to the global committee.

### Local and regional compliance committees.

These committees have been created to define a body responsible for compliance oversight in each country or region. Their members are the senior Finance, Human Resources and Legal managers of the country or region to which they belong. These committees have rules of procedure that define their basic structure, as well as their competencies and operating procedures.

### The Global Compliance Committee

The Global Committee is in charge of ensuring the achievement of compliance objectives at a global level throughout Atento, and its composition is analogous to that of the other compliance committees. This committee supervises the local and regional committees and is fed by the information provided by them, thus determining the group's global compliance level.

Furthermore, in our biggest market, Brazil, We have been awarded the first place for Corporate Governance in the annual ranking by the IstoÉ Dinheiro organization.



### CERTIFICATION BRAZIL 2021

Certification / Award

**AS MELHORES DA DINHEIRO - 1ST PLACE IN CORPORATE GOVERNANCE**

Institution

**ISTOÉ DINHEIRO**





Honesty is a core value in Atento. To this effect, we have an **integrity policy**, which includes an Anti-Corruption guide, which is enclosed with the contracts for our employees in coordinator, manager, and executive positions, and included as mandatory clauses for our providers to sign.

Transparency is highly emphasized through trainings and communications to avoid this type of behavior inside the company.

Atento has **the Whistleblower Channel**, available both internally and externally for everybody involved with Atento, customers, employees, providers, partners or any other stakeholder. This channel is destined to report the detection of an activity or behavior that entails a breach in the code of ethics, any policy (mandatory or not) and/or unethical behavior.

The direct access is through our website:

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

Or by phone in the different lines available for the countries we operate in:

**Argentina:** +54 0800 666 0079

**Brazil:** +55 0800 721 0746

**Chile:** +56 1230 020 8946

**Colombia:** +57 01800 913 2017

**Costa Rica:** + 55 11 2739 4501 (accepts collect calls)

**El Salvador:** + 55 11 2739 4501 (accepts collect calls)

**Spain:** +34 900 838920

**US:** +1 800 986 3850

**Guatemala:** + 502 22699458 or  
+ 55 11 2739 4501 (accepts collect calls)

**Luxembourg:** +352 800 8 1059

**Morocco:** + 55 11 2739 4501 (accepts collect calls)

**Mexico:** +52 800 681 5380

**Nicaragua:** + 55 11 2739 4501 (accepts collect calls)

**Panama:** + 507 8339697

**Peru:** +51 0800 55781

**Puerto Rico:** +1 787 919 0828

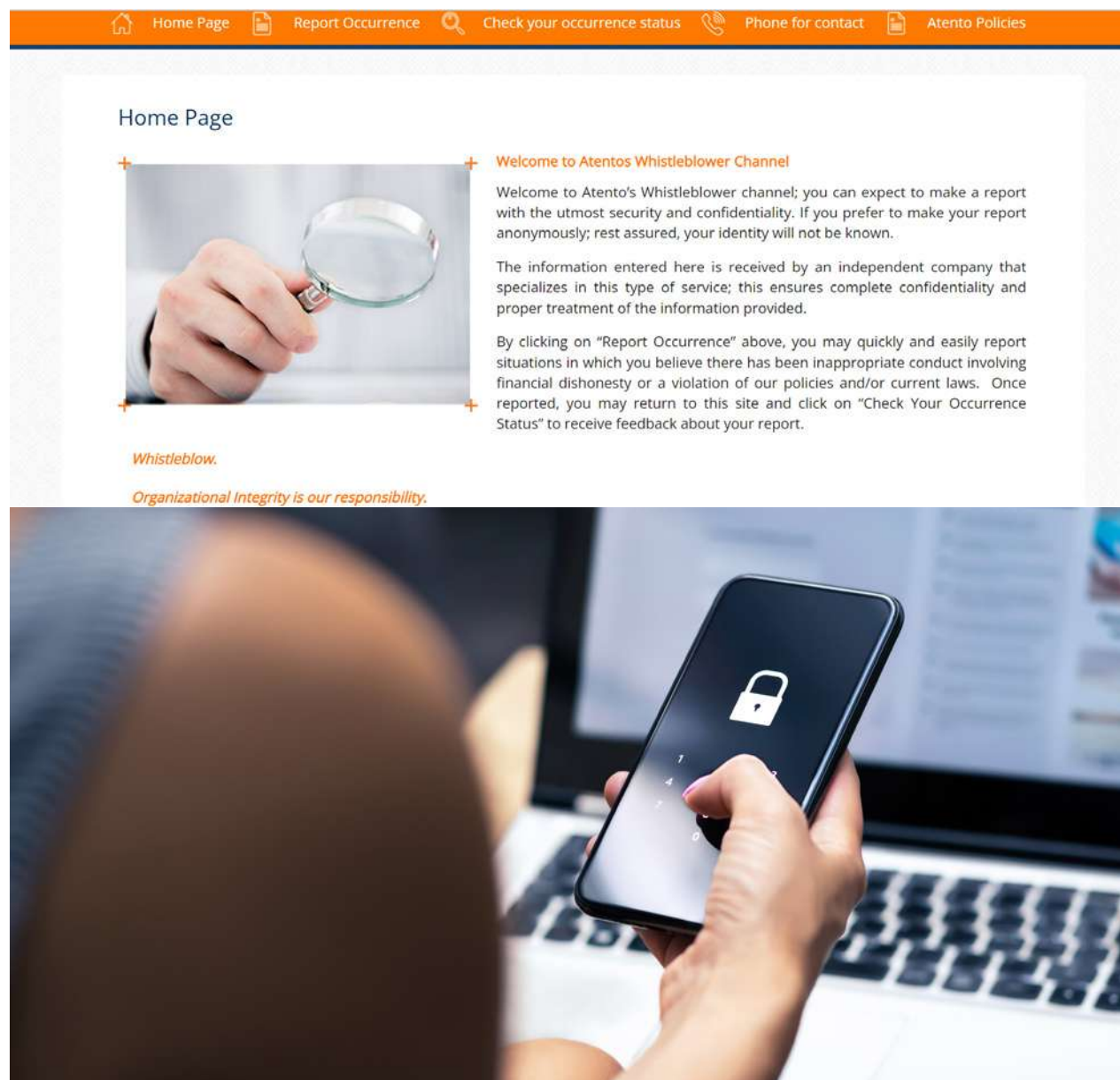
**Uruguay:** +598 000 416 205 1344

**The complainant can choose to report any breach anonymously, all the information will be treated with total confidentiality.**

The data in the complaints needs to be verified, and for this purpose, the complaints received are first handled by an external company and then forwarded to the Internal Audit area, where they are processed and estimated.

In this estimation, the associated risk level is assessed, and categorized into Low, Medium and High, according to a matrix where definitions are set for each category of grievance. The complaints classified into the latter, being the high-risk ones are managed by Internal Audit, which may rely on the pertinent Compliance Committee in the event of being particularly difficult. The rest of the complaints are forwarded to different contacts in charge, according to the guidelines established by Internal Audit.

During 2021, 802 reports of grievances have been processed and accepted for review through the channel, and only 5 of them were classified as High. As of December 31st, 2021, only 219 were still under review by regional HR teams having passed the global filters, this represents less than 30% of all the complaints in 2021.





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, **74.6% of our employees were under a collective agreement**, which amounts to more than 100.000 employees.



United Nations  
Global Compact

## WE'RE COMMITTED TO PROTECTING HUMAN RIGHTS

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. Moreover, in 2021 this was included among other clauses inside the master agreement that is signed with all our partner and providers as mandatory. Making it a requirement in the supplier certification process.

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 and has been annually renewed.

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



In Atento Diversity and Inclusion is very important, as presented in this document. So in order to propose, follow-up and oversee all the diversity initiatives and contribute towards zero-discrimination and ethical behavior, a Diversity Committee was constituted in Brazil. Understanding the relevance and good outcomes of this constitution, the Committee was taken global in 2021. Today this committee has both branches.

## GLOBAL DIVERSITY COMMITTEE

# 63.6%

## WOMEN

**WOMEN: 7**  
**MEN: 4**  
**TOTAL: 11**

**WOMEN: 1**  
**MEN: 0**  
**WOMEN: 1**  
**MEN: 0**  
**WOMEN: 1**  
**MEN: 0**



MEXICO

GUATEMALA

COLOMBIA

**WOMEN: 1**  
**MEN: 1**



ARGENTINA

SPAIN **WOMEN: 2**  
**MEN: 2**



BRAZIL **WOMEN: 1**  
**MEN: 1**



**WOMEN: 10**  
**MEN: 4**  
**TOTAL: 14**

BRAZIL DIVERSITY COMMITTEE



BRAZIL

Certification

**CERTIFICAÇÃO NBR16001:2012**

Institution

**ABNT**

## 4.3. Cybersecurity and data protection as a pillar

The exponential growth in the importance of Cybersecurity make it a key topic for corporations. In Atento this is no different. The appointment of Isabel María Gómez as the company's CISO is fully integrated with our strategic plan as well as our commitment to ensure security, protection and privacy.

Unfortunately, Atento suffered a Cybersecurity incident in October of 2021. Our priority was the safety of our client's information and personal data for that all communications with them were cut off to protect them and guarantee data safety.

Thanks to our quick response services we were able to reinstate services with clients within a period of 24-72h, due to our resilience capabilities and Business Continuity Plans. However, our teams kept working on forensics to learn about the attack and ensure the safety of the environment.

Atento has taken the attack as an opportunity to improve, and the takeaway is that we came out of the situation strengthened. Thanks to the great investment that was made to enhance systems, the renewed partnerships with Microsoft and CrowdStrike and the establishment of early detection protocols, Atento's environment is safer so we can deliver a quality service with all the guarantees.

