

EXTERNAL RELEASE DUE THE EVOLUTION OF COVID-19

- *The priority of Atento is the health and well-being of the employees and, therefore, it has implemented strict control and security measures in all of its centers*
- *The governments of most of the countries where Atento operates have declared their services as essential in the context in which we find ourselves today.*
- *Our commitment to our society and our employees is solid.*

NEW YORK, March 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, has announced today that its operations have been declared essential by the national authorities of most of the countries in which it operates. Additionally, the company has adopted strict health and safety measures to guarantee the safety of its employees in relation to COVID-19, while maintaining the level of service for its customers. All measures applied follow WHO guidelines and in many cases even exceed them.

Facing the humanitarian challenge in which we are immersed, at Atento we are committed with our society and our employees. The work we carry out is, at the moment, key to guarantee that citizens from their homes can continue to access essential services, such as emergency services, public services, healthcare or banking, among others. One of those relevant examples is the case of Praxair in Mexico, to whom we provide a care service and help both hospitals and individuals who need to request oxygen supply, a basic element at the moment.

Carlos López-Abadia, Atento's CEO, affirms that: "many of the services provided by Atento allows citizens to remain in their homes while maintaining access to key services such as healthcare, emergency services, or banking, among others, have been declared, in different geographies, as essential. It is our obligation to maintain the quality levels of these services in this critical situation and for this we have concentrated our efforts on carrying out all the measures within our reach to maintain the safety and well-being of our employees, which are our priority and greatest active".

That is why we have established regional and global committees and activated the necessary measures for the context we are currently experiencing. Exceptional cleaning and disinfection, ensured minimum distance between posts, limited access to common areas, the option of flexible shifts to facilitate the care of families or the cancellation of all trips and face-to-face meetings are some examples of the actions that we have implemented in our centers.

Our technology and operations teams are working hard to make teleworking available throughout our entire operation, and we can be proud to announce that this is already a reality for more than 15,000 of our employees. Even so, we do not cease our efforts to continue optimizing our operations, overcoming the technical and logistical limitations to increase this number every day and fulfill our commitment with employees, customers and society. All this will allow us to continue serving more than 500 million users in Latin America, the United States and Spain, who needs to solve a problem or needs basic services every day during their quarantine.

Our aim is always to guarantee service and safeguard the safety and well-being of our employees. For this reason, now even more if it's possible, we appreciate the collaboration and commitment that our collaborators are showing at this historic moment in all geographies.

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



More Information:
Corporate Office:
press@atento.com