



Aterro ESG

REPORT
2022

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People serving people

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ATENTO

INTRODUCTION

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1.1. From Our CEO

This year, 2022, I left my position of President of South America Region, where I was in charge of the operation of six countries, Argentina, Brazil, Chile, Colombia, Peru and Uruguay, and had the honor of being appointed Atento’s CEO. Since my appointment, **I have worked to guide the company and promote sustainability, social responsibility and transparency in the company.**

We have left behind challenging years for all, including us. The pandemic pushed us to take opportunities and innovate in our way of working, and here at Atento we were not different. Although it was a difficult time, we have drawn some positive things such as hybrid working. We are proud to say that our employees have WAHA (Work At Home Agent) in certain specific services of our clients and can manage their schedule to obtain work-life balance.

In 2022 we have kept on working to maximize our actions towards ESG giving it the key importance it has for all of us and the world we live in. **We have achieved amazing carbon footprint reductions** thanks to the consolidations of our initiatives plan, which amount to over a 30% reduction of our footprint since 2020.

As a company, we have always looked after our people. **We believe supporting diversity and inclusion in the company benefits everyone.** I would like to reinforce the commitment we have with our customers to offer them the best service and for that, we must take care of people, because we will not be able to have a successful customer experience if we do not consider the experience of our employees. **We are a company of people and for people.**

I cannot miss the opportunity to **thank personally the entire Atento community** for their dedication, because without them none of this could have been possible.

Please continue reading our ESG 2022 report to learn the specifics of our performance.

Dimitrius Oliveira
Atento CEO



1.2. Get to know Atento



\$ 1,390M

Revenues

121,807

employees*

41,374

employees working at home

92

customer relationship centers

1st

company in the sector worldwide to achieve ISO 56002 Innovation Management Certification three years in a row

One of the top

customer relationship management (CRM) and business process outsourcing providers (BPO) in the world and leader in Latin America

NYSE

Atento's shares trade under the symbol ATTO on the New York Stock Exchange (NYSE)

Great place to work

We have been continuously ranked by Great Place to Work® as one of the top 25 best companies to work for worldwide

+ 400

clients from leading multinational companies in telecommunications, banking and financial services, health, consumption, and public administrations

16

We carry out operations in 16 countries

1st


company in the sector in Brazil to achieve ISO 26000 Social Responsibility

Information as of December 2022.

*2022 Average employees, considering every hire.

SOME OF OUR AWARDS & ACKNOWLEDGEMENTS


GLOBAL



Positioned as a Leader in Gartner Magic Quadrant for Customer Service BPO



Major Contenders companies in Customer Experience Management (CXM) in the Americas in the PEAK Matrix®Assessment 2022 by Everest



Leader in the Frost Radar™ for CX Outsourcing Services Market in Latin America

LOCAL




Top Employers recognition in Brazil 2022




Named as **Leader** in US, Europe and Brazil in three categories by ISG Research in its 2022 ISG Provider Lens Award Ceremony



Best companies to work for in Spain



Customer Value Leadership Award and Best Practices Award in Brazil at Frost & Sullivan's Best Practices Awards




Best Workplaces 2022, by Computrabajo in Argentina, Mexico, Chile and Peru



CCN Fenix Pioneer Award in Argentina



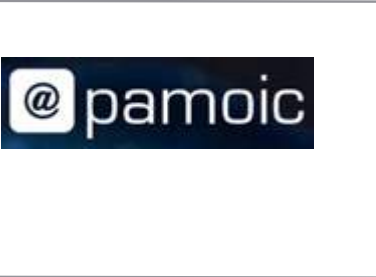
Winner in the category LGBTI+ in Brazil
Municipal Seal of Human Rights and Diversity



Great Place to Work (GPTW) in Brazil



Recognized with the biannual UN WEPs (Women's Empowerment Principles) Brazil Award



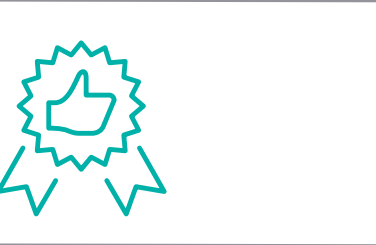
Gold Pamoic Award (Best Human Capital Management) and Silver Pamoic Award (Best Sales Strategy) in Argentina



Apexo Best Remote Work Management in Peru



Best Employer Brand Initiative by the IMT (National CX Awards) in Mexico
Gold Award for Best Use of CX Technology by the IMT (National CX Awards)



Cemefi Award (Socially Responsible Company) in Mexico

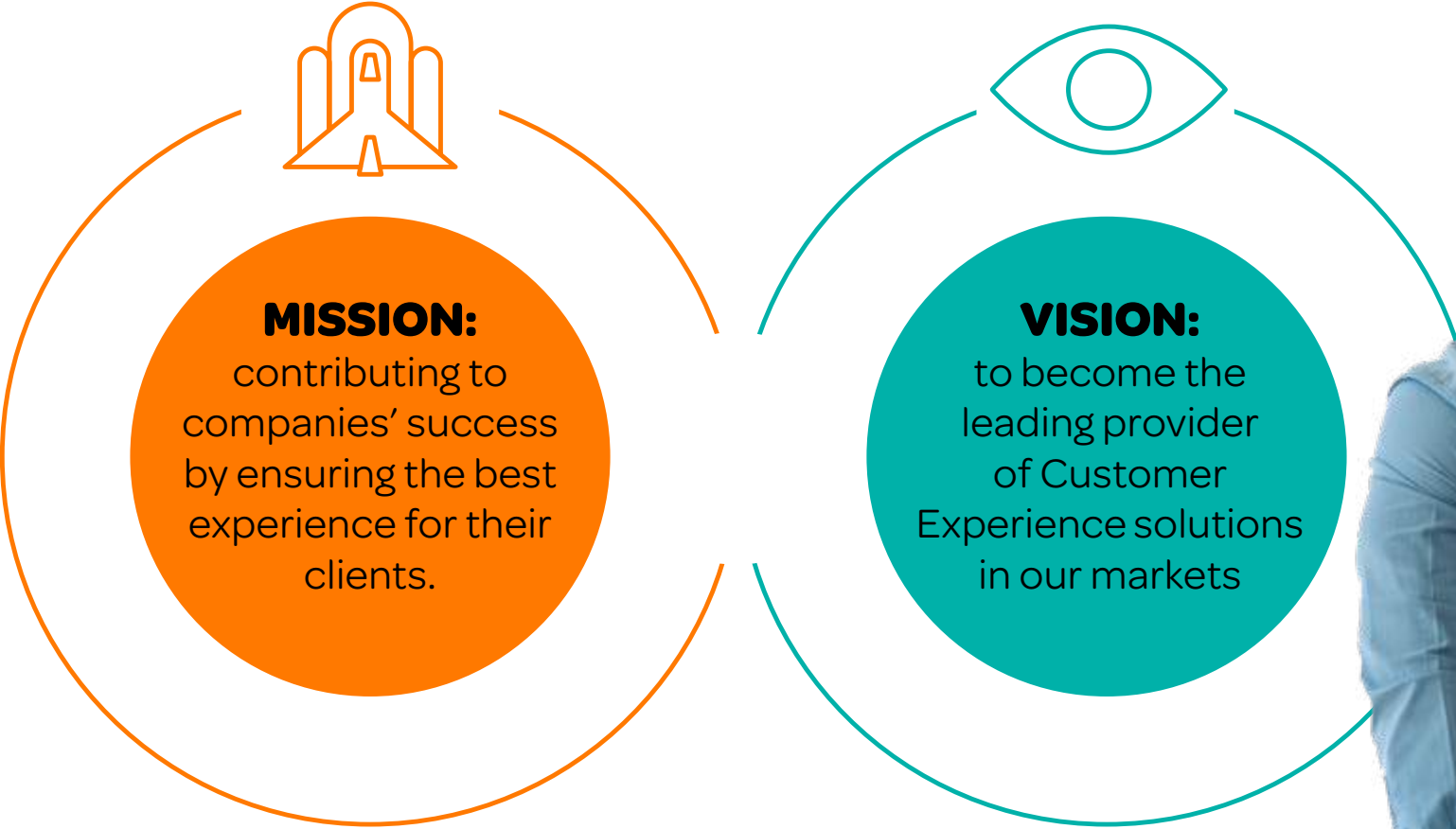


CRC Gold Award for Best Omnichannel Strategic Project in Spain

ONE ATENTO CULTURE

One Atento represents our culture and defines our way of doing things, as a global company, with the strength of a united team, to make our vision and mission a reality.

It integrates 5 values that guide and lead our actions, decisions and behaviours that every individual at Atento must perform in order to achieve our Change Agenda.



Integrity

We demonstrate honesty, transparency, respect and strong ethical principles. We do the right thing, even if nobody is watching or judging us.

- And if someone was watching, we would be proud of our decisions.
- We walk the talk.
- We treat others the way we would like to be treated.
- We put ourselves in other people's shoes.
- We have financial and operational discipline.

Accountability

We are protagonists. We fulfil our commitments and the promises we make. We're dependable. We don't make excuses.

- To our colleagues.
- To our clients.
- To our shareholders.
- To our community.

Agility

We have a sense of urgency in everything we do. We make decisions, we act fast. We make mistakes... But we don't repeat them.

- If we find a problem, we fix it!
- We fail fast, learn & improve.
- We evolve rapidly.
- We share ideas with others to implement them quickly.

Customer Orientation

The customer is at the center of everything we do. We proactively look to provide the best service for our clients and add value. Our clients are the ultimate judges of our performance.

- We understand the market and our clients' strategy.
- We understand the needs of our clients to offer the best services.
- We are proactive.
- We always think about the best way to help our clients.

One Team

We are a single global company. We work and win as single team.

- We think globally and act locally.
- We foster collaborative environments.
- We are dependable, we contribute to the work of our colleagues and collaborate on shared projects.
- We create synergies and share best practices.

RELATIONSHIP WITH OUR STAKEHOLDERS

Our stakeholders' expectations are fully considered when establishing our goals and developing our business strategy.

As a multinational company, the communities where we operate are widely diverse, so we adapt to their cultural, social, and political contexts to contribute to their progress according to their needs and demands.

That is why, we keep a close and respectful relationship with our stakeholders through various communication channels.



Our stakeholders and communication channels



SHAREHOLDERS

We create long-term, sustainable, shared value through:

- The “Investor Relations” section on our [website](#)
- The General Shareholders’ Annual Meeting
- Quarterly and annual results presentations
- Monthly newsletter



EMPLOYEES

We continuously monitor the employee experience to ensure optimal customer experience and we provide different tools and mechanisms for them to offer their suggestions, concerns and feedback:

- Annual Commitment and Climate Surveys.
- Confidential whistleblowers channel.



CLIENTS

We offer a service of the highest quality in managing relationships with their own clients and other BPO processes through:

- Biannually contracting client survey with open questions
- Daily communication with the person responsible for the service
- A representative from the sales department
- Annual Event: Living Digital
- Webinar, local events, etc.



REPRESENTATIVES FROM UNION GROUPS

We establish a collaborative framework to promote relations with employees

- Regular meetings



MEDIA

We provide the necessary information so the communities can understand our business model for national and international organizations. And offer direct access through key contact persons.

- Press releases
- Calls, e-mails, and events
- Social networks



NATIONAL AND INTERNATIONAL ORGANIZATIONS

We present our point of view and listen to their concerns in different areas.

- Regular meetings
- Ethic code



PUBLIC ADMINISTRATIONS

We create ways of collaboration, regulated by compliance policies, that facilitate the creation of synergies.

- Regular meetings



PROVIDERS

We develop a beneficial business relationship for both parties that is positive for our environment.

- Smooth conversations day by day.



LOCAL COMMUNITIES

We build collaborative projects together to achieve sustainable development in society.

- Community outreach projects.

1.3. Our ESG Strategy

Highlights from 2022

As a company we have always been committed to ESG, even when it was not named ESG, we believed in it. Caring for people and the environment while maintaining transparency is the way Atento can be resilient and thrive in the long term.

In 2020 we started measuring our carbon footprint and that allowed us to plan our environmental strategy. In 2021, we successfully executed the initiatives in the plan, that has only consolidated and paid off during this 2022. Our daily activities impact the environment and by targeting those we have an outstanding reduction of 27% on our footprint vs last year and ~30% since 2020.

We have also worked to make our calculations more accurate this year, we have included our car fleet in the scope as well as improving our information gathering method and sample size for the commuting survey. All this hard work can be reflected on external ratings such as the one from Sustainalytics, where we are ranked on the top 10% of companies worldwide.

On a diversity note, we have evolved on our policy as we continue to support the inclusion of everyone, backed by our allied groups. We have obtained the ISO 26000 for Social Responsibility in many of our locations.

Our values in ESG cannot be understood without our clients. We comprehend our client values and align our own with theirs to maximize results and work towards a common goal. We continue to support our commitment to the UN Global Compact initiative, by reporting every year our KPIs.

All these actions make us a leader in our sector regarding ESG practices, and we intend to continue to be an example.

Pablo Sánchez
Global CMO and ESG Director



We ensure our strategy and execution continues to be aligned with the **Sustainable Development Goals (SDGs) from the United Nations 2030 Agenda** to support achieving the major global goals throughout our local actions.

At Atento, we have focused not only on analyzing those SDGs on which we already have a positive impact with our actions but also on

those on which we want to boost our positioning. Since last year we have broadened our reach and selected to tackle SDG's 4 and 16 as well.

We guarantee that each SDG is meaningful for our key stakeholders distributed in 3 groups: Our planet and society, our employees and our shareholders.



2022 AT A GLANCE

ENVIRONMENT



ESG Risk Rating classified as low by Sustainalytics (13.6) and ranked in the top 100th of Commercial Services Industry Companies and top 10% best ranked globally
As of April 20th, 2023

26.7% reduction in our carbon footprint emissions (Scope 1 & 2)
(2021 vs 2022)

Reduction of over a **5% in electricity consumption**
(2021 vs 2022)

Support to WAHA program
(Work At Home Agent)

Platinum Leed Certification in Elemento building in Colombia

Deployed efficiency and minimum waste initiatives in different locations

Reforestation Action
(Brazil and Mexico)



2022 AT A GLANCE

SOCIAL



Employees



Diversity

Manifiesto

65.6%
women

Top employer
(Brazil)

50% employees
under 30

**54.6% women
representation
in Management**
positions (+1.6pp vs 2021)

Joined Women's

Empowerment
Principles Community

**Allies Groups
and Diversity**
Ambassadors

**UN WEPs
Brazil**
Award

91%
are permanent
hired

**Top
Employers**
in Brazil

34%
of employees working
remotely

30,601,724
hours of training

Atento
Awards 2022

Our Society



**+ 40
initiatives**
in the countries
where we operate

**Our web is
100% accesible**
for disabled community

2022 AT A GLANCE

GOVERNANCE



We are adhered to the
UN Global Compact on Human Rights since 2011



Global Compliance Committee

Integrity Policy,
which includes an Anti-Corruption guide

Anti-Corruption and Ethical Code training



ATENTO

SOCIAL
People serving
people

2





ATENTO

OUR
PEOPLE

2.1

2.1.1. Diversity and inclusion
2.1.2. A good place to work
2.1.3. Supporting our people

2.1.1. Diversity & Inclusion

At Atento, we know that our people’s diversity makes us unique in the market. That is why, we strive to build a work environment where all people feel represented and part of Atento. A place where organizational diversity is a true reflection of our world’s diversity.

We are an inclusive company, which respects different opinions and

positions, welcomes all audiences and, most importantly, is attentive to equality, generating growth opportunities for our people.

With this in mind, we have voiced our commitment to ensuring inclusiveness through our **Diversity Manifesto**.



“We work continuously to create actions and programs that allow diversity to be experienced daily at Atento. A more diverse team enhances the capacity for innovation, generates greater engagement and collaboration and, consequently, better practices”

Margarete Yanikian
Corporate Social Responsibility, Internal Communication and Ombudsman Senior Manager

At Atento, we believe that Diversity generates value for the company and has a positive impact on our clients and results.

For this reason we believe in: **DIVERSITY & INCLUSION** of people of different races, ethnicities, genders, backgrounds, sexual identities, religions, entities as well as those with different abilities or any other condition such as diversity of thought.

We work to favor and promote harmony between cultures.

AT ATENTO **WE DO BELIEVE...**

**THAT OUR
DIFFERENCES
ENRICH US
...that is why we are
committed to...**

valuing different ideas, points of view and ways of doing things, while always seeking to relate to each other in a constructive and respectful way.

**THAT EVERY
PERSON IS UNIQUE
AND VALUABLE
...that is why we are
committed to...**

continuing to develop an inclusive culture, with actions and policies that respond to professional and personal needs in all countries.

**IN DIVERSE TALENT
...that is why
we are committed to...**

developing an inclusive leadership style that allows us to make diverse talent a source of value and continuous learning and challenge.

DIVERSITY & INCLUSION

**IN EQUAL
OPPORTUNITIES
...that is why we are
committed to...**

continuing to define policies that avoid discrimination and guarantee equality when it comes to being part of the company and its development.

**IN THE NEED TO
RESPOND TO
ADVERSE AND
CHANGING WORLD
...that is why we are
committed to...**

continuing to value the diversity and uniqueness of our client, as well as the environment, in order to keep offering a service of quality and excellence.

**IN SHARED
RESPONSIBILITY
...that is why we are
committed to...**

educating, communicating and raising awareness if diversity and inclusion among the professionals that make up the company.

ENSURING AWARENESS FROM OUR STRATEGIC PILLARS

At Atento, **we are diverse in all its forms (gender, race, age, origin, culture, ability, religion, ideology, sexual orientation)** and to give greater visibility to this diversity we have chosen the 5 main pillars (Gender, LGBTI+, Person with Disability, Races/Ethnicities and Generations). Since 2020 we also introduced the Allied Groups.

This is a global strategy, which was born in Brazil and has been gradually implemented in the other of geographies where Atento is present.

Our Diversity and Inclusion strategy is based on a Global Policy that establishes the principles that govern non-discrimination, equal opportunities and respect for any and all company

employees, in all regions.

As a way of involving the entire Atento in actions and practices that enable achieving a higher level of diversity and inclusion, we adopted a global campaign focused on internal awareness and greater commitment, disseminating the following concept:

Allied Groups



We are diverse. We are proud. We are Atento.

Our goal with this campaign is to give our people a voice around the main strategic pillars of diversity.

The **Allies Groups** are comprised of volunteer employees from different areas, regions and positions.

With a business-oriented vision, the allies are aligned to develop actions during the year. These actions should always be associated with a main theme and aligned with the business strategy and commitments.

Ambassadors of the allied groups

They are top leadership members, with the responsibility to:

1

Act as spokespersons internally and externally.

2

Participate in Diversity Committee meetings, bringing to the group's dynamics a more strategic look and receiving demands from Allied Group representatives.

3

Be a link between strategy and operations, sharing updates in leadership meetings and supporting alliances.

Representatives of the allied groups

Members elected within the allied groups who will have a leadership role - also acting as members of the diversity committees, in which they will be spokespersons of their groups:

1

Reporting on discussed issues.

2

Presenting demands.

3

Deliberating priorities together with the other representatives.

4

Conducting and executing the planned actions with his/her group.

In Brazil, each Ally Group created a profile on Instagram, which aims to promote the initiatives of the groups and provide knowledge on the themes. @vorespelaequidadeatento (Gender), @racaseetniasatento (Race and Ethnicity), @atentospelainclusao (PwD), @mundodiversoatento (LGBTI+), @geracoesatento (Generations)

ENSURING AWARENESS FROM OUR STRATEGIC PILLARS

To promote Diversity and Inclusion inside Atento, we published an updated version of the **Diversity, Inclusion and Equality Policy** that was deployed globally. We continuously evolve it so everyone can feel included.

We also have a **Diversity and Inclusion Global Committee** focused on supporting the deployment of the diversity strategy across the different

“Diversity and inclusion are part of the central core of Atento’s business philosophy. We believe that the variety of races, gender identities, cultures, backgrounds, beliefs, and ideas are essential to building a business that exceeds our clients’ expectations. All voices have value and our collective culture results in better customer interactions”

Latasha Nickel
Global HR Compliance
and Governance Director

regions and defining indicators to help vulnerable groups (more information on 4.2. Ethics and Compliance). This year we have focused specially on LGBTQI+ and generations initiatives.

Likewise, at Atento, we developed a process for detecting, preventing, and responding to harassment supported by specific reporting channels and an investigation body. This procedure covers all types of harassment and discrimination legally recognized under federal, state and local laws against discrimination and any of the countries in which we operate.

WE ARE A DIVERSE TEAM

Our team has **121,807 diverse and multidisciplinary people across all the regions where we operate.** As CRM and BPO is our core business, 85% of our employees are agents.

In terms of diversity, at Atento we believe in diverse talent and a clear example of it is our presence in 16 countries and 3 continents, where we have a wide range of cultures.

Also, a very relevant fact is that we employ more women than men, with **women representing 65.6% of total workforce.** Females in every region represent more than half of the workforce.

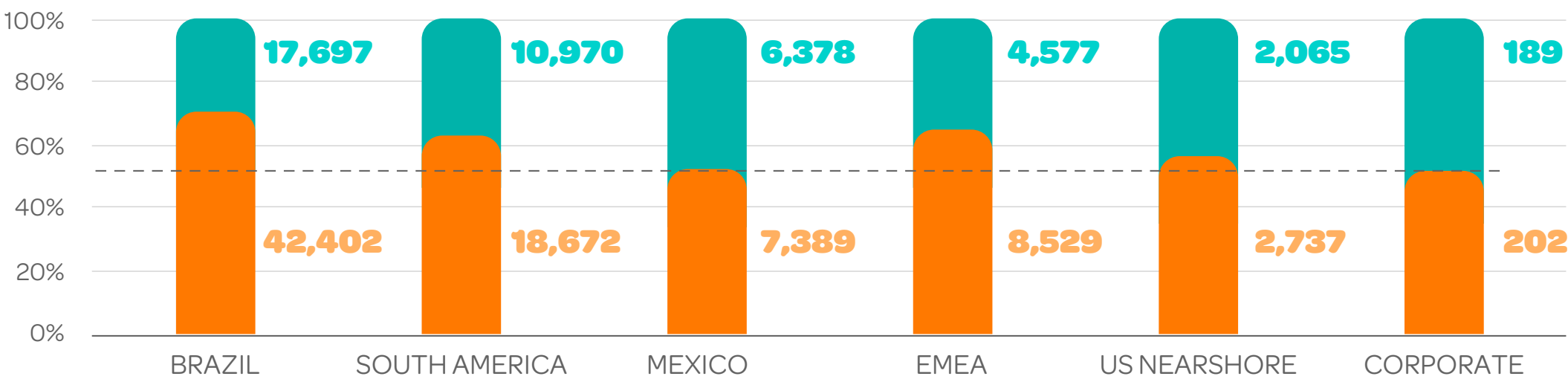
We can also see that their involvement is distributed between professional groups, with a **54.6% in Management positions.**

Regarding the types of contract, **91% of employees have permanent contracts,** and **42% have full-time contracts.**

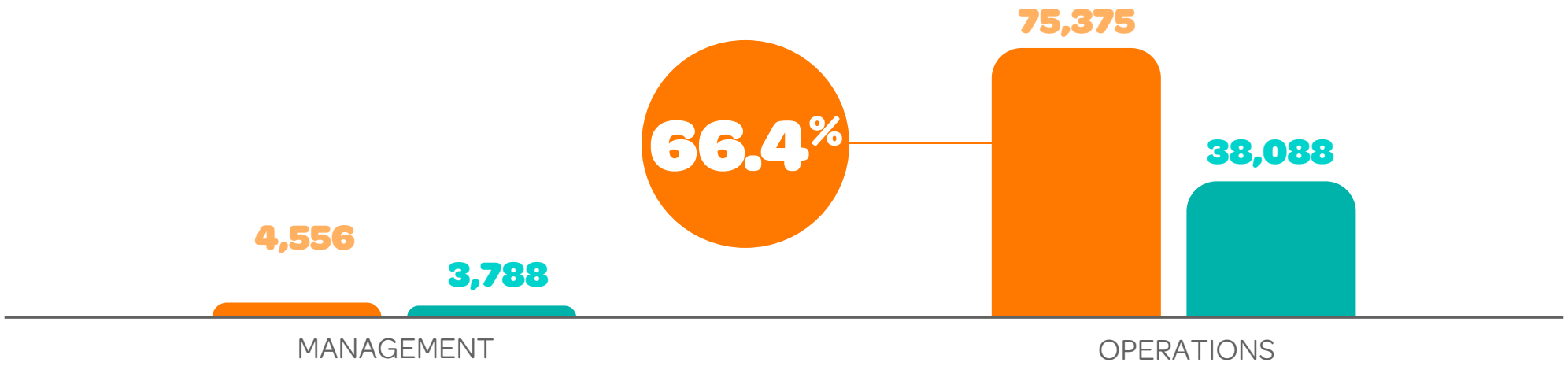


women
representing
65.6%
of total workforce

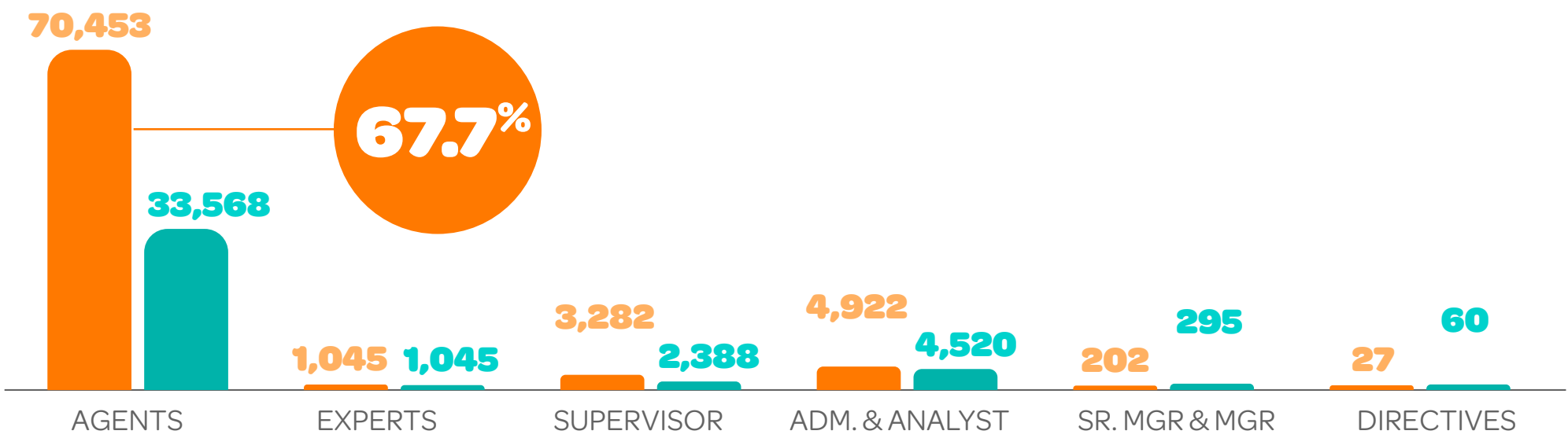
BY REGION



BY PROFESSIONAL GROUP

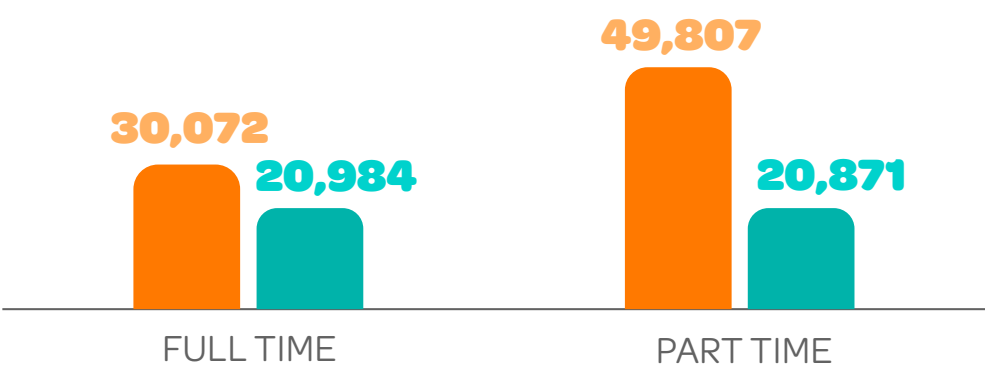
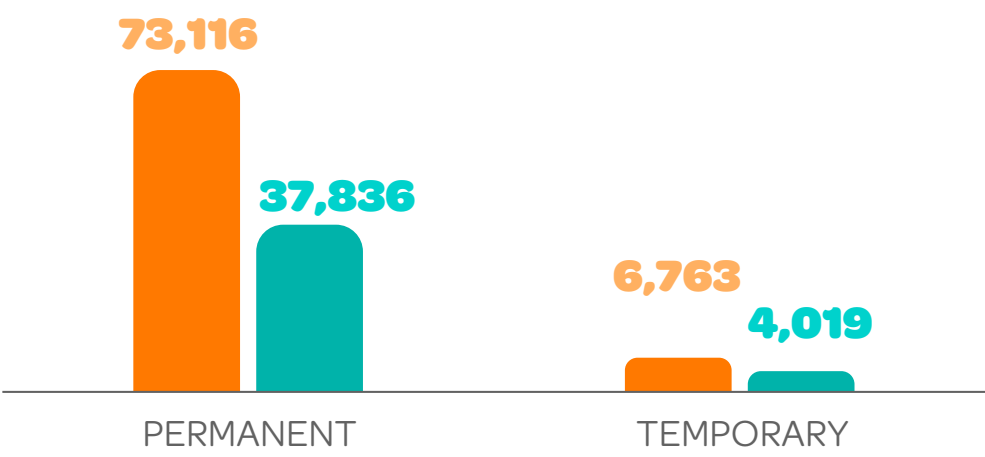


BY ROLE



91%
employees have
permanent
hired

BY TYPE OF CONTRACT



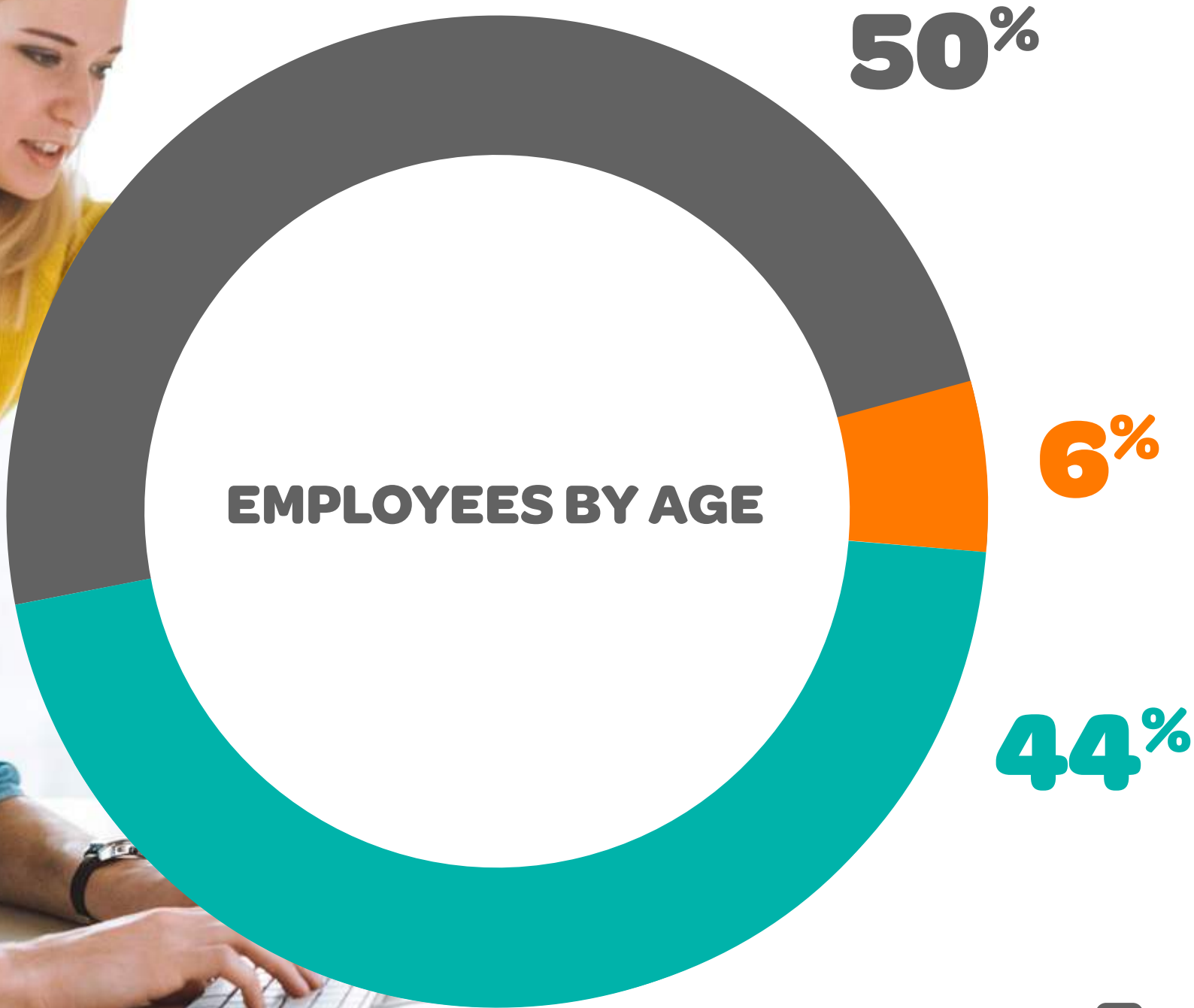
FEMALE MALE

OUR PEOPLE BY GENDER

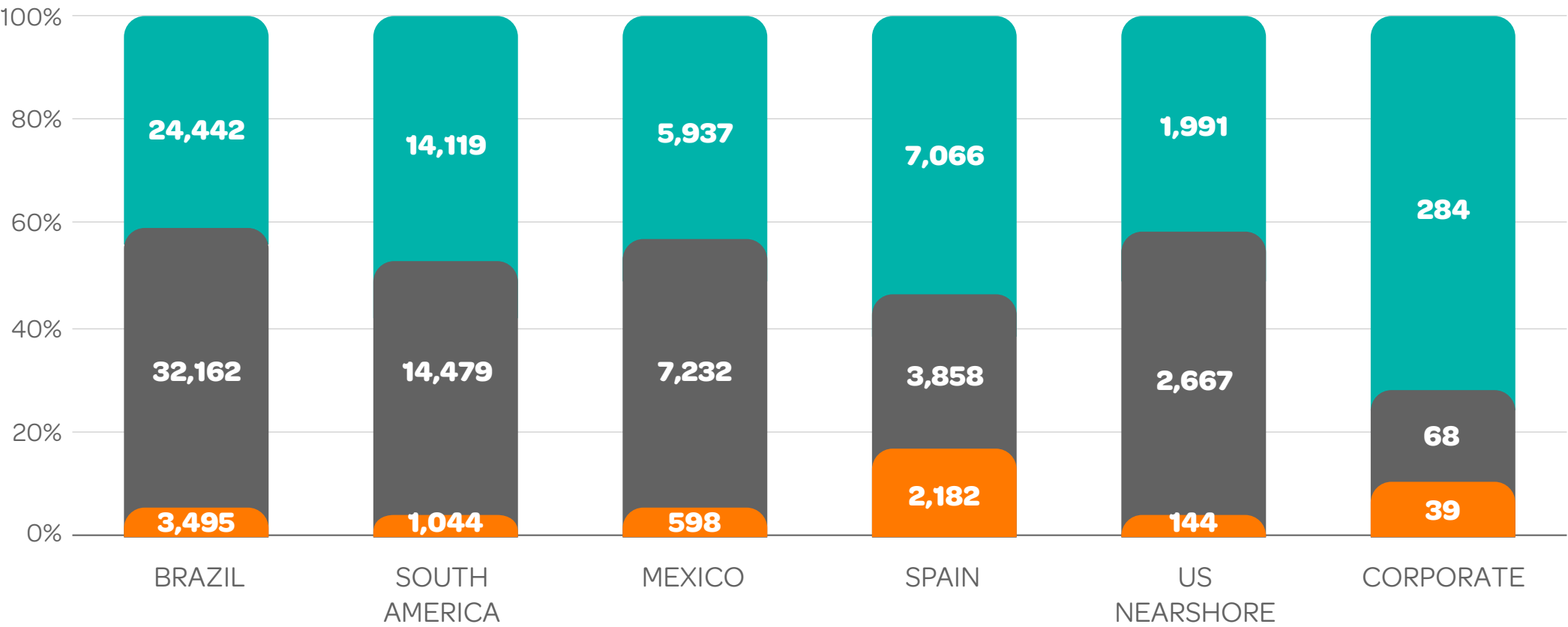
* All graphs show Headcount as of December 2022

OUR PEOPLE BY AGE

We have a young workforce with 50% employees under 30, which is why we strive to provide professional development opportunities throughout their careers with Atento (more information in section 2.1.3).



