

Atento announces reopening of site at Caguas, Puerto Rico

- The reopening took place on 7 September 2022 at El Troche Industrial estate, Caguas, Puerto Rico.
- 100 new job opportunities will provide the chance to work with leading companies in the market such as T-Mobile and MMM.
- Atento CEO, Carlos López-Abadía was in attendance alongside Chief Commercial Officer, Cathrine Jooste and Chief People Officer, Kiomara Hidalgo.

NEW YORK, September 9, 2022 – Atento, S.A. (NYSE: ATTO) (“Atento” or the “Company”), one of the largest providers worldwide and the leading company in customer relationship services and business process outsourcing (CRM / BPO) in Latin America, celebrated the official reopening of its state-of-the-art CX Center in Caguas, Puerto Rico on 7 September 2022.

The site, which is located at El Troche Industrial estate will increase its workforce by 20%, for a total of 400 employees, to service global clients such as T-Mobile and MMM. The 5.000 m² facility provides a range of services such as customer service, sales, technical support, credit origination and back-office to leading companies in the market, through multiple channels, such as voice, chat, web portals and digital applications.

Atento CEO, Carlos López-Abadía was in attendance at the event, alongside Global Chief People Officer, Kiomara Hidalgo and government officials from the City of Caguas. After the relaunch, López-Abadía commented, “Atento is committed to the Puerto Rican Community. The Caguas facility is of great strategic value for Atento’s global expansion roadmap and I am looking forward to attending the reopening in-person to be a part of this exciting occasion. He added, “As part of these new job offerings, half the workforce will be able to work remotely, as we’ve made a significant investment in a technology solution that facilitates work-from-home capabilities.” Atento will also be offering additional incentives to employees, such as performance-based incentives and cross-sell commissions.

Rosa Maldonado, Atento’s Business Manager in Puerto Rico said, “I am thrilled to be welcoming back so many back to the CX Center and look forward to greeting some new faces here at Caguas, too, through these new job openings. This is a moment to celebrate the return to the workplace, which we will do with renewed vigor while continuing to serve our customers providing outstanding customer experience solutions. At the same time, we have the necessary equipment and tools in place for those that cannot return to the office to work from home.”

Candidates interested in applying to a position with Atento in Puerto Rico can submit their application here: <https://atento1.applytojob.com/apply/HW1iESUXIt/Agente-De-Servicio-Al-Cliente?source=jobfair> or by calling 787-653-2000.

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

For more information, please contact:

Weber Shandwick

Kirsty Whatmough kwhatmough@webershandwick.com

+34 676 23 03 45

Media Relations USA

Atento USA

Geraldine Totesaut +1-305-930-0367

Geraldine.Totesaut@atento.com