



ESG

Report

20

23

ATENTO



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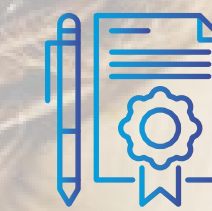


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1.1. From Our CEO

This year, 2023, Atento continues to solidify its position as a leader in the Customer Relationship Management and Business Transformation Process Outsourcing (CRM/BTO) industry, employing 106.189 people across 88 customer relationship centers worldwide. Our strategy and the way we create value are guided by our commitment to sustainability, social responsibility and transparency, central to our robust Environmental, Social and Governance (ESG) practices. This commitment not only drives our operations and internal processes but also enhances the value we deliver to our clients, employees, and the broader community.

In recent times, with the broader goal of improving the lives of our employees, we have embraced opportunities to innovate and evolve in our ways of working. We are proud to highlight that 26,481 of our Agents now work as WAHA (Work At Home Agents), allowing them to manage their schedules and achieve a better work-life balance. Our efforts have also been recognized by various institutions such as Top Employer, Best WorkPlaces by Computrabajo or Forbes.

In 2023, we continued 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, with a total decrease of 32.63% since 2020. Additionally, our WAHA policy has contributed to a 30% reduction in our commuting carbon footprint compared to 2022.

As a company, we have always looked after our people. We believe supporting diversity and inclusion in the company benefits everyone. Women represent 65.2% of our total workforce, and we have voiced our commitment to ensuring inclusiveness through our Diversity Manifesto. 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 our people. 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 2023 report to learn the specifics of our performance.

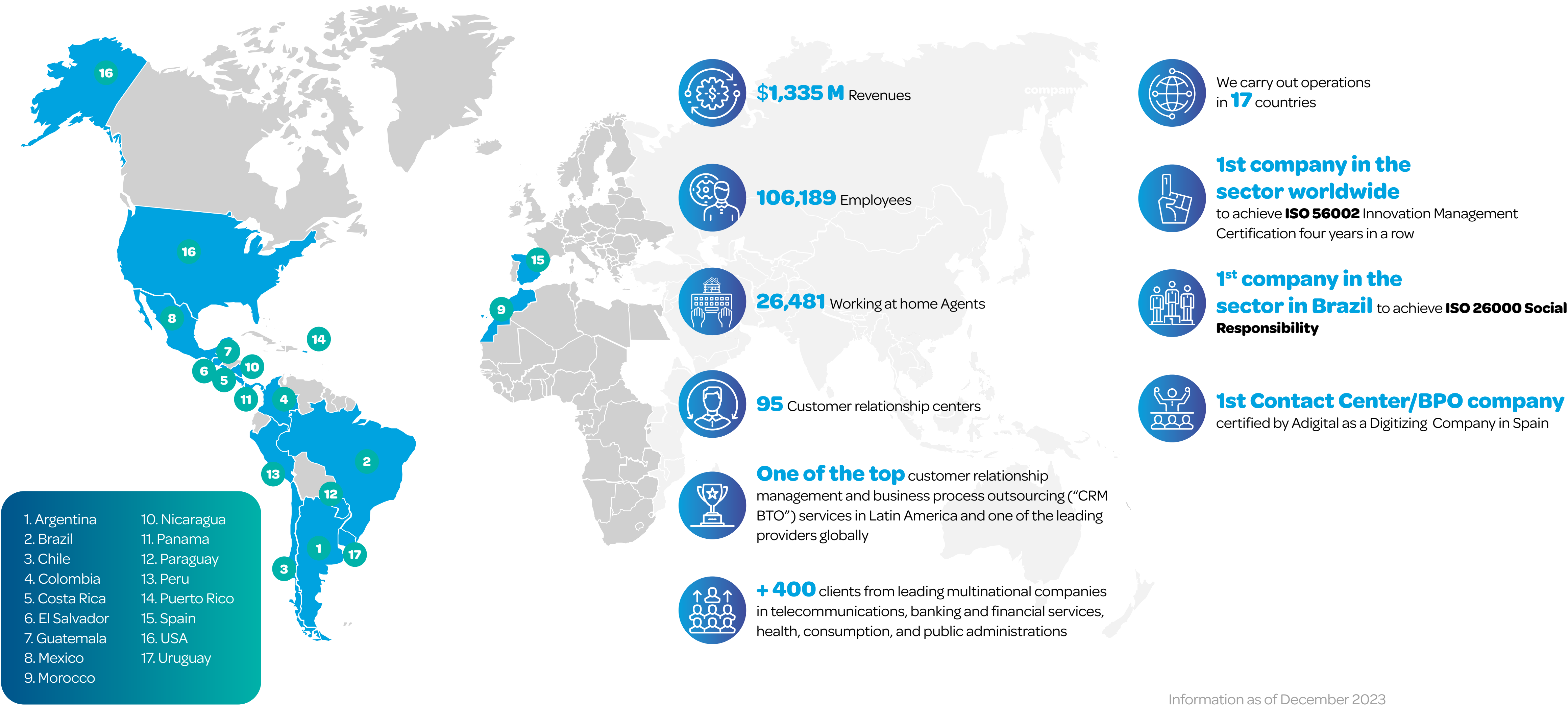
Dimitrius Oliveira
CEO Atento



“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 our people”.

1.2. Get to Know Atento

Atento in 2023



Some of our Awards & Acknowledgements



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

Customer Value Leadership Award in Colombia at Frost & Sullivan’s Best Practices Awards



Gold award **“Best technology contribution”** at the LATAM Awards in Mexico

Silver award **“Best Citizen Sector Operation Strategy”** at the LATAM Awards, in Argentina



Cemefi Award **(Socially Responsible Company)** in Mexico



Top Employers recognition in Brazil for 9th consecutive year



Gold in the categories **Best Customer Experience Strategy** and in **Best Risk and Credit Collection Strategy** in Paraguay

Silver in the category Best Customer Service Strategy in Paraguay



Smart Award in Brazil

Gold in the **Customer Experience Automation** category (Contact Center)

Silver in the **Relationship Innovation** category (Contact Center)



Best Workplaces 2023, by Computrabajo in Argentina, Mexico, Chile and Peru



1st Place in **Best Human Capital Management** in Peru



Abemd Award in Brazil

Silver in **Portability Retention Case** - an innovative experience in the customer journey via active chat

Bronze in **Reverse Logistics** Case



Best companies to work for in **Spain and Mexico**



Silver Pamoic Award **(Best Organizational Strategy)** and Bronze Pamoic Award **(Best Outsourced Company Operation)** in Argentina