EMPLOYEES BY AGE BY COUNTRY



< 30 30 - 50 > 50

* All graphs show Headcount on December 2022

DNA TALKS
(DIVERSITY IN ATENTO)
BRAZIL

DNA Talks is an initiative launched in 2020 in Brazil and aims to talk to our employees about the theme of Diversity. In 2022 we held 7 editions that brought important information on topics such as: "How to welcome a LGBTI+ person", "Perennials", "New Grandparents", among others. We reached about 1,066 employees in all editions.

The case *Program DNA - Diversity* at Atento, won the "Internal Structure" category for large companies in the Diversity in Practice Award, promoted by Blend Edu, the main supplier of HRtech and ESGtech specialized in diversity and inclusion in Brazil.



"I was working from home during the talk and my mother was following along with me and said that the agenda and the energy of the talk was wonderful".

Erika Carolina Xaubet,
Training Manager of the Dedicated
Resources Training area

COUNT TO 10
COLOMBIA

We conducted a campaign called Count to 10, with the objective of promoting the diversity we have at Atento based on respect and tolerance; we produced content on special dates, such as pride month, racial elimination, among others.



DIVERSITY WORKSHOP
BRAZIL

Diversity workshops were held for Atento's leadership in Brazil on the topics of LGBTI+, Races and Ethnicity, Gender Equality, PwD and Generations, with the aim of guiding and educating our leaders on the most diverse subjects in D,E&I. In 2022, 26 meetings were held with the participation of 432 leaders.



REDI PROGRAM
CHILE

In Atento we believe diversity generates value for the company and has a positive impact on our customers and results. Therefore, we believe in Diversity and Inclusion of people, and we work to promote and enhance the coexistence between cultures. That is why we created the program REDI (*"Reclutamiento Diverso e Inclusivo"*) through which we promote the inclusive hiring of different talents, through the incorporation of practices that reduce access barriers to people with disabilities entering the company so that they can perform and develop their professional potential, being welcomed and respected. We do this through:

- Liaison with Organizations
- External Awareness Campaigns
- Inclusive Recruitment and Selection Processes




WE PROMOTE INCLUSION

At Atento we are focused on supporting women and promote projects that enhance the role of women in society. We do so with the belief that this is the path we must follow to build workplaces that are much more equitable and equal for all of us.

PROGRAM “MAMÃE” NOTA 10 – BRAZIL

A biopsychosocial support and welcoming program developed in Brazil for pregnant women. It provides assistance and encourage proper prenatal care. Some benefits provided are:

- Multivitamins
- Childbirth lectures, breastfeeding and newborn care
- Baby kit. Also, for adopting mothers and fathers
- Psychosocial support

 **1,000** baby kits were handed out to new parents in 2022



A.I.M.A

A strategy in Colombia that seeks to serve women, providing guidance on gender violence, equity and whistleblower action, and promoting training and gender recognition.

During the year

5 talks on gender violence were given and 144 cases were reported



DONA LILA - BRAZIL

A support channel created in Brazil to welcome and support any collaborator in a situation of domestic violence. Through Atento Social, we provide individualized service by trained Social Workers and Psychologists, who can clarify and treat doubts, fears, and uncertainties. All with confidentiality and secrecy.

In the year 2012

112 employees activated the Dona Lila channel



“At Atento we are committed to stop all types of violence against women in all social environments, at AIMA we are your friend and support in the route of denouncing gender violence”

Diana Beltran,
Head of Communications,
Wellbeing and CSR



of our employees are women

65.6%



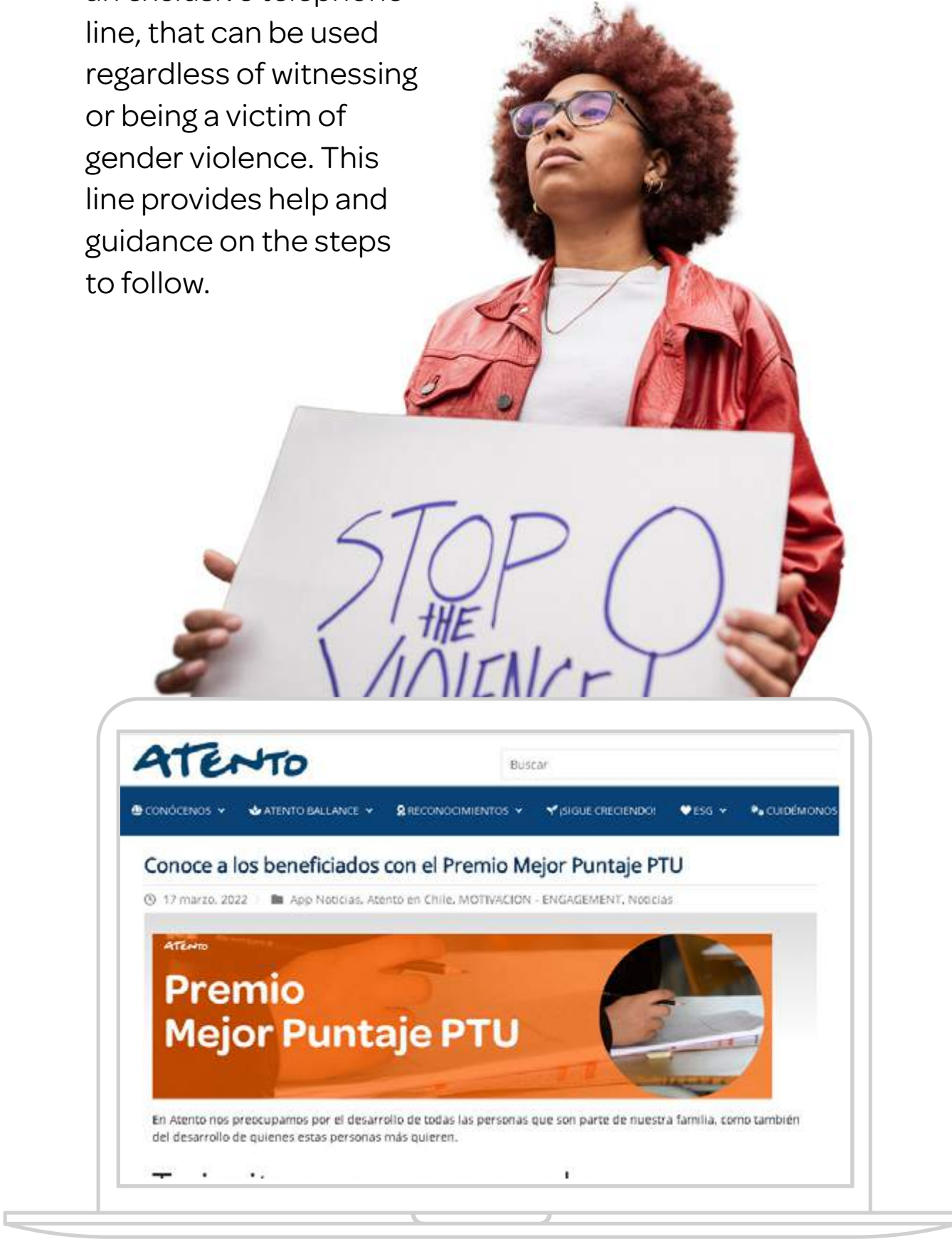
YOU SHINE
BRAZIL

The first "You Shine" meeting was held at the Santana site, an event promoted by the allied Gender Equity group and aimed exclusively at female employees at all levels of the company. The objective was to present the inspiring stories of three executives who occupy strategic positions at our clients. They shared their success stories that served as inspiration for the 200 female employees present at the meeting: Dyani Bonacordi (Banco Original), Jaqueline Machado (BTG), and Roberta Costa (BMG), all from three top financial institutions. One of the most discussed subjects was gender equity and how we can empower the women to pave the way for inclusion and diversity.



LINE TO REPORT
GENDER VIOLENCE
CHILE

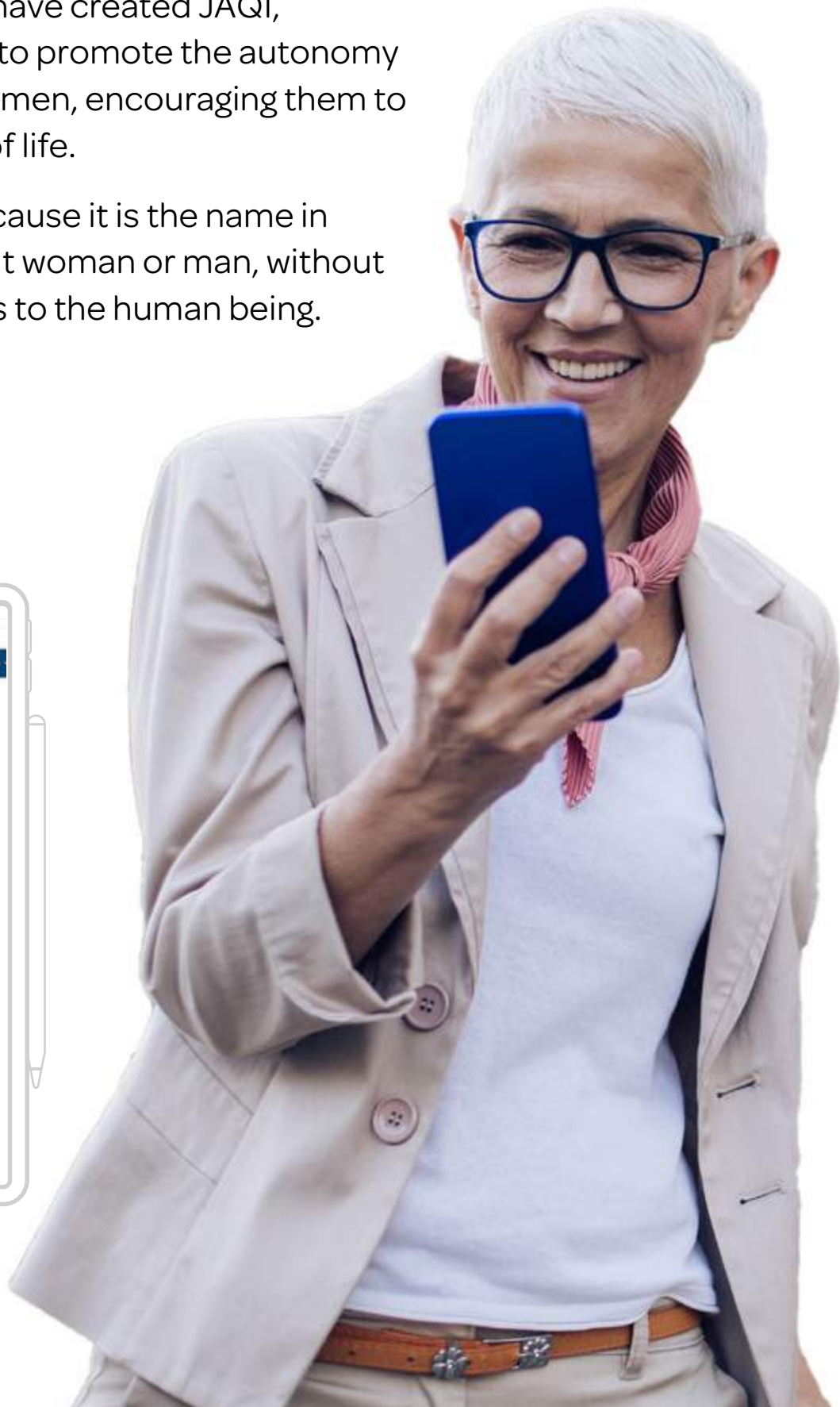
At Atento we take the fight against gender violence very seriously, that is why we have set up an exclusive telephone line, that can be used regardless of witnessing or being a victim of gender violence. This line provides help and guidance on the steps to follow.



JAQI
CHILE

At Atento, we want to contribute to the reduction of the equality gender gap and generate actions that contribute to the reduction of inequalities, especially for those women who are part of the Atento family and for those women who are an important part of the environment of the people who work in the organization. That is why we have created JAQI, Atento's program that seeks to promote the autonomy and empowerment of the women, encouraging them to always seek a better quality of life.

We chose the name JAQI because it is the name in the Aymara language for adult woman or man, without distinction of gender. It refers to the human being.



At Atento, having a disability is not an impediment. For us it is key to promote actions that support inclusion within the workplace.

Because of this, we deploy not only recruitment initiatives such as “**Atento Impulsa**” or partnerships with different municipalities, but we also launched different inclusion and awareness initiatives both internally and externally.

"ATENTO" IS DISPLAYED AS A UNIQUE AND EXCLUSIVE GESTURAL SYMBOL

With the participation of deaf and employees with hearing difficulties across all regions, from now on, the name “**Atento**” is displayed as a unique and exclusive gestural symbol, without the need to spell it. This positively impacts communication between the hearing-impaired community, including employees, customers, and communities. Atento agents already started to promote it using the video services provided exclusively for customers belonging to this group.

Realizing this need to communicate better within our spaces, generating greater interaction with the various hearing-impaired people who work at Atento, we have prepared a series of videos in Brazil to stimulate the learning of sign language. Topics covered:

- Greetings and compliments
- Feelings, days of the week, and numbers
- Relationships, transportation, and sports
- The World Cup
- Year-end celebrations



"ENCONTRÃO PELA INCLUSÃO" (MEETING FOR INCLUSION) BRAZIL

In 2022, the PwD (People with Disabilities) Allies Group launched the project *Encontrão pela Inclusão* (Meeting for Inclusion) in Brazil, which aims to bring together our employees with disabilities and their leaders to exchange and learn about topics such as accessibility, representation and experiences of people with disabilities. In the year 2022, two editions of the event were held, and 270 employees participated.



"ATENTO IMPULSA" SPAIN

We keep promoting our “**Atento Impulsa**” initiative in Spain, with our subsidiary created in 2009 dedicated to generating employment and training for groups at risk of exclusion.

3
centers
in Spain

113
employees

95%
of employees
have disabilities

15%
working
remotely

**GIULIA PROJECT
BRAZIL**

Giulia Project is a tool that brings autonomy to the deaf, with information about the site and its surroundings. This is an interactive totem, installed in the **Nova São Paulo** site supporting 50 deaf people with information in “libras” (Brazil’s sign language) about the building and its surroundings.

**SERVICE TO HEARING-IMPAIRED
CUSTOMERS IN LATIN AMERICAN
COUNTRIES**

In order to help a public of approximately 500 million deaf people in the world—according to the WHO (World Health Organization)— we have developed a customer service plan in sign language through videoconferencing.

SUCCESS STORIES

Atento offers customer service for questions and support with a team fully immersed in the deaf world, by means of the customer’s own solution. It was the first operation within the industry with service focused on this profile, where 100% of the team of attendants had disabilities. More than a thousand video calls have been made in the last year, with a monthly average service level of 82%.

Project developed for an important Brazilian financial services company

The client reached 94.1% customer satisfaction in Brazil, 10% above the expected target. The solution allows the contact with the consumer to be by video or chat, enabling the sending and receiving of files, online follow-ups of the volume information, and report extraction. The experience has been so positive that it has been expanded to serve customers from Chile and Bolivia.

Project developed for an electronic products manufacturer in Latin America

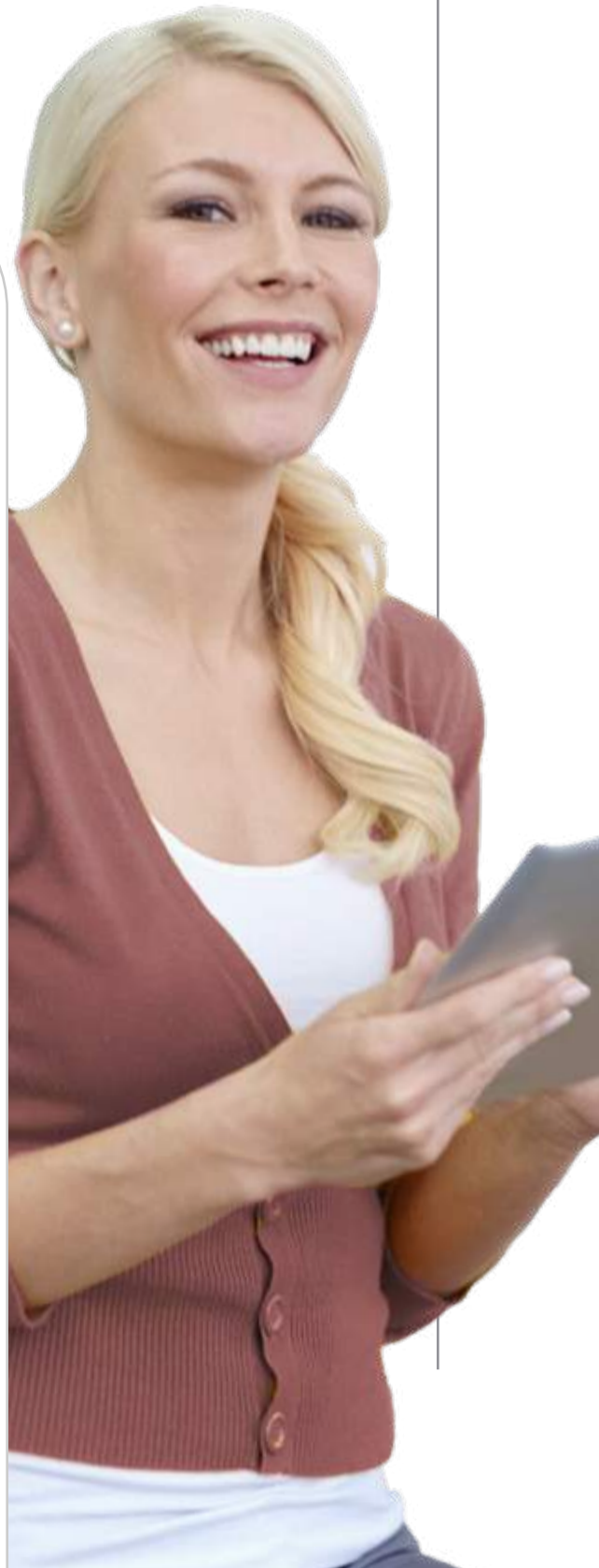
ONLINE TRAINING ON UNCONSCIOUS BIASES
AND INCLUSION OF PEOPLE WITH DISABILITIES
BRAZIL

Atento Brazil makes available to its employees the courses on Unconscious Biases and Inclusion of People with Disabilities. These courses are mandatory for all Atento Brazil's employees and seek to provide greater knowledge on these themes. In 2022, we reached approximately 38,000 employees in the Unconscious Biases course and 14 thousand employees in the Inclusion of People with Disabilities course.



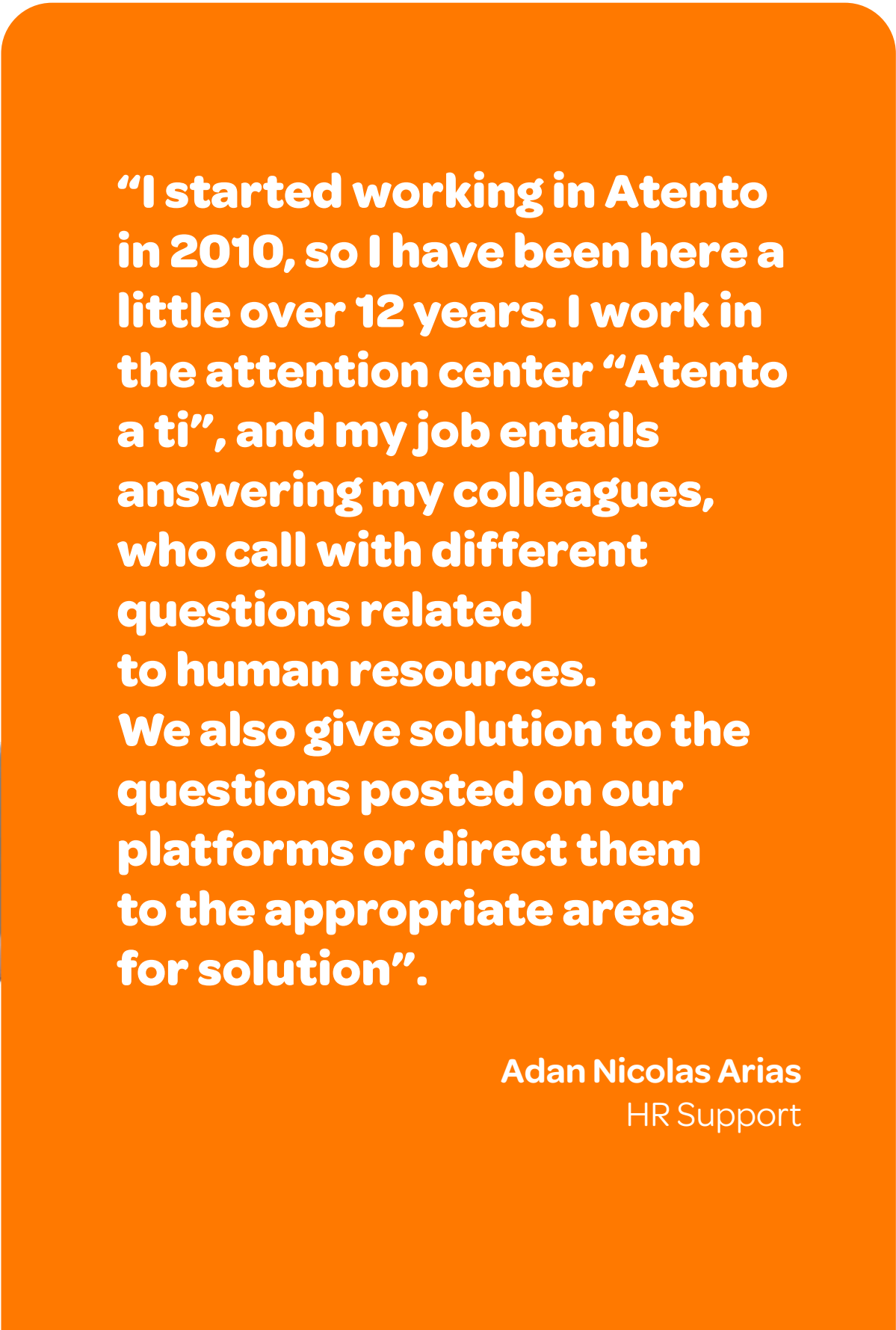
INCLUSION ENTERPRISE NETWORK (REIS)
BRAZIL

Since 2018, we are signatories and associates of the Business Network for Social Inclusion- REIS composing the steering group. The purpose of REIS is to create a more inclusive business environment to positively transform the lives of people with disabilities. In order to value and encourage Social Inclusion and Diversity in 2022, we participate in some initiatives on behalf of the theme of people with disabilities, such as lives and meetings between companies to share our practices.



“FONO DE ATENCIÓN”
CHILE

Continuing with our support to disabled people, we established the “**Fono de Atención: Atento a Ti**” a Human Resources platform staffed completely with visually impaired employees.



We are part of “Mover” – Movement for Racial Equality in Brazil.

This movement is committed to creating a future in which racial equality is the starting point, with more ethnic leadership, job creation, empowerment actions and training for the transformation of collective consciousness. A movement that improves the lives of millions of people, not by themselves, but by building collectively.

The initiative aims to train three million people for a new job and generate 10,000 new leadership positions for black people by 2030. The companies that are part of the movement committed to be in this coalition for three years, working to promote changes in their structural processes.

FACE-TO-FACE MEETING OF THE RACE AND ETHNICITY ALLIES GROUP BRAZIL

On March 30, 2022, the members of the Allied Races and Ethnicities Group met for the first time in person. It was a moment of fraternization, learning, and much exchange. The event also included the participation of photographer César Fraga, creator and one of the main people responsible for creating the documentary "Sankofa - A África que te habita", **released in 2020 and available on Netflix.** He told how was this experience and how much he learned about the true history of slavery.



"This group plays a leading role as regards racial literacy within the company and disseminates content on the social networks. They provide a huge reach, which shows how Atento is concerned not only with diversity and inclusion issues inside the company, but also outside it: in society as a whole".

Dimitrius Oliveira
CEO

MENTORING PROGRAM
BRAZIL

In 2022 the Organizational Development area, aiming to walk hand in hand with the company's Diversity strategy, launched the Mentoring Program for black employees. This program is an affirmative action and a structured development with mutual benefit in which a Mentor shares his or her experience, knowledge, and experience to stimulate the professional and personal development of the Mentee. The objective of this program is to enable the development and knowledge of black employees, so that they can accelerate their careers and increase the percentage of black people in middle and senior management. The program consists of an exchange of knowledge between the Mentor, who has to be a leader with experience in one or more areas, and the Mentee, who is a black employee interested in acquiring more knowledge and professional growth.

ETHNIC AND RACIAL DIVERSITY SEAL
BRAZIL

Atento was awarded the Ethnic-Racial Diversity Seal in the Commitment category. This is a recognition of our commitment to comply with guidelines aimed at promoting Ethnic-Racial Diversity in the company. This recognition is granted by the Secretariat for Reparation of the city of Salvador to companies that develop actions to fight racism in the workplace, presenting proposals that are analyzed by a Steering Committee.



"It was a pleasure to represent, once again, the diversity that the company values, encourages, and acts with affirmative actions against structural racism! It was an enriching morning. To be awarded the Ethnic-Racial Diversity Seal by the Salvador City Hall is the proof that Atento is on the right track. I am happy to be a collaborator of this company, an ally of the Races & Ethnicities group, and even happier to be able to participate in this moment".

Monica Almeida,
Infraestructure Manager



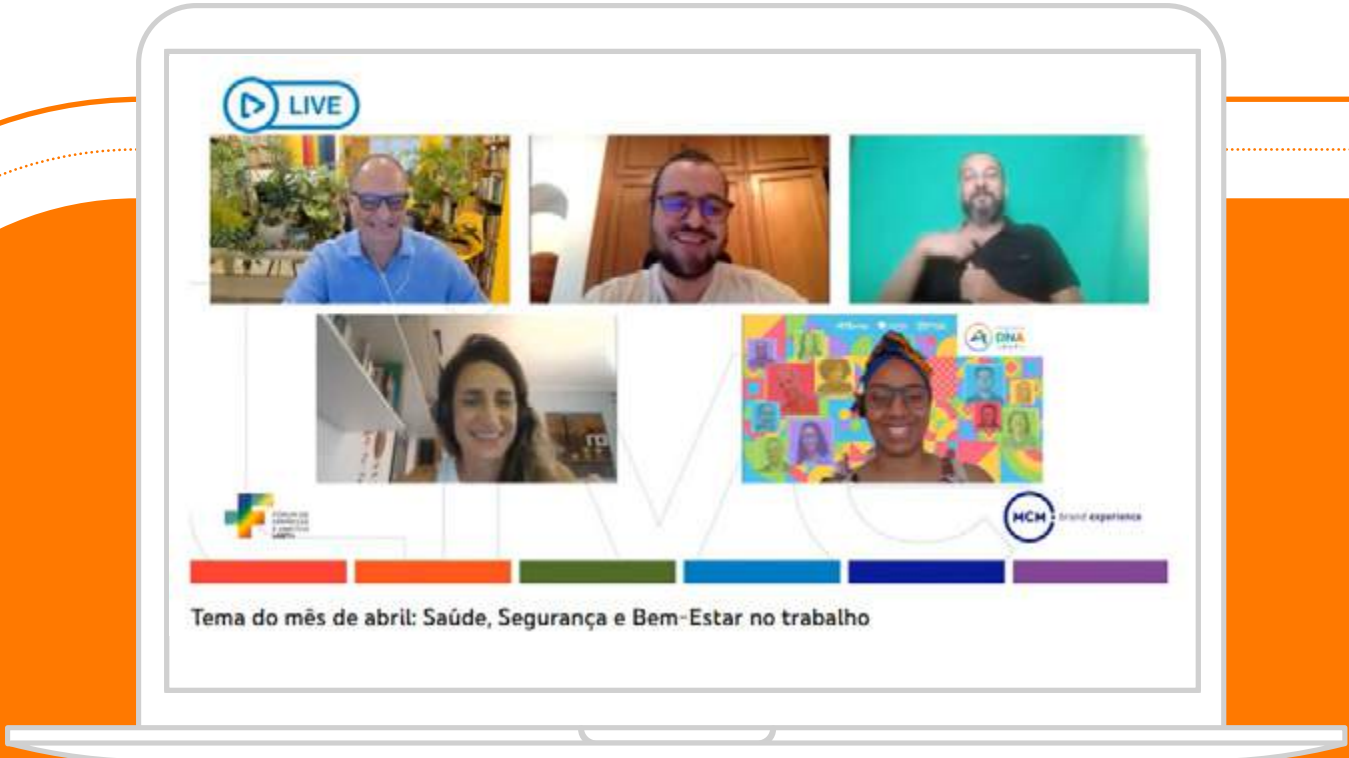
ATENTO IS CERTIFIED WITH THE
“SELO DA DIVERSIDADE LGBTI+”
BY SALVADOR'S CITY HALL



Pride Connections Member in Peru



Associated from 2014 in Brazil



LIVE ON HEALTH, SAFETY AND WELL-BEING – BRAZIL



In April 22, we participated in the Live on Health, Safety, and Well-Being promoted by the Forum of Companies and LGBTI+ Rights, with a focus on sexual and gender diversity, together with other signatory companies and professionals from different areas who disseminated their practices and actions aimed at the inclusion of transgender people in companies.

**1ST BATTLE OF DRAGS
BRAZIL**

To celebrate the LGBTI+ Pride month in June, the LGBTI+ Allies Group held the 1st Battle of Drags at Atento. Voting was carried out through Atento's intranet, and all employees could participate in the choice of the winner, 970 votes were counted, and the winner was Arcangel Miguel Alvarado Perez, an employee at the Nova São Paulo site.