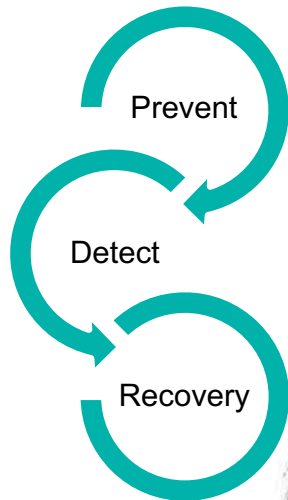
However, unfortunate was the incident, in many ways served as a key learning for Atento and our clients. We also would like to recognize the outpouring of support and trust placed on us by our client community, which has been overwhelmingly positive as cybercrime is a threat that plagues all ethical businesses. We are also grateful for all the support we received from our suppliers and employees, especially in Brazil. It was here where the movement #ForçaAtento, spread through social media with very positive messages. We believe that as a community, we have a responsibility to share our learnings so that others may also benefit from them.



**"When we focus on fostering critical thinking to achieve excellence in cybersecurity processes, doing what we say and training ourselves to react quickly to the unexpected, we increase security. If we also increase the Customer Experience by actively listening to our customers, cybersecurity evolves, and innovation arrives applying a positive disruption for the solid evolution of our cybersecurity strategy."**

Isabel Gómez  
Chief Information  
Security Officer

Atento's comprehensive Cybersecurity best practices have been reviewed and updated to guarantee safety. These are the daily steps and strategies that have been put in place in case of an attack:



### Improve cybersecurity resilience:

Moving from a reactive to a proactive resilience strategy is helping Atento to ensure business continuity, reducing downtime and allowing to spend more time on the business as usual

### How we Prevent to avoid intrusions:

The GSOC 2.0 has been implemented and is evolving to include more capabilities: intrusion, detection, and prevention systems (IDS / IPS), new events... We have the best two providers of the market Microsoft and CrowdStrike.

### How we Detect to avoid intrusions:

The detection strategy focuses on Identifying asset vulnerabilities, threats to internal and external organizational resources, and risk response activities as well as Implementing Security Continuous Monitoring, while implementing mitigation activities to prevent the expansion of an event and to resolve the incident.

### How to Recover in the case of incident:

Falcon Complete remediates threats in less than 1 hour. In case an incident is not remediated by Falcon, the following steps are followed:

- Isolate the affected network segment

- Activate Incident Response and Recovery CrowdStrike Team

- Activate tested BCP plan

- Activate agreed protocol with clients to report incident and control the risks

- Recover affected systems from safe and clean backups

### Business Continuity and Disaster Recovery Plan:

No matter how strong our infrastructure is, disasters are unpredictable. The best way to ensure business continuity is by defining a strong Business Continuity and a Disaster Recovery Plan as part as the security strategy. This, with recurring simulations, helps Atento restore data access and IT infrastructure after a disaster, while also ensuring its ability to return to full functionality after a disaster occurs.

To ensure these good practices are implemented, Atento has been working on a **Public Security Policy**, that will state all the commitments Atento takes on for their clients, and stakeholders. This policy will be approved and released in 2022.





Apart from core activities regarding Cybersecurity, we have complementary actions contributing to ensure security, such as:

### Awareness and Training Program:

With a considerable turnover rate among employees, it is key to empower staff within the organization through awareness and training when preventing fraud. This is well defined and updated within the new security strategy.

Awareness campaigns are ongoing in our locations and Top management has been engaged in specific training focused on security.

### Cybersecurity managed services to clients:

Hiring qualified security professionals is a struggle in a market with high demand and scarce skills. In-house security professionals spend their time on the most business-critical tasks. By determining which activities can be managed by SECaaS providers, clients can better prioritize their limited time and resources.

### Updated Compliance Plan:

Identification of applicable legislation, regulations, and policy review help's Atento stay updated on current regulatory compliance. This part of the security strategy needs to be constantly updated to comply with the requirements of the new regulations and legislations, preventing potential sanctions.



Apart from core activities regarding Cybersecurity, we have complementary actions contributing to ensure security, such as:

### COUNTRY

### CERTIFICATION\*



**PERU**

**ISO 27001-SECURITY INFORMATION**



**ARGENTINA /URUGUAY**

**PCI DSS "PAYMENT CARD INDUSTRY DATA SECURITY STANDARD" (FIRST DATA)**



**COLOMBIA**

**ISO 27001-SECURITY INFORMATION**



**BRAZIL**

**ISO 27000/27001-SECURITY INFORMATION  
ISO 20.000-1 INFORMATION TECHNOLOGY MANAGEMENT**



**MEXICO**

**PCI\***



**SPAIN**

**ISO 27001-SECURITY INFORMATION  
ISO 20000-STANDARD FOR IT SERVICE MANAGEMENT**

**ENS BASIC\***

**PCI\***

*\*Obtained for certain projects and clients*

## 4.4. Our business evolution

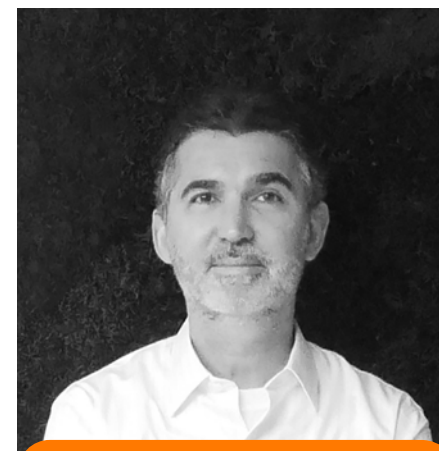
In 2021 Atento delivered three quarters of outperformance on every key metric. We expanded in higher-growth, higher margin verticals in LATAM and the US, while generating higher levels of hard currency revenues. At the same time, we delivered a greater proportion of higher value next-generation services to Telefónica, while expanding volumes and renewing agreements with this key client. During the year, we also continued to strengthen operationally, enhance our digital capabilities, and drive innovation to broaden our portfolio of CX and BPO services.

Unfortunately, like so many companies in the current era, including some of the world's technology leaders, we were struck by a cyberattack, which impacted our fourth quarter results. This impact proved to be far greater than we initially expected, due the complexities of these events and how the aftershocks manifest themselves.

Nevertheless, the fundamentals of our business remain strong, as our recurring results demonstrate, and we remain focused on our growth strategy, which has proven to be highly effective over the last two and a half years. We will overcome what we consider to be a temporary setback to our business, as we are an agile and resilient company. Throughout the pandemic, we consistently demonstrated these valuable traits.



**The Company's annual revenue increased 5.3% to \$1.45 billion, with Multisector sales increasing 5.4% and TEF sales rising 5.3%.**



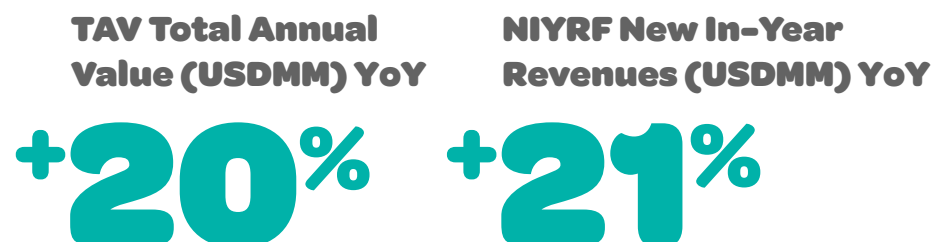
**"In summary, Atento remains a far more agile company and is better positioned in the Americas' growing CX market than when we launched our growth plan. We expect to continue with a high performance level this year, focusing on profitable growth at high value markets"**

Sergio Passos  
Chief Financial Officer

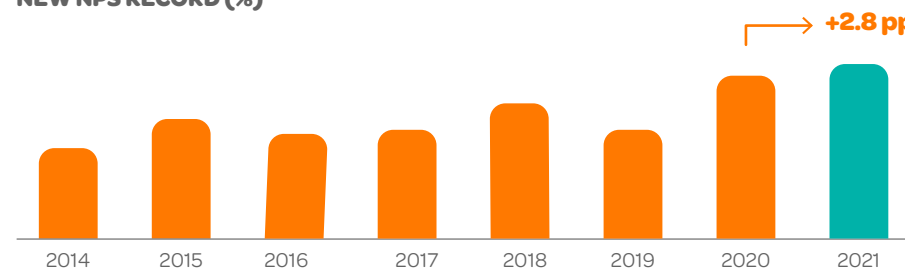
Year	Revenue	Recurring EBITDA	NET Profit	Net financial Debt Q4	Leverage (Net debt / Adjusted EBITDA) Q4
2020	1,412.3	161.2	-9.9	518.8	3.2X
2021	1,449.2	191.9	-46.3	589.6	4.0X

In 2021, Atento hit record numbers in sales, increasing its Total Annual Value (USD) by 20%. These results come servicing from key sectors including Technology, Healthcare or e-commerce. Atento also achieved a 2.8pp increase in NPS un 2021.