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



Award for the **Customer Experience Management** in Spain



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)

Bronze for **Best CX Digital Transformation Strategy** in Mexico

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



Values

Strategic partnerships

Seeing the world through clients' eyes

We take care of our people

Talent makes the difference

We win as a team

Collaboration takes us further

Agile and simple

We learn and transform

Open minds

There is always more to discover

Delivering results

Commitments fulfilled

Behaviors

- We anticipate clients' needs, we are good and fast in solving their problems
- Together, we create an atmosphere of trust and camaraderie
- We think from a global perspective and act locally
- We simplify and create synergies, gaining speed
- We act courageously, we challenge ourselves and others
- We ensure operational excellence
- We co-create solutions based on technology and our knowledge
- We lean on each other in good times and bad times
- We prioritize common goals over individual interests
- We don't reinvent the wheel, we share and replicate good practices
- We experiment and innovate in small things every day
- We balance productivity with quality
- We build strong and long-lasting relationships with clients, we are committed to their results
- We are the protagonists of our development and learning
- We promote diversity and integrate different perspectives to make the best decisions
- We work with prototypes and improve progressively
- We are flexible, and adapt to changing environments
- We use technology to improve outcomes

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



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:

- Annually contracting client survey with open questions
- Daily communication with the person responsible for the service
- A representative from the sales department
- Webinar, local events, etc.



Representatives from unions: 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 2023

In 2023, Atento has continued to evolve and strengthen its commitment to ESG principles, which remain a fundamental pillar of our corporate strategy. This year, we have proactively taken steps toward adhering to the new European Sustainability Reporting Standards (ESRS), set to become mandatory in 2024. Our efforts included conducting a double materiality assessment, providing a deeper understanding of the ESG impacts, risks, and opportunities facing our company. This thorough analysis has refined our strategic planning and bolstered our resilience in the ever-changing business landscape.

We have made significant strides in reducing our carbon footprint, achieving a 1.14% reduction compared to last year. Atento has successfully reduced Scope 1 emissions by 11.65%. In Scope 2, our commitment to renewable energy is evident, with 60% of our total energy consumption coming from renewable sources this year. For Scope 3, the implementation of our Work at Home Agent (WAHA) model continues leading to a 42% reduction in the commuting carbon footprint of our employees. These achievements reflect our holistic commitment to minimizing carbon emissions across all scopes (1, 2, and 3) while supporting the flexibility and well-being of our workforce.

Moreover, our dedication to diversity and inclusion remains a cornerstone of our corporate culture. Throughout the year, we have implemented numerous initiatives and programs across the various countries in which we operate, all aimed at fostering a more inclusive and equitable workplace.

Our client relationships remain a central focus, as we align our ESG goals with those of our clients to drive mutual success. Through continuous collaboration and engagement, we ensure that our sustainability efforts not only meet but exceed the expectations of our stakeholders. These collective actions have positioned Atento as a leader in our sector, setting a benchmark for ESG practices. We are determined to maintain this leadership role, continually striving for excellence and innovation in our sustainability journey.

Pablo Sánchez
Global CMO and ESG Director

“Throughout the year, we have implemented numerous initiatives and programs across the various countries in which we operate, all aimed at fostering a more inclusive and equitable workplace.”





WE SUPPORT

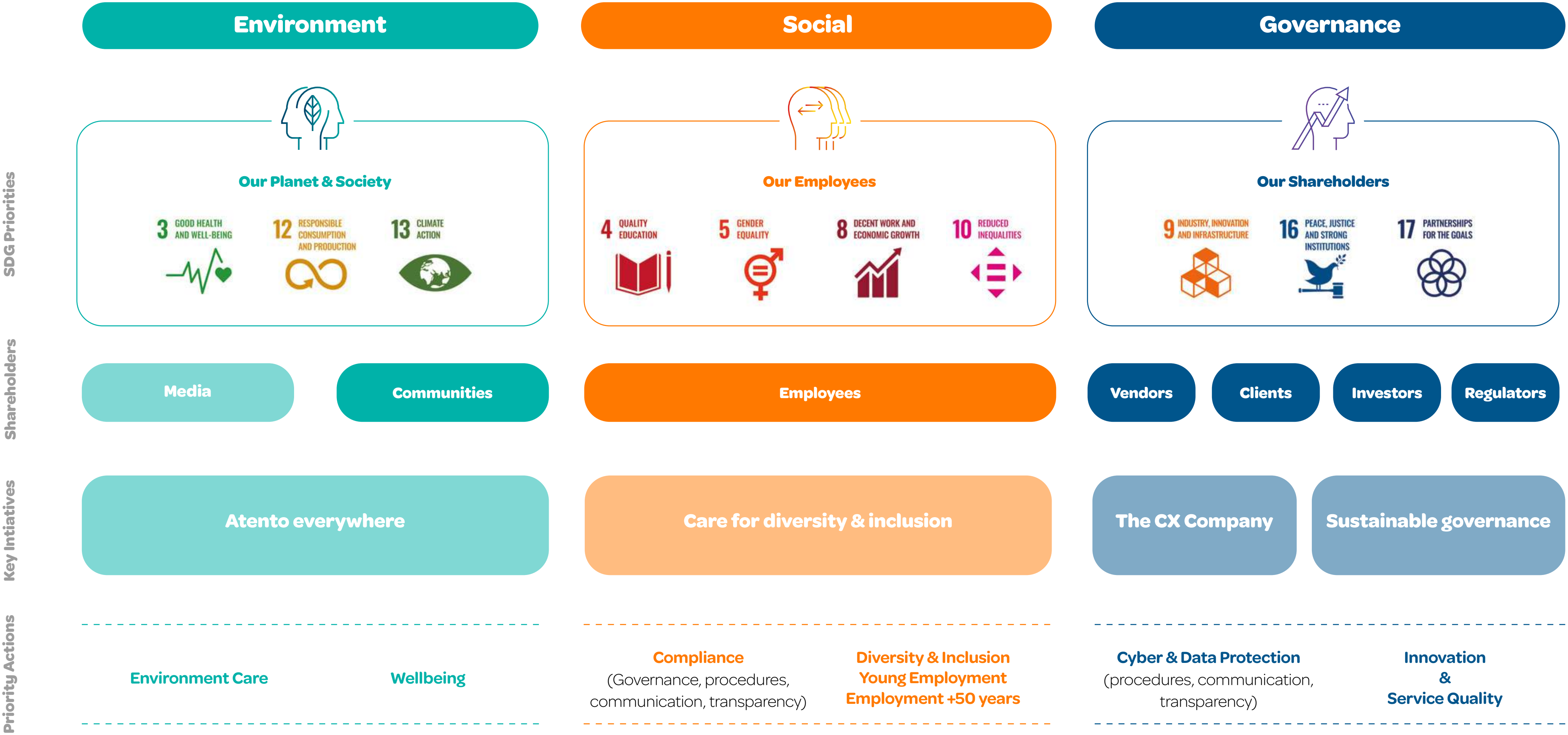


We ensure our strategy and execution continues to be aligned with the Sustainable Development Goals (SDGs) from the United Nations 2030 Agenda to support achieving the major global goals throughout our local actions.