"Winning was a surprise for me. I competed against people with incredible experience and art. I was very scared, and when I found out that I won I started to scream, and all my work team and supervisor started to congratulate me! It was incredible and indescribable the emotion I felt at that moment"

Arcangel Miguel Alvarado Perez

**SOCIAL NAME
BRAZIL**

Social name is an initiative adopted by Atento since 2014. Thanks to it, those who have a gender identity different from the one assigned at birth - non-binary person, transgender, transsexual or transvestite - can use their social name and be recognized by the name they are entitled to. Atento guarantees the use of the social name in the badge, e-mail, food cards, network login, restaurant voucher and food voucher.

**"PARTICIPAÇÃO LIVE 101010" –
LGBTI+ RIGHTS BUSINESS FORUM
BRAZIL**

We have been signatories since 2014 to the LGBTI+ Forum, which aims to recognize the rights of the LGBTI+ community by promoting human rights in general. The 101010 Campaign is an action that helps reinforce the "10 Business Commitments to Promoting LGBTI+ Rights".



"Promoting a respectful, safe and healthy environment for LGBTQI+ people is essential as Atento's strategy together with our clients, to attract, retain and develop talent. Our commitment to non-discrimination and fair treatment is manifested through D&I policies, widely disseminated throughout our company. Non-discrimination covers selection, hiring, compensation and professional development processes, and we pride ourselves on being able to generate opportunities for all people, regardless of sexual orientation, age, race, gender, ideology, religion, nationality, language, marital status, disability, social origin, gender identity or any other social marker"

Dimitrius Oliveira
CEO



**PRIDE ATENTO
MEXICO**

For the first time in the history of Atento Mexico, we participated in the LGBTQ+ Pride march in Mexico City, which positions us as an organization that openly supports the internal and external LGBTQ+ community. We participated with more than 400 people.



In Atento, everyone can contribute professionally, no matter their age. We strive to ensure that everyone can offer their point of view and deliver added value thanks to their experience.

At Atento Brazil, we have opened registrations for 50+ talent. This initiative is part of the company's consolidated diversity and inclusion policy and seeks to increase the presence of these professionals in all areas of the company.



"It was a pleasure to represent, once again, the diversity that the company values, encourages, and acts with affirmative actions against structural racism! It was an enriching morning. To be awarded the Ethnic-Racial Diversity Seal by the Salvador City Hall is the proof that Atento is on the right track. I am happy to be a collaborator of this company, an ally of the Races & Ethnicities group, and even happier to be able to participate in this moment".

Marcio Reis,
Brazil HR Director



For us, it is essential to consider the opinion of our employees.

That is why we prioritize our actions and initiatives based on our employees' feedback. The use of surveys helps us not only to know their opinion firsthand, but also to improve as a company in terms of inclusion and work environment.

Some of the surveys we have conducted are the following:

CLIMATE AND ENGAGEMENT SURVEY*
(GLOBAL)

86%
Satisfaction
and Engagement

84%
Pride
of belonging

DIVERSITY DIMENSION

89%
of respondents
think that diversity and
inclusion management is a
priority at Atento.

94%
of respondents
feel that they are treated fairly
at Atento regardless of their
position, age, color, gender,
sexual orientation, religious
beliefs or disability.

DIVERSITY & INCLUSION SURVEY**
(MEXICO)

73%
Inclusion
and equal
opportunities

80%
of respondents
think that at Atento we have different types of
professionals, with different backgrounds, creeds,
social classes, race, gender, sexual orientation,
among others.

*72% participation

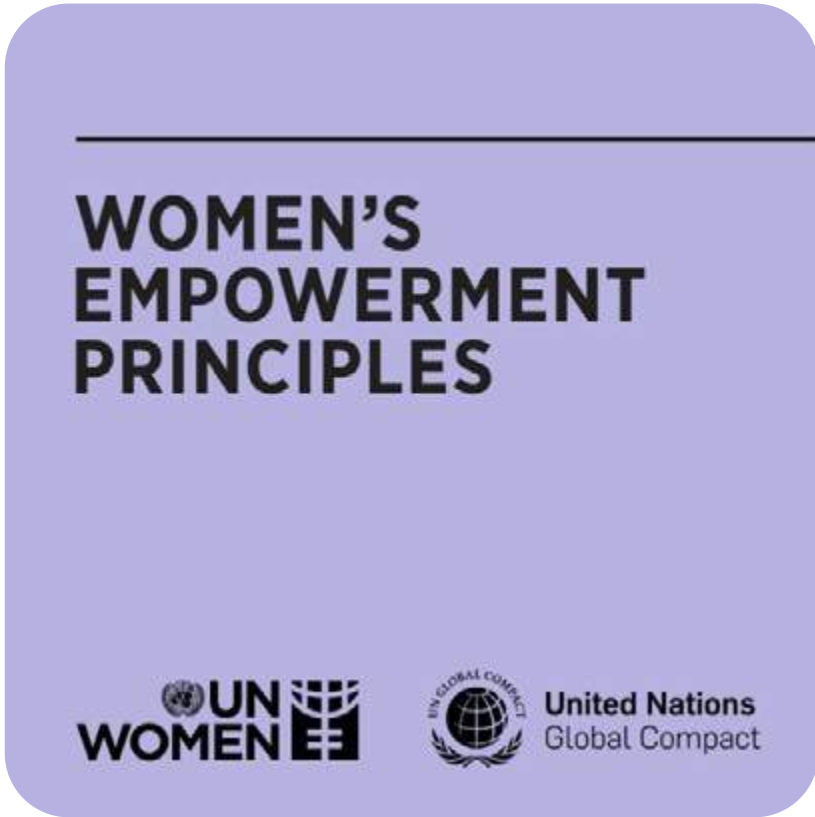
**49% participation

OUR AWARDS AND ACKNOWLEDGEMENTS

Our effort to achieve an inclusive environment has been rewarded by different **awards and acknowledgments.**

Women’s Empowerment Principles Community

At Atento, we were honored to join the WEP (Women’s Empowerment Principles) Community established by UN Global Compact and UN Women, which promotes gender equality and women’s empowerment in the workplace. By signing to join the WEP community, we join several other companies whose CEOs have shown their commitment to fostering business practices that empower women. These practices include equal pay for work of equal value, gender-responsive supply chain practices and zero-tolerance against sexual harassment in the workplace.



UN WEPs Brazil Award

We were recognized with the biannual UN WEPs (Women’s Empowerment Principles), with an honorable mention for our gender equality actions. This initiative, owned by the United Nations (UN), is carried out through the Brazilian Network of the UN Global Compact and UN Women in Brazil. This recognition promotes the economic empowerment and leadership of women as a pillar for sustainable, inclusive and equitable growth, and recognizes the efforts of companies that promote gender equality and the empowerment of women in Brazil.



"Selo Municipal de Direitos Humanos e Diversidade"

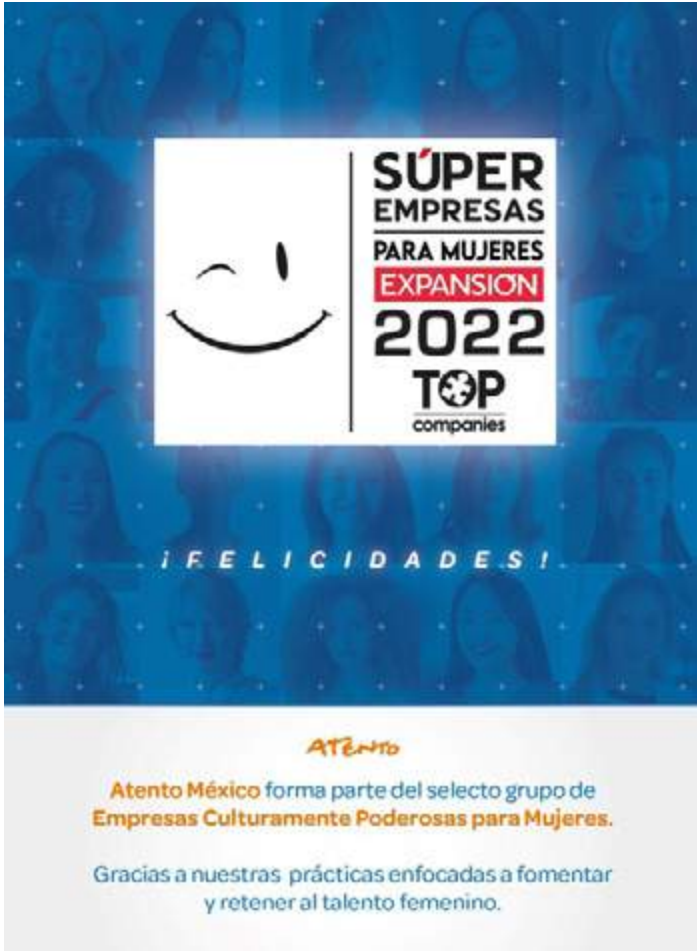
In 2022 we were awarded in the LGBTI+ category. The objective of the SELO is to recognize actions of inclusion and promotion of human rights and diversity in the private sector, public agencies and third sector entities, which are considered innovative practices in the promotion of employability, people management, organizational culture, social investment and brand positioning, as well as in the fight against discrimination and inequality, as a way of promoting diversity and citizenship.



OUR AWARDS AND ACKNOWLEDGEMENTS

Ranked #19 in Expansión magazine's ranking: "Super companies for Women 2022" in Atento Mexico:

Expansión magazine has recognized Atento Mexico as one of the "Super Companies for Women 2022", this achievement is possible thanks to the daily work of all the women who collaborate in this great family.



ESR in Mexico:

The ESR Distinction (Socially Responsible Company), is a recognition granted by the Mexican Center for Philanthropy (CEMEFI) and the organization "ALIARSE for Mexico", to those companies that adopt the Corporate Social Responsibility (CSR) model in their organization. At Atento Mexico we promote development actions to generate economic, social and environmental impact and benefits.

Best Company in the Service Sector by Exame Diversity Guide and "Instituto Ethos" in Brazil

Top Companies Award (Culturally Powerful Company 2022) in Mexico



CERTIFICATIONS

We have achieved **ISO 26000** certification on Social Responsibility in several sites from **Spain, Brazil, Peru, Colombia, Mexico and Puerto Rico.**

ISO 26000 is an international ISO Standard that provides guidance on Social Responsibility. It is designed for use by organizations of all types, in both the public and private sectors, in developed and developing countries, as well as in economies in transition.





ATENTO

OUR
PEOPLE

2.1

2.1.1. Diversity and inclusion
2.1.2. A good place to work
2.1.3. Supporting our people

2.1.2. A good place to work

Health & Safety

Our goal has always been to guarantee access to essential services to society and to safeguard our employees' safety and well-being. In this way, we have implemented the following **welfare measures for our employees**:

Regional Campaigns



SIPAT - INTERNAL WEEK FOR PREVENTION OF ACCIDENTS IN THE WORKPLACE BRAZIL

SIPAT is a legal requirement established by Administrative Rule 3.214/78, through Brazilian Regulatory Standard no. 05 CIPA - Internal Commission for Accident Prevention. It is considered one of the Atento Group's most important events, since its purpose is to make employees aware of health preservation, accident prevention and the importance of CIPA's work, together with the areas of Work Safety Engineering and Health and Welfare. This year the theme is "ERGONOMY", with guidance on physical, cognitive and organizational ergonomics. SIPAT 2022 had a satisfactory participation, with approximately 61,645 participants, representing 92% of the employees.

We also had strong action from CIPA members and partnerships from the areas of Infrastructure / Occupational Risk Engineering team and Internal Communication (CI), which worked on the organization and implementation of SIPAT 2022.



"ATENTO A TU SALUD" SPAIN

Program for awareness and sensitization dedicated to occupational risk prevention and health promotion. In 2022, we conducted several monthly campaigns design to prevent illnesses and promote healthy habits: sports, nutrition, relaxation techniques, ergonomics...

PROGRAM FOR THE PROMOTION AND PREVENTION OF DISEASES OF COMMON ORIGIN BRAZIL

In 2022, we conducted monthly campaigns designed with the objective to prevent illness and promote health.

VOICE AND HEARING CARE CAMPAIGN COLOMBIA

Also, a **voice and hearing care campaign** was carried out, offering different activities to promote health. **Mental health** also played an important role where topics such as recreational breaks and stress management were discussed.



"LISTENING CENTER"
COLOMBIA

Several campaigns were conducted during the year to promote and reinforce our Listening Center to both current and new employees in Colombia. More than 400 people were assisted.

"HEALTH FORTNIGHT CAMPAIGN"
COLOMBIA

During the Health Fortnight campaign, talks were given on hearing care, oral health, visual health, blood donation awareness, among other activities in order to promote and prevent diseases.

"HEALTH AND WELLNESS"
BRAZIL

We carry out periodic campaigns to talk about hearing, eye, vocal and mental health; importance of physical activity and healthy eating, women's health, prevention of breast and prostate cancer, vaccination, among others.

"SOCIAL ATENDE"
BRAZIL

A channel for welcoming and providing psychosocial support. This initiative is part of the Atento Social Program, which provides support through psychologists and social workers for employees and their families. In 2022 it provided service to 5,118 employees. In addition to the Atento Social channel, in 2022 we addressed mental health in the monthly campaigns: White January, Women's Mental Health and Yellow September. The Atento Social Program also held six Mental Health Workshops that counted with the participation of 227 employees.

"WORLD MENTAL HEALTH DAY"
SPAIN

On the World Mental Health Day, Atento participated in a meeting at the "Círculo de Bellas Artes" in Madrid together with the Adecco Foundation. At the meeting, the impact of employment as a factor in psychosocial rehabilitation was analyzed, as well as the related myths and prejudices that make inclusion challenging and ways to overcome them.

"SANAMENTE CAMPAIGN"
COLOMBIA

During the month of October, to celebrate World Mental Health Day, a campaign called "Sanamente" was carried out to raise awareness of this problem among our employees and to mobilize efforts to support mental health.



"In recent years we have focused all our efforts on bringing well-being to our employees and their families with high-impact programs that meet the current and future needs of a young and vulnerable population like the one we have in the world today. Mental health becomes a priority, specially in an environment like ours, mainly due to the emotional demands and the fast pace of work in general, the changes to which society has been exposed, the country and world economy and the accelerated social change. That is why at Atento, we will always be looking for a way to give more and better attention to our employees"

Pilar Patiño,
Colombia HR Director

**VACCINATION CAMPAIGN
CHILE**

We created a new section in the local intranet of Atento #Cuidémonos. Thanks to it, we were able to make a weekly publication of the calendars according to the national vaccination plan provided by the country's health entities.

**#YOTAMBIENMEVACUNO
COLOMBIA**

11 vaccination campaigns were carried out to mitigate the COVID-19 health emergency, among others, with the participation of 5,326 people.

**OTHER VACCINATION CAMPAIGNS
COLOMBIA**

Among other activities, a vaccination day against Influenza and Hepatitis B was held nationwide, with the participation of 9,276 people.



"ATENTO A VOS" OR "ATENTO A TI" APP



A communication channel with employees. The purpose of this application is to improve communication, generate closeness with the company, facilitating management processes and increasing their participation in different topics of internal interest.



**"ATENTO A TU TECHO"
COLOMBIA**

Program to support our employees along the path to homeownership, contributing to the improvement of quality of life and the construction of family wealth. We carried out activities such as: group talks, group workshops, personalized (individual) counseling, follow-up and redirection.



"IN ADDITION TO LAUNCHING OUR WELLNESS MEASURES, WE ARE AWARE OF THE GREAT IMPORTANCE OF MITIGATING DISCRIMINATION ON HEALTH RELATED GROUNDS. WE ARE THEREFORE FULLY COMMITTED TO MONITORING SUCH CIRCUMSTANCES, ENSURING RESPECT AND EQUAL TREATMENT OF ALL OUR EMPLOYEES"



At Atento, celebrating and enjoying unique moments is part of our culture.

It is an excellent way to foster pride in belonging, commitment and fellowship. That is why, we consider that celebrations and recreational activities are a dimension of our employees' development. With this in mind, we implement various actions for entertainment and fun that build a rewarding environment throughout the year.

This is, undoubtedly, a differential value that allows us to introduce surprise and fun in our daily work, as an element of motivation. We would like to highlight some of the activities carried out in our centers:

- **Activities associated with relevant events** or festivities, such as Agent's Day, Mother's Day, Father's Day, Christmas holidays, end of the year....
- **World days** (Women's Day, Breast Cancer, Autism, Against Gender Violence, LGBTI...).
- **Contests and/or recreational activities, sports competitions, art workshops:** Halloween, Book Day, toy collection and delivery, decoration of our sites, talent show...
- **Specific recognition** actions for agents and supervisors with outstanding performance.
- **Celebrations of the anniversaries** of our work centers and of our services and campaigns.



Football World Cup 2022



Father's day



Women's day



Agent Recognition



Christmas Toy Campaign



Halloween and PSP Contests



Breast Cancer Awareness

TORRE DE LAS
AMÉRICAS BUILDING
-
PARAGUAY



A GOOD
PLACE TO
WORK



LINDON
BUILDING
-
UT USA





Atento's core strength is our global presence and the ability to serve companies in a variety of sectors, including telecommunications, banking and financial services. In recent years, Atento has received various awards that certify our employee-centric culture, such as the Top Employers certification and the Great Place to Work recognition.

Atento has been recognized, four times in a row, as one of the best companies to work for in Spain, according to the ranking prepared by the business magazine Forbes. This distinction includes the 75 best companies, among which Atento stands out in the Services sector. For the ranking, Forbes conducted a rigorous study that analyzed more than 2,000 Spanish companies with more than 250 employees in all sectors. The firms have participated in a demanding process to qualify the most outstanding aspects of their business philosophy towards employees. This year's recognition is largely due to the initiatives that the company has continued to implement to make people feel welcome and respected, and to enable them to focus on perfecting their skills and maximizing their potential.



" At Atento, one of our top priorities is to promote the personal and professional development of all our employees so that they feel comfortable and engaged in their daily work. We listen to employees' needs and try to evolve every year to continue to motivate them. In this way, Atento knows that it can rely on the talent and professionalism of people at all levels"

María García-Trevijano
EMEA HR Director



For the 8th consecutive year, Atento was elected Top Employer in Brazil. This certification recognizes companies with the best HR practices around the world, and once again it has recognized Atento Brazil as one of the best employers. The Top Employers Institute carries out a rigorous analysis of the conditions that companies offer their employees, and for this reason, only the leaders can obtain this recognition. In Brazil, only 47 companies have received this certification. It means that Atento is among the companies that create the best career conditions and professional growth in the country!



Flavia da Costa Argenton,
Brazil Talent Development Manager

"We have evolved in HR practices and processes, always very focused on offering the best experience for our employees. As important as our customers are our people, who make the business happen. In recent years, we have given priority to topics such as Diversity, Mentoring, Psychological Safety, in addition to making tangible, in a clear and transparent way, the performance goals aligned with the company's challenges. I think the key to success is to remain attentive and connected to the needs of our external and internal customers and, from there, we build together a positive journey for our people"



SOCIAL AWARDS & CERTIFICATIONS

The initiatives we develop at Atento to improve working conditions for our employees have earned us various recognitions and awards that endorse us as a good place to work:



Top Employer Brazil





Best companies to work for, Forbes





Best Workplaces 2022
Computrabajo





CCN Fenix Pioneer Award







Apexo Best Remote Work Management





Best Employer Brand Initiative by the IMT (National CX Awards)
in "Digital signature, one step closer to sustainability"





Position #26 by Expansion Magazine in "Super Companies 2022" ranking





Pamoic Awards Best Outsourcing Company
(Best Human Capital Management)





Great Place to Work in Brazil



Introduction

Social. People serving people

Environment. Committed with our planet

Governance. Leading with transparency

About this report

A background image showing a diverse group of people in a meeting. On the left, a man in a maroon shirt is looking at a tablet. In the center, a woman with long brown hair is smiling and looking down. On the right, a man with curly hair and a beard is looking at a blue clipboard. The image is partially covered by a teal overlay on the left and a white box on the right.

ATENTO

**OUR
PEOPLE**

2.1

2.1.1. Diversity and inclusion
2.1.2. A good place to work
2.1.3. Supporting our people

2.1.3. Supporting our people

As Atento continues to grow and transform, it is essential that our leaders continue to drive their team's development and create a culture of excellence, that is a key competitive advantage for our future.

In this regard, **we have designed our Global Leadership Model to Excellence (LEAD)** to consistently identify, develop, and grow all Atento's leaders with the aim of promoting our culture of excellence and guiding people to achieve the success of the organization.

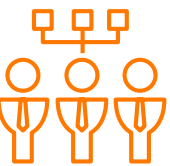
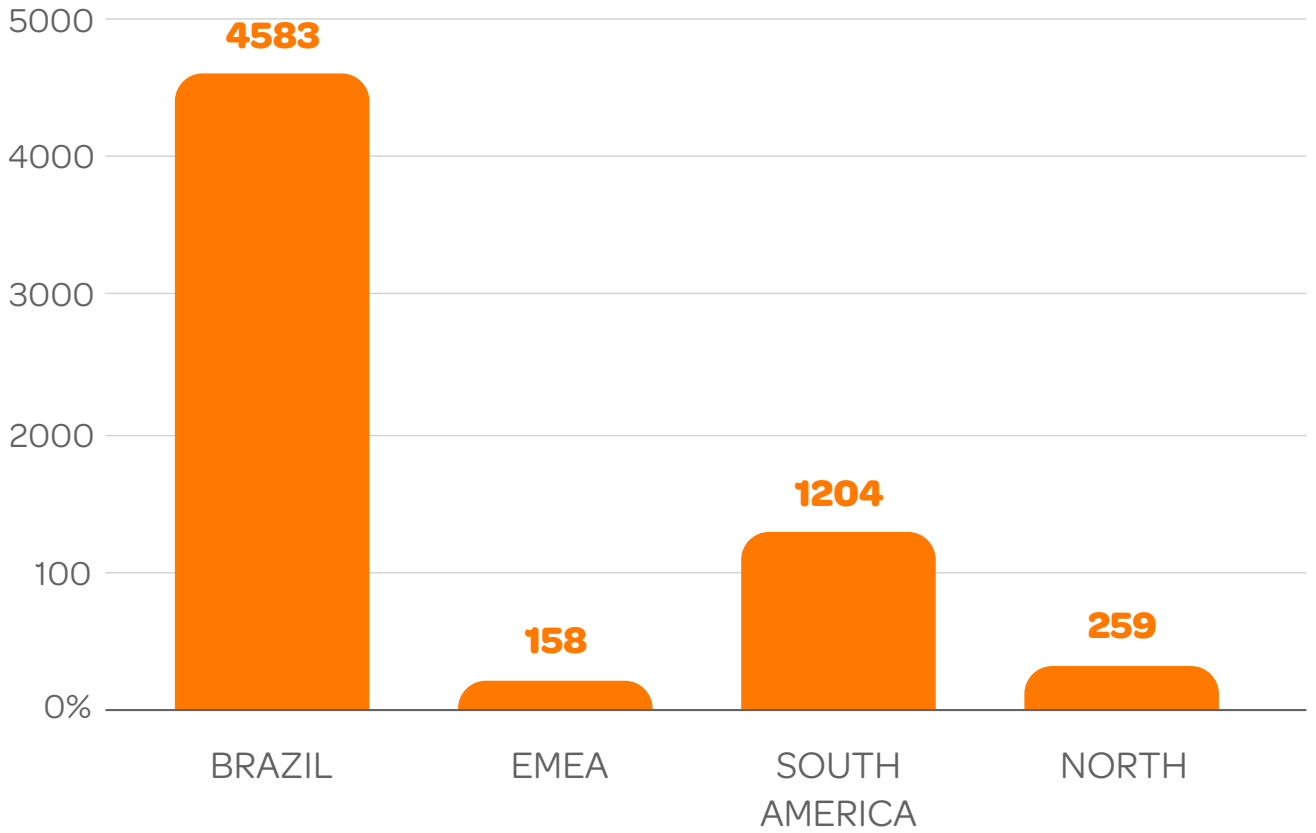
LEAD, our new model, is based on four practices that must be present in our daily lives as leaders. The new model is made up of 12 competencies, 3 for each leadership practice.



“With the conviction that “Our people are our future”, at Atento we boost programs and activities to develop our leaders, and employees, thus impacting the growth of our business”.

Kiomara Hidalgo,
Chief People Officer

PROMOTIONS PER REGION



Atento has had
6,699
internal promotions



RESKILLING PROGRAM

The reskilling program demonstrates the company's solid commitment to the continuous improvement of processes through the transformation of human talent. Atento's reskilling program, which began in 2019 and currently has more than 200 participants, enables customer service agents to develop the technical skills necessary to acquire new roles within the organization. Thus, many of the participants are today programmers of different programming technologies or operations consultants.

In this new edition, 50 agents have been trained in the different areas necessary for the development of new technologies used in customer relationship services. Some people will receive training in the area of RPA (Robotic Process Automation), others will become developers and a third team will become operations consultants.

"This technological revolution we are experiencing causes many changes and, by nature, we are resistant to them. However, we must be flexible. It is a great time to innovate and "reinvent ourselves" and the reskilling program helped me in this. In my case, I have been able to be trained in programming with one of the leading languages such as Python. In addition, it has allowed me to learn about other fields such as automation, chatbots and cognitive services from great professionals who have been developing and innovating in this area for years".

Tatiana Viejo,
Xtrabot Technical Specialist

"Evolving, not getting stuck and growing, on a personal and professional level, are just some of the words that come to my mind when I talk about Atento's reskilling program. For me it was a total change, an opportunity to enter the world of technology, a sector that is advancing and growing day by day. Both during the course and later in the workplace, I have been able to learn and work with programming, methodologies, automations... I learn something new every day".

Silvia Sanjosé,
WEB/RPA Developer



"At Atento, we continue supporting internal talent and the development of the people in our teams. We continue to look for new ways to bring technology closer to the agents so that they can contribute with all their knowledge to the programming of automation technologies. There is no one better to design than someone who has been managing the reality of operations and customers".

Javier Noguera,
EMEA Transformation
& Digital Director



Within the Discatel Project, the AEERC - Spanish Association of Customer Relationship Experts interviewed our colleagues Tatiana Viejo Álvarez and Sidney A. Martín Siles as an example of transformation to motivate participants in their training programs.

We have been awarded with the **Best Employee Experience Project at the Platinum Contact Center Awards in Spain** thanks to our reskilling project. These award recognizes the best practices in customer service and values best practices in customer experience strategies and technological innovation.



"Turning our agents into RPA technology programmers not only enhances their talent, but also allows us to leverage their intense knowledge within the operations and customer expectations".

Carlos Arconada,
EMEA Telefonica Business
& Delivery Director

**ATENTO BETS ON
INTERNAL TALENT**

Through the Time to Talk program, we identify the performance and potential of our employees in order to boost their development and growth. In addition, with the Open Feedback initiative, we encourage 360° feedback throughout the year, among all Atento employees, regardless of the area and country to which they belong, seeking constant feedback that allows for more agile action to be taken and for the manager to have a broader vision when evaluating his or her team. In the last year we have had **6,699 internal promotions**, which successfully demonstrate the efficiency of individual development plans, mentoring programs and various training programs that contribute to the professional growth of our teams.



**"EXPERTOS FORMADORES"
(EXPERT TRAINERS)**

It is an Internal Training Program that seeks to meet the company's training needs through the deployment of synchronous virtual sessions taught by qualified employees, experts in various contents aligned with the needs of the business, who are certified in virtual teaching methodologies, allowing them to share their knowledge in an appropriate manner. As it is a global program, employees from the 14 countries in which we operate participate. In this initiative in 2022, around 6,000 hours of training were carried out, +2,300 participants, achieving 97% satisfaction and 87% of recommendation (NPS).



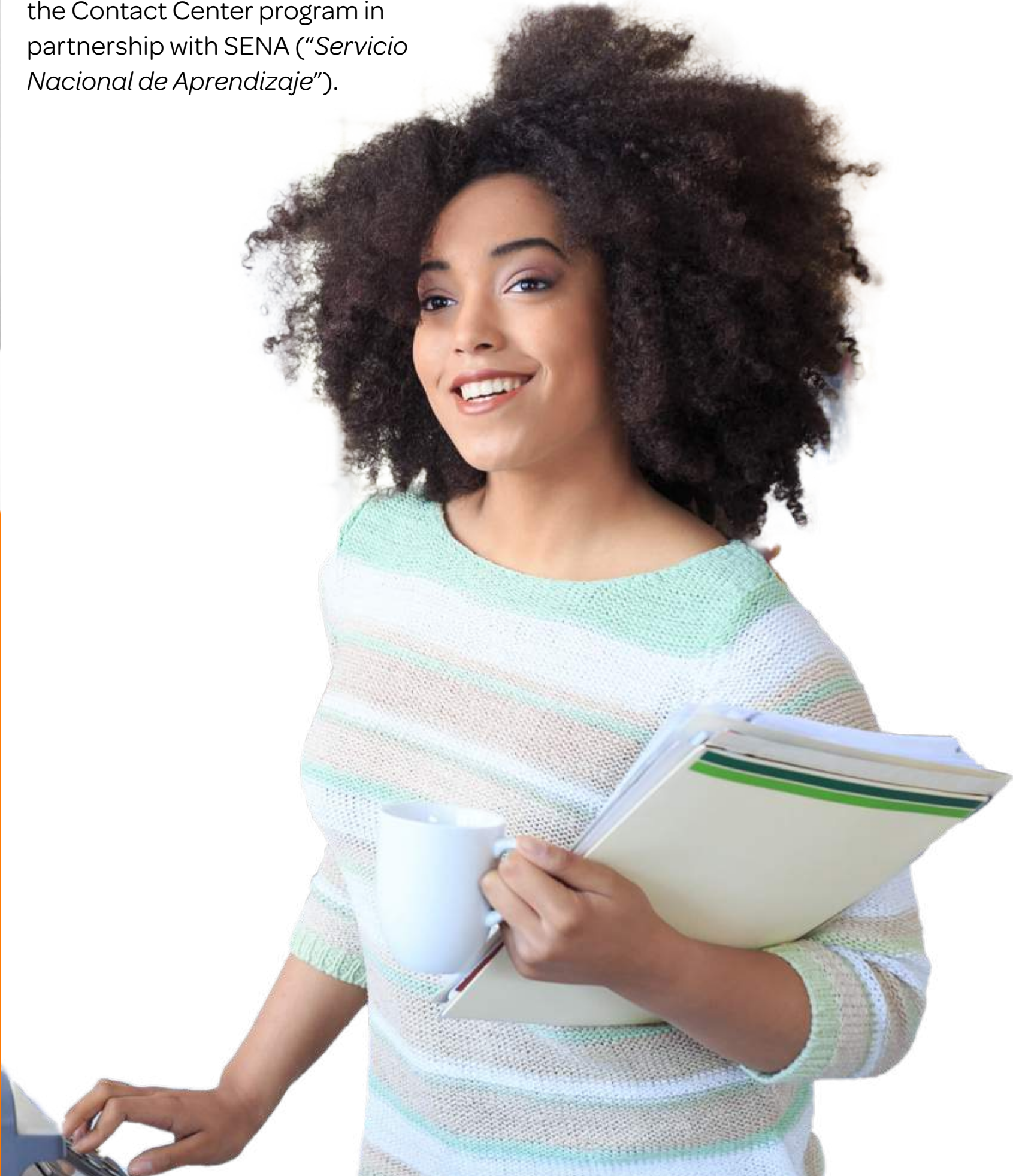
"The identification of potential allows us to strengthen our succession plans, and to ensure that the opportunities created by the constant changes are taken by the best talent".

Alexandra Vicuña,
Global Learning
& Development Manager

**RESPONSIBLE JOB
PLACEMENT**

A program that aims to promote and generate jobs for young people, starting in the city of Quibdó, Colombia, where 40 jobs were generated for students of the Contact Center program in partnership with SENA ("Servicio Nacional de Aprendizaje").

We have alliances with universities nationwide that offer benefits to the Atento Mexico community.