## SALES RECORD

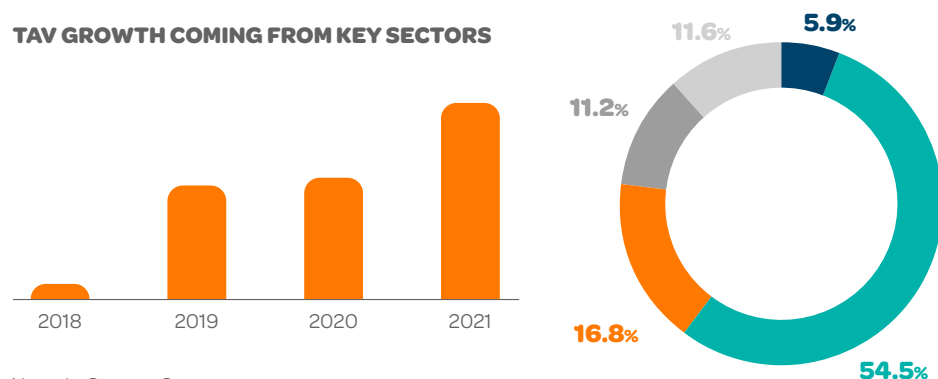


## NEW NPS RECORD (%)



Note: Survey developed by Atento with partnership with GfKcompany

## TAV GROWTH COMING FROM KEY SECTORS



Note: In Current Currency



**"Atento delivered a solid stock performance, creating exponential shareholder value. Our experienced leadership team, powerful Latin American presence and strong US growth, were key drivers for Atento's outperformance. Our values and commitment to ESG practices run deep in our business, being a clear example to our industry peers"**

**Hernan Van Waveren**  
Director of Investor Relations



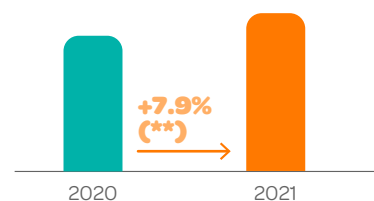
## 2021 CONSOLIDATED

## 2021 Consolidated YoY

## REVENUES

**\$1,484M\***

**MS +7.3% \*\***  
**TEF +9.1% \*\***



## BRAZIL

**\$603.6M\***

MS +1.1% \*\*

**+5.9%\*\***

TEF +22.9% \*\*\*

## AMERICAS

**\$633.9M**

MS +14.1% \*\*

**+11.7% \*\***

TEF +7.1% \*\*\*

## EMEA

**\$250.1M\***

MS +8.4% \*\*

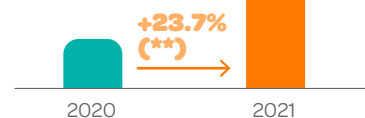
**+3.1% \*\***

TEF -2% \*\*

## EBITDA

**\$191.9M\***

**MS +7.3% \*\***  
**TEF +9.1% \*\***

**\$92.8M\*\*\*****+26.2%\*\*****\$59.5M\*\*\*****+5.5% \*\*****\$26.6M\*\*\*****+72.7% \*\***

## EBITDA MARGIN

**12.9%\***

**MS +7.3% \*\***  
**TEF +9.1% \*\***

**15.4% +2.4 p.p.****9.4% +0.33 p.p.****10.6% +4.1 p.p.**

A smiling woman with dark hair, wearing a black headset and a dark blue polka-dot shirt, is holding a black pen. The background is a blurred indoor setting. Overlaid on the image are several text elements: 'Atento' in a white script font, 'AS' in large white bold letters, and an orange box containing the text 'ABOUT THIS REPORT' in white bold letters. There are also four small white plus signs in the corners of the image.

Atento

AS

**ABOUT  
THIS  
REPORT**

## 5.1. About This Report

In our **2021 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 (for more information refer to 5.2).

The information **collected encompasses all 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](mailto:pablo.sanchez@atento.com)



## 5.2. Materiality Assessment

At Atento, we updated our materiality analysis for 2022 to determine which **issues are of the highest importance** to our internal and external stakeholders, which we must consider at the company.

To identify where the focus should be on this report, we needed an internal point of view, as well as an external one. Therefore, we identified our main stakeholder groups and selected a sample size from each group according to their size and representation inside and for Atento. The stakeholders are:



**Customers**



**Suppliers**



**Employees**



**Social Agents**

To learn their opinion to shape the report, we conducted a survey so that they could assess the main areas to cover: sustainability, corporate governance, human resources, environment, society, and business. Stakeholders were questioned on the importance of 28 topics, and asked to rank them from 1 to 10, being the latter the highest importance. All these topics are ranked as high importance internally and reflect part of the mission and values of Atento.

A materiality matrix was built from the analysis of the responses. The results showed that all 28 topics had high importance for our stakeholders as all were ranked above 8. Nevertheless, we selected the TOP 10 topics, having a baseline score of 8,872. From it, we can extract the ten matters that were identified as material topics, which are the following:





These topics were marked as material due to the high importance Atento as a company marks them with, and the external point of view of our stakeholders.

After comparing the material topics to those from the analysis in 2021, we see that 8 of these topics were in the top ten last year. The new ones are Ethical behavior and Job safety and health of employees.

There are three aspects related to Atento's business, another three with corporate governance, and another three with human resources, the remaining one belongs in the society category. None related to the environment were identified.

