



Atento reduced its carbon footprint by 6.6% during the last year

- The company managed to reduce electricity consumption by 11% vs. 2021 and more than half of paper and water consumption compared to the previous two years.
- Its commitment to diversity and equality is a fact: 53% of management positions are held by women at Atento

MADRID, September 15, 2022 – Atento S.A. (NYSE: ATTO, "Atento" or the "Company"), one of the world's largest providers of customer relationship and business process outsourcing (CRM/BPO) services and an industry leader in Latin America, publishes its 2021 ESG results and achievement report. Atento started calculating its Carbon footprint in 2020. In just one year of measuring it, there was a 6.6% reduction, which means 19kg of CO2 less per employee.

The company has been integrating Corporate Social Responsibility into its business model for over a decade, reinforcing its commitment in 2021 by establishing a new ESG corporate strategy. Through this, new initiatives were defined to positively impact both the environment and the diversity and inclusion areas, which impact the 14 countries and three continents where the company operates.

In 2021 a 6.6% reduction in emissions was achieved. To attain this level of success, several measures were implemented, including the WAHA (Work from Home Atento) program for more than 40% of employees, not only to improve the balance between work and personal life but also to reduce on-site and travel emissions. Innovation and commitment to technology have also been critical considerations, such as cloud migration and using cloud-native solutions, which favor CO2 emissions reduction.

Carlos López-Abadía, Atento's CEO, highlights that "all the progress and objectives we achieved this year would not have been possible without the help of the entire Atento community. I want to thank them directly and recognize their effort and commitment. We will continue to row together to keep reaching our ESG goals both at the company level and as a community." Likewise, Lopez-Abadía emphasizes that "the governance of Atento follows a solid set of values, included in our Ethics Code. This Code of Ethics guides all our employees to make decisions based on a common standard, guided by honesty and integrity and aligned with our values that extend to our partners and suppliers."

Atento continues to implement measures to reduce its carbon emissions to contribute to the United Nations 2030 Goals. In this regard, Atento achieved other milestones. In terms of sustainability, compared to previous year, electricity consumption was reduced by 11% and paper consumption lowered by 51%. The company also reduced water consumption by 40% in the last two years.

On the other hand, Atento also significantly reinforced its commitment to equality, and diversity, not only internally but also to positively impact our society. This feature, part of the company's mission, is formally reflected in the Diversity, Inclusion, and Equality Policy implemented globally.



Equality and diversity, key pillars of the ESG strategy at Atento

As mentioned by Pablo Sánchez, Global CMO and ESG Director, "we believe diversity generates value. That is why we have a solid inclusion culture, offering equal opportunities to all our employees. The promotion of actions that contribute to making not only our work environments but also our community, more inclusive is part of our mission. It is a key pillar of our ESG strategy."

The numbers reported on the ESG report only demonstrate this social commitment: globally, 65.5% of Atento's positions are held by women and 53% are in management positions. Besides, the women who are in these positions come from entirely different origins, countries and conditions.

People with disabilities are also vital in enhancing and improving the relationship with Atento's customers. The Atento Impulsa Plan, which is being developed in Spain, contributes to raising awareness both internally and externally. In addition, to serve this group, Atento developed, at some of its locations, a customer experience service, via videoconference, using sign language that answered more than 1000 calls in 2021 alone. Following this guidelines, the Atento website also stands out, by being 100% accessible.

As for employing young people, Atento assures that 54% of its workforce globally is occupied by youngsters under 30 years. The company provides them with opportunities for learning, training and, of course, professional development throughout their career.

Finally, in terms of governance, Atento adheres to the UN Global Covenant on Human Rights and has implemented an integrity policy that includes an anti-corruption guide.

About Atento

Atento is the largest provider of customer relationship management and business process outsourcing ("CRM BPO") services in Latin America, and one of the world's leading providers. Atento is also one of the leading providers of nearshoring CRM BPO services for companies operating in the United States. Since 1999, the company has developed its business model in 14 countries where it employs approximately 150,000 people. Atento has more than 400 clients to whom it offers a wide range of CRM BPO services through multiple channels. Atento's clients are mostly leading multinational companies in sectors such as telecommunications, banking and financial services, healthcare, retail and public administration, among others. Atento shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2019, Atento was named one of the 25 best multinational companies in the world and one of the best multinationals to work for in Latin America by Great Place to Work®. In addition, in 2021 Everest named Atento as a "star performer". Gartner has named the Company two consecutive years as a Leader in its Magic Quadrant since 2021. For more information visit www.atento.com

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