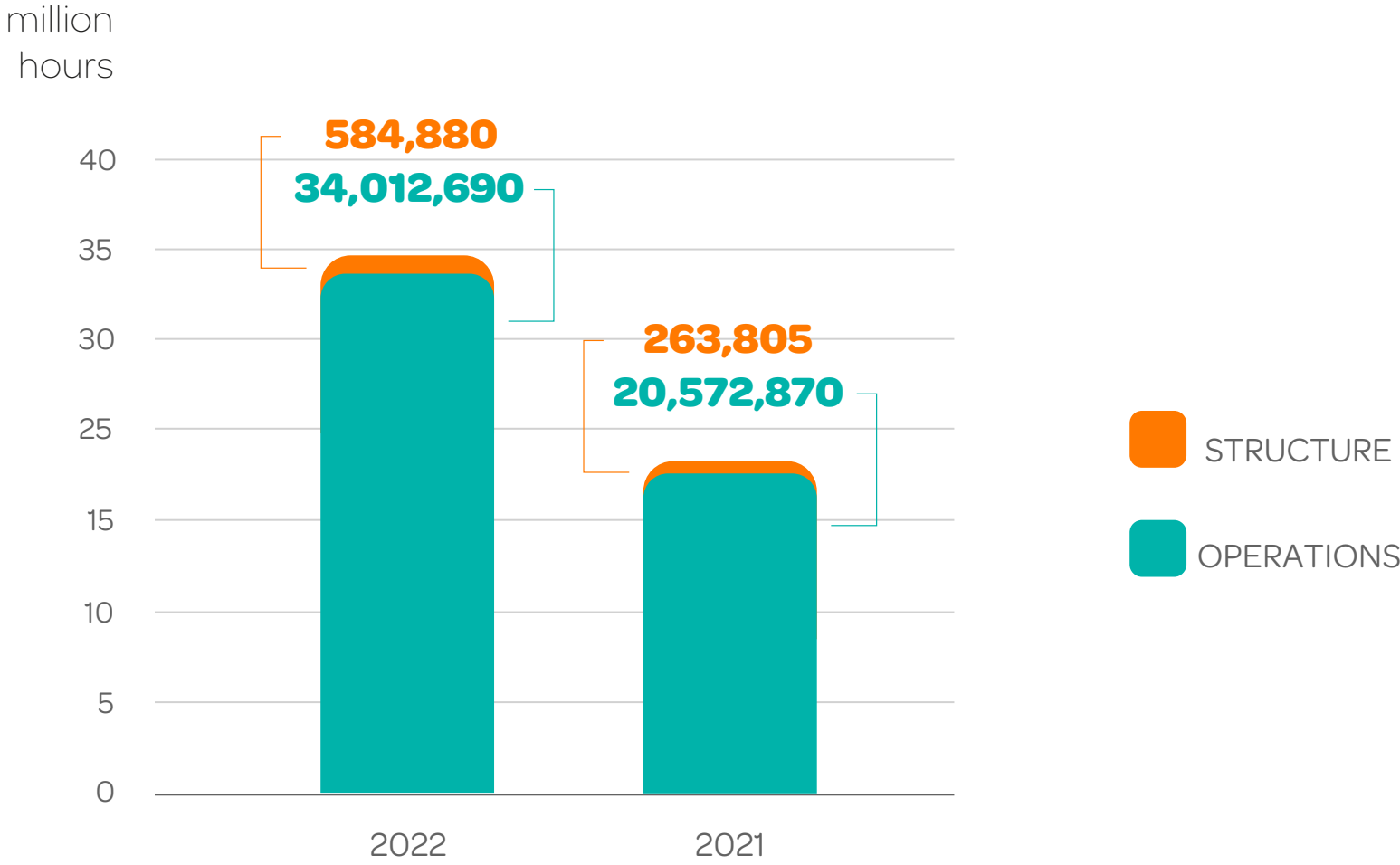
At Atento we encourage young people to enter the labor market. This can be seen in the fact that 50% of our staff are young people under 30 years of age. **We advocate that training is a key element in their professional development.**

This is a guiding philosophy that we apply not only to young people, but to all employees at Atento.

That is why we strive to offer our employees the best training to succeed in the areas they desire.

REGION	TRAINING HOURS 2022
BRAZIL	29,072,251
EMEA	1,077,230
SOUTH AMERICA	2,596,383
NORTH	1,851,704
TOTAL	34,597,569

HOURS OF TRAINING



66,466
EMPLOYEES <30



In the different geographies, different initiatives and activities are developed to value the talent of our employees. These include the Atento Awards 2022. These are our company's annual awards, which are part of the transformation program, and which recognize the people and projects that best represent us and of which we are most honored.



One of the initiatives we are most proud of is Applause. It is a global recognition program to acknowledge any member of Atento's teams and thus contribute to generating a culture of credit. Recognitions are made through our internal social network, Atento Cloud, and can be public or private.



 **Best Agent**

 **Champions Cup**

 **Responsibles Atento**

 **Best Practices**





ATENTO

CUSTOMERS

2.2

2.2.1. Supporting our
client's journeys

2.2.2. Thriving with innovation

2.2.3. Customer satisfaction

2.2.1. Supporting our client's journey

Currently, delivering an excellent Customer Experience (CX) is the key differentiator for the present and future of the company.

At Atento we focus on providing solutions that track and improve the entire customer journey.



Sales

We combine data science, digital marketing, and market intelligence with our experience to convert sales while also reducing costs.



Customer Care

We offer traditional and digital channels integrated with the best consumer relationship experiences, focusing on effective resolution and agility.



Collection

We unify and cover each stage and channel through a single platform to ensure a simplified, agile process with better activation and conversion rates.



Back Office

We manage and automate integrated business processes, from document capture analysis and monitoring to contract drafting and execution, sales support, and consumer service throughout the customer relationship cycle.



"The key to the relationship between companies and their customers today is not only to be able to respond to their needs but, above all, to be able to anticipate them. At Atento, we assist companies in providing solutions that combine technology (through AI, data analysis, consulting, etc.) with the human factor. We must rely on those who know our customers best - the agents who listen to them and provide day-to-day customer service - in order to evolve the different customer service models"

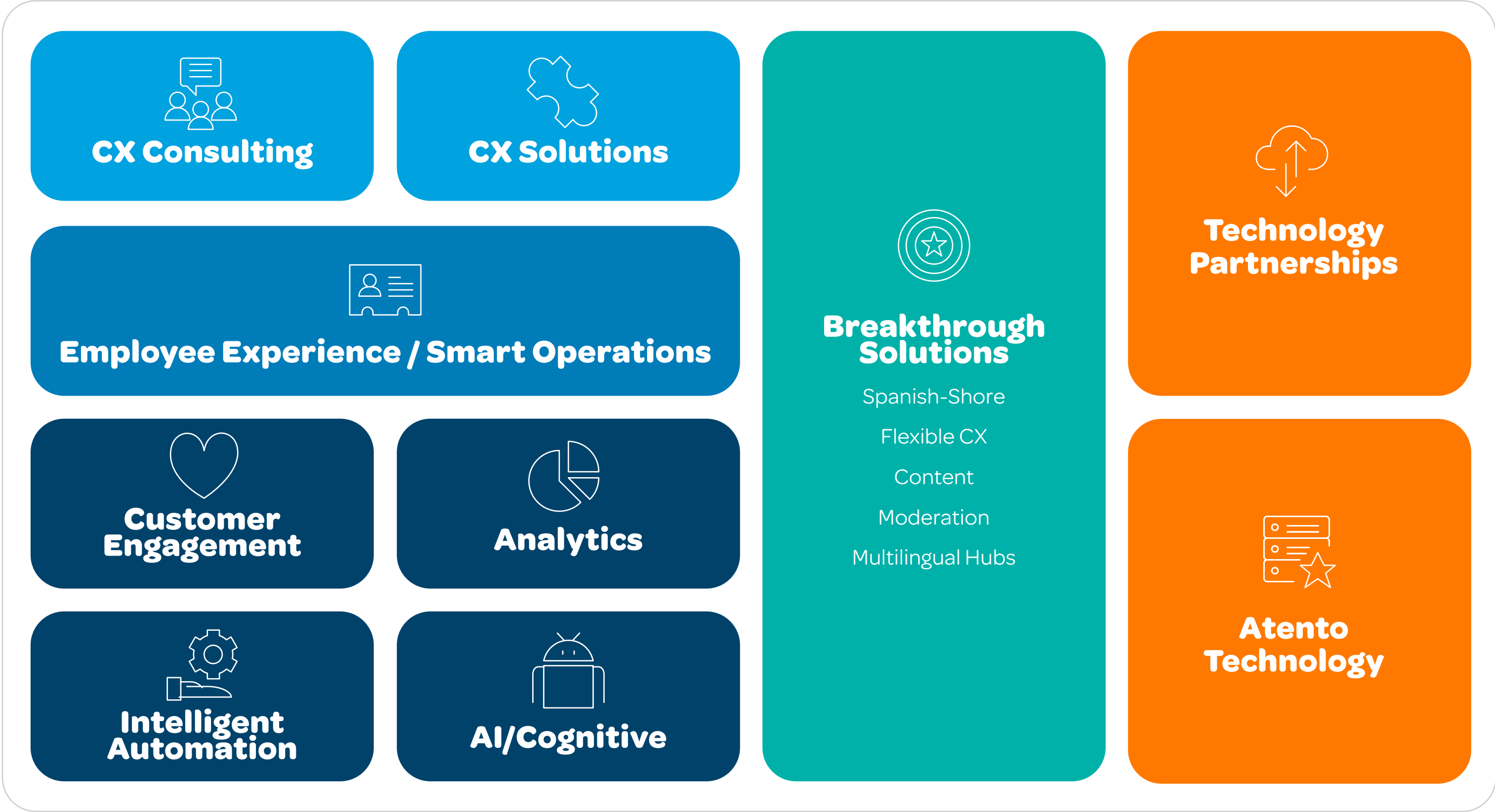
Marta Ramos,
EMEA Multisector Director



Our portfolio of services is continuously evolving to build the customer' experience of the future. In this sense, with CX Consulting we are able to ensure the best customer engagement. Alongside this, we have various solutions to better understand the end user, in order to design a journey that results in satisfying experiences, while offering greater operational efficiency while offering greater operational efficiency in terms of time, form and cost.

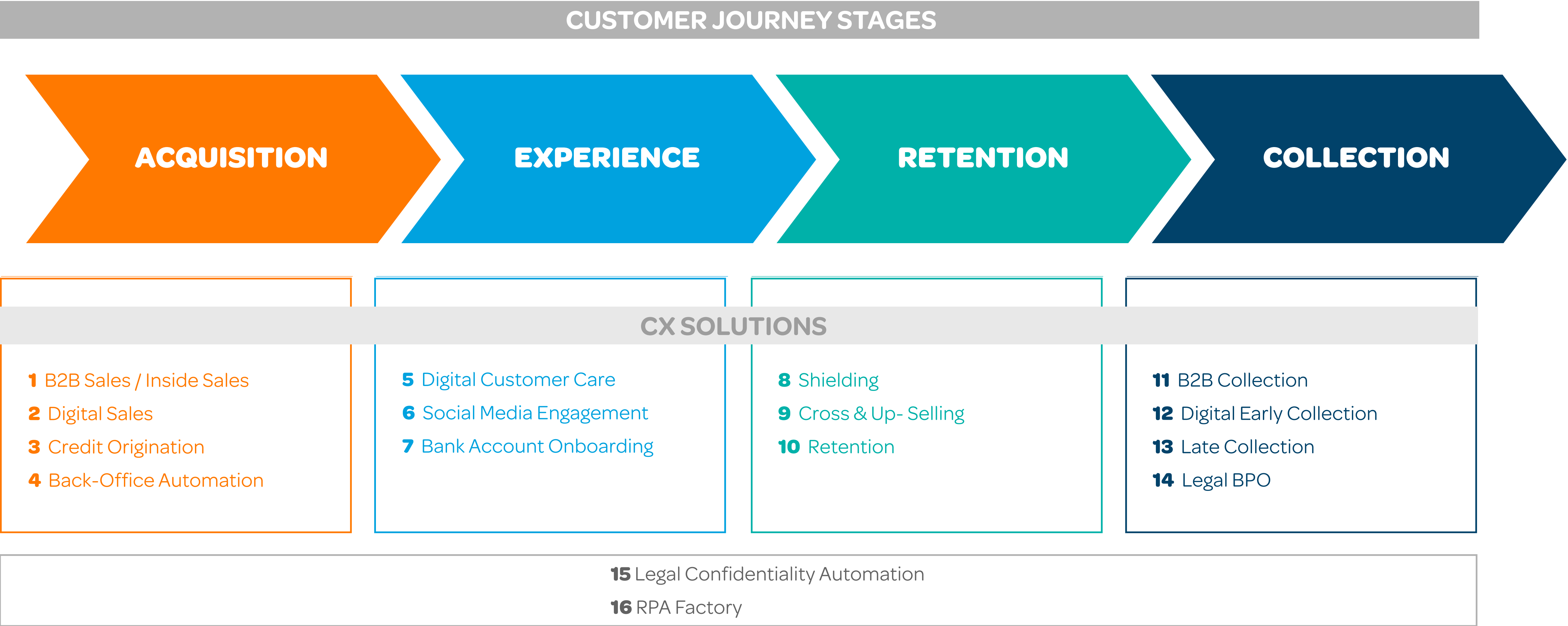
“At Atento, we continuously adapt our solutions portfolio to the needs of our clients based primarily on our extensive knowledge gained from our current operations. As an example, we have developed some solutions based on AI such as our VDA (Virtual Digital Agent) or Brand Personas, Stress-o-Meter, among other”.

Pablo Sánchez,
Global CMO and ESG Director



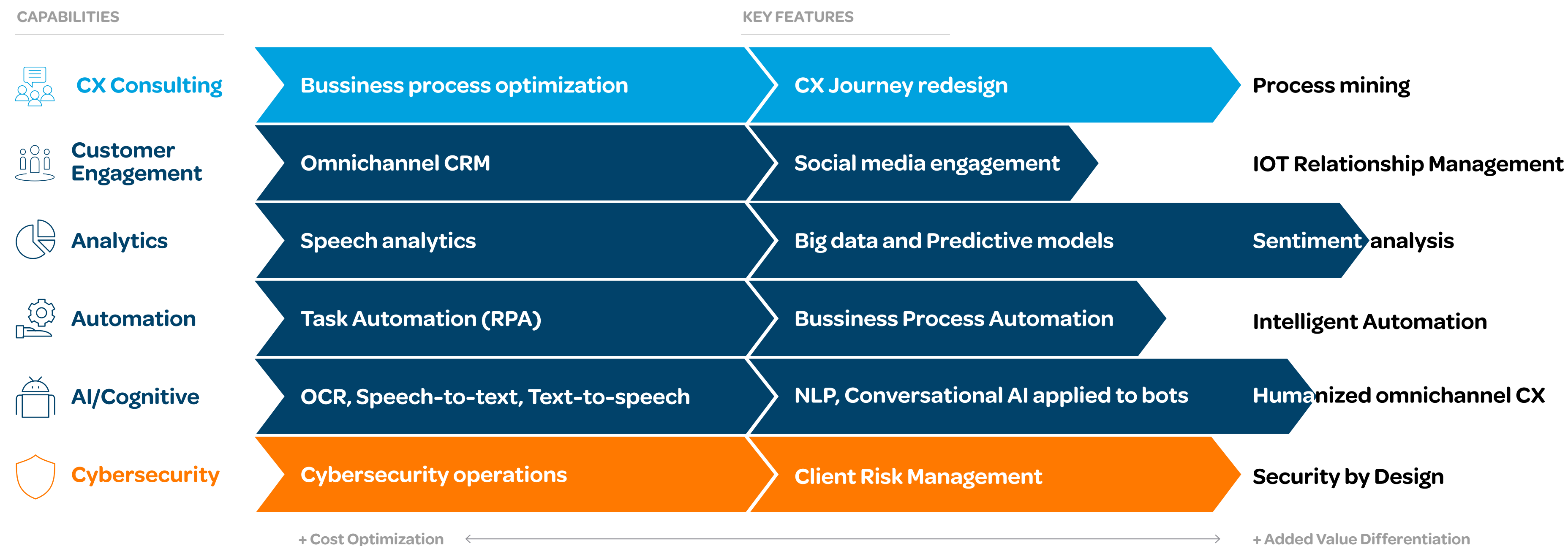
CX SOLUTIONS

At Atento we have unified all the solutions portfolio focusing on our customer journey, mapping it according to their needs at every stage.



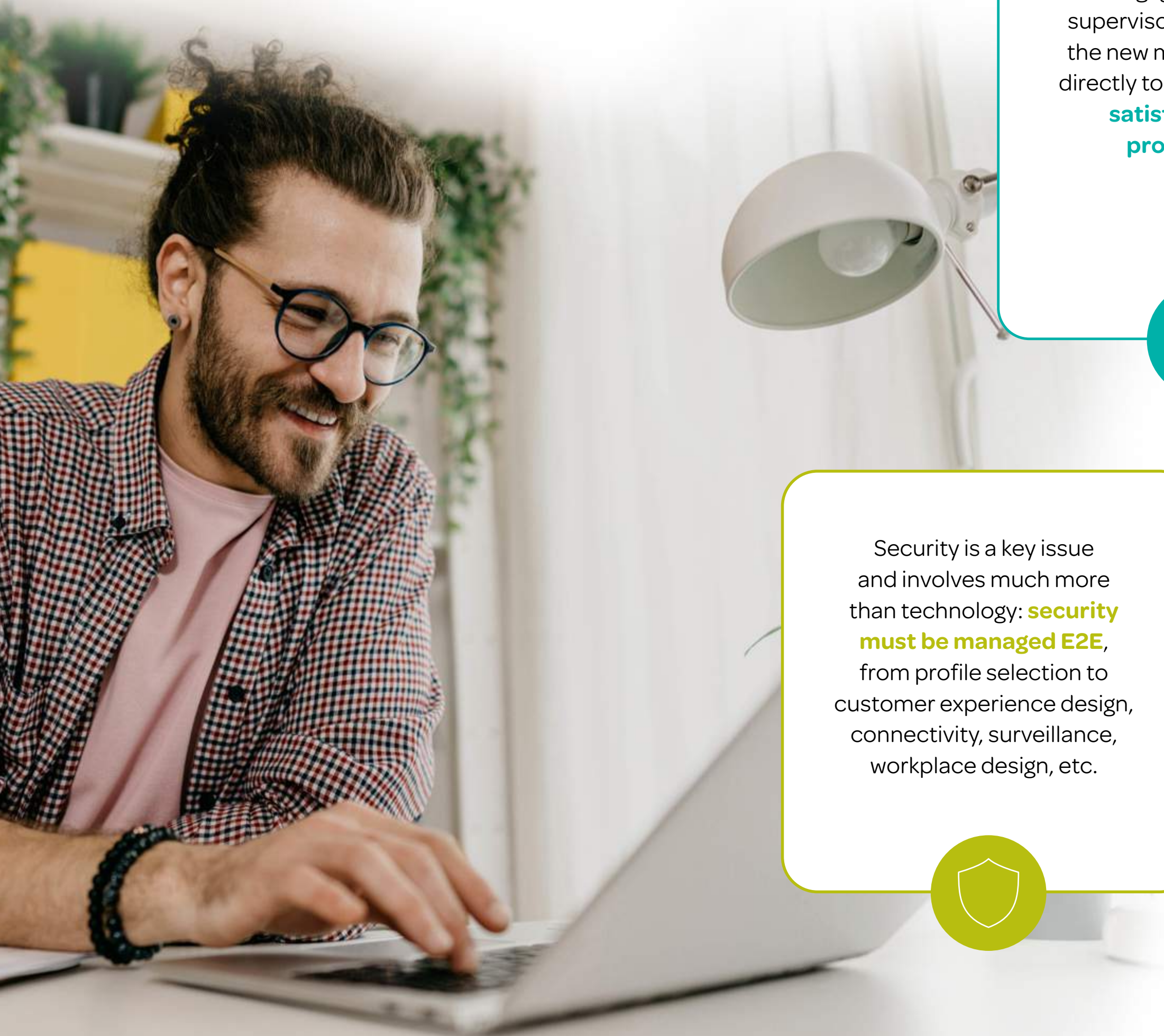
NEXT GENERATION CAPABILITIES EVOLUTION

We have an ongoing evolution of our capabilities from cost optimization to business differentiation.



“The Evolution of Atento's Next Generation Capabilities has allowed us to get to know our end customers better, offer them new personalized contact channels and new disruptive forms of self-management. As we advance, we shorten development and adoption cycles for these technologies, allowing our clients to differentiate themselves from their competition due to value generation. Supported by these capabilities, at Atento our advisors are prepared to attend to and solve the most complex problems of clients, in the first contact.”

Miguel José López
South Commercial Director



Atento@Home

Atento@Home is the combination of technological infrastructure and management tools to move the operation of agents to their home in a security way and guarantee an extraordinary experience for both our clients and our collaborators.

Engagement with supervisors and agents in the new model correlates directly to higher customer **satisfaction and productivity.**



Having a solid cloud-native technology strategy is key to delivering flexible, **high-quality services**, reinforced by our partnerships **with high-tech leaders** around the world.



We don't commercialize Atento@Home as a stand-alone technology. It is an E2E solution that expands our CX services for remote work: it ensures **reliable operations** and **improves customer satisfaction.**



Security is a key issue and involves much more than technology: **security must be managed E2E**, from profile selection to customer experience design, connectivity, surveillance, workplace design, etc.



In a virtual environment, having robust operational processes is even more critical than with an on-site environment, and those processes must be **perfectly orchestrated with the on-site ones**, particularly in hybrid operations.



We tailor solutions that meet the advanced data security requirements of various industries.



Atento@Home allows for a wide range of new developing and yet to be explored **opportunities** that will come in the following months.



As digital transformation and global marketplace is continuously changing, at Atento we evolve our global delivery models to adapt to those changes.

Our Atento Virtual Hub is the first command center that has been created to respond to new customer demands, optimizing, monitoring and controlling operations remotely.



"Atento stands at the forefront of the ever-changing digital landscape. Our Virtual Hub is powered by both cutting edge technologies and Atento's global delivery models to meet the evolving needs of each of our customers."




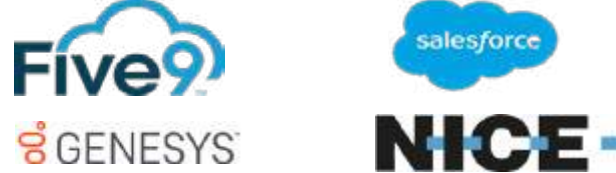










Josh Ashby,
Chief Delivery Officer



ATENTO VirtualHub



Having the right combination of proprietary technology and partnerships is key to deliver value to our clients.

CAPABILITIES	INTERNAL ASSETS	KEY PARTNERS
 CX PROCESS CONSULTING	LUI	celonis
 CUSTOMER ENGAGEMENT		
 ANALYTICS		
 AUTOMATION		
 AI/COGNITIVE	Stressometer Facematch	
 CYBERSECURITY		



“We continue driving value to our clients by exceeding their customer expectations, guaranteeing excellent service levels, containing their costs and offering completely new growth opportunities. Blending leading technologies such as AI, CCaaS, Analytics and Automation with the best human capital is the enabler to achieve the highest CX and EX standards. We partner in this regard with the CX technology leaders, and also innovate and develop our own IP, with assets that are tailored for our clients and create the greatest experiences”

Eduardo Aguirre
Chief Information Officer

We organized an exclusive event for our clients where CX leaders discussed new industry trends. This event had the following panels:

- **Presentation by Arianna Huffington**, one of the 100 most influential people according to Time magazine.
- **Generational panel:** What makes a memorable customer experience?
- **Customer panel:** How has the relationship between brands and consumers changed?
- **Technology panel:** Technological changes in the new post-pandemic reality.
- **Human resources panel:** Pandemic changes in the relationship between companies and workers.

Living Digital

Navigating Altered DNA

+500
attendees to the
Living Digital Event



ARIANNA HUFFINGTON'S TAKE ON THE POST-PANDEMIC SCENARIO

Arianna Huffington, founder of The Huffington Post and Thrive Global, offered an inspirational keynote speech related to her personal experience on burnout and the situation the pandemic created in the workplace.



TECHNOLOGY PANEL

Carlos Valero Alcántara, CIO of Grupo Día and Nick Delis, SVP Eastern USA and International Sales at Five9 gathered together with Eduardo Aguirre, CIO at Atento to analyze their companies' strategies to face the technology challenges during the pandemic.



HUMAN RESOURCES PANEL

Kiomara Hidalgo, Chief People Officer Global at Atento, invited HR experts Mary Mauck (Sr. HR Business Partner at Five9), Mónica Hernández (CEO at Mas Global Consulting) and Nick Alonso Jr. (President and CEO of Careerxchange) to talk about "The Great Resignation" and the challenges companies face when recruiting and retaining talent.

INDUSTRY AWARDS & CERTIFICATIONS

Atento was recognized by Frost & Sullivan as a **Leader** in the 2022 Frost Radar™ for CX Outsourcing Services in Latin America. The Frost Radar measures companies in the CX sector based on their performance in terms of innovation and growth.

Atento has received Frost & Sullivan's Customer Value Leadership Award and Best Practices Award in Brazil's Customer Experience Outsourcing Services industry. In this way, Atento stands out for delivering Next Generation services to a global client base, for having a strategy focused on winning customers in the born-digital vertical, and for consistently attracting and developing key brands as clients since 2018.

Atento has been positioned as a Leader in the 2022 Gartner® Magic Quadrant™ for Customer Service BPO for two consecutive years. The Gartner Magic Quadrant report evaluates customer service business process outsourcing. At this pivotal time, the report helps CSS (Customer Service Support) leaders "identify potential vendors to support their digital and live-assist channel needs". The report has evaluated 17 vendors, considering the fulfillment of their vision and ability to execute.

Atento attended the 2022 ISG Provider Lens Awards Ceremony, where has been named a **leader in three categories by ISG Research in its 2021 ISG Provider Lens Quadrant Report in US, Europe and Brazil**. Atento was chosen as a leader for the Digital Operations, Work from Home Services, Social Media CX segments, and stood out as a challenging player in the Artificial Intelligence and Analytics quadrant.

Additionally, Atento has obtained three ISO Certifications for:

- Quality Management (ISO 9001) (Mexico, Argentina, Peru, Chile, Colombia, Spain, Morocco, Brazil and Guatemala)
- Customer Contact Centers (ISO 18295) (Spain, Morocco, Colombia Subsidiary)
- Innovation Management (ISO 56002) (Brazil)

Certification COPC on Customer Experience (CX) for Guatemala



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ATENTO HAS RECEIVED THE AWARD FOR BEST OMNICHANNEL STRATEGIC PROJECT

for its operation with MediaMarkt, the leading company in the distribution of consumer electronics and associated services, as part of the CRC Gold awards. Atento has implemented MediaMarkt's new virtual assistant, EMMI, which is able to correctly answer up to 93% of user queries using Artificial Intelligence.

FOR THE SECOND CONSECUTIVE YEAR, TOP COMPANIES CERTIFIES ATENTO MEXICO

as "Culturally Powerful Companies 2022", for meeting the highest standards of quality and service.

- At the National CX Awards by the IMT (Teleservices Mexican Institute) Atento won the Gold Award in the Best Use of CX Technology category with the case "ARI, Atento Virtual Human Expert".
- We participated in Expansión magazine's most important annual ranking: "The 500 Most Important Companies in Mexico 2022" in which Atento ranked #389, the highest among its competitors.
- Everest Group has selected Atento as one of the Major Contenders companies in Customer Experience Management (CXM) in the Americas in the PEAK Matrix@Assessment 2022. This recognition is based on the companies' ability to improve and evolve.
- We have been awarded in the category Best Sales Strategy with a silver award at the PAMOIC Awards in Argentina.



Atento received the award for best omnichannel strategic project

ATENTO

CUSTOMERS

2.2

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- 2.2.1. Supporting our client's journeys
- 2.2.2. Thriving with innovation
- 2.2.3. Customer satisfaction



2.2.2. Thriving with innovation

Atento has obtained the **ISO 56002** certification for innovation management for the third consecutive year in Brazil. It's the first company in the BPO industry to obtain this certification and the only company in the market that manages a startup accelerator to leverage emerging technologies and methodologies.

Leveraging technology, Atento introduces a **unique solution to improve service by video tool**, it provides automation in data validation, intent recognition and greater accuracy in customer identification.

Using **Artificial Intelligence** (AI) and machine learning, the solution enables the extraction of insights for better guidance and decision making during the service. It is designed to support companies in all sectors, and it can be easily integrated with the customer's systems.

The solution offers more **agility in customer service** and more assertiveness in understanding the consumer's desire, better directing the resolution of the demand. In addition, using artificial intelligence, it is possible to more accurately validate the consumer's identity, contributing to fraud prevention in this type of interaction. The entire process is 100% automated, based on facial recognition analysis. If speech to text finds any inconsistency, the validation will be directed to a specialized human service.

The use of Artificial Intelligence and Machine Learning resources allows the tool to be in **constant evolution**, learning with every interaction, which allows the rapid identification of new demands and assists in decision making.



SUCCESS CASE

Lyreco has decided to rely on Atento to develop a **RPA project**. This technology makes it possible to automate processes by means of robots, thus minimizing human intervention in the use of computer applications and, therefore, eliminating tedious and mechanical tasks. On the other hand, it has also been shown that automation processes significantly reduce the errors that are made when performing these tasks manually.

A team of Atento professionals, experts in process automation, developed a project in the space of a month to manage the automated uploading of customer invoices to the different purchasing portals. To do this, several automations have been created under the RPA software: Uiopath. In this way, Lyreco will reduce by 80% the time its staff used to spend on these tasks, time that can now be dedicated to the development of higher value projects that provide better customer service and optimize their experience, always in line with innovation and the promotion of internal talent.



"The use of an automated system, in addition to avoiding errors, speeds up the team's work, optimizes and increases efficiency in customer service, facilitating access to customer data, for example. In addition, the increased use of digital tools for transactions between businesses and consumers increases the fragility for criminals to operate. And, therefore, companies need to invest in new fraud detection methods and increasingly sophisticated technologies throughout the customer journey, so that the security of the operation does not affect their integrated experience"

Alexandre Martins
Brazil Transformation,
Products and Solutions & IT Director

The **Atento Next initiative**, which is one of the pillars of Atento Hub Innovation, and which was initially born as a startup acceleration platform - encompassing the prospecting, selection and development of proofs of concept related to strategic and priority issues for the company - expands its online approach with the aim of offering clients cutting-edge Customer Experience solutions.



"Each year we are maturing our open innovation strategy. We see the startup ecosystem as a great accelerator for innovation"

Bruno Pavani
Innovation Senior Manager

INNOVATION HUB ATENTO NEXT

OPEN INNOVATION

INTRAPRENEURSHIP

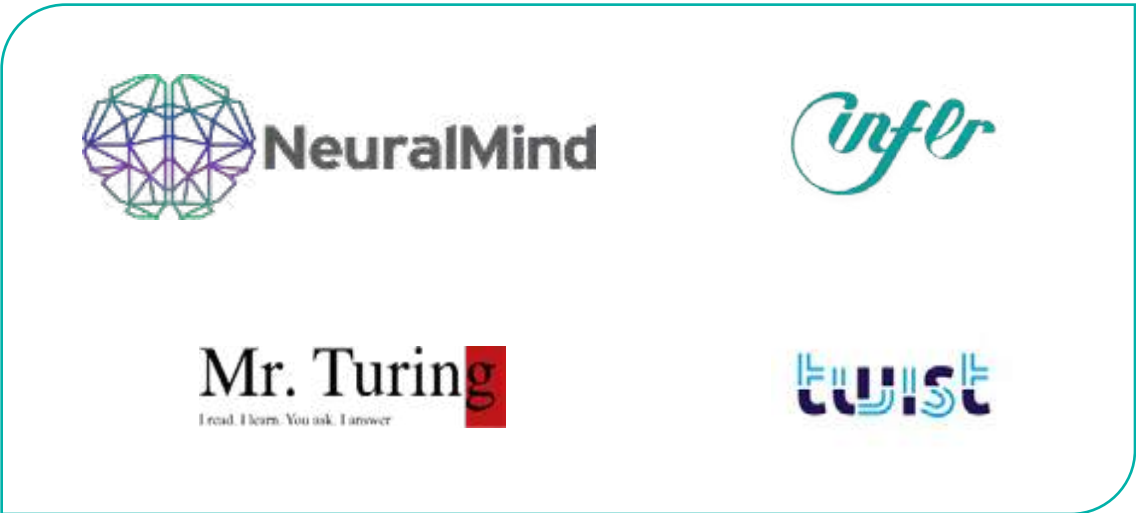


Atento NEXT Ventures

Our startup acceleration program aims to accelerate the growth of innovative startups with business opportunities for our clients, as well as enrich our portfolio of solutions and resources.

Intrapreneurship campaigns

Through a Gamification platform, Atento employees can participate by sharing ideas that can lead to improvement projects for our operations and our business.



ATENTO IDEAS

In 2022, 3 new campaigns under "Atento Ideas" umbrella were selected from more than 2,000 Atento employees in the search for new innovative cases. More than 200 proposal were registered and many of them were recognized and implemented for bringing innovation to operations and to our clients.



"BE.DIGITAL" CAMPAINGS

Between September and December, we launched the Atento Ideas "Be.Digital" campaign, a special edition of the Atento Ideas program where employees could submit ideas focused on Digital Transformation with the aim of supporting and evolving the culture of innovation at Atento.

During the four months campaigns duration, 48 ideas proposal were registered, which met the following guidance:

- Adoption of new technologies and channels
- Modernize business models
- Improving the end-customer experience in new, legacy or hybrid businesses.

After going through several phases of evaluation by the technical and financial committees as well as a panel involving the Management Committee, the 4 best ideas to be implemented were approved. The winner was **"EXOS-transforming the customer experience into an augmented"**: This idea improved the user engagement and user experience, reflecting on the enhancement of NPS and a reduction in complaints.

Due to the initiative success we are already planning a new edition for the second half of 2023!

"I loved the idea of the campaign, especially because it is a topic that I am particularly passionate about and it is very present in the market/companies. This kind of actions open the mind and, above all, strengthen the company with new ideas and solutions for our customers. That phrase, "think outside the box", fits perfectly with this campaign, as that is what we are constantly trying to do in our operations. It was gratifying to gather ideas from the operations, as we are totally connected to the needs of the customers, and to have one of them win was sensational! Without a doubt, together with my team, we are even more committed to the next challenge! Thank you, Atento"

Daniele Cristina de Vicente,
Client Superintendent,
site Nova São Paulo.

ATENTO AND ENEL X WAY
COLLABORATE TO BOOST ELECTRIC
MOBILITY IN EUROPE

Enel X Way is the Italian division of the Enel group that has a platform focused on offering one of the most powerful connections in the market through more than 30,000 electric vehicle chargers spread across Europe and America.

In order to boost this more sustainable form of transport and provide the best customer experience, Enel X Way has relied on the Atento team the management of its customer service channels.

Thus, Atento manages through the **Multilingual Hub** in the city of Valencia, from where 70 agents are providing customer service to the electricity company's customers in several languages and for several countries.



ATENTO, A KEY PLAYER
IN THE ADOPTION OF
SUSTAINABLE ENERGY

Atento has signed several partnerships with solar panel and renewable energy suppliers to **promote the growth of sustainable energy** choices that contribute to protecting the environment.