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.

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



2023 AT A GLANCE

Environment



1.14%
reduction in our carbon footprint emissions
(Scope 1 & 2) since 2022 and

32.63%
reduction since 2020

Reduction of over a
5%
in electricity consumption
(2022 VS 2023)

+60%
renewable energy used

Support to WAHA program
(Atento Work at Home Agent)

29%
reduction in Commuting carbon footprint per employee

Deployed efficiency and minimum waste initiatives in different locations

Reforestation Actions
(Brazil, USA, Argentina, Puerto Rico, Guatemala and El Salvador)



2023 AT A GLANCE

Social



Employees

Diversity Manifiesto

65.2%
Women

17
countries and
3
continents
Top Employers (Brazil)

51%
employees under 30

50.97%
women representation
in Management positions

4,752
internal promotions in 2023

Global Leadership Model (LEAD)

91.9%
of contracts are permanent

43,128,964
hours of training
+25%
since 2022

Our Society

+ 100
initiatives in the countries
where we operate

Our web is
100%
accessible
for disabled community



2023 AT A GLANCE

Governance



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



Whistleblower Channel for Non-compliance reporting

Anti-Corruption and Ethical Code training

Global Compliance Committee

NIST Cybersecurity framework and principles

Integrity Policy, which includes an Anti-Corruption guide

1.4. Overview and Methodology

In our 2023 Sustainability Report, Atento is taking steps towards adhering to the new European Sustainability Reporting Standards (ESRS) a year before their official implementation in 2024. This proactive approach has led to significant enhancements in our materiality assessment process. For the first time, we have conducted a double materiality assessment (see section 1.5), allowing us to gain a comprehensive understanding of the ESG impacts, risks, and opportunities relevant to our company. This dual approach has not only improved our insights but has also strengthened our strategic planning and stakeholder engagement.

Our commitment to transparency and thoroughness is evident and through this exhaustive reporting we ensure that all stakeholders have a complete picture of our sustainability efforts and impacts. In this report, we will first delve into the methodology and findings of our double materiality assessment. Following this, we will present all pertinent ESG information, including but not limited to key initiatives in carbon footprint reduction, employee well-being programs, diversity and inclusion efforts, community engagement activities, and governance practices. By doing so, we aim to provide a holistic view of Atento's dedication to sustainability and our continuous efforts to drive positive change.

The information collected **encompasses all of 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

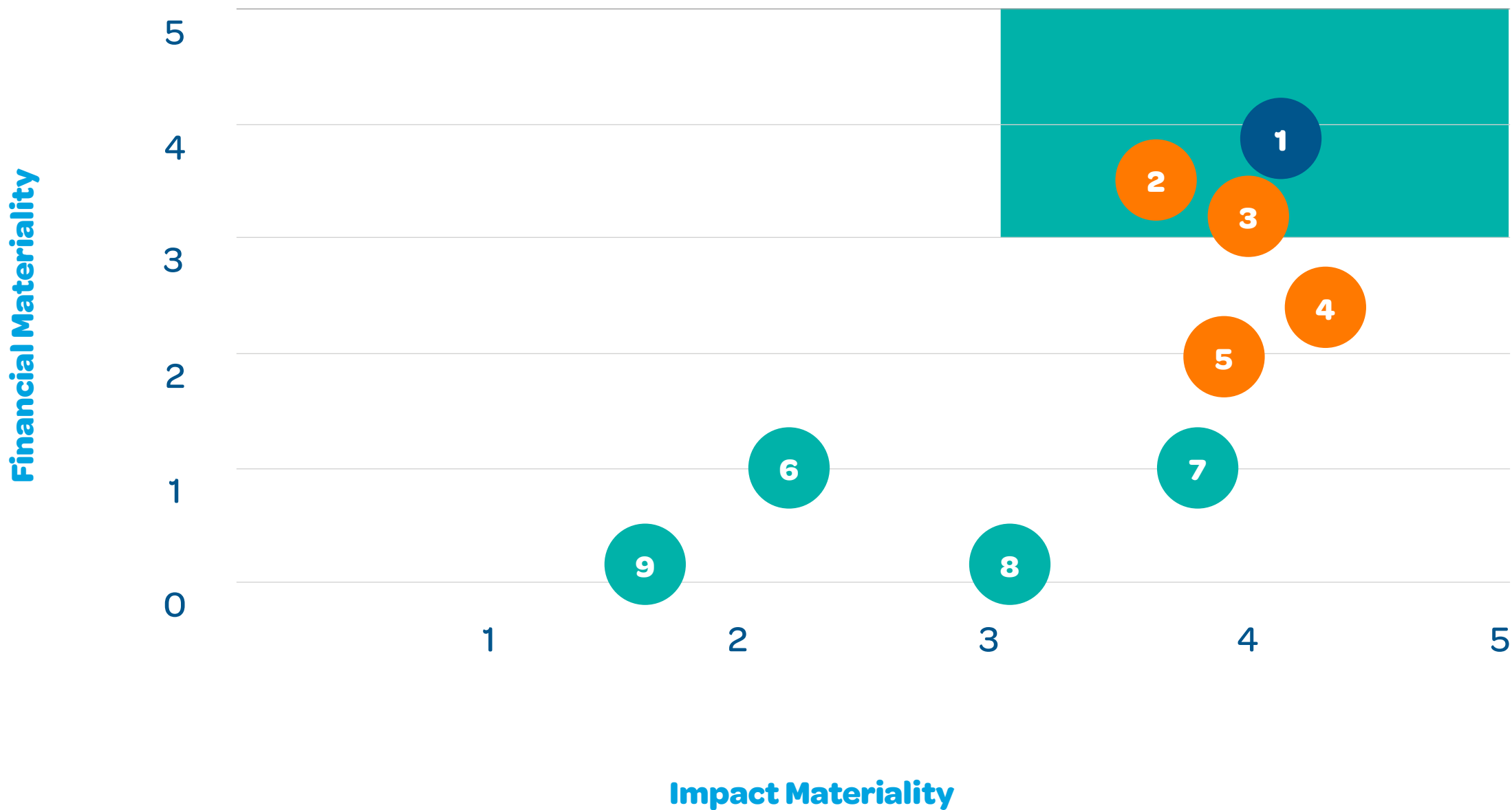


1.5. Double Materiality Assessment

Our commitment to Environmental, Social, and Governance (ESG) principles is at the core of our operations and strategic vision. Recognizing the growing importance of sustainable practices, we are dedicated to not only meeting but exceeding regulatory expectations. In anticipation of the forthcoming 2024 regulations, we have proactively enhanced our sustainability assessments. Building on our previous efforts, we are now undertaking a comprehensive double materiality assessment.

