

Forbes recognizes Atento again as one of the top 100 best companies to work for

- Atento earns recognition for the fifth year running

Madrid, June 2nd, 2023. Atento has been acknowledged, for the fifth consecutive year, as one of the top workplaces in Spain, according to Forbes' annual ranking of the country's best employers. This honor results from a rigorous review of over 2,500 Spanish corporations, each employing more than 500 workers.

Forbes, in collaboration with Sigma Dos, conducted an extensive survey among Atento employees to evaluate key indicators such as competitive remuneration (inclusive of factors like equal pay, internal promotion, and incentives), emotional compensation (work-life balance, telecommuting, digital detox, recognition, motivation), and organizational culture (which includes business ethics, leadership, peer relationships, corporate social responsibility (CSR), and environmental sustainability).

A standout among Atento's acclaimed initiatives is the reskilling program, through which over 250 professionals have been successfully trained, providing customer service agents with the technical acumen required for new roles within the organization. Initiated in 2019 and bolstered each subsequent year, this program enables customer service representatives to transition from their routine roles, dedicating themselves to learning highly sought-after technological skills, such as Robotic Process Automation (RPA), Agile methodology, semantic analysis technology, cloud solutions, and other cutting-edge tools vital to the Customer Experience sector.

"In a climate where technology's potential to supersede human roles often raises concerns, Atento views this transition as an opportunity to evolve and enhance our team's capabilities, maximizing the synergy of 'human-technology'," says María García-Trevijano, Atento's HR Director in the EMEA region. "By valuing our employees' extensive experience and knowledge and supporting them as they adapt to evolving market demands, we've seen impressive results, both in enhanced employee motivation and the successful launch of initiatives that improve the quality and efficiency of our operations."

Atento is renowned for its international reach and extensive collaboration with a diverse range of industries, including telecommunications, banking, and financial services. This recognition from Forbes comes as an addition to an array of accolades received by Atento in recent years, affirming its commitment to excellence, including the Top Employers certification and being named a Great Place to Work in Spain.

About Atento

Atento is the largest provider of Customer Relationship Management (CRM) and Business Process Outsourcing (BPO) services in Latin America and ranks among the top providers worldwide. We are also a leading nearshoring CRM BPO service provider for companies operating in the United States. Since 1999, we have expanded our business model across 17 countries, employing approximately 135,000 individuals. Atento serves over 400 clients, offering various CRM BPO services through multiple channels. Our clientele primarily consists of leading multinational companies in sectors like telecommunications, banking and financial services, healthcare, retail, and public administration. Atento's shares are traded under the



symbol 'ATTO' on the New York Stock Exchange (NYSE). In 2019, we were selected as one of the top 25 multinational companies worldwide and one of the best companies to work for in Latin America by Great Place to Work®. Moreover, in 2021, Everest named Atento as a 'Star Performer.' For two consecutive years from 2021, Gartner has recognized the company as a leader in its Magic Quadrant. For more information, visit www.atento.com.