



Atento Reinforces Innovation Initiatives and Upholds ISO 56002 recertification

- For the fourth year running, the company uploads the ISO 56002 certification, emphasizing its importance in structuring and managing innovation processes.
- The achievement endorses Atento's process for managing innovation.

São Paulo, July 2023 – Atento, a global powerhouse in customer relationship management and business process outsourcing (CRM/BPO) services worldwide and an industry leader in Latin America, proudly announces its fourth consecutive ISO 56002 recertification. This certification recognizes excellence in its innovation management system, focusing on managing organizational results.

The recertification of the company, which was the pioneer in its sector to obtain this important international certification, reflects its commitment to implementing new technologies, improving processes and portfolio, as well as stimulate a culture of innovation, internally and through partners, always in favor of the constant evolution of its services and delivery of excellence to its customers.

Atento's innovation platform is incorporated into their Innovation Hub, featuring numerous initiatives such as the Open Innovation projects via the Atento Next program and Intrapreneurship through the Atento Ideias program. Last year, these programs engaged over 2000 employees and generated more than 200 ideas, now progressing through the innovation funnel. This process fosters the development of solutions to expand capabilities, providing clients with both evolutionary and disruptive proposals for continually improving the consumer experience.

"At Atento, every decision is infused with a spirit of innovation, a value deeply ingrained in our everyday operations, whether we're serving clients or enhancing internal routines," stated Alexandre Martins, Atento's Director of Solutions, Innovation and IT in Brazil. As noted by the executive, this approach ensures alignment across the company's operational, tactical, and strategic levels. "Regaining the ISO 56002 certification is a source of tremendous pride for us. It underscores the success of our investments in fostering a culture of innovation and a collaborative atmosphere, where knowledge exchange and idea generation thrive," concludes Alexandre.

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 a leading provider of nearshoring CRM BPO services for companies operating in the United States. Since 1999, the company has developed its business model in 17 countries, where it employs approximately 135,000 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 mainly leading multinational companies in sectors such as telecommunications, banking and financial services, healthcare, retail and public administration. Atento's shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2019, Atento was elected 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 for two consecutive years as a leader in its Magic Quadrant starting in 2021. For more information, visit www.atento.com