Double materiality is a comprehensive approach used in sustainability reporting that considers both financial and environmental, social, and governance (ESG) impacts. It acknowledges that a company’s sustainability performance can affect not just its financial health, but also the environment and society at large.

Double Materiality Assessment Matrix



- 1

Ethics, integrity, and good corporate governance
- 2

Consumers and end users
- 3

Own personnel
- 4

Value chain workers
- 5

Affected communities
- 6

Resource use and circular economy
- 7

Climate change
- 8

Sustainable value chain
- 9

Water

We have learned that the themes “Ethics, Integrity, and Good Corporate Governance,” “Consumers and End Users,” and “Own Personnel” have been classified as material in both our financial and impact analyses. Recognizing their significance, we have shaped our sustainability report to highlight these critical areas comprehensively. Nevertheless, we have also ensured that our stakeholders are well-informed about the areas where Atento has the most significant impact.

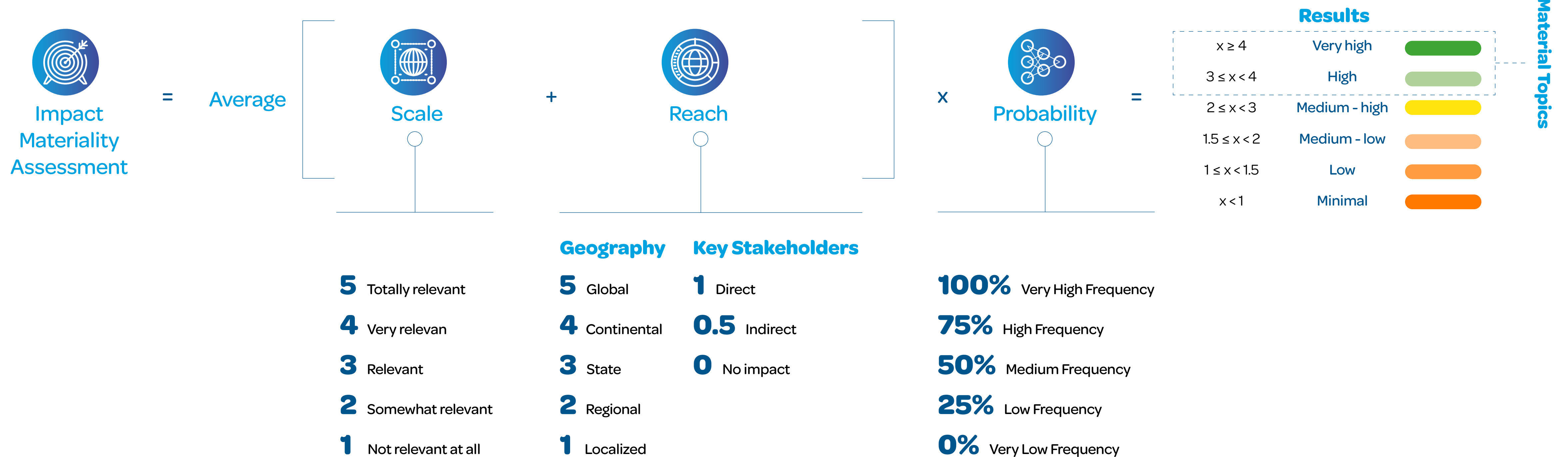
For more information regarding how the financial and impact materiality analyses were done, see the following sections.

Impact Materiality

Considers how the company's activities impact the environment and society, and how these impacts, in turn, can affect the company's operations and reputation.

To thoroughly understand our **potential ESG impacts**, we:

1. Identified twelve relevant topics and detailed a **comprehensive list of impacts** for each of the topics through research and stakeholder engagement.
2. Identified our main stakeholder groups: **managers, clients, suppliers, employees and other workers, legal representatives of employees.**
3. Eliminated possible biases by considering both internal and external points of view. The external was collected through a **twenty-one question survey done to our key stakeholders** ensuring a representative sample from each group according to their size. This survey considered the main ESG topics and **asked the respondents to rank how relevant they thought each of the impacts was for Atento.**
4. Finally, using the formula presented below, we were able to rank the identified impacts from most to least material.



Financial Materiality

Focuses on how sustainability issues impact the company’s financial performance and value creation.

