

Atento consolidates its innovation initiatives and achieves the ISO 56002 certification for the third year in a row

- This is the third consecutive year that the company has achieved this certification, which evaluates the structuring of innovation processes with a focus on optimizing results for clients
- Atento is the first company in its sector to obtain this accolade.
- This achievement validates the company's innovation management process.

SÃO PAULO, July 18, 2022 - Atento, a leading company in customer relationship services and business process outsourcing (CRM/BPO) in Latin America and one of the largest providers worldwide, celebrates for the third consecutive year the achievement of ISO 56002 certification, which recognizes companies with the most mature innovation management processes.

Atento maintained the certification, reflecting the consolidation of the company's culture of innovation and its commitment to the implementation of new technologies, processes, and the development of best practices. In addition, in recent years, the company has shown significant progress in driving innovation throughout the value chain, both internally and externally, as well maturity in the way of managing all projects in an integrated manner.

"At Atento, innovation is rooted in decision-making, focused on people's day-to-day activities, and present on all work fronts, whether in relations with customers or to improve internal routines," says Pablo Sánchez, Global Director of Marketing and ESG. According to the executive, the most remarkable aspect is the alignment between the operational, tactical and strategic levels of the company.

Atento's innovation platform is integrated into its Innovation Hub, which encompasses several initiatives. Such initiatives include open innovation and entrepreneurship projects, with the creation of solutions to enhance capabilities, providing customers with disruptive offers that aim to continually improve the customer experience.

Regarding the ISO 52002 recertification, Pablo Sánchez comments: "We are very proud have achieved the ISO 56002 certification once again. This helps cement our position as innovation leaders in the market. The achievement consolidates the success of our commitment to a culture of innovation and the creation of a collaborative environment for the exchange of knowledge and the communication of ideas".

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. 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 14 countries where it employs approximately 139,800 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 was 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®. Also, in 2021 Everest named Atento as a star performer Gartner named the company as a leader in the 2021 Gartner Magic Quadrant. For more information visit www.atento.com

Media inquiries

press@atento.com