

Atento appoints Isabel López-Neira Chief Legal Officer to lead its legal strategy and corporate governance

- With over two decades of experience in strategic legal advice, Isabel will strengthen the global coordination of Atento's Legal area, promoting collaboration between the legal and business areas
- In her new role, she will lead the Legal area to support Atento's technology strategy and its focus on solutions that make AI more accessible in the customer experience

Madrid, October 15th, 2025. Atento Luxco 1 ("Atento" or the "Company"), one of the world's largest providers of customer experience management and business transformation process outsourcing (CXM/BTO) services and an industry leader, today announced the appointment of Isabel López-Neira as Chief Legal Officer (CLO), effective immediately.

From her new role, Isabel will report directly to Dimitrius Oliveira, CEO of Atento, and will have the responsibility of leading the company's legal strategy globally, strengthening corporate governance and ensuring regulatory compliance in all jurisdictions where Atento operates. In addition, she will drive collaboration between the legal and operational teams, ensuring that legal decisions are aligned with business needs and accompany BTO's evolution.

In this context, her leadership will also contribute to aligning the Legal area with Atento's technology strategy, ensuring that governance and compliance support the adoption of innovative solutions, the democratization of the use of artificial intelligence, and the transformation of the customer experience globally.

With a professional career of more than 20 years in strategic legal advice and corporate governance, Isabel joined Atento in 2004 and since then has held various key positions within the Legal area. He has actively participated in projects of great relevance to the company, including the IPO, M&A operations and restructuring processes of the group, among other milestones.

Until now, Isabel held the position of Global Legal Director, in addition to being secretary of the Board, chair of the Compliance Committee and member of the



Privacy, AI and Cybersecurity committees. With her new appointment, all local legal teams in the different countries will report directly to Isabel, thus reinforcing the global coordination and alignment of the Legal area.

"Isabel's extensive experience and her deep knowledge of the business and our organizational culture are essential to accompany Atento in this new stage of transformation," said Dimitrius Oliveira, CEO of Atento. "Her leadership will contribute to strengthening our corporate governance and continuing to ensure the highest standards of compliance and ethics throughout our operations."

"It is an honor to take on this new challenge and continue to contribute to the development of an organization committed to excellence," said Isabel López-Neira, Chief Legal Officer of Atento. "My priority will be to continue promoting collaboration between local and global legal teams, supporting Atento's transformation with a strategic, technological and sustainable vision," she concluded.

About Atento

Atento is the largest provider of customer experience management and business process outsourcing ("CXM BTO") services in Latin America and one of the leading providers globally. Atento is also one of the leading providers of nearshoring BTO CXM services for companies operating in the United States. Since 1999, the Company has developed its business model in 17 countries, employing more than 90,000 people. Atento, which serves more than 400 customers, offers a wide range of CRM BTO services through multiple channels. The majority of Atento's clients are leading multinational companies in the telecommunications, banking and financial services, healthcare, retail and government sectors. In recent years, the company has been recognized for its excellence by several global industry analysts, including Everest, Gartner, Frost & Sullivan and ISG. Forbes recognized Atento as one of the 100 best companies to work for in Spain in 2023, while Great Place to Work® has continuously ranked us as one of the 25 best companies to work for worldwide. We have also been recognized as the 1st company in the sector worldwide to achieve the ISO 56002 Innovation Management Certification, which we have maintained for four consecutive years. For more information, visit www.atento.com