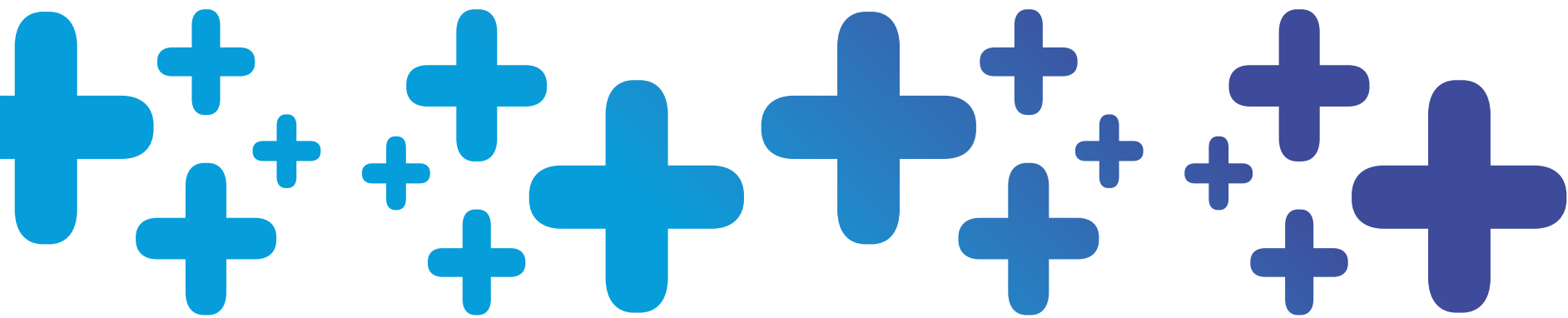
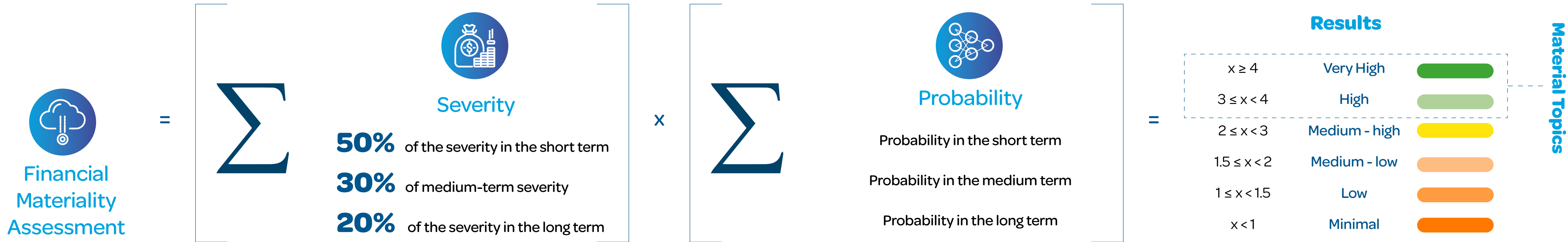
To thoroughly understand our **potential ESG impacts**, we:

1. Identified a seven relevant topics and detailed a **list of possible risks and opportunities** for each of the topics through research and stakeholder engagement.

2. **Analyzed the risks and opportunities** in terms of **severity and probability** for each one of the scopes considered, **short, medium and long term**.

3. **Validation by Review Committee:** the financial materiality analysis was reviewed and validated by a committee consisting of eight Atento executives from various areas: Finance, HR, IT, Infrastructure, Business, Internal Audit, and Risk and Fraud Prevention. This step ensured that the analysis was comprehensive and aligned with the expert knowledge of their areas in relation to ESG.

4. Finally, using the formula presented below, we were able to **rank the identified risks and opportunities from most to least material**.





Governance 02

Leading with transparency

2.1. Governance and Corporate Structure

2.2. Ethics and Compliance

2.3. Risk Management

2.4. Cybersecurity and Data Protection

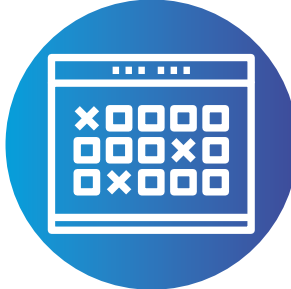
2.1 Governance and Corporate Structure

Atento Luxco 1, S.A. is our parent company with its registered office in Luxembourg, owned by a **diverse group of shareholders** that take decisions at the general shareholders’ meetings, and **managed by a Board of Directors**, supported by several Board sub-committees, and by a management team and a number of executive committees (as explained in the next slides).

The Board of Directors as of 31 December 2023* consisted of **four members** with an average age of 53 and **four different nationalities**:

“During 2023, Atento has reaffirmed its strong commitment to ESG principles. The organization as a whole remains deeply engaged in upholding this framework, striving to integrate sustainable practices across all operations, and consistently achieving remarkable results.”