Atento's agents act as allies of the companies that commercialize this type of energy, advising customers and resolving their doubts with maximum agility. If the client, after an initial informative consultation where their needs and conditions are assessed, continues to be interested in the product, a physical or remote visit is scheduled.

Since the start of the initiative, the number of inquiries from potential customers has **tripled**, indicating that interest in sustainable energy is growing steadily. Consequently, Atento has also had to triple the number of agents offering this service.



"Selling this type of product remotely is possible thanks to technologies such as video calling, multi-channel integration and biometric contract acceptance and signature"

Marta Ramos,
EMEA Multisector Accounts
& Delivery Director



ATENTO

CUSTOMERS

2.2

2.2.1. Supporting our
client's journeys

2.2.2. Thriving with innovation

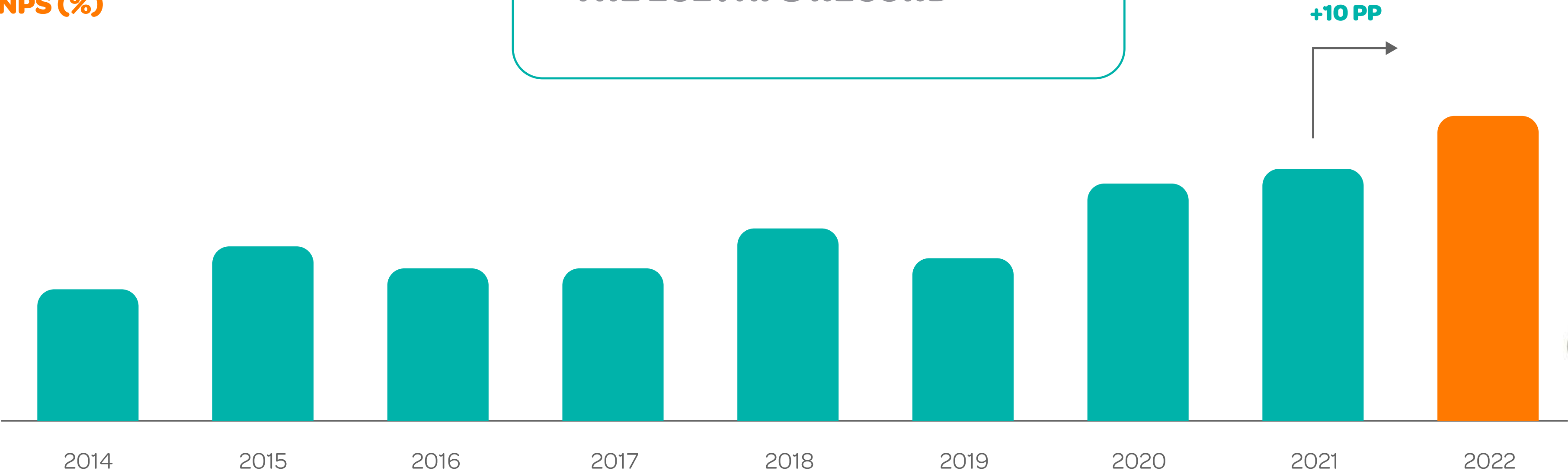
2.2.3. Customer satisfaction

The satisfaction and commitment of our clients is important to us. For this reason, since 2014 we have implemented the Satisfaction Survey that measures our customers' perception of Atento's management.

In 2022, Atento surpassed the 2021 NPS score with an increase of +10 pp. reaching historical record of the NPS indicator score.

▶ NPS (%)

NPS 2022
NEW NPS RECORD.
ATENTO SURPASSED
THE 2021 NPS RECORD



Note: Survey developed by Atento with partnership with GfK company



ATENTO

SUPPLIERS

2.3

—



Our suppliers must be aligned with our principles and our code of conduct

Our suppliers play a very important role within Atento. They cover the entire life cycle of the relationship with our clients. That is why we highly value the relationships we have with our technology and telecommunications suppliers.

We work hand in hand to ensure continual adaptation of the systems and services we offer with new technologies. This way we can provide an increasingly efficient and profitable service for our clients.

Our relationship and management of suppliers is achieved thanks to our purchasing procedures through which we seek to add value to the business, anticipate demand, identify efficiency, scalability and synergies.

Our **Purchasing Policy** compiles a set of ethical, sustainable and economic requirements that the vendors we work with must comply with. Our providers must be aligned with our principles and protocols of action.

- This policy includes five procedures to cover each purchasing macro process:
- Operational Procedure for Purchase Requisition
 - Operational Procedure for Negotiation of Purchases - Sourcing
 - Operational Procedures for Procurement Contract Management
 - Operational Procedures for Supplier Management
 - Operational Procedures for Material Registers

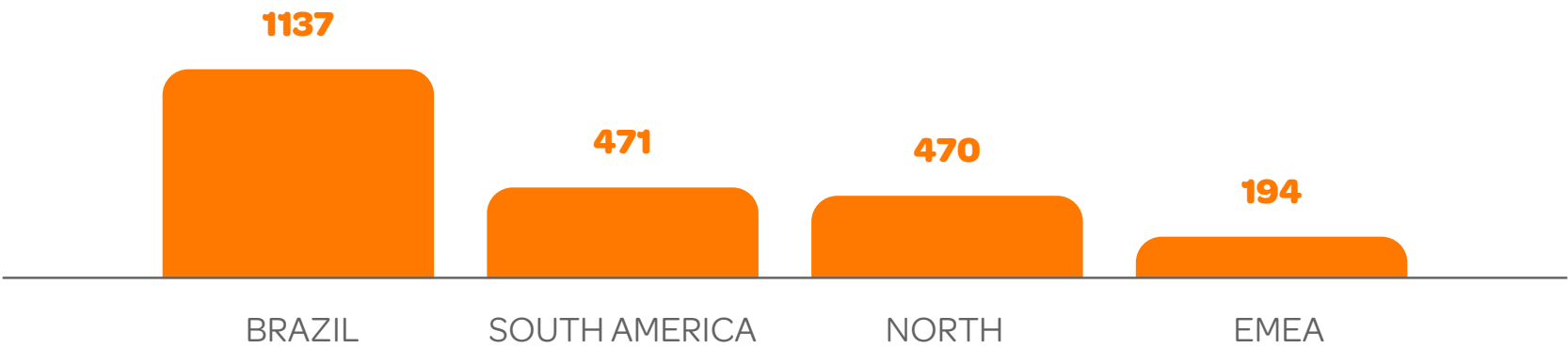
With our **Operational Procedures for Supplier Management**, we ensure that suppliers comply with several requirements including Social Responsibility terms.

That is why our **Framework Contract** sets out several responsibilities of the suppliers, including compliance with all applicable labor laws, the application of ethical standards that ensure human and workers' rights, as well as respect for the environment.

In addition, we have external advisors to conduct Due Diligence for those suppliers with higher risks, among which some of the issues to be reviewed are corruption and bribery, political exposure by shareholders/partners, terrorism and drug trafficking, and child and slave labor.

Attending to the automation of our procurement process, to ensure greater integrity and transparency, we started with the integration of SAP and ARIBA systems. Suppliers have been integrated into the information flow of ARIBA Network.

NUMBER OF SUPPLIERS FOR REGION



FRAMEWORK CONTRACT OBLIGATIONS

- No child labour
- No forced labour situations
- No conditions of workers at risk or inhumane treatment.
- Compliance with environmental legislation
- No restriction of the right to freedom of association
- No discrimination
- Commitment against corruption in all its forms, including extortion and bribery, as well as the presentation of the principles of integrity and transparency in procurement processes.





ATENTO

COMMUNITIES

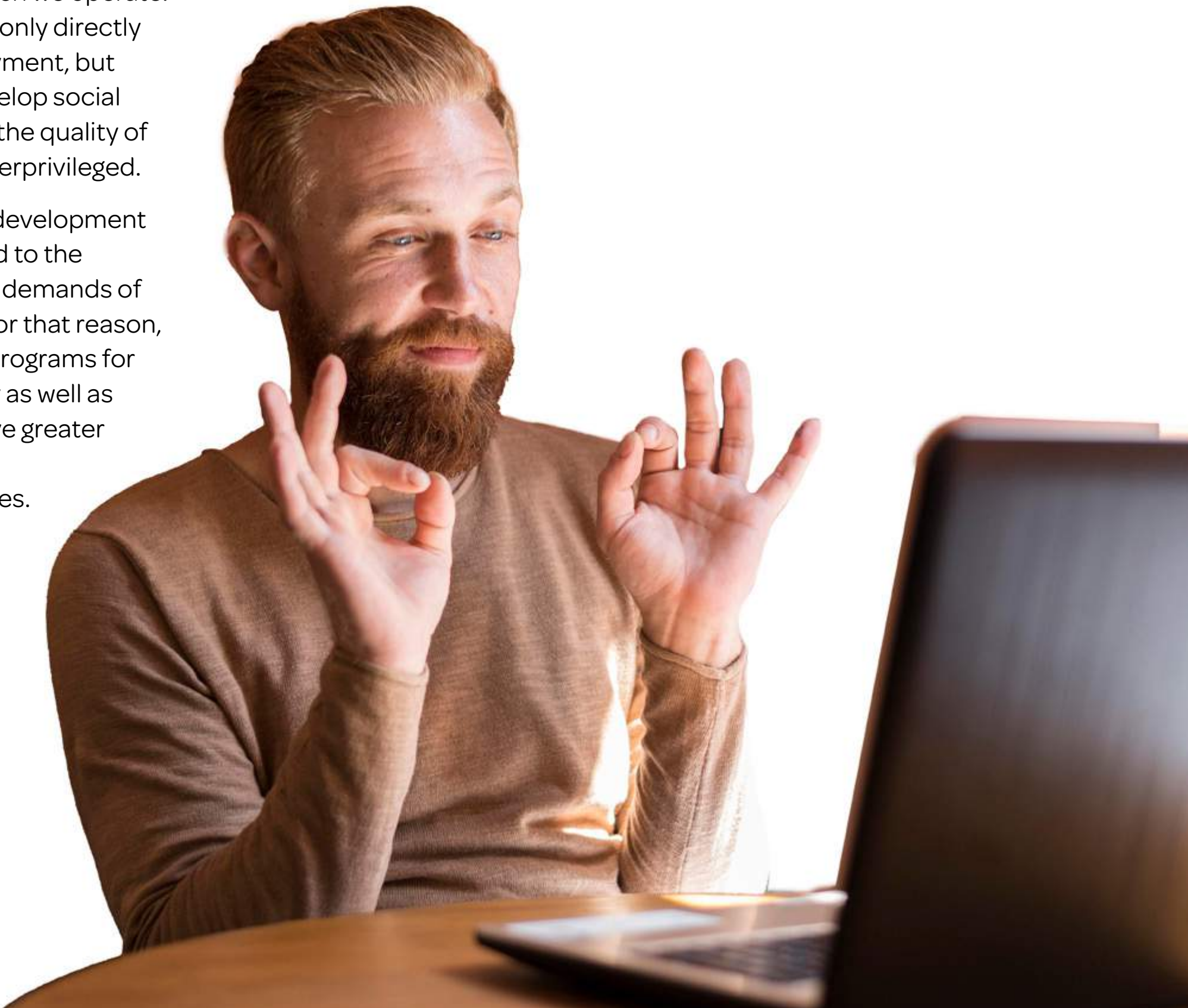
2.4

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2.4.1. Community Initiatives and Contribution

We are conscious of the value that we bring to the society in the communities in which we operate. At Atento, we don't only directly create local employment, but we also work to develop social actions to improve the quality of life of the most underprivileged.

We encourage the development of initiatives tailored to the characteristics and demands of each community. For that reason, we develop global programs for the entire company as well as local ones to achieve greater impact inside specific communities.



SUCCESS STORY. ATENTO'S WEBSITE ACCESSIBILITY PROJECT

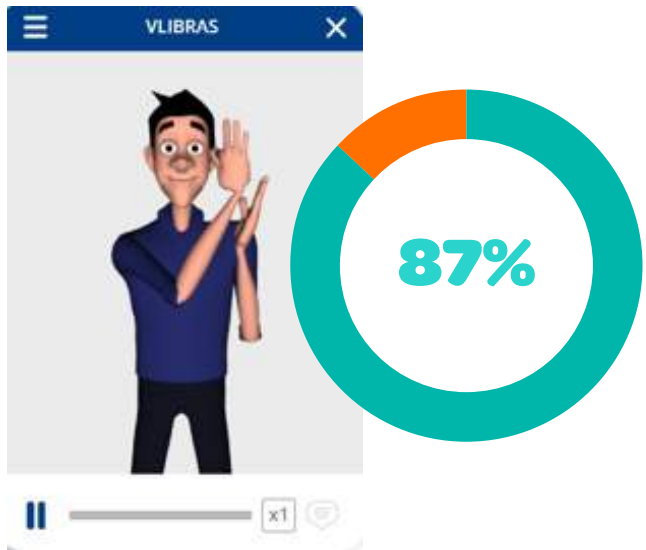
Thanks to our Atento's global project, our corporate website is **100% accessible for people with disabilities.**

In less than one month we managed to make the website accessible to everyone and improved our accessibility score by 13p.p.

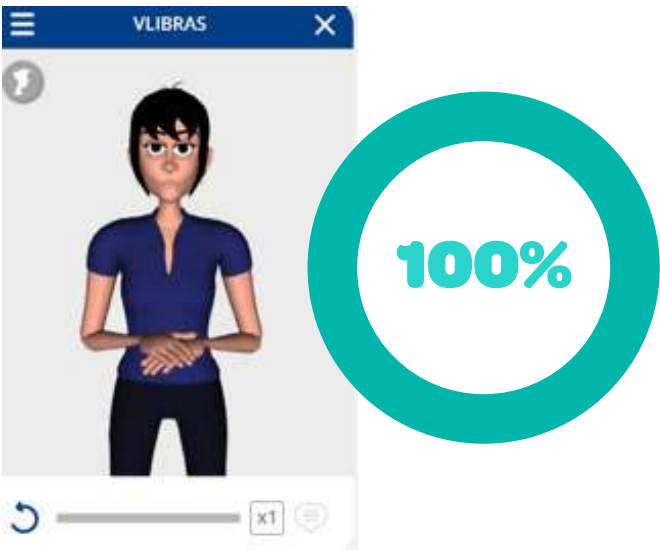
The main developments were:

- Portuguese videos subtitles
- Text simplification across website
- Accessible by "Libras" (Brazilian Sign Language)
- Images description

Accessibility



Accessibility



BRAZIL

“Atentos al Futuro”

Training initiative which has existed since 2011 with more than 50 courses and the certification of approximately 800 people in socially vulnerable conditions.

Atento Christmas Action 2022 at the “Espaço Amigo CCA”

Atento employees gave presents to 62 children hosted by the CCA Espaço Amigo - a center that assists children and teenagers in situations of extreme social vulnerability. The presents were distributed based on letters that the children wrote and were collected by the Corporate Social Responsibility team.

"We were able to help make the dreams of the children of this institution come true, whose parents, or grandparents, cannot afford to give them a present"

Thais Patrício,
Expert of Corporate
Social Responsibility

Movement “Unidos Pela Vacina”

We carry out periodic communication orienting about the SUS (“Sistema Único de Saúde”) vaccination posts, general information about the vaccines, and orientation about fake news.

Easter eggs to “Instituto C” and to the “NGO Gerando Falcões”

We donated 260 Easter eggs to “Instituto C” and to the “NGO Gerando Falcões”. This happened thanks to the partnership between “Clube de Descontos Atento and Cacau Show”.

Winter Clothing Campaign 2022

The campaign was held at the sites in the South Zone of São Paulo, Santana, São Bento, Liberdade, and República. Around 5 thousand warm clothes were donated and sent to the Salvation Army.

Actions to revitalize the “Casa do Cristo Redentor”

Telefonica, one of our customers, carried out actions to revitalize the “Casa do Cristo Redentor”, and Atento employees were able to collaborate in this project. We had the participation of seven employees. The volunteers helped organize the items that make up the bazaar with the objective of generating funds to maintain the social activities of the “Casa do Cristo Redentor”. Also, in the DVT (“Dia Voluntariado Telefônica”) project, Atento donated five computers to the “Mater Dei Institute”, whose mission is to offer specialized care to people with intellectual disabilities.

Training for People with Disabilities

In partnership with “Instituto Alicerce”, Atento trains people with disabilities with the aim of inserting them in the formal labor market. In 2022, 55 people were trained in the program.

Bahia Solidarity State

Atento internal action focused on promoting an institutional campaign to support communities directly affected by heavy rains in southern Bahia. 340 basic food baskets were donated, with 10 food products and 5L mineral water.



Campanha do Agasalho 2022. Participe!
Deixe suas doações nos nossos sites; confira os locais participantes



Está no ar a Campanha do Agasalho 2022!



COLOMBIA

Blood donation campaigns

About 200 employees actively participated in several campaigns.



"Tapitas por los niños"

This initiative was carried out in order to collect as many plastic caps as possible to be donated to "Fundación Sanar". This foundation helps children and teenagers with cancer through its psychological and social support programs. We were able to collect more than 9,729 bottle caps in all the collection points of our branches.

Collection of food and personal hygiene products

by Bucaramanga employees for the FUNDELUZ geriatric home and delivery of the donation to more than 200 seniors.

"Manos Atentas"

Through "Manos Atentas", different initiatives have been conducted during the year, such as the donation of toys, clothes and food for the Romelio Foundation, a home with more than 200 children in vulnerable conditions, in the north of the city of Bucaramanga.

Donation of unused equipment

Six workshops were held, with the participation of 115 people. Here we received certificates on the collection at the different Atento offices.

Volunteering Atento

We have opened registration for Atento Volunteers, a program that requires employees to actively help in our social responsibility practices.

Success Story

ATENTO SUPPORTS UKRAINIAN CITIZENS AND REFUGEES

Atento and the Catalanian Regional Government offer support and information to Ukrainian citizens and refugees. Atento launched an initiative with Catalanian Regional Government to provide support, through the 012-telephone number, to Ukrainian refugees and volunteers. The Ukrainian Consulate was overwhelmed by the number of requests for information following the outbreak of the conflict. The Catalanian Regional Government coordinated with the consulate and Atento, with all parties agreeing that the best channel to centralize the attention to refugees and volunteers was by telephone.



SPAIN

22 years of collaboration with the Inocente Inocente Foundation

Every year, on December 28th the Inocente Foundation televised gala takes place on TVE (Spanish Public Channel) with the aim to collaborate with different causes.

In this edition, focused on children with disabilities, Atento provided close to 600 volunteer agents from different centers throughout Spain who answered the calls of viewers who wanted to collaborate with this year's cause. More than 1,900,000 euros were raised.

With the mixed model, Atento@Home, we were able to address this year's gala, where our service is key to managing and acknowledging the receipt of donations.



Food collection

The AXA service organized a food collection at the "Ilustración center", a donation to help "Mensajeros por la Paz" to help people with fewer resources. The foundation recognized and endorsed our collaboration with a donation certificate.

Blood donation campaign

with the participation of 45 donors.

Collaboration with the Food Bank of the different provinces

obtaining around 900 kg of products.

CHILE

Scholarship program PTU (“Premio Transición Universitaria”)

to support our workers and their families we offered scholarships available for employees and their children, to the best scores in the university admission tests. A total of 4 scholarships of 50.000 Chilean pesos were given, two of them to employees and the other two to employee’s children.

ARGENTINA & URUGUAY

UNICEF A sun for the children (“Un Sol para los Chicos”)

Atento's volunteer employees continue to join, as they have been doing for nearly 20 years. This charity program is UNICEF's most important annual fundraising campaign to guarantee the rights of children and adolescents in the country and around the world. In its 2022 edition reached \$ 26,201,178 ARG with more than 300 employee volunteers from Atento, representing the 11,64% of total of UNICEF's fundraising.

Donation of unused equipment

We have made 3 equipment and material donations.

“Fundación Leer”

We collaborated for the 19th consecutive year in the management of calls for the National Reading Marathon.

PERU

Atento Peru has signed an agreement to support the “RAEEcicla para ayudar” program

the recycling program of ANIQUEM, “Asociación de Ayuda al Niño Quemado”. We have delivered 5 tonnes of recyclable material.

Donation to “Hogar del niño Emmanuel y Municipio de Carmen de la Legua”

Donation of gifts in the "Padrinos Magicos" program. More than 100 children supported.

Donation to the association of mentally disabled recyclers

More than 10 tons of recyclable material donated.

Peru Champs Allies

For the second consecutive year, we have formed an alliance with Peru Champs, a non-profit association that contributes to reducing educational inequality gaps in Peru, implementing a scholarship program for the children of Atento employees. We started with a massive call where we managed to attract more than 50 candidates for the first phase, after a filter made by Peru Champs. The ones selected were 20 boys and girls from Ate and Callao in Lima who took the knowledge test. After a day of educational tests, 2 children were approved to receive an educational scholarship in the Innova Schools private school network.

Participation in the Apexo marathon

Participation of collaborators in 5- and 10-kilometers races.

Blood donation campaign on site

More than 50 employees donated blood at the Atento site.



"We firmly believe in the shared value generated by our sustainability actions, because they are genuine and have a high impact. As one of the largest employers of young talent in Peru, we have a very important responsibility with our community and with the most vulnerable populations, which we assume with great pride and happiness"

Francisco Grillo,
Peru Country Director



MOROCCO

Soccer tournament in collaboration with the "Niños del Paraíso"

Association (Children from Paradise), whose purpose is to assist people with special needs. The NGO "Cooperación Internacional" also participated.

Donation of food, toys and clothes

for associations or for people at risk of exclusion.

Volunteering

to support associations for children with special needs.



MEXICO

TapiAtento

Collection of plastic caps for the benefit of children with cancer and the environment. 84 kg were collected.

Share Party

Donation of blood to various centers through an organization that promotes altruistic blood donation in Mexico. 104 donations and 312 lives impacted.

"Juguetón"

Collection of toys for underprivileged children and volunteer activity in the organization of toys. We delivered 1,958 toys and participated for a week with 40 volunteers, packing and classifying toys.

You can always help!

Collection in favor of "Casa de la amistad", an organization that provides support to children and young people with cancer. 1,651 items were delivered to support the care of children with cancer.

Back to school

Collection of school supplies for "Fundación Rincón" in the State of Mexico & "Comedor Infantil Mensajero de Paz" in Monterrey. Delivery of 4,420 school supplies to low-income families.

"Ya somos tres"

Breastfeeding course that provides information and awareness to Atento's internal community. 96 participants and 11 graduates

USA

Tent Partnership for Refugees

Tent is a global business network of 190+ major companies around the world committed to supporting refugees by hiring and training them. In this way, Atento has hired more than 500 refugees in South America (Colombia, Peru, Argentina and Brazil) while also pledging to hire 50 refugees in the US over the next three years, identifying the potential for talent in both on-site and virtual roles.

"The American business community is showing incredible leadership, and I am so proud of the companies, including Atento, standing up for refugees today". Hamdi Ulukaya, CEO of Chobani and founder of Tent.



ATENTO

ENVIRONMENT
Committed
with our planet

3



ATENTO

**ATENTO'S
COMPREHENSIVE
CARBON
FOOTPRINT**

3.1

—



3.1. Atento's comprehensive Carbon Footprint

Climate change is a global problem that affects us all. In Atento we believe the protection of the environment is of vital importance. Even though we have a low exposure to ESG issues according to Sustainalytics as we are not an emission-intensive industry, we are taking actions and setting goals to tackle our carbon footprint driving us towards Carbon Neutrality in 2030. We are committed to reducing our impact to ensure a more sustainable planet in the future.

Continuing with our commitment to the environment, we are glad to report a very big reduction in our Carbon Footprint Emissions for 2022. Thanks to being consistent with our initiatives and planning we have reduced **26.7%** emissions in 2022 compared to 2021*. A total of **31.6%** since 2020.

We also made improvements to our emissions calculations to be more comprehensive. We have included our vehicle fleet in scope 1 as well as improving the commuting survey sample obtaining a much more representative emission estimation.

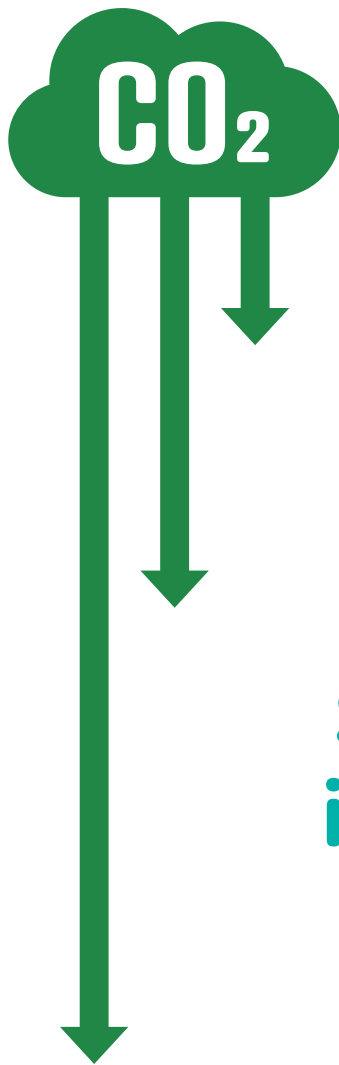
Behind this year's reduction there are several factors. The first one is our support to renewable energies, which represent more than 60% of our electricity consumption. Another factor, has been the active improvement on energy efficiency and of our HVAC*** systems.

Even though this year we made a come back to the offices across our locations, we are still maintaining WAHA (Work At Home Agent), allowing us not only to have a lower commuting footprint (Scope 3) but also offering a better work-life balance for our employees. Even though we did great in reducing our emissions, unfortunately, bringing people together again in the office has caused a rise in our consumptions of paper and water despite maintaining in place our reduction initiatives and awareness from the previous year. We are committed to getting this numbers back on track for 2023.

We are listed in CDP as we have answered their questionnaire to continue with our transparency policy. Furthermore, Atento complies with environmental laws and regulations and has not had any fines regarding this matter in 2022.**

All calculations for emissions have been done according to the GHG protocol standards and recommendations.

*Comparison between the sum of Scope 1&2 in 2020 and 2021
** as of 31st of December of 2022 to the best knowledge of the Environmental and legal team upon the date of publishing this report .
***Heat, Ventilation, Air Condition.



Atento's ESG Risk Rating assessed by Sustainalytics is 13.6, which is classified as a Low Risk.

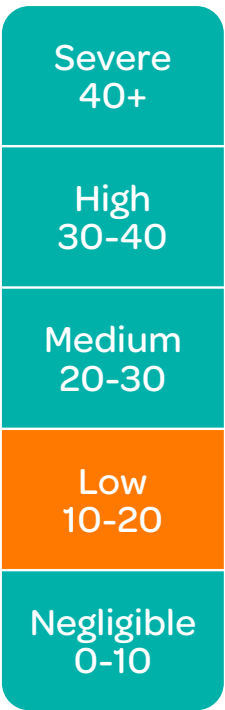
Emission t CO2 eq 2022



Scope 1 Scope 2

Scope 2 represents a 76% of Atento's emissions.

Company ESG Risk Rating - Sustainalytics



ESG Risk Rating 13.6 Low Risk



EMISSIONS - 27% Vs 2021

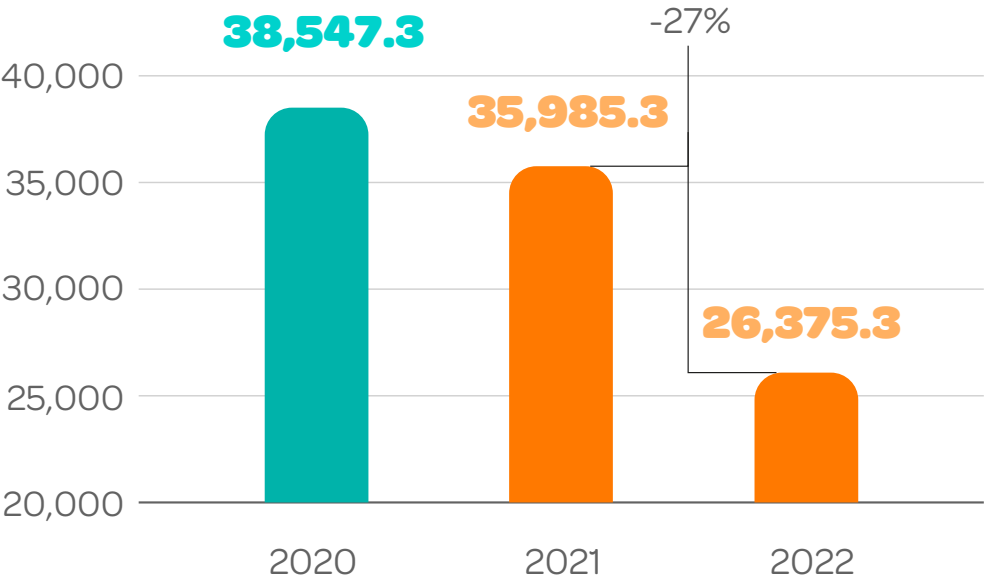
Notice: The information provided is for informational, non-commercial purposes only, does not constitute investment advice and is subject to conditions available in our **Legal Disclaimer**. Usage as a credit rating or as a benchmark is not permitted. Unless otherwise explicitly agreed in writing, usage for products and services, index creation, derivative work, portfolio or fund management, or any other usage are not permitted. By way of exception, usage is permitted only to the rated company, limited to a single reference of its own information in annual reporting and sustainability website, mentioning Sustainalytics as a source.

Regarding Scope 1 & 2, the overall emission reduction is a **26.7%** with respect to 2021. This drastic reduction translates in savings of almost **80 KG of CO2 per employee**.

The reduction comes from cutting nearly in half emissions for Scope 1 and reducing emissions for Scope 2.

As a result of a reduction in our emissions, the carbon footprint per employee has also been reduced. All our plans are set to work towards the reduction of this number.

Total Emissions (tCO2 e)



CARBON FOOTPRINT EVOLUTION PER EMPLOYEE

Scope 1 & 2



The GHG methodology was used for the calculation of the carbon footprint.

Scope 1

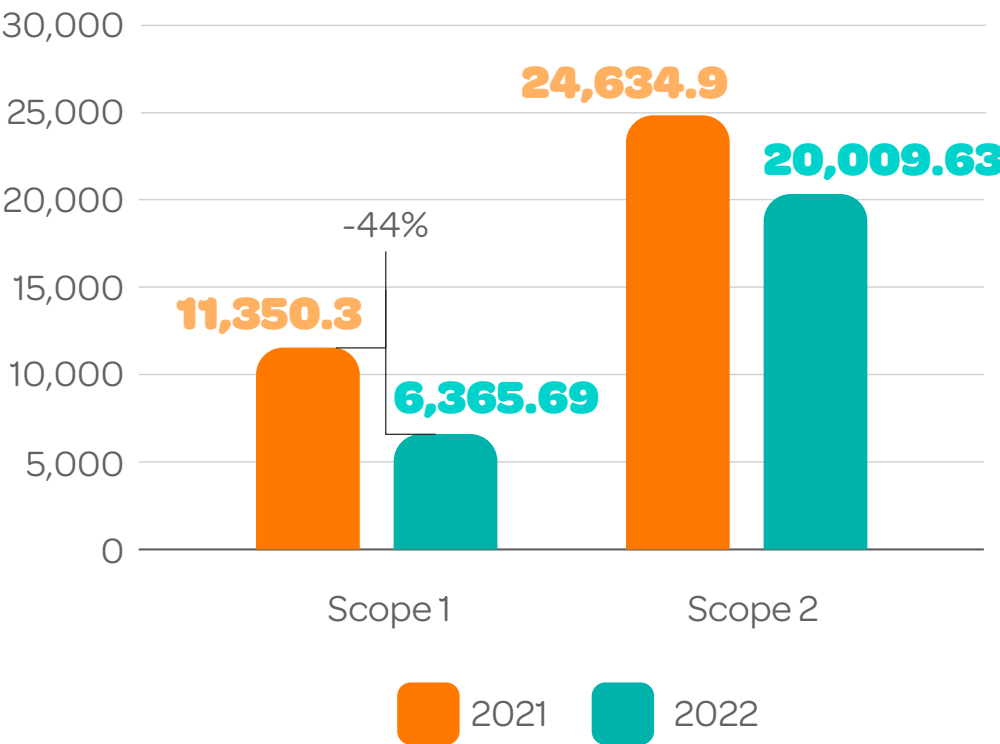
Includes all direct emissions coming from the consumption of fossil fuels and fluorinated gases used in heating and cooling systems, as well as contingency generating sets. It also accounts for emissions coming from Atento's company car fleet.

Scope 2

Includes all indirect emissions derived from electricity generation.

Due to the global presence of Atento, to calculate the carbon footprint, we have taken the emission factors of each location from local authorities and official bodies and the electricity emissions factors have been updated from 2021 to 2022, to recognize any changes that electricity providers have had.

tCO2 e Emissions by scope



"Our actions reinforce our commitment to life and to a more conscious present and future"

Andre Bresciani,
Global Infrastructure Director

We believe transparency is the best policy when reporting Carbon Footprint. Below is a breakdown from our carbon footprint. A clear indicator of Atento's commitment to reduce the carbon footprint is the significant reduction in all the consumption of utilities achieved in 2022. Atento's trend is reducing more and more every year the consumption of utilities and consequently the emissions produced. This is the result of a process that started in 2020, calculating our footprint and defining a plan. Then in 2021 we implemented the initiatives comprised in such plan. And finally in 2022 we are consolidating the results.