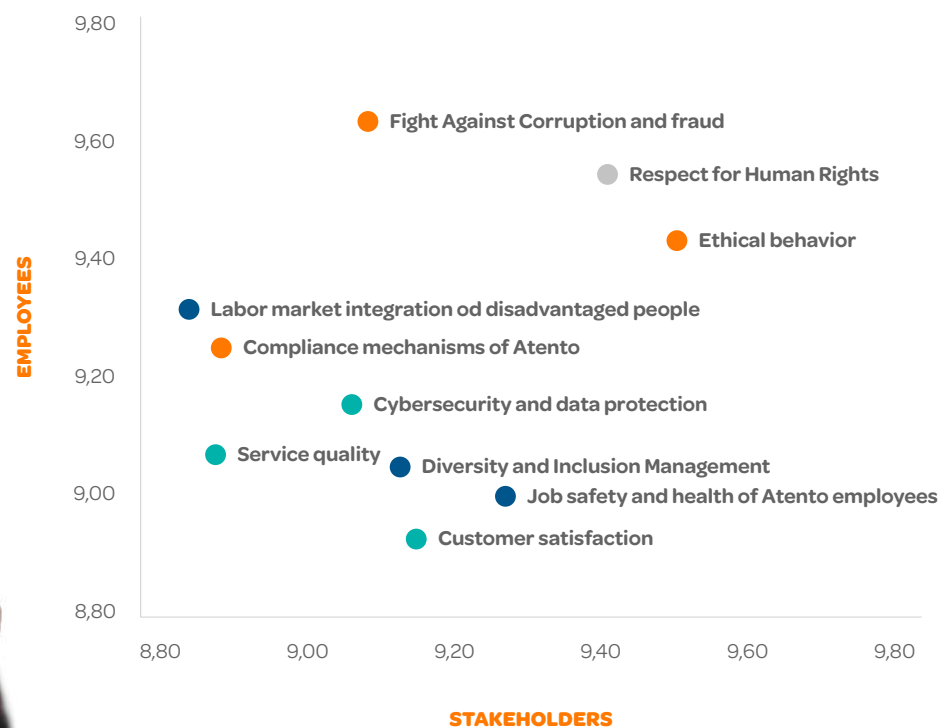
Some other topics raised and highlighted by our stakeholders include the concern for the environment and the reduction of the carbon footprint, the infrastructure for employees and employee health (especially mental health).

After learning about the preferences and priorities of our stakeholders, we shaped our report to highlight those concerns that were presented. Thus, the Social aspect of the report has a bigger weight as most material topics fall into that category.



These are the TOP 10 topics that employees and stakeholders value the most.

### Materiality Assessment | TOP 10



### Legend & Topics per Category

CORPORATE GOVERNANCE	3
HUMAN RESOURCES	3
ENVIRONMENT	0
SOCIETY	1
BUSINESS	3

### Other Topics also considered in the Materiality Assessment

- Rational use of raw materials and energy
- Minimization and responsible management of waste
- Sustainable labor mobility
- Internal environmental awareness
- Quality of Atento's financial and non financial information reported
- Relationship with stakeholders
- Quality of employment in Atento
- Equal opportunities
- Training and continuous training
- Career development boost
- Talent attraction and retention
- Corporate volunteering programs
- Application of sustainable criteria in the supply chain
- Social action initiatives and donations
- Commitment to local communities
- Atento's financial results
- Service offer
- Technological innovation



## 5.3. External Verification



### Declaración de Verificación Independiente del Informe ESG de Atento Spain Holdco S.L.U correspondiente al ejercicio cerrado el 31 de diciembre 2021

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 2021 (en adelante, el Informe) con un nivel de seguridad limitada. La información verificada se circunscribe a la información contenida en el capítulo 5.4 "Content index 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 punto 102-45 del "Content index 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.

Teléfono 902 44 9001 / (+34) 91 307 86 48 | Fax: 91 357 40 28 | Camino de la Zarzuela 15, Bloque 2, 1ª Planta | 28023 Madrid | info@eqa.es | www.eqa.es  
European Quality Assurance Spain S.L. inscrita en el R.M. de Madrid. Tomo 11647, libro 0, folio 93, sección 8, hoja M182897, inscripción 1ª, C.I.F. B81584989



- ✓ 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 2021.