Mark Nelson-Smith
Chairman

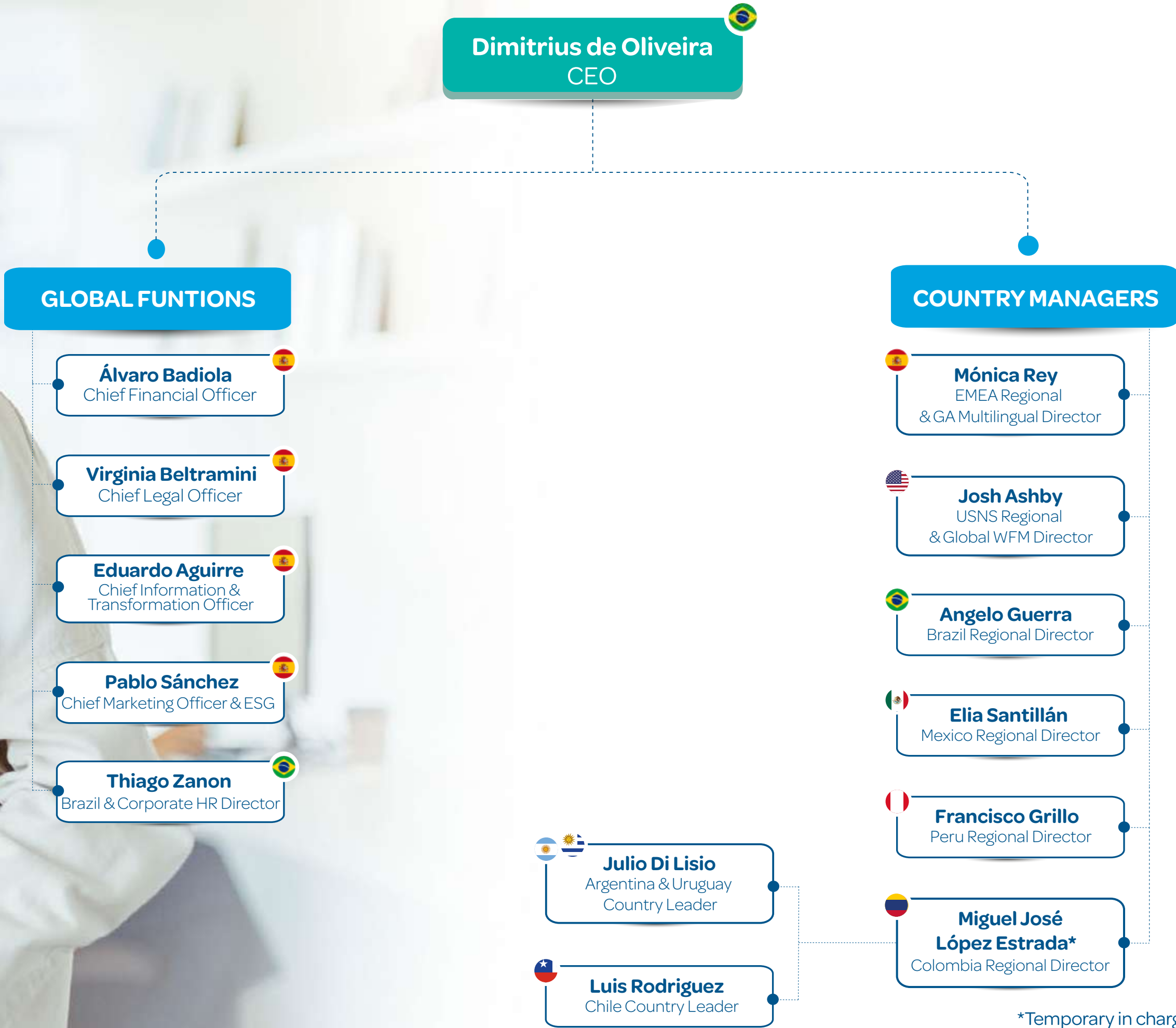
				
Name	Age	Position	Joined	Nationality
Mark Nelson-Smith	58	Director	2023	UK, Switzerland & Italy
Dimitrius Oliveira	50	Director	2022	Brazil
Anil Bhalla	58	Director	2022	Canada
Timothy Gravely	46	Chairman	2023	US

As of July 2024, the Board of Directors consists of five members, including Mr. John Chapman (58, UK/US nationality) and the current Chairman to the Board is Mark Nelson-Smith. For more information see <https://atento.com/en/esg/governance/>



Corporate governance

Our Executive Committee is comprised of our CEO, five directors with global functions and 8 Country Managers of various nationalities.



*Temporary in charge of the South Cone



There are also several committees that, jointly with the Board of Directors and the Management Committee, are responsible for key areas of Atento and promote compliance of crucial values of the organization and to ensure transparency within the organization and a healthy corporate governance. This committees include the Compensation & Sustainability Committee to ensure transparency, the Audit Committee and the Compliance Committee, which are briefly described below.



Compensation & Sustainability Committee

The Compensation & Sustainability Committee is responsible for evaluating, defining and improving executive and employee remuneration, including cash compensation and other incentives or packages, ensuring they fall with the broader set of Atento values and goals.

As of June 2024, our Compensation & Sustainability Committee is composed of Mark Nelson-Smith (Chairman), Anil Bhalla, Timothy Gravely and Virginia Beltramini (Secretary non member).



Audit Committee

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

As of June 2024, our Audit Committee is composed of John Chapman (Chairman), Mark Nelson-Smith, Timothy Gravely and Virginia Beltramini (Secretary non member).



Compliance Committee

For more information on this committee, see the following section.

2.2. Ethics and Compliance

At Atento we abide by a strong set of values, contained in our Code of Ethics and in our Integrity Policy. These documents establish the guidelines 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. Additionally, transparency is highly emphasized through trainings and communications to avoid inappropriate behavior.

Our ethical principles, included in the Code of Ethics

- 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

Avoiding conflicts of interest to prevent any personal favoritism or misconduct, always prioritizing the company's interests.
- 5

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.
- 6

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

Our guiding principles, included in the Integrity Policy

- 1

Respect for legality and both internal and external regulations.
- 2

Dissemination of ethical behavior across the company.
- 3

Ethical treatment of information.
- 4

Protection of company assets.
- 5

Acting with integrity, transparency, and leadership regarding tasks and relationships.
- 6

Favorable and respectful organizational climate and respect for labor rights.



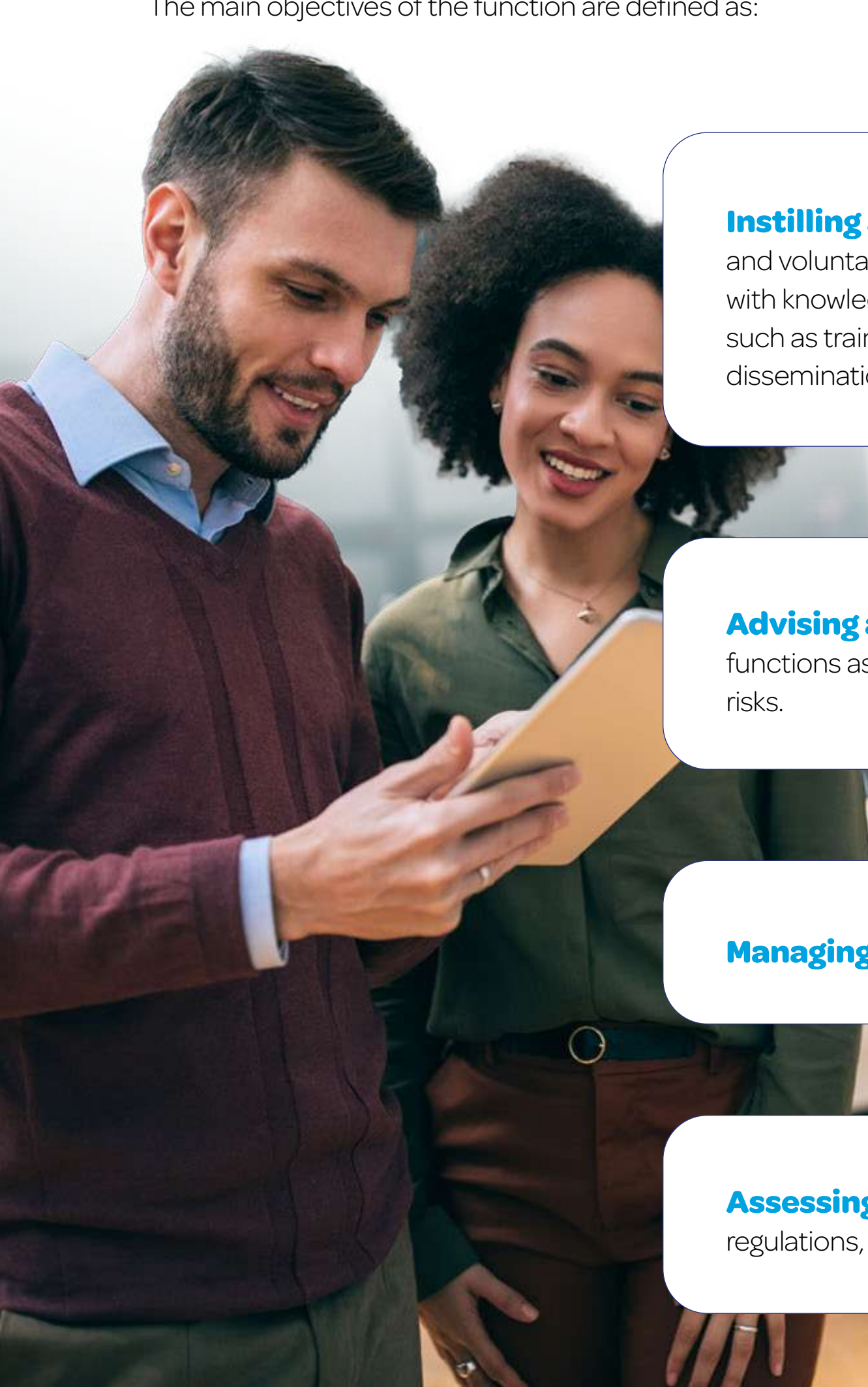
“In 2023, our Code of Ethics remained fundamental to our operations, guiding all stakeholders towards shared values of honesty, integrity, and responsibility. We prioritized ethics and compliance by enhancing our internal accounting controls and meticulous record-keeping to ensure transparency and accountability. Atento embodies ethical excellence, fostering a culture of integrity from the ground up, where every decision is aligned with our core principles.”