Continuing with our environmental commitment we expanded our calculation from last year, by including the consumption of our corporate car fleet in the calculation.

SCOPE 1*

Atento has achieved a **reduction of a 43.9%** in emissions for Scope 1, which accounts for fluorinated gases, fossil fuels and owned vehicles.

Thanks to careful planning and hard work this year reductions are very significant. We have focused actions on this scope during our journey because we know emission sources included in Scope 1 are far from being sustainable.

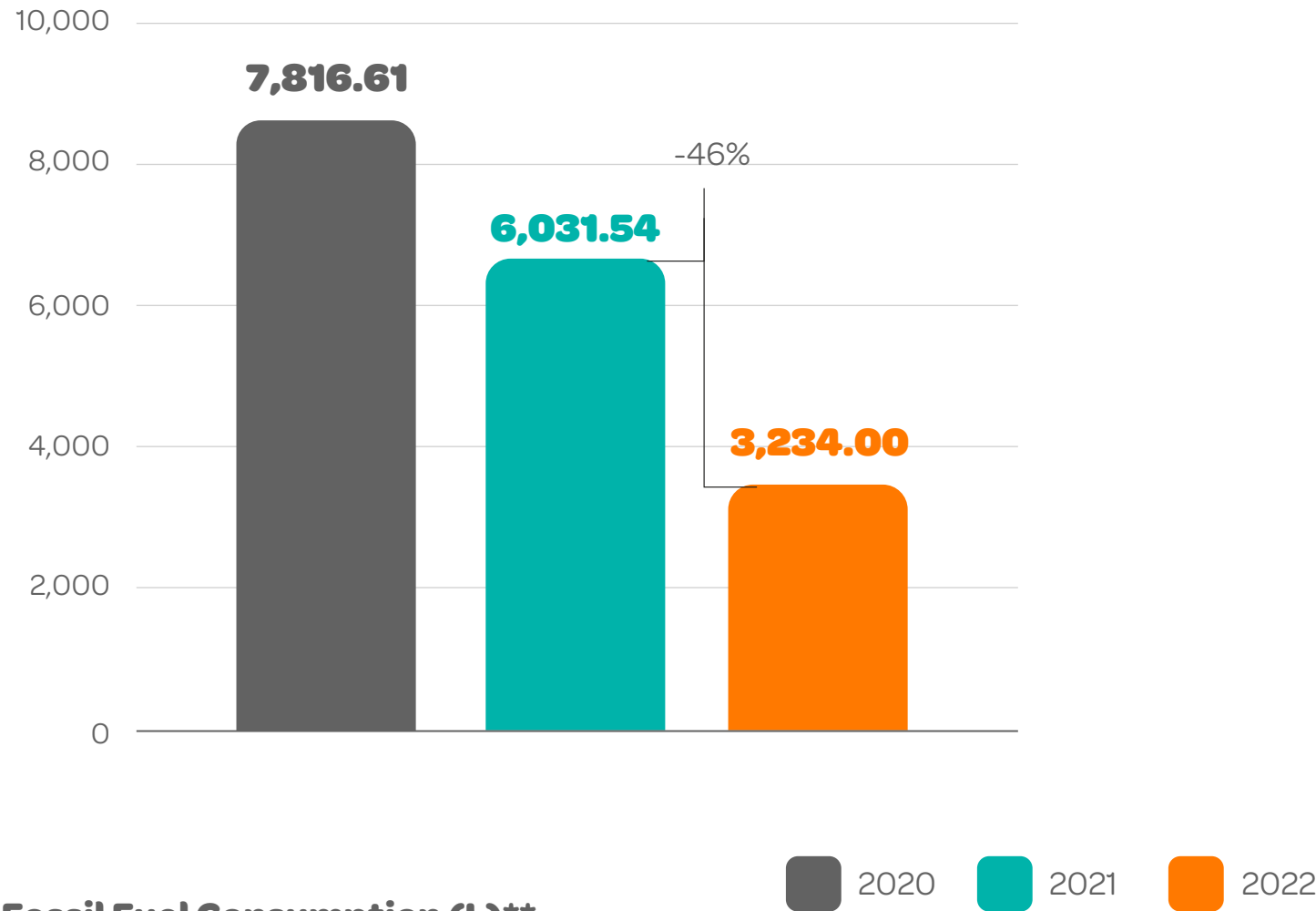
Because we know how polluting **fluorinated gases** used for air-conditioning or cooling systems are, we have worked to reduce our consumption in 2022, **decreasing a 46%, this is 2.3 grams less per employee.** The reduction represents 5,000 t of CO2 less than in 2021.

Another part of Scope 1 are **fossil fuels**, for heating/cooling systems as well as contingency generating sets, where we obtained a **reduction of 8.7%** in their consumption.

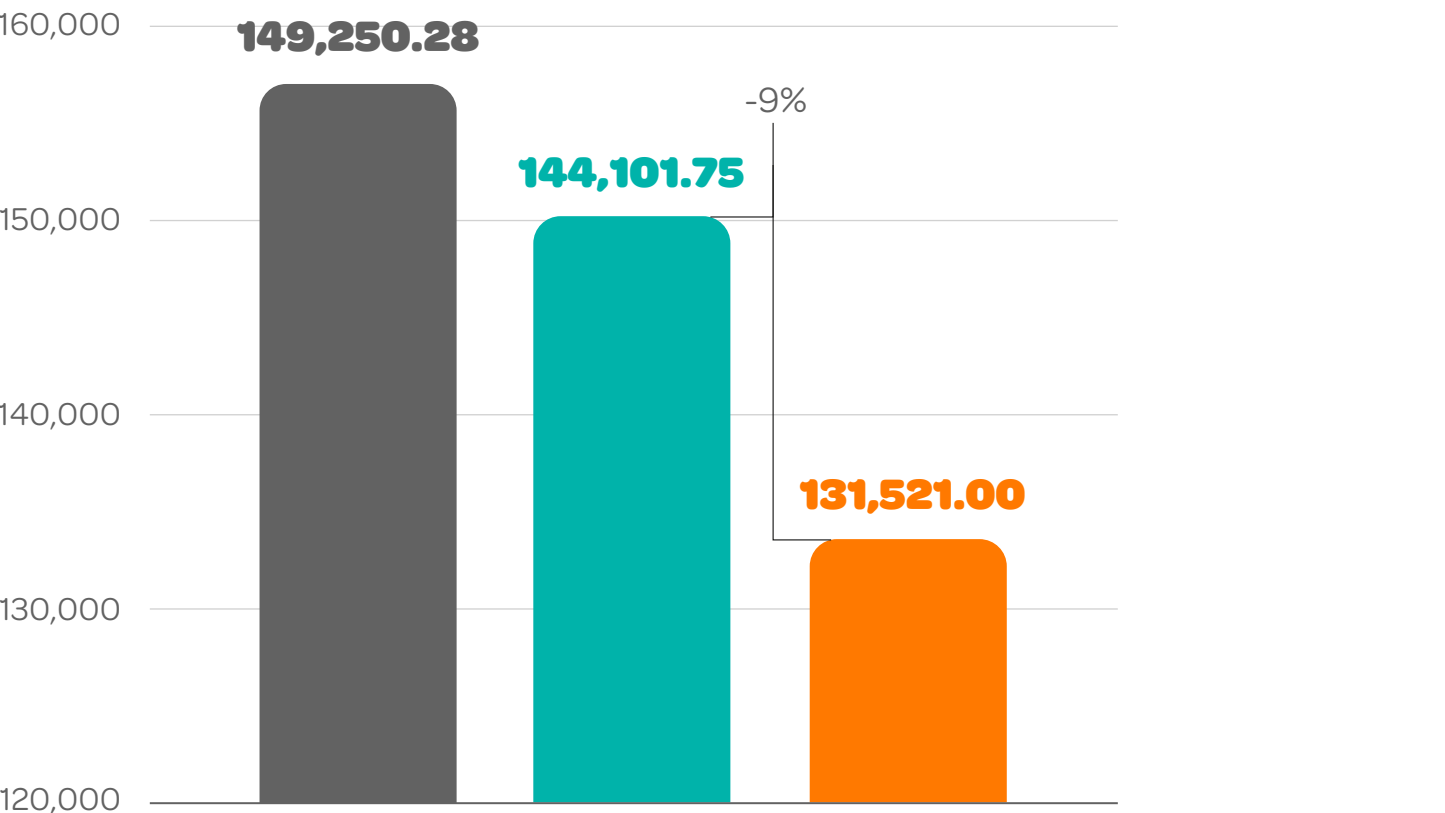
Finally in Scope 1, we have included the emissions of our **car fleet** which amounts to 109.5 t of CO2 representing less than a 2% of Scope 1 emissions. From now on, we will be able to track this emissions and target them to achieve reduction as in the rest of categories.

*All direct emissions associated with fuel combustion and fluorinated gases used in heating and cooling systems, as well as emissions originated from Atento's corporate car fleet. Car fleet emissions have been approximated using km according to specification of GHG protocol.
**Fossil fuel consumption from heating/cooling and contingency generating sets.

Fluorinated Gases Consumption (KG)



Fossil Fuel Consumption (L)**

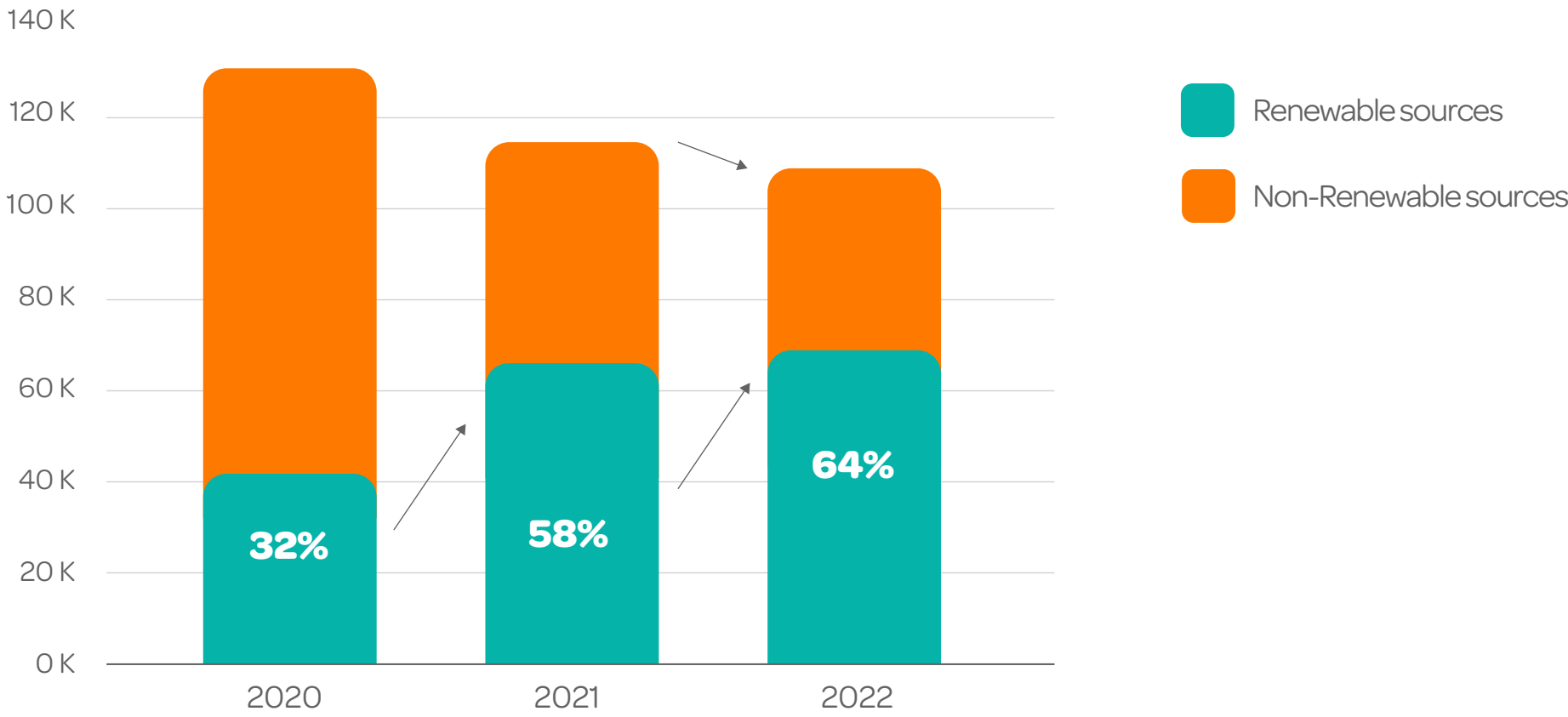


SCOPE 2*

In 2022 we continued with the initiatives to reduce our consumption of electricity upgrading LED lamps, upgrading air conditioning equipment or installing motion sensors (more information in 3.2). But this year we also focused on reducing the consumption through the study of building capacity and the occupancy of them, to size buildings according to real needs of teams. This way we have achieved a reduction of a **5% in our consumption, which is still a success considering we had a huge comeback of employees to offices.**

But what Atento is really committed to is to the use of renewable sources of energy. This year we have increased our renewable energy use to a 64% of the total amount consumed**. Thanks to all our initiatives through the years we **have doubled the use of renewable energy since 2019 (+52%).**

Electricity Consumption (kWh)



**Indirect emissions associated with electricity generation*
***% calculated based on official data and certification from local governments and electric providers.*



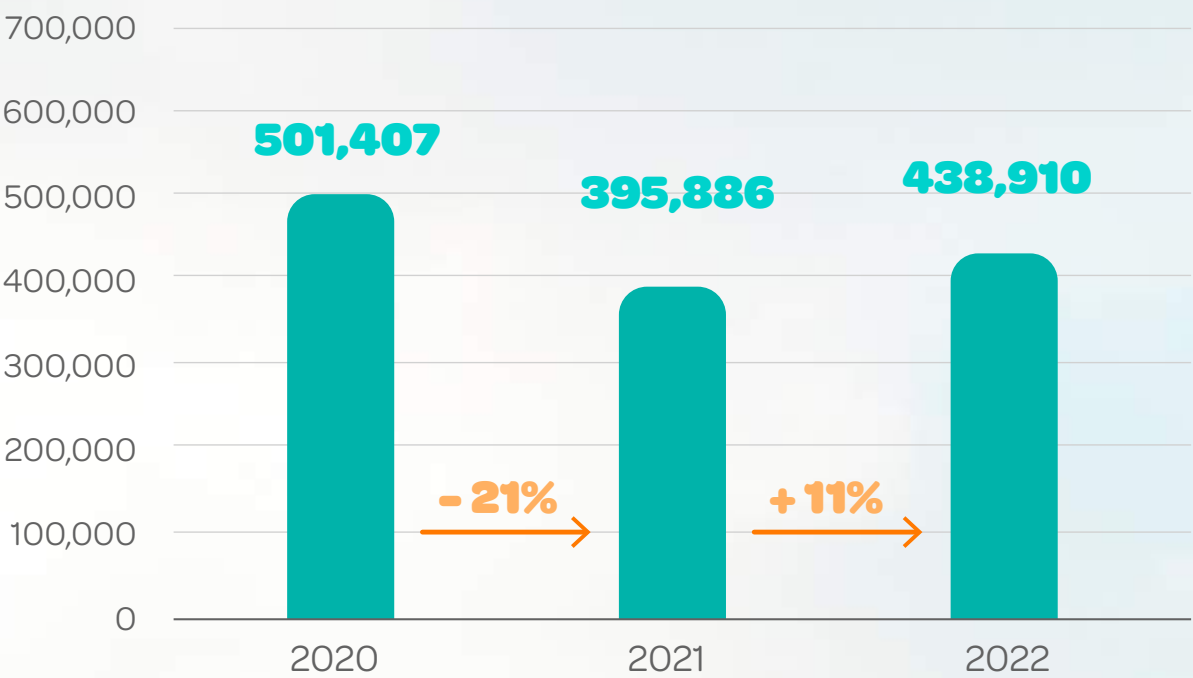
SCOPE 3*

Atento continues to be dedicated to making its employees aware of the impact their actions can have on the environment. Despite maintaining initiatives for paper and water saving, and due to our employees returning to the office, we have seen a rise in our consumption of water* and paper** by 11% and 15% respectively.

It is true that last year's reductions and margins have not completely been reverted and we are already working on new plans to make savings and achieve reductions for 2023. Digitalization of processes continues to be Atento's bet to achieve 0 paper policy.

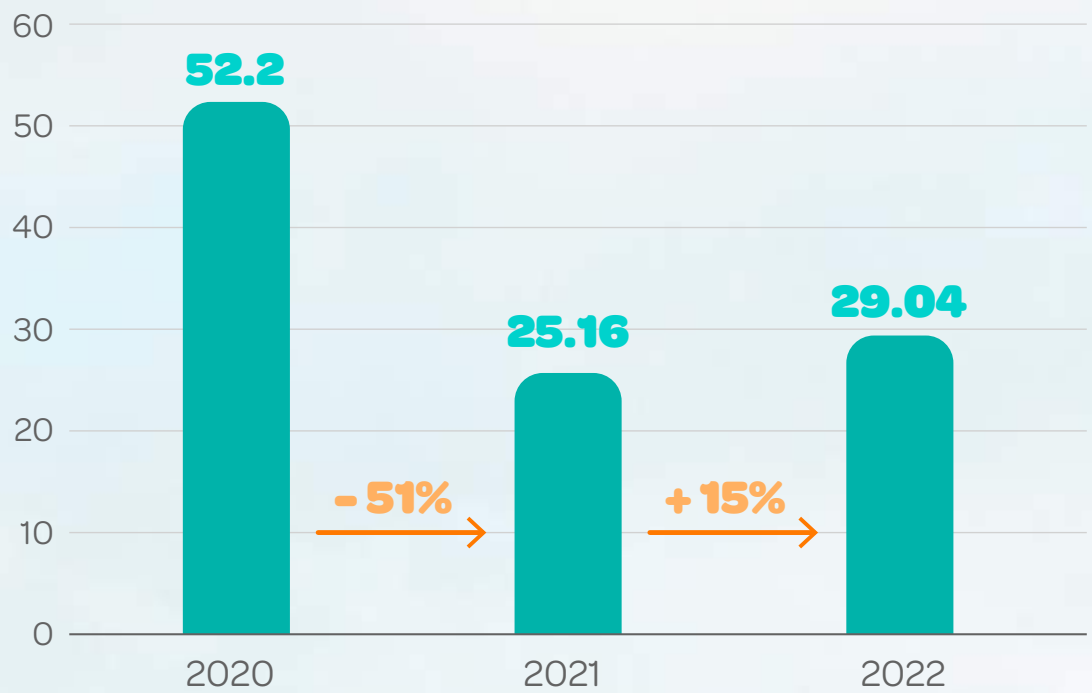
Water consumption (m3)

-12%
(2020-2022)



Paper consumption (t)

-44%
(2020-2022)



*Water consumption comes from municipal water supply

**Office paper only

***Data on water consumption in the USA and paper consumption in the USA and Morocco have not been included in the calculation as the number of on-site employees represents less than 1% of the total

SCOPE 3

Even though Atento's activity is not one that impacts significantly climate change, we have worked progressively in reducing our footprint to contribute to sustainability. The calculation was done from an inference based on the sample data collected through surveys to our employees in different locations (see Appendix 1 for complete survey methodology). But continuing with our improvement trend we upgraded the calculation of the commuting carbon footprint of our employees: we used a bigger sample size and a more accurate survey to ensure all data was usable.

Atento supports the WAHA model (Work At Home Agent), this way we can offer employees a flexible work-life balance. This model also brings an additional benefit, as remote working reduces the consumption of resources at the sites and minimizes travel emissions from commuting.

The commuting carbon footprint for Atento employees in 2022 was 304,447 t CO2 eq*, which has meant a reduction of almost **30%** of the footprint, had WAHA not been in place**.

Commuting carbon footprint per employee

-29%

PER EMPLOYEE

Without WAHA

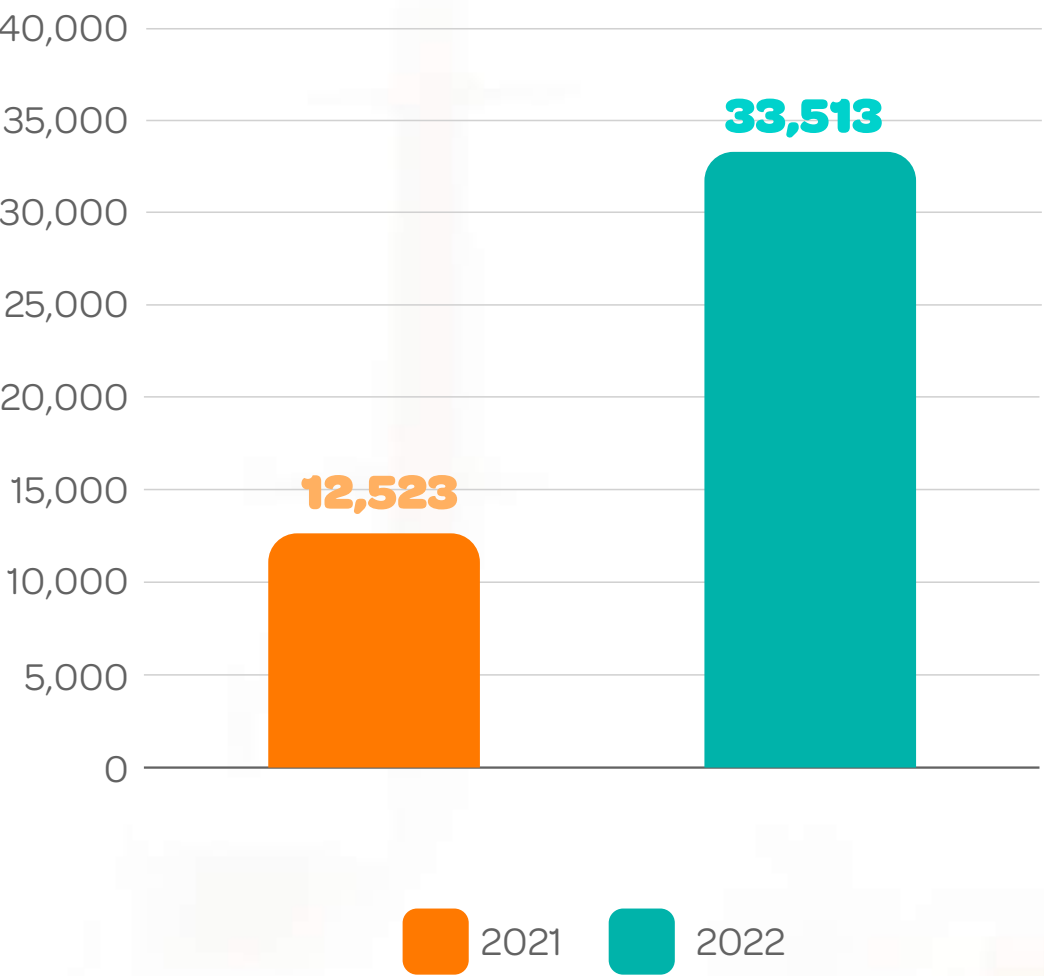
2.36



With WAHA

1.68

Sample size for commuting survey (#)



*Data was collected from a survey with a sample size of 33,513 employees (27.5% of total population). All results from emissions were inferred, to the total population of Atento in 2022 121.807 employees.
**Calculation for footprint with remote work (WAHA) was calculated with commuting footprint for days employees attended the office (survey data). Calculation for footprint with no remote work was calculated extending the footprint to all working days in each location.

ATENTO

**Initiatives
to address
climate change**

3.2

—



3.2. Initiatives to address Climate Change

CIRCULAR ECONOMY

In addition to all efforts to reduce our direct footprint, we went further and created initiatives in search of suppliers that would allow us to enter the circular economy so that we could also collaborate towards our sustainability goals. That's why in Brazil, where we have a greater presence, we partnered with a supplier specializing in circular economy, so that they manage Atento's sustainable disposal for us, being able to give waste a new use. This supplier operates in the sustainability, Reverse Manufacturing, Management and Recycling segment. Certificates such as ISO 9001, 1401 and other local and international certifications. This partnership favors the environment by providing a service that generates the correct management of assets derived from retirement processes.

- The separation and qualification of waste is done by recycling class, which allows us to reduce waste generation and pollution to the environment
- Returning materials to the market as raw materials, keeping materials and products in use
- Ensuring a safe and environmentally correct destination, regenerating natural systems

In 2022, thanks to this partnership we disposed of approximately 9 Tons of different materials that can be reused and recycled, thus promoting better use of natural resources and extending the useful life of the items.

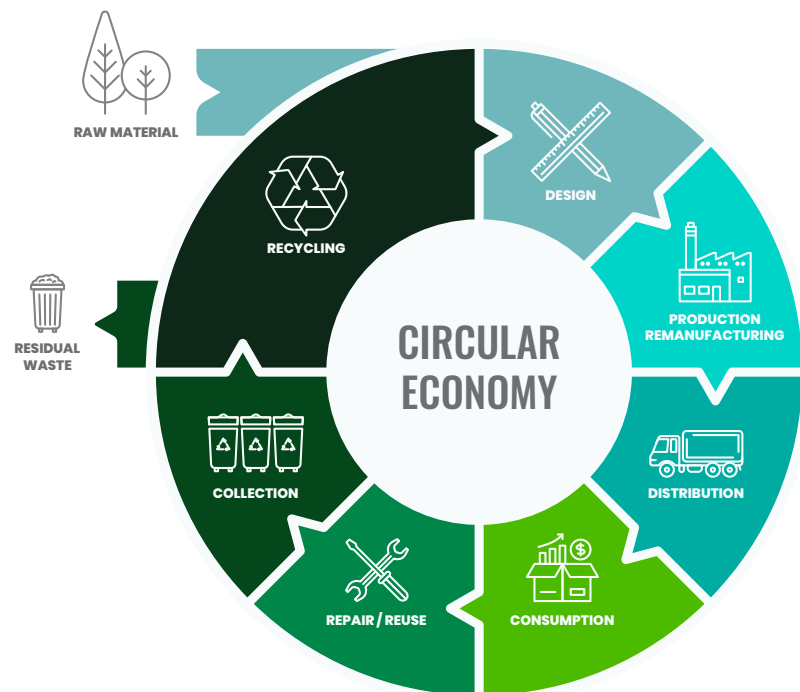
Atento believes that, based on this partnership, we are reinforcing the cyclical participation in the 4 pillars of the circular economy: Innovate, renew, reuse and recycle.

APPROXIMATELY

9 TONS

**REUSED AND RECYCLED METAL,
PLASTIC, GLASS AND WOOD**

**Advantages generated:
Reuse - Recycling - Revenue**



“The world is in constant change and we, at Atento, are fully committed and promoting the circular economy.”

Dheborá Mari,
Global Infrastructure
Projects and KPIs Manager



For 2022, Atento had a complete plan of environmental initiatives, to carry out and achieve the reductions we have presented. This plan is the continuation of the initiatives we had in previous years. This initiatives are targeted by country according to what the specific sites needs and to the local context. The following table represents the main company wide plans conducted in 2022:

	BRAZIL	MEXICO	COLOMBIA	ARGENTINA	URUGUAY	CHILE	PERU	GUATEMALA	EL SALVADOR	USA	PUERTO RICO	SPAIN	MOROCCO
Sourcing and use of sustainable suppliers and products (e.g. FSC-certified furniture or printing paper)	●		●				●					●	
Waste recycling and certification of sustainable waste disposal, including electrical waste & suppliers	●	●	●				●	●	●			●	
Improvement of air conditioning systems (renovation, retrofitting or maintenance) generating less fluorinated gas leakage.	●	●	●				●	●	●		●	●	
Carry out environmental awareness actions	●	●	●	●	●				●			●	●
Energy saving measures taking into account building capacity and attendance	●	●	●	●	●	●	●				●	●	
Motion sensors in common spaces and/or change to LED lights for energy efficiency		●	●	●	●		●	●	●		●	●	●
On/off switching of air conditioning systems and PCs on demand		●	●	●	●	●	●	●	●			●	
Proactive maintenance and detection of water leakages		●	●				●	●	●			●	

Atento has more targeted initiatives, which look to impact specific issues inside each country, such as:

We have also worked to identify the main challenges we are facing as a company in 2023, to plan and anticipate what Atento will be facing as a company in environmental matters:



CO2 reuse in recharging fire extinguishers
(continued from last year)

Brazil



Limitation of printed sheets to upper management and staff

Argentina, Uruguay, Brazil



Exploration of alternatives for the implementation of non-conventional renewable energy projects, energy efficiency in HVAC* and lighting

Colombia



Water recharging points to save plastic

Puerto Rico



Sourcing of real estate for growth with sustainable certifications

Spain



Continue to maintain a sustainable supplier sourcing process



Shift to sustainable sources of energy such a photovoltaic



Continue retrofitting HVAC* systems and electronic devices to ensure energy efficiency



Keep maintenance actions carried out during 2022



Focus on recovering reduction on water and paper consumptions

*HVAC: Heating, Ventilation and Air Conditioning

To keep working towards sustainability and on top of the initiatives and plans carried out in the sites, we seek to keep our employee's engagement in environmental and sustainability matters, as well as to give back to the community. For this reason, we deployed local actions to target employees and communities in our countries'. Actions such as deploying a training in Colombia "Raise awareness of how we can help our planet" or holding a photo contest for the world environment day to boost awareness in Spain.

REFORESTATION ACTION BRAZIL

In partnership with Sesc Interlagos, in São Paulo, the "Sou Voluntário" program planted seedlings of the araucaria species, also known as Brazilian pine. The tree is part of the Atlantic Forest ecosystem and is at great risk of extinction.

As part of the Global Community Month actions, the goal of the activity was to offset CO2 emissions by planting trees, and to contribute to the environment by recovering degraded areas, preserving biodiversity, protecting water resources, and fighting global warming.



"During the activity, we received guidance and step-by-step instructions on how to do the planting, where we put the seedling, covered the root with fertilized soil, and finished with watering. The children had a blast watering the soil".

Robson Oliveira,
Communication analyst
and volunteer in the action

"It was a learning experience! Being with nice people in a pleasant environment helps us generate proximity and collect good memories. I was able to take my family to this action and they could see how much the company that mom works for is also concerned about the environment. This generates an example to be followed and admiration!"

Larissa Sabino,
HR Business consultant



ATENTO

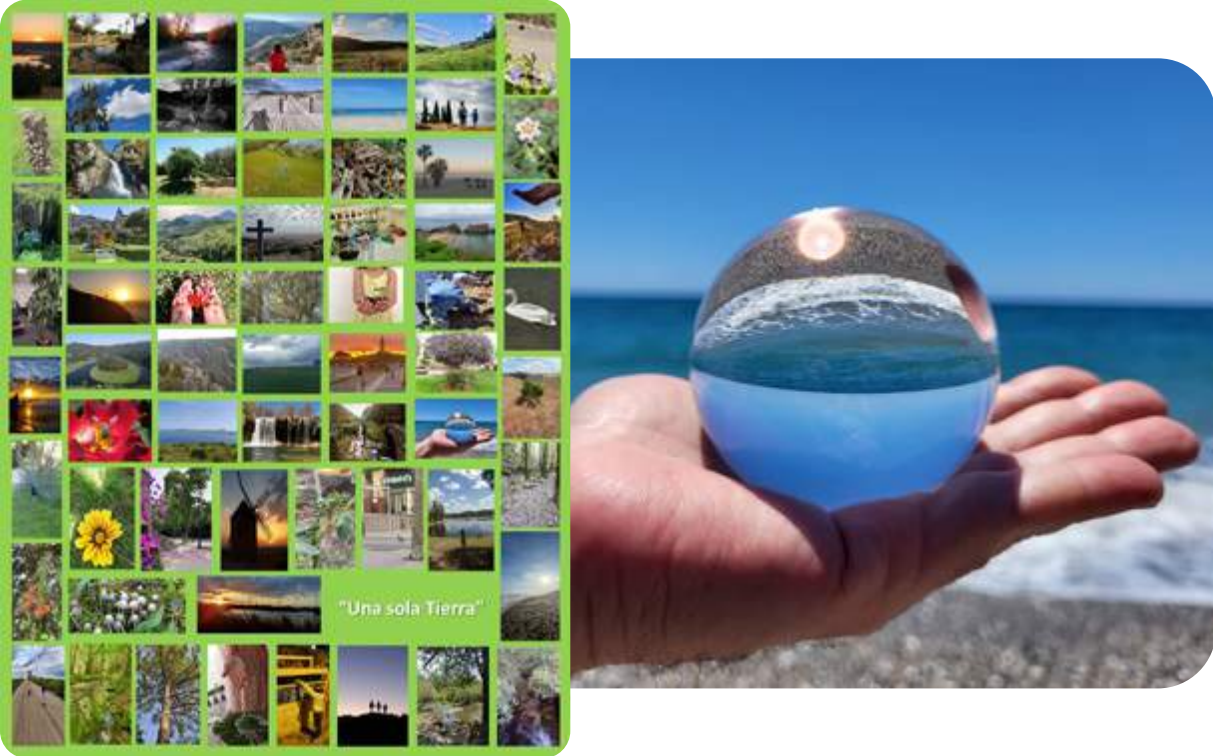


REFORESTATION ACTION MEXICO

In alliance with the *Sierra de Guadalupe Integral Environmental Education Center*, we planted 800 maguey trees that will help improve the environment.

PHOTO CONTEST FOR THE WORLD ENVIRONMENT DAY SPAIN

Once again, we have held our traditional photo contest to celebrate World Environment Day under the slogan "One Earth". The first prize went to the photograph "The world in your hand", by Virgina García Camacho, from the Rivas center.



