

Atento certified as a 2016 Top Employer in Spain

- The certification recognizes the leading global organizations in human resource management
- Atento is the only Spanish company in the customer relations sector to receive this certification for the sixth consecutive year

MADRID, February 11, 2016 – For the sixth consecutive year Atento (NYSE: ATTO) has been certified as a Top Employer in Spain, recognizing the company's efforts to provide its employees with excellent working conditions. The Top Employers Institute recognizes organizations around the world that provide excellent conditions for their employees, nurture and develop talent at all levels, and make ongoing efforts to optimize their employment policies and labor practices.

"Being the only company in the customer relations sector to receive the Top Employer certification reflects Atento's strong commitment to have the best team in the industry. The more than 10,000 Atento professionals in Spain are highly qualified and committed to deliver an excellent customer experience generating higher customer satisfaction. I am proud to be part of this team of professionals and would like to thank them for their commitment and dedication, which have led to our recognition as a Top Employer in Spain for the sixth consecutive year," says Atento General Director in Spain and the EMEA Region José María Pérez Melber.

To receive the Top Employer certification, all participating companies must complete a rigorous analytical process and meet the standards required by the Top Employers Institute. All data and responses to surveys are individually audited to reinforce the validity of the process.

Top Employers Institute Country Manager for Spain Salvador Ibáñez affirms that "Optimal conditions for employees guarantees both personal and professional development. Our comprehensive analysis shows that Atento provides employees with an excellent working environment and offers them a wide variety of beneficial HR policies, from secondary benefits and working conditions to well-implemented performance management programs that are perfectly aligned with the company's culture."

The Top Employers Institute assessed the conditions provided for Atento employees based on the following criteria:

- Talent strategy
- HR planning
- Onboarding
- Training and development
- Performance management
- Leadership development
- Career development and succession planning
- Compensation and benefits
- Culture

Atento in Spain

Atento currently has 15 customer relations centers and a workforce of over 10,000 employees. The company provides services to more than 60 clients, all of which are leading companies in the telecommunications, banking and financial services, insurance, health care, sales and public administration sectors. In 2015 Atento Spain received various recognitions for the quality of its customer experience services and solutions, including the CRC Oro Award for Best People Management and Best Back Office Operations, the Frost & Sullivan Customer Service Leadership Award, and the Top Employer certification.

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 three providers globally, based on revenues. Atento is also a leading provider for U.S.-based companies nearshoring CRM/BPO services to Latin America. Since 1999, the company has developed its business model in 14 countries where it employs more than 160,000 people. Atento has over 400 clients to



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whom it offers a wide range of CRM BPO services across multiple channels. Atento's clients are mostly leading multinational corporations in sectors such as telecommunications, banking and financial services, media and technology, health, retail and public administrations, among others. Atento's shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2015, Atento was named one of the World's 25 Best Multinational Workplaces by Great Place to Work® for third consecutive year. For more information visit www.atento.com

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