Virginia Beltramini
Chief Legal Officer

The compliance function is governed by a regulatory framework, which derives from the Code of Ethics, as the guiding document of Atento’s activity, and which is common to all for all compliance activities, that goes beyond mere compliance, through rules and principles that inspire and regulate the organization, defining and developing the values for what will be governed.

This framework establishes the general guidelines that govern the Compliance function and the elements and participants that form it, as well as the interrelationship between them, with special emphasis on the Compliance Committees.

The main objectives of the function are defined as:



01

Instilling an ethical culture of compliance, both with mandatory and voluntary regulations at Atento, providing the entire company’s staff with knowledge about compliance matters by means of different actions, such as training sessions, periodic reminders, communications, and dissemination of internal regulations, among others.

02

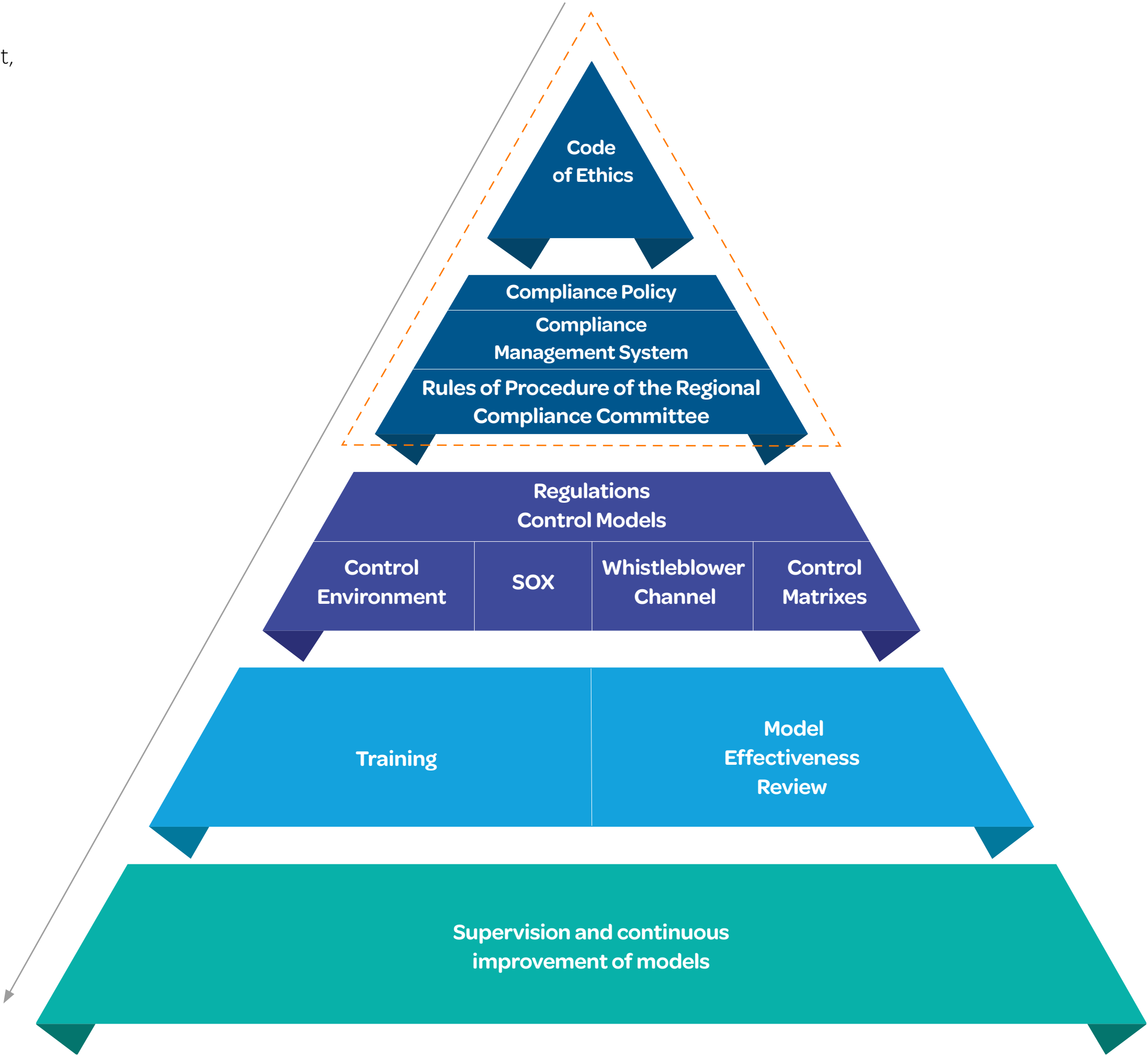
Advising and informing the governing bodies through the functions assigned to the compliance committees, on both local and global risks.

03

Managing compliance risks in an effective way.