	CLASSIFICATION / AWARD	INSTITUTION
BRAZIL, COLOMBIA, PERU, MEXICO, SPAIN, AND PUERTO RICO	ISO 26000	ISO
PERU	ISO 14001	ISO
BRAZIL	NBR 160001	ASSOCIAÇÃO BRASILEIRA DE NORMAS TÉCNICAS
COLOMBIA	LEED SILVER CERTIFICATON "ELEMENTO BUILDING"	U.S. GREEN BUILDING COUNCIL
COLOMBIA	ACERCAR SMA CERTIFICATION	ALCALDÍA MAYOR DE BOGOTÁ D.C. SECRETARÍA DE AMBIENTE BOGOTÁ

ATENTO

GOVERNANCE
Leading with
transparency

4





ATENTO

**GOVERNANCE
AND CORPORATE
STRUCTURE**

4.1

4.1. Governance & Corporate Structure

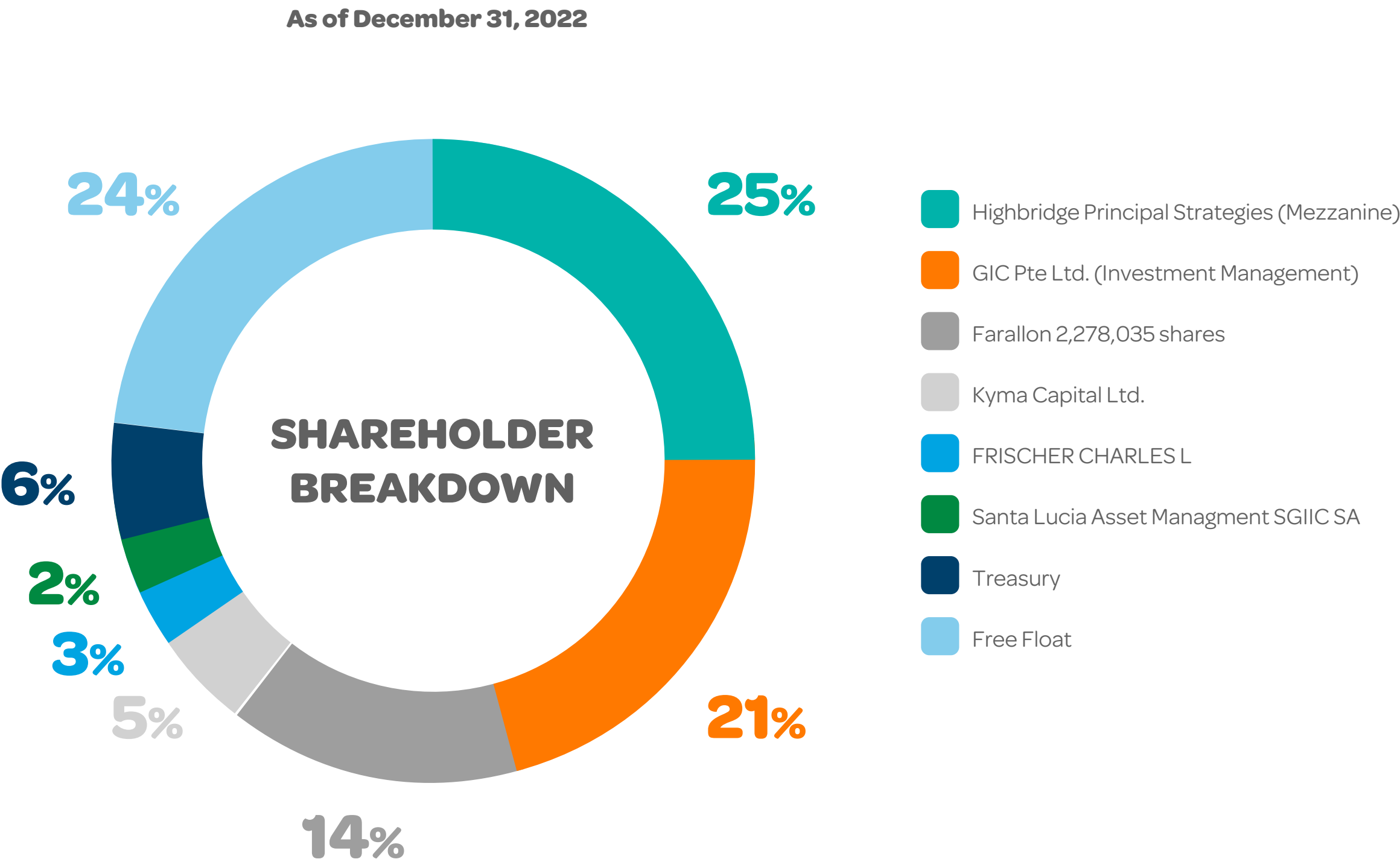
Atento is made up of a set of companies that comprise the company’s global organizational chart, headed by Atento, S.A. as the parent company of the group, which is registered in Luxembourg and listed on the New York Stock Exchange. All Atento group companies operate under a single corporate governance structure and under the same policies and guidelines.

At the corporate governance level, Atento, S.A. is managed by a board of directors, an Audit committee and a compensation and sustainability committee. The operation of these governance bodies is governed by our bylaws and applicable regulations, as well as by the laws of Luxembourg, where the parent company's registered office is located, and the requirements of the New York Stock Exchange.

Transparency with shareholders

At Atento, we provide our investors with all the information they need to make informed buying and selling decisions in order to avoid any possible imbalance between core and minority shareholders.

Our **Investor Relations Area** is responsible for informing investors and other stakeholders about the group's growth strategy, performance expectations financial and operating performance. These reports always comply with the standards required by the International Financial Reporting Standard (IFRS). Certain general group information is available in the Investor Relations section of our website, including press releases, financial reports, regulatory filings, a calendar of events and other corporate governance information. We also have a system for sending periodic alerts to investors so that they can easily keep up to date. You can contact investor relation via email: investor_relations@atento.com



Corporate governance:

It is directed by three bodies:
the General Shareholders’ Assembly,
the Board of Directors, and the
Management Committee.

General Shareholders’ Assembly.

Made up of the owners and representatives
of the company’s shares.

Board of Directors.

The board consists of six members with an
average age of 52 and various nationalities.

**Their resumes are publicly available
on the Corporate Governance section
of our website.** (composition as of 31st
December 2022).

"Despite recent financial
headwinds, Atento
demonstrated its deep
commitment to ESG
principles through 2022. The
entire organization is fully
engaged in supporting this
framework and has achieved
excellent results".

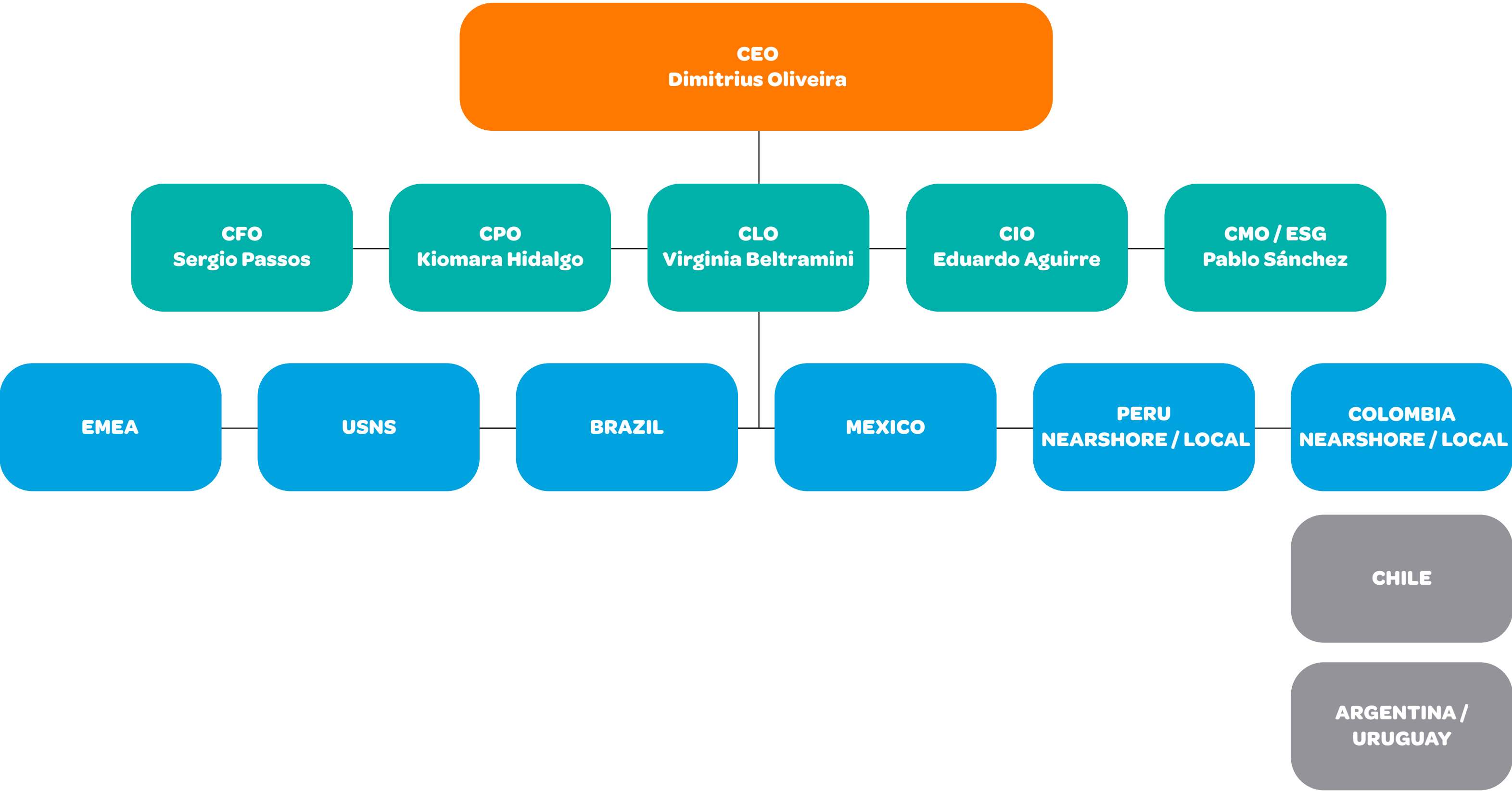
Anil Bhalla
Executive Chairman at Atento

NAME	AGE	POSITION	JOINED	NATIONALITY
ANIL BHALLA	57	CHAIRMAN	2022	CANADA
AKSHAY SHAH	43	DIRECTOR	2022	UK
DIMITRIUS OLIVEIRA	49	DIRECTOR	2022	BRAZIL
JOHN MADDEN	49	DIRECTOR	2020	US
ROBERTO RITTES	48	DIRECTOR	2020	BRAZIL
ROBERT W. PAYNE	63	DIRECTOR	2021	UK

Composition as of 31st December 2022

Management Committee.

It is comprised of six members - two women and four men - whose average age is 52 and are of different nationalities.



There are also other committees to help govern Atento upholding its values such as the Compensation & Sustainability Committee to ensure transparency, the Audit Committee, the Compliance Committee as well as the Diversity Committee (refer to the next section for more information about the last two committees).

Compensation & Sustainability Committee

As of 12/31/2022, our Compensation & Sustainability Committee consisted of John Madden, Roberto Rittes and Kiomara Hidalgo (Secretary, non Director). Our board of directors adopts a charter for the Compensation Committee, which is available on our corporate website at <https://atento.com/en/esg/governance/>.

Audit Committee

The Audit Committee is responsible for appointing, compensating, retaining, evaluating, terminating and overseeing our independent registered public accounting firm and the financial statements filed with the SEC as well as, ensuring the independence of the reporting process and the external auditors.

Our Audit Committee was comprised of Robert William Payne, Roberto Rittes and Virginia Beltramini (Secretary, non Director). Our board of directors has determined that Roberto Rittes is an "audit committee financial expert", as defined in Item 407(d)(5)(ii) of Regulation S-K. The board-approved charter for this committee is available on our corporate website at <https://atento.com/en/esg/governance/>.



The background of the slide features a photograph of several business professionals in an office setting, captured in a celebratory high-five gesture. The image is partially obscured by a teal vertical bar on the left and a dark blue rounded rectangle in the center-left. The overall tone is professional and positive.

ATENTO

**ETHICS AND
COMPLIANCE**

4.2

—

4.2. Ethics & Compliance

At Atento we abide by a strong set of values, contained in our Code of Ethics. The Code of Ethics is a guideline for all our employees to make decisions based on a common ethic standard, guided by honesty and integrity. This Code is aligned with our values and made extensive to our partners and suppliers.

Our ethical principles:

- 1

Upholding honest, ethical conduct
- 2

Reporting in a complete, fair, accurate, timely, and understandable manner in the company's reports, documents, and communications
- 3

Complying with applicable laws and regulations, as well as our internal policies.
- 4

Internally reporting any known breach of the Code or any internal standard/regulation immediately, with the possibility doing it anonymously. All reports will be treated with full confidentiality.
- 5

Finally, at Atento we consider of the utmost importance the accountability for adherence to the code.

Atento also has ethical practices to contribute to the principles, collected in policies.

Compliance with the law: all regulations of the countries where we operate must be followed, as well as internal policies and rules.

Conflicts of interest: we look after the company's interest, to prevent any personal favoritism or misconduct.

Protection and use of corporate information, assets, systems, and other resources: these must only be used for company-related issues, and any misuse should be prevented, including any that could harm another person or company.

Law on the Securities Market: it is mandatory to safeguard the company's non-public information, not share it and not to use it for personal gain.

Bribery, kickbacks, and fraud: Paying, lending, or offering funds or assets intended to compromise the recipient's behavior or to obtain a benefit, (resulting in harm to someone else) is expressly prohibited.

Health and safety in the workplace: at Atento, we are committed to providing a healthy, safe workplace, which also requires the employees' compliance with the company's safety instructions.

Labor issues: we promote a business environment that favors equal employment opportunities, and which prohibits any discriminatory practices.

Books and records: Have internal accounting controls to safeguard and ensure the reliability of our financial records and reports.

Record of documents: we keep everything necessary and relevant that is required by law, thus enabling accountability.



“Our Code of Ethics is our beacon, guiding all stakeholders toward shared values of honesty, integrity, and responsibility. Our vigilant internal accounting controls and record-keeping further ensure transparency and accountability. Atento is synonymous with ethical excellence, fostering a culture of integrity from the ground up, where every decision echoes our core principles”.

Virginia Beltramini
Chief Legal Officer

At Atento, we have developed a global process to identify, understand and evaluate all possible regulations (in any field) in order to anticipate and manage their impact. We also have a communication plan in place concerning new regulations, code of ethics, whistleblower and cybersecurity.

In terms of monitorization and promotion of compliance, the compliance committees ensure internal and external regulatory compliance and promote an ethical culture.

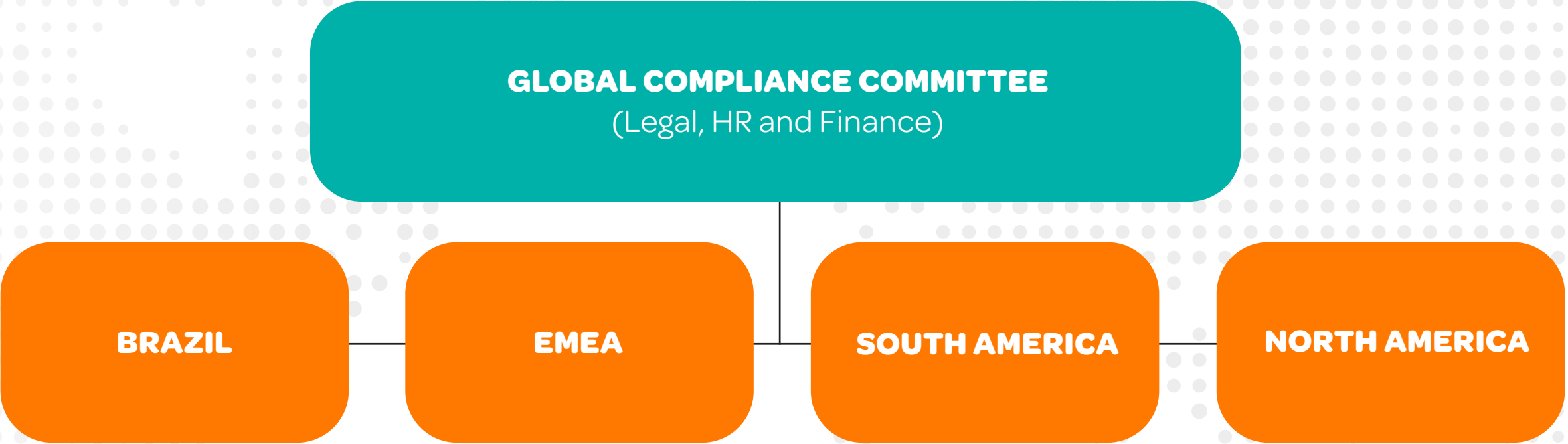
Every country is governed by a committee, whether local or regional. These local and regional committees in turn report to the global committee, which performs consultative and supervisory functions on the activity of these.

Local and regional compliance committees

These committees have been created to define a body responsible for compliance oversight in each country or region. Their members are the heads of Finance, Human Resources and Legal managers of the country or region to which they belong. These committees have rules of procedure that define their basic structure, as well as their competencies and operating procedures.

The Global Compliance Committee

The Global Committee oversees ensuring the achievement of compliance objectives at a global level throughout Atento, and its composition is analogous to that of the other compliance committees. This committee supervises the local and regional committees and is fed by the information provided by them, thus determining the group's global compliance level.



Honesty is a core value in Atento. To this effect, in addition to the code of ethics, we have an Integrity Policy, which includes an Anti-Corruption guide, which is enclosed with the contracts for our employees in coordinator, manager, and executive positions, and included as mandatory clauses for our providers to sign.

Transparency is highly emphasized through trainings and communications to avoid inappropriate behavior.

Atento has **the Whistleblower Channel**, available both internally and externally for everybody involved with Atento, customers, employees, providers, partners or any other stakeholder. This channel is destined to report a well-founded suspect of the existence of an activity or conduct that entails a breach in the code of ethics, any policy (mandatory or not) and/or unethical behavior. It is key for us to continue improving our channel. That is why we have designed an optimization process to ensure that all employees are aware of the channel and its functioning, and that the average resolution time decreases.

The direct access is through our website:

<https://canalconfidencial.com.br/atento/>

Or by phone in the different lines available for the countries we operate in:

- | | | |
|---|--|---------------------------------------|
| Argentina: +54 0800 666 0079 | US: +1 800 986 3850 | Panama: + 507 8339697 |
| Brazil: +55 0800 721 0746 | Guatemala: + 502 22699458 or
+ 55 11 2739 4501 (accepts collect calls) | Peru: +51 0800 55781 |
| Chile: +56 1230 020 8946 | Luxembourg: +352 800 8 1059 | Puerto Rico: +1 787 919 0828 |
| Colombia: +57 01800 913 2017 | Morocco: + 55 11 2739 4501 (accepts collect calls) | Uruguay: +598 000 416 205 1344 |
| Costa Rica: + 55 11 2739 4501 (accepts collect calls) | Mexico: +52 800 681 5380 | |
| El Salvador: + 55 11 2739 4501 (accepts collect calls) | Nicaragua: + 55 11 2739 4501 (accepts collect calls) | |
| Spain: +34 900 838920 | | |

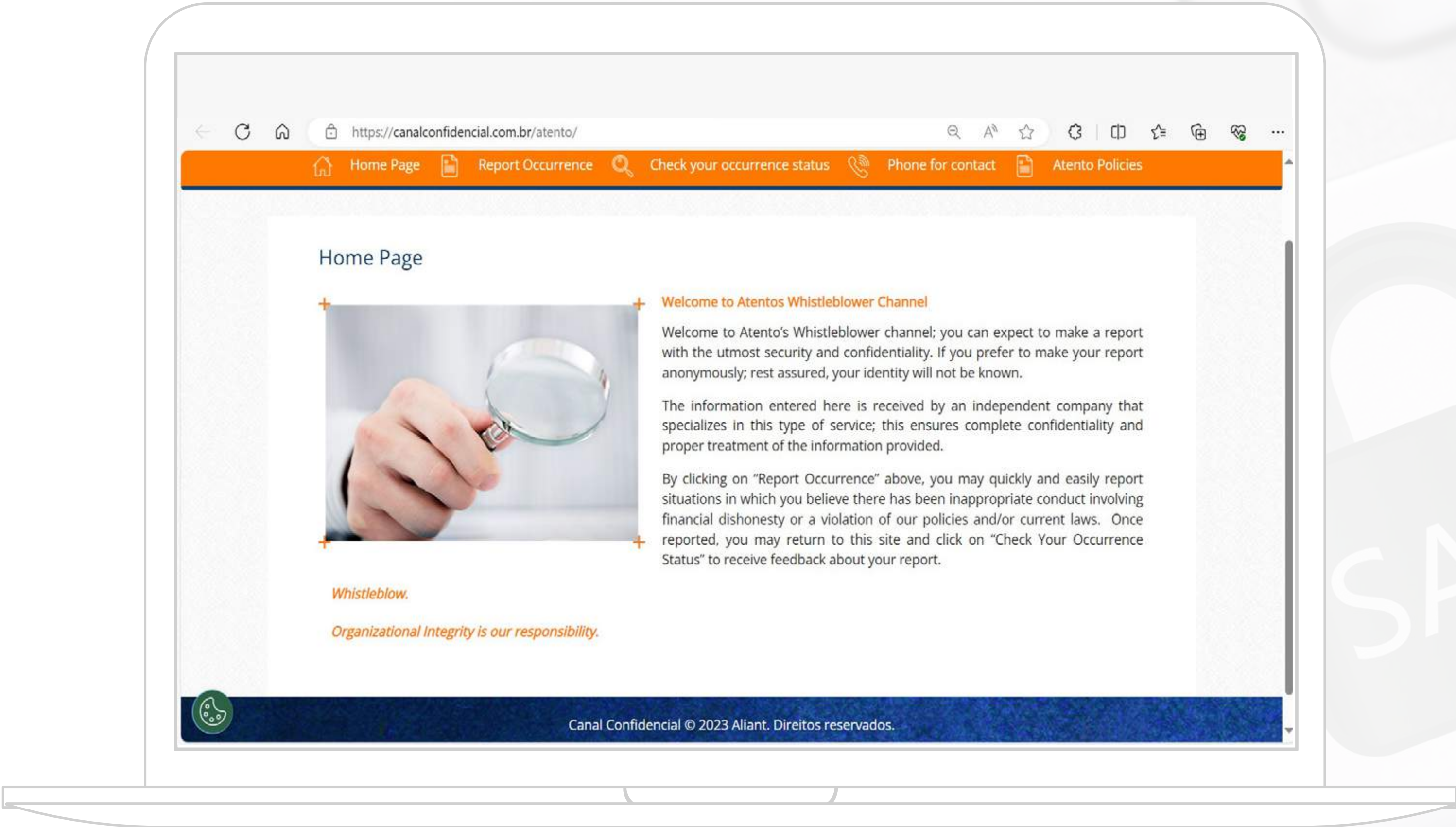


The complainant can choose to report any breach anonymously, but regardless, all the information will be treated with total confidentiality.

The data in the complaints needs to be verified, and for this purpose, the complaints received are first handled by an external company and then forwarded to the Internal Audit area, where they are processed and estimated.

In this estimation, the associated risk level is assessed, and categorized into Low, Medium and High, according to a matrix where definitions are set for each category of grievance. The complaints classified into the latter, being the high-risk ones are managed by Internal Audit, which may rely on the pertinent Compliance Committee in the event of being particularly difficult. The rest of the complaints are forwarded to different contacts in charge, according to the guidelines established by Internal Audit.

During 2022, 1,188 reports of grievances have been processed through the channel. We are happy to report that during 2022 we only had 4 grievances classified as High, and less than a 13% as Medium. The rest were categorized as Low. At the end of 2022 95% of these grievances had been processed and closed.



In Atento we are committed with upholding our code of ethics. We believe everyone of our employees should be onboard in helping us maintaining and spreading our values. For this purpose, we deployed a series of trainings:

Anti corruption training

was designed and deployed for the whole company's administrative structure. It will be renewed every two years, and to ensure every new employee has access to it, it is included in the onboarding package. Deployed from February 2022, complying with FCPA and Brazilian law No. 12,846.



“At Atento we understand compliance as the result of the business culture, which shapes behavior to reinforce our commitment to always do the right thing, making compliance an essential element of the activity. We do not believe that a culture of compliance is achieved by imposing and controlling, but by nurturing integrity, attracting and keeping employees who defend and sustain it, and reacting clearly and decisively to those who put it at risk.”

Gregorio Burgueño
Compliance Officer

Ethical Code training for all our employees

where our focus was disseminating our compliance culture to the whole company, always supported by the compliance committees.

Atento's Code of Ethics

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It is your duty to know and respect the Code of Ethics

The Code of Ethics is our **corporate guide**, as it provides the framework for decision-making and establishes the principles that underpin the rest of the internal rules.

Who does the Code of Ethics apply to?

⦿ **It applies to everyone**, whether you are a director, employee or third party involved with the company.

ATENTO

The Code of Ethics must be the guide for all your decisions to ensure integrity and transparency at Atento.

To ensure all our trainings were up to date and compliant with needed regulation there was an updating and standardization of the content of the compliance training included in the onboarding packs of all countries to ensure that all new employees, regardless of the company/contracting country, receive:

Code of Ethics

Whistleblower Channel

Anti-Corruption

Data Protection
(when applicable)

Information Security
(when applicable)

And specific models for local legislations in each country
(e.g., Criminal Prevention Spain, SAGRILAFT/PTEE Colombia).

- On top of the anti corruption training, Internal Audit committees review interactions with external stakeholders, focusing on donations and travel expenses, as well as interactions with official government employees. Because of our anti corruption management, e.g., we have been included in the top 500 companies against corruption in Mexico by the Expansión Magazine.
- To maintain transparency throughout our activity there were several actions, some carried out locally:

Model consolidation of the SAGRILAFT (System of self-control and integral risk management of Money Laundering and Financing of Terrorism/Financing of the Proliferation of Weapons of Mass Destruction)

PTEE (Transparency and Business Ethics Program) in Colombia



MEXICO

RANKED #366 IN EXPANSIÓN MAGAZINE'S RANKING: "500 COMPANIES VS. CORRUPTION 2022".



To further this commitment, we conduct training and awareness programs every year; we denounce any type of discrimination; and we promote freedom of association in every region where we operate.

As of December 31, 2022, we had collective bargaining agreements in six countries, including Argentina, Brazil, Chile, Uruguay, Mexico, and Spain, that govern our relationships with the majority of employees in these countries. Thus, **72.5% of our employees are under a collective bargaining agreement.**

We also guarantee our employees' right to strike, freedom of association, and the right to collective bargaining, as we also uphold their labor rights.

We're also vigilant about rejecting any form of child exploitation or forced labor, whether at our own centers

or those of our providers; we evaluate the latter to ensure that they don't use this type of practice. Moreover, in 2021 this was included among other clauses inside the master agreement that is signed with all our partner and providers as mandatory. Making it a requirement in the supplier certification process.

We haven't identified any providers who may violate any of these rights or allow any of these prohibited forms of work.

Regarding these issues, all the company's providers in all regions, for instance, must sign the "Social Responsibility Terms," which requires them to respect human rights.

In addition, we have been certified with Brazilian Social Responsibility Standard NBR 16001 since 2019 in order to reinforce our commitment to respect human rights and has been annually renewed.

Since 2011, we're adhered to the UN Global Compact on Human Rights to ensure compliance with all our partners.

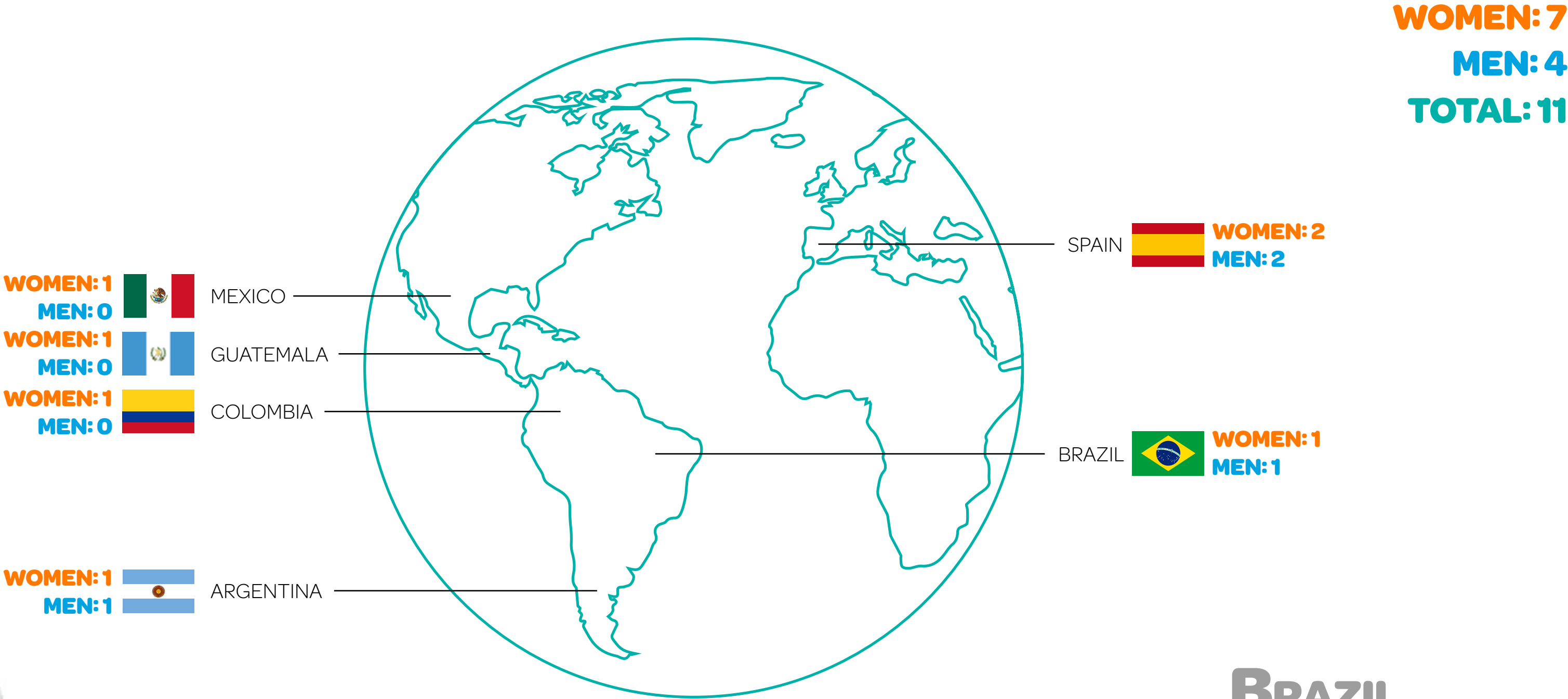


WE ARE COMMITTED TO PROTECTING HUMAN RIGHTS



In Atento Diversity and Inclusion is key. That is why, to follow-up and oversee all the diversity initiatives and contribute towards zero-discrimination and ethical behavior, we have both two Diversity Committees in Brazil and Global.

GLOBAL DIVERSITY COMMITTEE



47 2022 Monthly meetings



BRAZIL
WOMEN: 9
MEN: 4
TOTAL: 13
BRAZIL DIVERSITY COMMITTEE

Certification
NBR16001:2012 CERTIFICATION

Institution
ABNT

ATENTO

**CYBERSECURITY
AND DATA
PROTECTION**

4.3



4.3. Cybersecurity and data protection

In the digital age in which we live, **cybersecurity and data protection are critical** for any organization. Advanced technology has brought with it countless opportunities, but it has also exposed companies to increasingly sophisticated threats. In this context, cybersecurity emerges as an indispensable pillar to ensure business continuity and customer confidence. At our company, we recognize the vital importance of protecting the confidential and sensitive information entrusted to us. Cybersecurity is treated as a priority in all our operations and is incorporated into all aspects of our business environment.

We have **implemented a comprehensive cybersecurity framework**, which includes up-to-date policies and procedures, as well as state-of-the-art technologies. Our information security team works continuously to identify and mitigate risks by implementing appropriate controls and security measures. This includes constant monitoring of our technology infrastructure, vulnerability scanning and security incident response. In addition, awareness and education are key factors in our approach. We invest in **regular training for our employees** so that everyone is aware of cyber threats and knows how to act safely. We recognize that cybersecurity is the responsibility of all team members, and we foster a culture of security throughout the company.

Our approach to data protection goes beyond compliance with applicable regulations, such as the **General Data Protection Act (GDPR)**. We constantly seek to ensure the privacy and confidentiality of the personal information of our customers, partners and employees. We have implemented technical

and organizational measures to ensure that data is collected, stored and processed in accordance with the highest standards of security and privacy. We understand that cybersecurity and data protection are ongoing processes. We are committed to monitoring emerging trends and threats, constantly updating our practices and systems to address these evolutions.

In line with our commitment to privacy and data protection, we have created specialized regional and local teams dedicated to ensuring the protection of personal data.

All in all, at Atento, cybersecurity and data protection are solid pillars. We are committed to safeguarding confidential information while maintaining the trust of our clients and partners.