#### 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 2021 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 102-45 del "content index 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 2021 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

01 de septiembre de 2022

Teléfono 902 44 9001 / (+34) 91 307 86 48 | Fax: 91 357 40 28 | Camino de la Zarzuela 15, Bloque 2, 1ª Planta | 28023 Madrid | info@eqa.es | www.eqa.es  
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GRI Standards Indicator	Description		Location / Direct answer
101 FOUNDATION - 2016			
102 GENERAL DISCLOSURE - 2016			
102 GENERAL DISCLOSURE - 2016	Organisational Profile		
	102-1	Name of the organization	1.2 Get to know Atento
	102-2	Activities, brands, products, and services	2.2 Customers
	102-3	Location of headquarters	1.2 Get to know Atento
	102-4	Location of operations	1.2 Get to know Atento
	102-5	Ownership and legal form	1.2 Get to know Atento
	102-6	Markets served	1.2 Get to know Atento
	102-7	Scale of the organization	1.2 Get to know Atento 4.4 Our business evolution
	102-8	Information on employees and other workers	2.1 Our People
	102-9	Supply chain	2.3 Suppliers
	102-11	Precautionary Principle or approach	3.1. Atento’s comprehensive Carbon Footprint 3.2. Initiatives to address Climate Change
	102-12	External initiatives	2.4 Communities
	Strategy		
	102-14	Statement from senior decision-maker	1.1 From Our CEO
	Ethics and Integrity		
	102-16	Values, principles, standards, and norms of behavior	1.2 Get to know Atento 4.2 Ethics and Compliance
	102-17	Mechanisms for advice and concerns about ethics	4.2 Ethics and Compliance
	Governance		
	102-18	Governance structure	4.1 Governance and Corporate Structure
	102-21	Consulting stakeholders on economic, environmental,and social topics	4.1 Governance and Corporate Structure

GRI Standards Indicator	Description		Location / Direct answer
101 FOUNDATION - 2016			
102 GENERAL DISCLOSURE - 2016			
102 GENERAL DISCLOSURE - 2016	Organisational Profile		
	102-22	Composition of the highest governance body and its committees	4.1. Governance & Corporate Structure 4.2 Ethics and Compliance
	102-25	Conflicts of interest	4.2 Ethics and Compliance
	102-26	Role of highest governance body in setting purpose, values,and strategy	4.2 Ethics and Compliance
	102-32	Highest governance body’s role in sustainability reporting	4.1. Governance & Corporate Structure
	102-33	Communicating critical concerns	4.2 Ethics and Compliance
	102-34	Nature and total number of critical concerns	4.2 Ethics and Compliance
	102-36	Process for determining remuneration	4.1. Governance & Corporate Structure
	Stakeholder engagement		
	102-40	List of stakeholder groups	1.2 Get to know Atento 5.2 Materiality Assessment
	102-41	Collective bargaining agreements	4.2 Ethics and Compliance
	102-42	Identifying and selecting stakeholders	1.2 Get to know Atento 5.2 Materiality Assessment
	102-43	Approach to stakeholder engagement	5.2 Materiality Assessment
	102-44	Key topics and concerns raised	5.2 Materiality Assessment
	Reporting Practice		
	102-45	Entities included in the consolidated financial statements	4.1 Governance and Corporate Structure
	102-46	Defining report content and topic Boundaries	5.1 About this report 5.2 Materialiaty assessment 2.4 Communities
	102-47	List of material topics	5.1 About this report 5.2 Materiality Assessment



GRI Standards Indicator	Description		Location / Direct answer
101 FOUNDATION - 2016			
102 GENERAL DISCLOSURE - 2016			
102 GENERAL DISCLOSURE - 2016	Organisational Profile		
	102-48	Restatements of information	Restatement of information from 2020 ESG Reporting. Reported: 60% of consumption of electricity is from Renewable energies Correction: 32% of consumption of electricity is from Renewable energies
	102-49	Changes in reporting	5.1 About this report
	102-50	Reporting period	January, 1 - December 31, 2021
	102-51	Date of most recent report	2020
	102-52	Reporting cycle	Annual
	102-53	Contact point for questions regarding the report	Pablo Sánchez Pérez (pablo.sanchez@atento.com)
	102-54	Claims of reporting in accordance with the GRI Standards	5.1 About this report
	102-55	GRI content index	5.4. GRI Context Index
	102-56	External assurance	5.3. External Verification
200 ECONOMIC DIMENSION			
205 ANTICORRUPTION - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	4.2. Ethics & Compliance
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
205 Anticorruption	205-1	Operations assessed for risks related to corruption	
	205-2	Communication and training about anti-corruption policies and procedures	

GRI Standards Indicator	Description		Location / Direct answer
300 ENVIRONMENTAL DIMESION			
302 ENERGY - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	3.1 Atento's Comprehensive Carbon Footprint
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
302 Energy	302-1	Energy consumption within the organization	
	302-2	Energy consumption outside the organization	
	302-3	Energy intensity	
	302-4	Reduction of energy consumption	
303 WATER - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	3.1 Atento's Comprehensive Carbon Footprint
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
303 Water	303-1	Water withdrawal by source	
305 EMISSIONS - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	3.1 Atento's Comprehensive Carbon Footprint 3.2 Initiatives to address Climate Change
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
305 Emissions	305-1	Direct (Scope 1) GHG emissions	3.1 Atento's Comprehensive Carbon Footprint
	305-2	Energy indirect (Scope 2) GHG emissions	
		305-5	Reduction of GHG emissions

