

Atento stands out in an award given by Grupo Fleury

- Company was the winner in the 'Services' category, which recognized the main suppliers of Grupo Fleury, one of the main providers of medical services in Brazil
- In the award, dimensions such as Quality, Terms & Conditions, Sustainability, Compliance and Creativity & Innovation were evaluated

SAO PAULO, February 24th, 2020 - Atento S.A. (NYSE: ATTO), the leading provider of customer relationship management and business process outsourcing services (CRM/BPO) in Latin America, and one of the top five providers worldwide, was the big winner in the "Services" category during the 10th edition of the PERC Award. The honor is granted by Grupo Fleury, one of the most respected medical and health organizations in the country, to the main suppliers in its chain. The award ceremony took place in São Paulo (SP) and brought together representatives of the 65 companies evaluated this year.

Atento achieved the best results in five dimensions: Quality, Terms & Conditions, Sustainability, Compliance and Creativity & Innovation, surpassing nine other companies. For Dimitrius Oliveira, Regional Director for Brazil, receiving this recognition, coming from a very important client such as Grupo Fleury, has a special meaning. "Fleury has been with Atento for almost ten years and this award reinforces that the two companies are aligned in their purposes with regard to not only providing the best services, but also in culture and values, in caring for consumers and the importance of delivering the best experience to them", says the Director.

The certification was created in 2010, as part of the Excellence in Relationship with the Supply Chain Program - or PERC (Programa de Excelência em Relacionamento com a Cadeia de Fornecimento, in Portuguese), the title given to the award. The project aims to improve the Group's communication and relationship with its supplier base, thus ensuring quality and continuous improvement in processes and strengthening the relationship between provider and service taker. In 2019, the best companies were recognized in five categories: Inputs, IT and Telecom, Services, Facilities and Technical Services.

The winning organizations also proved that they are aligned with Grupo Fleury's strategic objectives, mission, vision, values and code of conduct. "For our company, it is very important that we are an extension of the model of excellence practiced by our customers. Grupo Fleury is a reference in the healthcare area, we are very happy with this achievement and increasingly engaged in delivering the best experiences to their costumers", completes Oliveira.

About Atento

Atento is the largest provider of customer relationship management and business process outsourcing (CRM BPO) services in Latin America, and among the top five providers globally, based on revenues. Atento is also a leading provider of nearshoring CRM/BPO services to companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 13 countries where it employs 150,000 people. Atento has over 400 clients to whom it offers a wide range of CRM/BPO services through multiple channels. Atento's clients are mostly leading multinational corporations in sectors such as telecommunications, banking and financial services, health, retail and public administrations, among others. Atento's shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2019, Atento has been named one of the World's 25 Best Multinational Workplaces and one of the Best Multinationals to Work for in Latin America by Great Place to Work®. For more information visit www.atento.com

Media relations

Pablo Sánchez
atento.media@atento.com

Investor relations

Shay Chor
shay.chor@atento.com

Fernando Schneider
fernando.schneider@atento.com