“In the digital age, we face increasingly sophisticated cyber threats, and it is critical that good companies unite and share information to combat this scenario. Hackers have organized themselves into communities and forums, exchanging knowledge and attack tactics. To ensure effective cybersecurity, it is essential that companies adopt a cooperative and collaborative mindset, sharing information about threats, vulnerabilities and solutions. By coming together and sharing knowledge about successful attacks, mitigation techniques and security best practices, companies can strengthen their collective defenses.

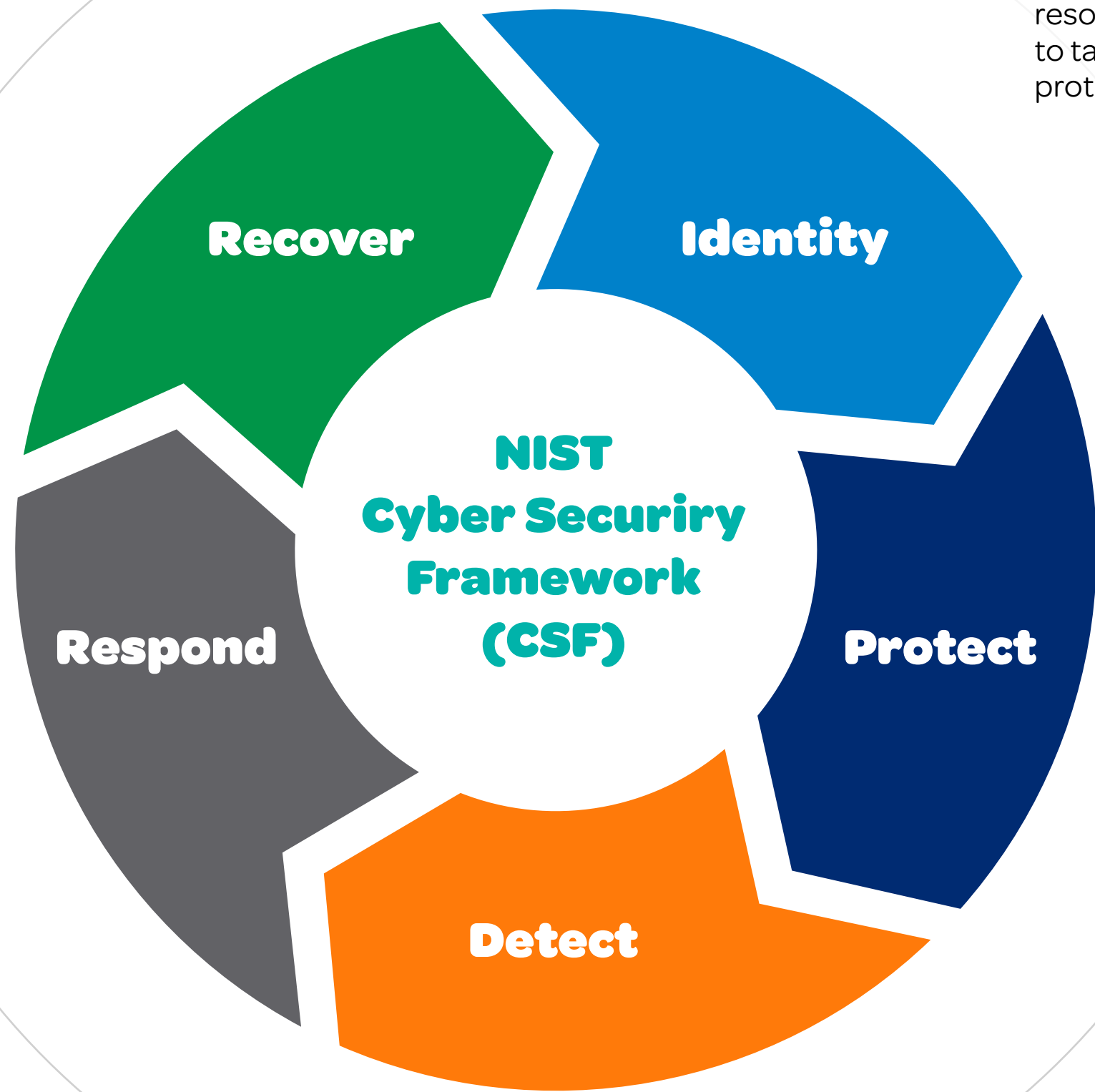
With a collaborative approach, a stronger security network can be created in which organizations help each other by learning from incidents and proactively preparing to address emerging threats. By sharing information about cyberattacks, such as patterns of behavior, attack vectors and indicators of compromise, companies can alert each other and act quickly to prevent and respond to security incidents. In addition, sharing knowledge about effective security solutions and practices can help companies protect themselves more comprehensively.

In this scenario, cooperation not only strengthens the cybersecurity of individual companies, but also benefits the entire business community, as together they can address threats more effectively. We need to overcome the competitive mindset and adopt a collaborative stance, understanding that by sharing information and pooling efforts, we can build a more secure and resilient digital environment for all”.

Luiz Henrique Frota Ferreira
Security Information Senior Manager

By introducing the **NIST Framework**, Atento has adopted a widely used approach to improving cybersecurity in organizations.

It consists of five main themes:



How to identify: Identifying information assets, assessing risks and understanding the impacts that threats can have on the organization. It is essential to know the environment and resources in order to take appropriate protection measures.

How to protect and detect: Protection consists of implementing security measures to mitigate risks. This includes establishing security policies and procedures, controlling access to resources, encrypting sensitive data and making users aware of secure practices. An effective access and user management process, combined with robust vulnerability management, along with the implementation of an Extended Detection and Response (XDR) solution, ensures complete protection against all attack surfaces. XDR is an advanced approach that integrates data from multiple sources, such as endpoints, networks, clouds and applications, providing complete and contextualized threat visibility. This solution enables more accurate, real-time detection of suspicious activity, facilitating immediate response to security incidents. By combining access and user management, vulnerability management and XDR deployment, companies can strengthen their defenses against cyber-attacks, ensuring comprehensive protection of all areas exposed to threats.

How we respond: Our company has an effective response to cyber-attacks, based on a coordinated and agile approach. We have a dedicated information security team that mobilizes quickly to isolate and contain threats, investigate incidents and determine the extent of compromise. In addition, we maintain an effective stakeholder notification process and implement mitigation measures to prevent future attacks. Through post-incident analysis and continuous improvements to our defenses, we ensure a resilient security posture, protecting our assets and preserving the trust of our customers and partners.

How to recover: Our company is prepared to recover effectively in the event of a cyberattack. We have a well-structured disaster recovery plan that includes immediate actions to isolate and contain the threat, mobilization of a dedicated incident response team, restoration of affected systems and implementation of corrective actions. In addition, we conduct post-incident analysis to identify lessons learned and continuously improve our defenses, thereby ensuring the rapid recovery of our operations and the resilience of our organization to potential cyber-attacks.

To summarize, the NIST Framework encompasses asset and risk identification, threat protection, suspicious activity detection, effective incident response and recovery to ensure a robust and resilient cybersecurity posture.



ISO 27001 for security information (Brazil, Mexico, Peru, EMEA y Colombia)



ISO 20000 international standard for IT service management (Brazil y EMEA)



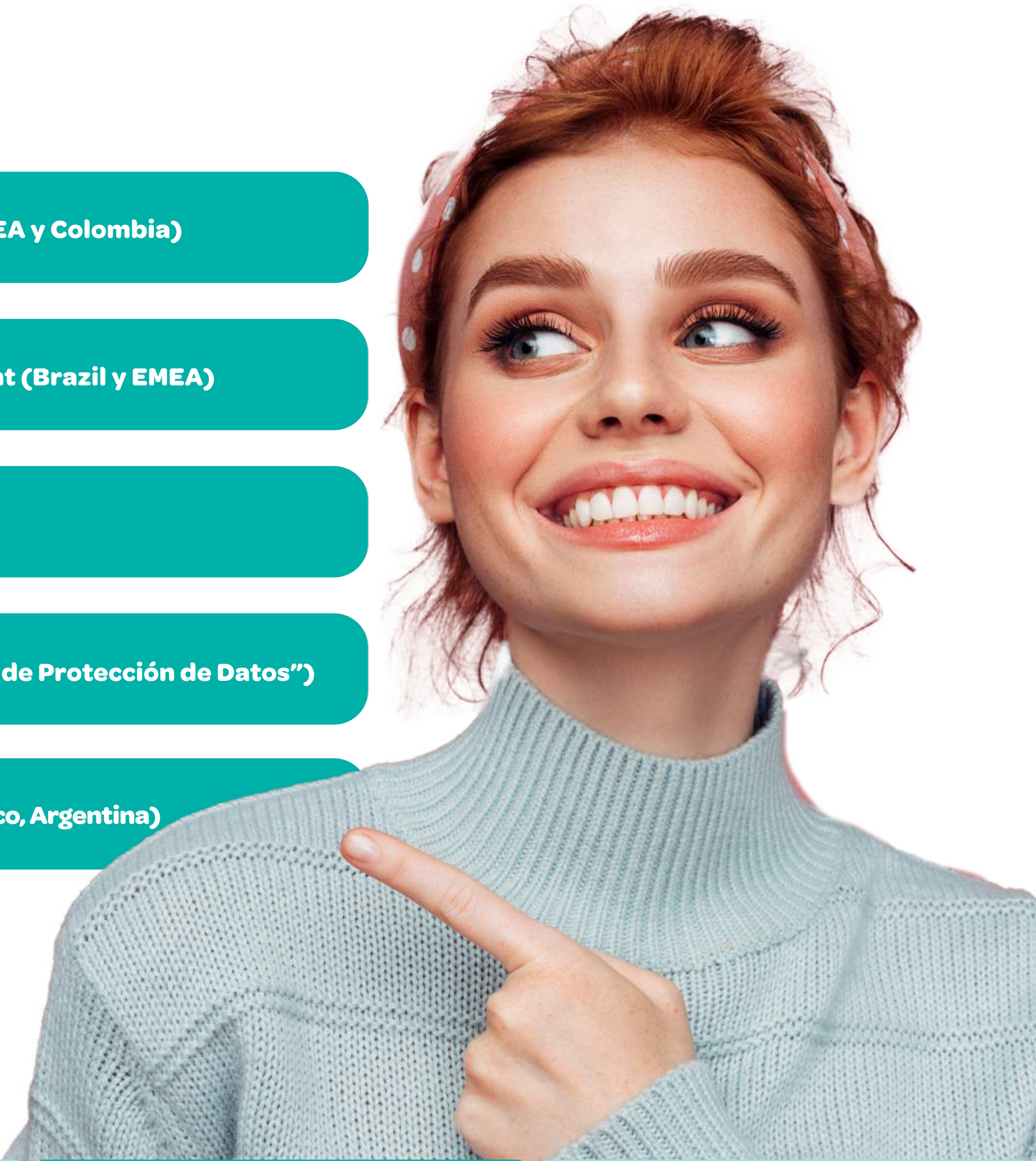
ISO 27701 Privacy Information Management System (Brazil)



Certified in Spain in data privacy protection (“Ley Orgánica de Protección de Datos”)



PCIDSS “Payment Card Industry Data Security Standard” (Mexico, Argentina)



ATENTO

**RISK
MANAGEMENT**

4.4



4.4. Risk Management

We are aware that risk management is a key organizational function. It involves aligning strategies, processes, people, technologies and knowledge to manage the uncertainty that every company faces. It refers not only to the risk of contingencies, but to the dangers inherent in all business activities.

In 2022 we created a risk management area, which will consolidate and centralize from now all activities inside this spectrum such as:

- Development of Risk Assessment & BCP approved and standardized globally.
- Manage the fraud prevention and its process.
- Contract analysis to mitigate risks.
- Form an efficient and effective regulatory approved and standardized at a global level.
- Follow up on internal and external audits.

To oversee this department creation and its activities, Carlos Pico was appointed head of the Risk Management area. The team created includes experts on a BCP, Fraud Prevention, Audit Follow-up, Policy & Procurement Analysis and Risk Assessment.

The whole team will be completely connected with all parts of the organization, with some areas supporting its activity like Internal Audit, Internal Control, Compliance or Cybersecurity.



ISO 31000 – Risks management (Brazil, Mexico, EMEA, "Región Sur", El Salvador y Puerto Rico)



“The Risk Management is one of the most important pieces in any organization. Today, the Corporate world has many external and internal risks that we need mitigation for the right results”

Carlos Arturo Pico Jaime
Global Risk and Fraud prevention
Sr. Manager

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ATENTO

ABOUT
THIS
REPORT

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5.1 About This Report

In our **2022 Integrated Report**, we've presented the most significant information on our performance in good governance, social, and environmental spheres. In this document, we look at all aspects identified by the company and our stakeholders as significant in our materiality study (for more information refer to 5.2).

The information collected **encompasses all Atento's countries and subsidiaries** to provide a global reflection of the entire company. The heads of each country have worked together on the reporting process by providing the non-financial information requested, a process coordinated by the ESG Global Department.

To ensure the report's quality, we've prepared it following the Global Reporting Initiative (GRI) requirements, according to the **GRI Standards** version and the Core option. As a result, the report was prepared following the principles of reliability, comparability, and relevance. It is also possible to compare it to reports from previous years, as we've published our CSR reports since 2008.



To request information on issues related to content, contact:

Pablo Sánchez Pérez
Global ESG Director at Atento
pablo.sanchez@atento.com



5.2 Materiality Assessment

At Atento, we updated our materiality analysis in 2023 to determine which **issues are of the highest importance** to our internal and external stakeholders, which we must consider at the company.

To identify where the focus should be on this report, we needed an internal point of view, as well as an external one. Therefore, we identified our main stakeholder groups and selected a sample size from each group according to their size and representation inside and for Atento. The stakeholders are:

 **Customers**

 **Suppliers**

 **Employees**

 **Social Agents**

To learn their opinion to shape the report, we conducted a survey so that they could assess the main areas to cover: sustainability, corporate governance, human resources, environment, society, and business. Stakeholders were questioned on the importance of 28 topics, and asked to rank them from 1 to 10, being the latter the highest importance. All these topics are ranked as high importance internally and reflect part of the mission and values of Atento.

A materiality matrix was built from the analysis of the responses. The results showed that all 28 topics had high importance for our stakeholders as all were ranked above 7. Nevertheless, we selected the TOP 10 topics, having a baseline score of 8,550. From it, we can extract the ten matters that were identified as material topics, which are the following:



**Underlined topics match material topics for 2022*

These topics were marked as material due to the high importance Atento as a company marks them with, and the external point of view of our stakeholders.

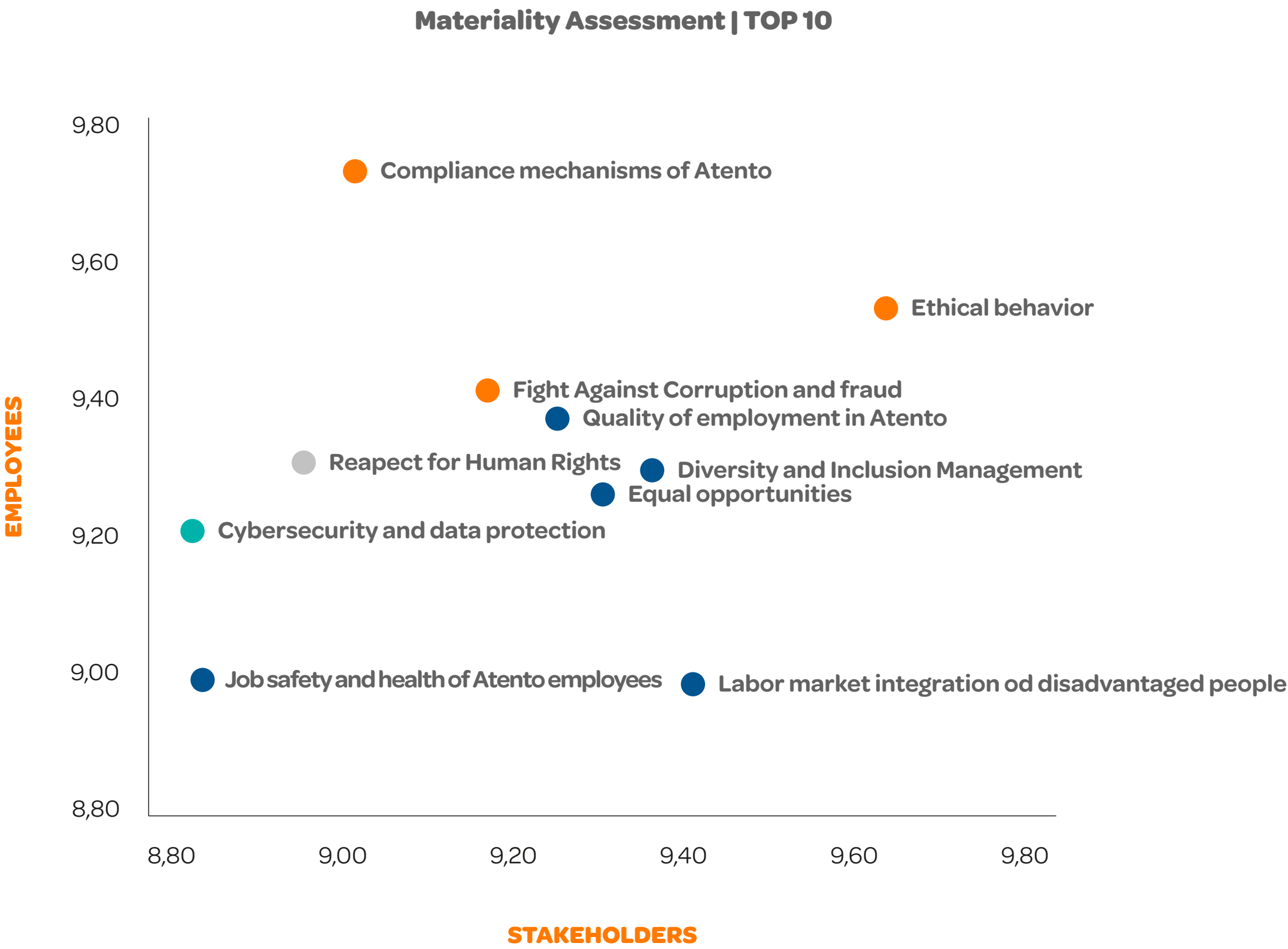
After comparing the material topics to those from the analysis in 2021, we see that 8 of these topics were in the top ten last year. The new ones are Ethical behavior and Job safety and health of employees.

There are three aspects related to Atento's business, another three with corporate governance, and another three with human resources, the remaining one belongs in the society category. None related to the environment were identified.

Some other topics raised and highlighted by our stakeholders include the concern for the environment and the reduction of the carbon footprint, the infrastructure for employees and employee health (especially mental health).

After learning about the preferences and priorities of our stakeholders, we shaped our report to highlight those concerns that were presented. Thus, the Social aspect of the report has a bigger weight as most material topics fall into that category.

These are the TOP 10 topics that employees and stakeholders value the most.



Legend & Topics per Category

CORPORATE GOVERNANCE	3
HUMAN RESOURCES	5
ENVIRONMENT	0
SOCIETY	1
BUSINESS	1


Other Topics also considered in the Materiality Assessment

- Rational use of raw materials and energy
- Minimization and responsible management of waste
- Sustainable labor mobility
- Internal environmental awareness
- Quality of Atento's financial and no financial information reported
- Relationship with stakeholders
- Training and continuous training
- Career development boost
- Talent attraction and retention
- Corporate volunteering programs
- Application of sustainable criteria in the supply chain
- Social action initiatives and donations
- Commitment to local communities
- Atento's financial results
- Service offer
- Service Quality
- Customer satisfaction
- Technological innovation



5.3. External Verification

DECLARACIÓN DE VERIFICACIÓN



Declaración de Verificación del Informe ESG 2022 con referencia a GRI Standards de ATENTO SPAIN HOLDCO S.L.U.

Al órgano de administración de ATENTO SPAIN HOLDCO S.L.U.:

Hemos realizado la verificación, con alcance de seguridad limitada del Informe ESG (en adelante la Memoria) correspondiente al ejercicio anual finalizado el 31 de Diciembre de 2022, de ATENTO SPAIN HOLDCO S.L.U. (en adelante el Grupo).

El contenido de la Memoria del Grupo puede incluir información adicional a la contemplada en el alcance de este encargo y que no ha sido objeto de nuestro trabajo de verificación. En este sentido, nuestro trabajo se ha limitado exclusivamente a la verificación de la información identificada en el índice de indicadores utilizados con referencia al Estándar GRI (Global Reporting Initiative) incluido en la citada Memoria.

Responsabilidad de la Dirección

La Dirección de la Organización, es responsable de la preparación, del contenido y de la presentación de la Memoria. Esta responsabilidad incluye el diseño, la implementación y el seguimiento del control interno que se considere necesario para permitir que dicha Memoria esté libre de incorrección material. Asimismo, la Dirección de la Organización es responsable de definir, implementar, adaptar y mantener los sistemas de gestión de los que se obtiene la información necesaria para la preparación de la Memoria.

Independencia y Competencia

El equipo auditor ha cumplido los requerimientos de independencia, imparcialidad y demás exigencias de ética, basando sus actuaciones en los principios fundamentales de integridad, objetividad, competencia y diligencia profesional, confidencialidad y comportamiento profesional.

Objetivo de la verificación

El objetivo de la verificación es asegurar que la información reportada por la Organización en el Informe ESG 2022 con referencia a GRI Standards, es precisa, completa, transparente y libre de errores u omisiones.


Número: 11851

Fecha de Verificación: 07 / 12 / 2023

Página 1 de 3

European Quality Assurance Spain, S.L. (EQA España) - Calle Joaquín Bau nº 2 | 1ª Planta | Escalera Derecha | 28036 Madrid
Queda sujeto al "Procedimiento de Certificación y Condiciones Generales" establecido por EQA

DECLARACIÓN DE VERIFICACIÓN



Nuestra responsabilidad

La responsabilidad de EQA se circunscribe en expresar nuestras conclusiones en una declaración de verificación independiente de seguridad limitada basado en los procedimientos realizados y en las evidencias que se han obtenido. El encargo se ha realizado de acuerdo con una metodología propia y los requisitos de la Norma Internacional UNE-EN ISO/IEC 17020 "Evaluación de la conformidad. Principios generales y requisitos para los organismos de validación y verificación".

El alcance de un encargo de seguridad limitada es sustancialmente inferior al de un encargo de seguridad razonable y, por lo tanto, la seguridad proporcionada es menor.

Los procedimientos realizados se basan en el juicio profesional de los expertos que han intervenido en el proceso e incluyen consultas, observación de procesos, evaluación de documentación, procedimientos analíticos, y pruebas de revisión por muestreo que, con carácter general, se describen a continuación:

- ✓ Comunicaciones con el personal de los diversos departamentos de la Organización o con la persona responsable involucrada para conocer el modelo de negocio, las políticas y los enfoques de gestión aplicados, los principales riesgos relacionados con esas cuestiones y obtener información necesaria para la revisión.
- ✓ Comprobación de los procesos de los que dispone la Organización para determinar cuáles son los aspectos materiales en relación con sus actividades.
- ✓ Análisis de los procedimientos utilizados para recopilar y validar los datos e información presentada en la Memoria.
- ✓ Comprobación de datos, en base a la selección de una muestra, y realización de pruebas sustantivas de la información cuantitativa y cualitativa contenida en la Memoria del ejercicio 2022.

Conclusiones de la Verificación

Como resultado de los procedimientos que se han realizado y de las evidencias obtenidas no ha llegado a nuestro conocimiento ninguna cuestión que nos lleve a pensar que la información contenida en la Memoria de ATENTO SPAIN HOLDCO S.L.U. correspondiente al ejercicio anual finalizado el 31/12/2022, no haya sido preparada, con referencia al Estándar GRI (Global Reporting Initiative) lo que incluye la fiabilidad de los datos, la adecuación de la información presentada y la ausencia de desviaciones y omisiones significativas respecto de sus indicadores incluidos en el índice de contenidos GRI de la citada Memoria.

Número: 11851

Fecha de Verificación: 07 / 12 / 2023

Página 2 de 3

European Quality Assurance Spain, S.L. (EQA España) - Calle Joaquín Bau nº 2 | 1ª Planta | Escalera Derecha | 28036 Madrid
Queda sujeto al "Procedimiento de Certificación y Condiciones Generales" establecido por EQA

DECLARACIÓN DE VERIFICACIÓN



Uso y distribución

La presente Declaración de Verificación se emite al Órgano de administración de ATENTO SPAIN HOLDCO S.L.U., de acuerdo con los términos del contrato suscrito entre ambas partes.


Esperanza Martínez Garola
Directora de Certificación

Número: 11851

Fecha de Verificación: 07 / 12 / 2023

Página 3 de 3

European Quality Assurance Spain, S.L. (EQA España) - Calle Joaquín Bau nº 2 | 1ª Planta | Escalera Derecha | 28036 Madrid
Queda sujeto al "Procedimiento de Certificación y Condiciones Generales" establecido por EQA

GRI Standards Indicator	Description		Location / Direct answer
GENERAL DISCLOSURE			
GRI - 2: General Disclosure 2021	2-1	Organizational details	1.2 Get to know Atento
	2-2	Entities included in the organization’s sustainability reporting	Not applicable
	2-3	Reporting period, frequency and contact point	1.2 Get to know Atento
	2-4	Restatements of information	Not applicable
	2-5	External assurance	5.3. External Verification
	2-6	Activities, value chain and other business relationships	1.2 Get to know Atento 2.2. Customers 2.3 Suppliers
	2-7	Employees	2.1. Our People
	2-9	Governance structure and composition	4.1 Governance and Corporate Structure
	2-11	Chair of the highest governance body	4.1 Governance and Corporate Structure
	2-14	Role of the highest governance body in sustainability reporting	4.1 Governance and Corporate Structure
	2-15	Conflicts of interest	4.2 Ethics and Compliance
	2-16	Communicating critical concerns	4.2. Ethics and Compliance
	2-20	Process to determine remuneration	4.1 Governance and Corporate Structure
	2-22	Statement on sustainable development Strategy	1.1 From Our CEO
	2-26	Mechanisms for seeking advice and raising concerns	4.2 Ethics and Compliance
	2-27	Compliance with laws and regulations	4.2 Ethics and Compliance
	2-28	Membership associations	4.2 Ethics and Compliance
	2-29	Stakeholders engagement	1.2 Get to know Atento
	2-30	Collective bargaining agreements	4.2 Ethics and Compliance
	MATERIAL TOPICS		
GRI - 2: General Disclosure 2021	3-1	Process to determine material topics	5.2. Materiality Assessment
	3-2	List of material topics	5.2. Materiality Assessment

GRI Standards Indicator	Description		Location / Direct answer
ANTI-CORRUPTION			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 205: Anti-corruption 2016	205-1	Operations assessed for risks related to corruption	4.2. Ethics & Compliance
	205-2	Communication and training about anti-corruption policies and procedures	4.2. Ethics & Compliance
ENERGY			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 302: Energy 2016	302-1	Energy consumption within the organization	3.1. Atento's Comprehensive Carbon Footprint
	302-2	Energy consumption outside of the organization	
	302-4	Reduction of energy consumption	
WATER AND EFFLUENTS			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 303: Water and Effluents 2018	303-5	Water consumption	3.1 Atento's Comprehensive Carbon Footprint
EMISSIONS			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	3.1 Atento's Comprehensive Carbon Footprint
	305-2	Energy indirect (Scope 2) GHG emissions	
	305-3	Other indirect (Scope 3) GHG emissions	
	305-4	GHG emissions intensity	
	305-5	Reduction of GHG emissions	

GRI Standards Indicator	Description		Location / Direct answer
WASTE			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 306: Waste 2020	306-3	306-3 Waste generated	3.1 Atento's Comprehensive Carbon Footprint 3.2. Initiatives to address Climate Change
EMPLOYMENT			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	2.1.1. Diversity & Inclusion
OCCUPATIONAL HEALTH AND SAFETY			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services	2.1.2. A good place to work
TRAINING AND EDUCATION			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	2.1.3 Supporting our people
	404-2	Programs for upgrading employee skills and transition assistance programs	2.1.3 Supporting our people
DIVERSITY AND EQUAL OPPORTUNITY			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	2.1.1. Diversity & Inclusion 4.2. Ethics & Compliance
CHILD LABOR			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	2.3 Suppliers 4.2 Ethics & Compliance

GRI Standards Indicator	Description		Location / Direct answer
FORCED OR COMPULSORY LABOR			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	2.3 Suppliers
LOCAL COMMUNITIES			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	2.4.1. Community Initiatives and Contribution
SUPPLIER SOCIAL ASSESSMENT			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 414: Supplier Social Assessment 2016	414-1	New suppliers that were screened using social criteria	2.3. Suppliers
CUSTOMER PRIVACY			
GRI 3: Material Topics 2021	3-3	Management of material topics	5.2. Materiality Assessment
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	4.3. Cybersecurity and data protection

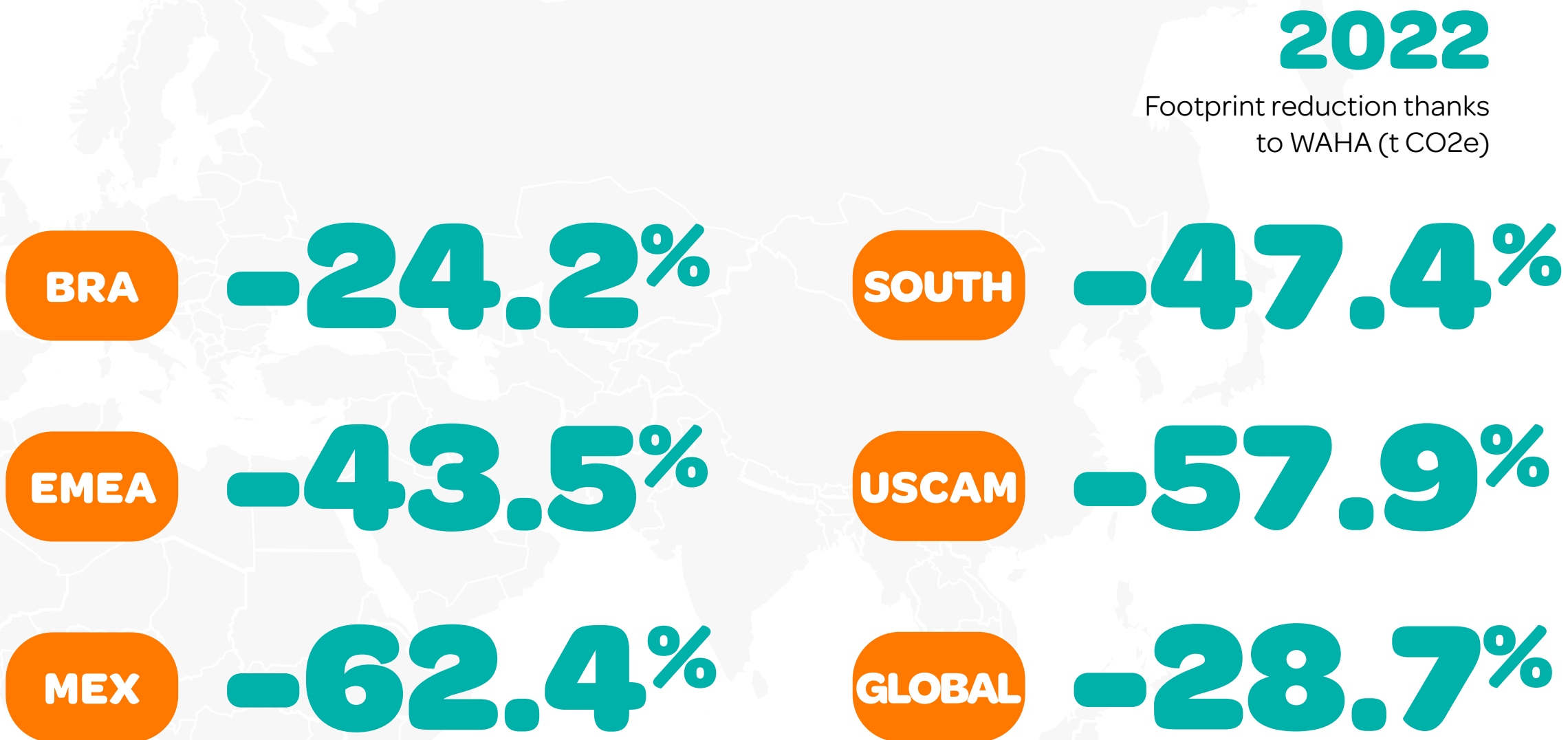
Appendix 1

Commuting Emissions Calculation (constraints, limitations and assumptions)

- The information was gathered through a survey to employees, improved to resolve invalidated answers due to excessive or null mileage, as it happened last year.
- A total of 33,513 answers were obtained, and a total of 30,387 answers were used for the calculation. The difference were outliers, that did not fit into normal deviations for travelled km and were ruled out to keep the values reliable.
- It should be noted that for those countries for which reliable emission factor data was not available, we have proceeded to use the emission factors of neighboring countries, or, failing that, from reference countries with official data, such as Spain, for example.
- See that the emission factors that are most affected by the lack of precise data for each country are those of subways and trains, since the energy mix used by each country varies from one country to another.

Two emissions were calculated for data provided for 2022.

- One with the on-site days reported by employees in the survey (Emission with WAHA in place).
- Another with the total working days for each country (Emissions without WAHA in place).



With the emissions and calculations for the sample size, we proceeded to calculate the inference for all employees (121,807) by region.

(It should be noted that the number of responses constitutes a limitation to calculate an exact footprint, as the selected sample size is 25% of total population).

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