GRI Standards Indicator	Description		Location / Direct answer
307 ENVIRONMENTAL COMPLIANCE - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	3.1 Atento's Comprehensive Carbon Footprint
	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	
400 SOCIAL DIMENSION			
404 TRAINING AND EDUCATION - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	2.1.3 Supporting our people
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
404 Training and education	404-1	Average hours of training per year per employee	
	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	2.1.1. Diversity & Inclusion
	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	2.3 Suppliers 4.2 Ethics & Compliance
	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	



GRI Standards Indicator	Description		Location / Direct answer
412 HUMAN RIGHTS ASSESSMENT - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	2.3 Suppliers
	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 review or impact assessments	
414 SUPPLIER ASSESSMENT - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	2.3 Suppliers
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
414 Supplier Assessment	414-1	Percentage of new suppliers that were screened using social criteria	
418 CUSTOMER PRIVACY - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	4.3. Cybersecurity and data protection as a pillar
	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
418 Customer Privacy	418-1	Substantiated complaints concerning breaches of customerprivacy and losses of customer data	
419 SOCIOECONOMIC COMPLIANCE - 2016			
103 Management approach	103-1	Explanation of the material topic and its coverage	4.2. Ethics & Compliance
	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 socialand economic area	

## Appendix 1 – Commuting Emissions Calculation (constraints, limitations and assumptions)

The information was gathered through a survey to employees.

A total of 13,169 answers were obtained, and 12,523 answers were considered as the sample size after invalidating those that has excessive or null mileage.

It should be noted that for those countries for which reliable emission factor data was not available, we have proceeded to use the emission factors of neighboring countries, or, failing that, from reference countries with official data, such as Spain, for example.

See that the emission factors that are most affected by the lack of precise data for each country are those of subways and trains, since the energy mix used by each country varies from one country to another.

Two emissions were calculated for data provided for 2020 and 2021.

One with the on-site days reported by employees in the survey (Emission with WAHA in place)

Another with the total working days for each country (Emissions without WAHA in place).

With the emissions and calculations for the sample size, we proceeded to calculate the inference for all employees (135,280).

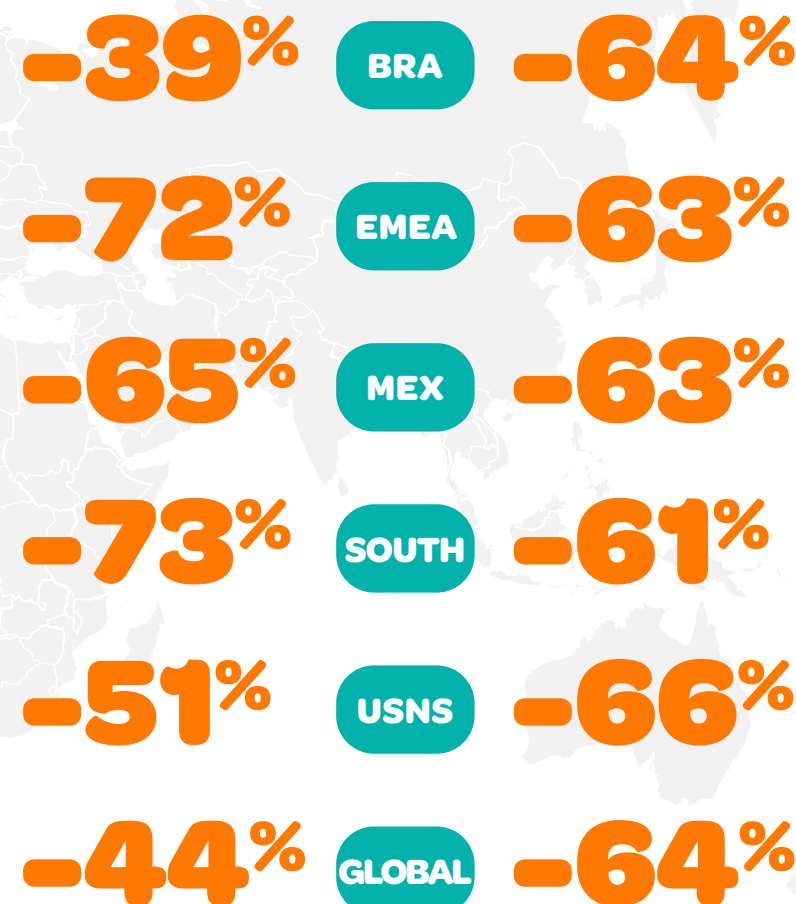
(It should be noted that the number of responses constitutes a limitation to calculate an accurate footprint. The results of the commuting carbon footprint do not correspond to the more adjusted picture of Atento since the number of responses was approximately 9% of the total number of employees.)

### 2020

Footprint reduction % achieved thanks to WAHA (comparison done with data if WAHA was not in place)

### 2021

Footprint reduction % achieved thanks to WAHA (comparison done with data if WAHA was not in place)



Atento