



Atento appoints Isabel María Gómez as CISO Global of the company

- In her new position, Isabel will continue optimizing the protection levels of information, put in place processes to safeguard assets and review and define security strategies continuously.

Madrid, August 26, 2021 – Atento S.A. (NYSE: ATTO) (“Atento” or the “Company”), the leading company in customer relationship management and business process outsourcing providers (CRM/BPO) in Latin America and one of the top five providers globally, has announced the appointment of Isabel María Gómez as Chief Information Security Officer of the company.

Isabel has over 18 years’ experience in security and information technologies, and in the course of her career has specialized in several areas related to security. Some of them are: Risk Management, Cybersecurity, Continuity and Resilience IT, Privacy and Personal Data Protection, Compliance with Regulations and Digital Transformation. Her legal, regulatory, technical, and financial background let her manage and coordinate efficiently different legal and technical areas.

Previously, Isabel has had various executive roles in information security in leading companies in their respective lines of business, such as SegurCaixa, Bankia, and Medtronic; she has also led multiple normative and regulatory initiatives in international bodies such as the Information Security Forum.

Having attended her Higher Engineering Computing studies at the Madrid Polytechnic University, Isabel María Gomez is also a forensic computing expert. She holds a master’s degree in Information Security Management and the following certifications: CISA, CISM, CRIC, CGEIT, and CDPSE by ISACA (Information Systems Audit and Control Association).

As for her new position, Isabel assures, “I start this new professional stage with clear goals, among which are to continue protecting the information handled by the company, to safeguard its assets, and to define security strategies. I face this challenge with pleasure: Atento is a company very aware of the importance of security in every process and I trust that my work will make an impact on a global scale.”

The incorporation of Isabel is fully integrated in the company’s strategic plan and with Atento’s commitment to ensure security, protection and privacy of its customers, employees, partners, and final consumers.

Eduardo Aguirre, Atento’s Global CIO, emphasizes, “Our customers’, final consumers’, employees’, and providers’ information security are a top priority for Atento. This security is at the core of our business processes, of the design of our technology, of our strategic vision, and of our employees and technology partners. The incorporation of Isabel has a double purpose: to ensure our operations and to reinforce our portfolio of cybersecurity services as a source of added value for our customers.”

About Atento

Atento is one of the five largest global providers for client relationship management and business process outsourcing services nearshoring for companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 14 countries with a workforce of 150,000 employees. Atento has over 400 clients for which it provides a wide range of CRM/BPO services through multiple channels. Its clients are leading multinational companies in the technology, digital, telecommunications, finance, health, consumer and public administration sectors, amongst others. Atento trades under ATTO on the New York Stock Exchange. In 2019 Atento was recognized by Great Place to Work® as one of the 25 World’s Best Multinational Workplaces and as one of the Best Places to Work in Latin America. For more information www.atento.com



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