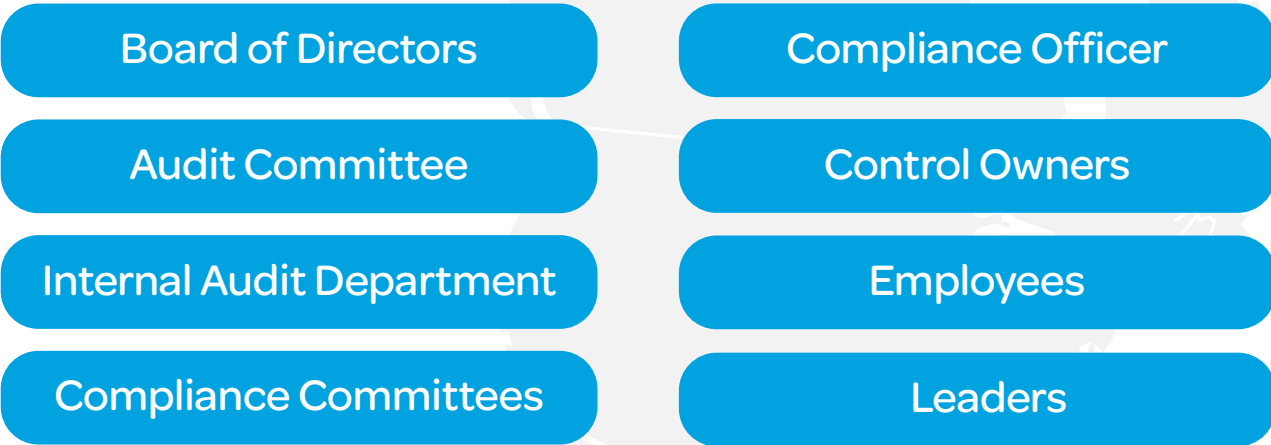
04

Assessing Atento’s degree of compliance with applicable regulations, both internal and external.



To achieve this, the regulation identifies all the parties involved and their corresponding duties and responsibilities.

Parties involved



Duties and responsibilities

- Knowledge
- Dissemination
- Promotion
- Supervision
- Continuous improvement

In summary, oversight of the compliance function rests with the compliance committees, which are internal and permanent collegiate bodies. They aim at promoting an ethical culture across the organization and ensuring compliance with laws and regulations.

For that purpose, they have been assigned, among their functions and fundamental duties, the monitoring and supervision of ethics and compliance programs, as well as the current policies, standards, procedures, and controls aimed at preventing illegal behaviour, among other objectives.

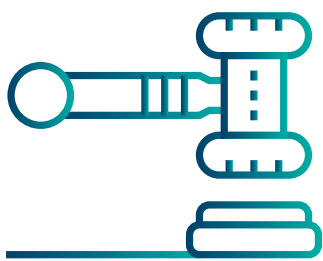
Every country is governed by a committee, whether local or regional. These local and regional committees in turn report to the global committee, which performs consultative and supervisory functions on the activity of these.



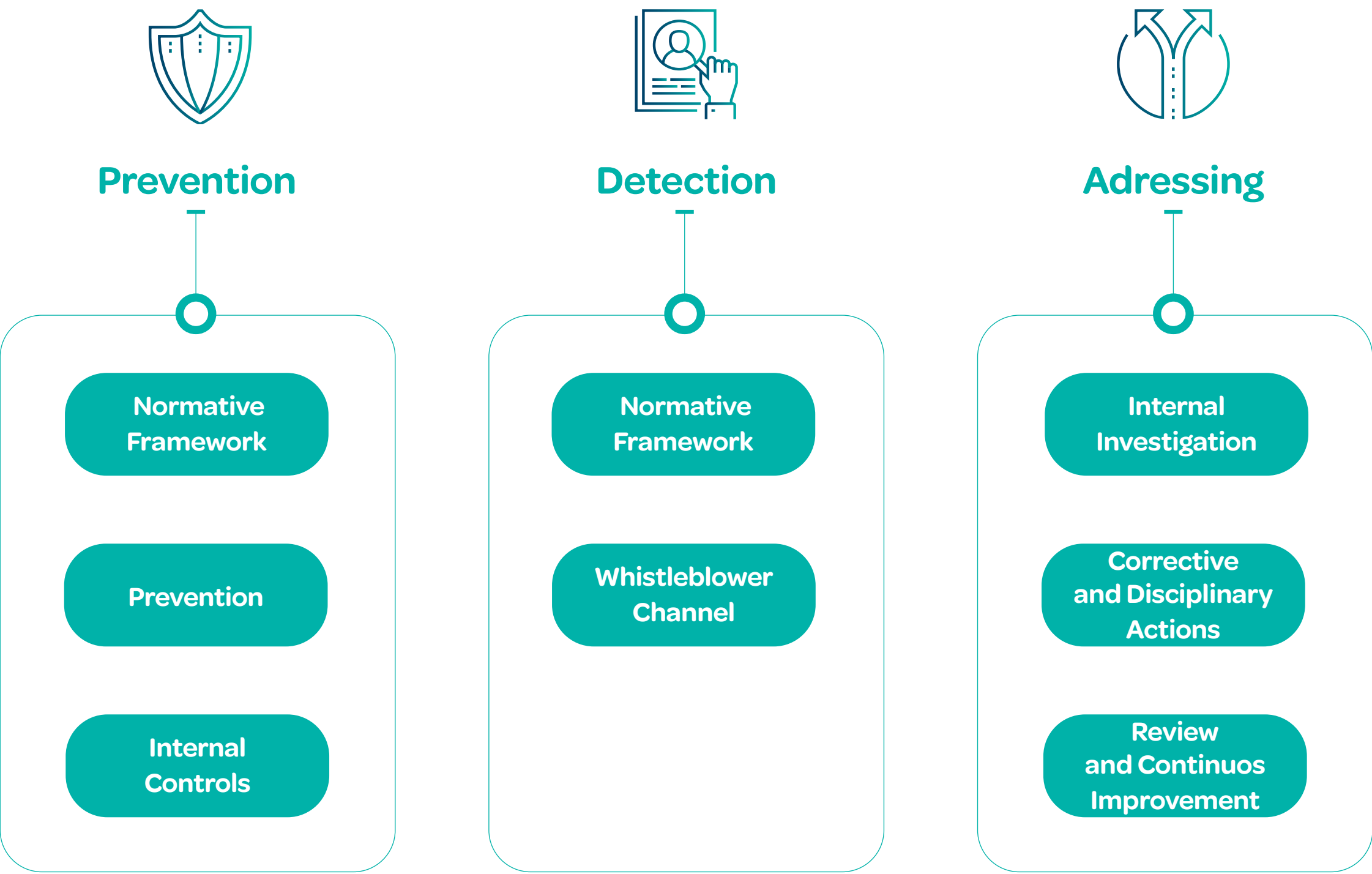
Integrity and Anti-Corruption Policies at Atento

The Integrity Policy complements the Code of Ethics, **regarding specially anti-corruption through the Anti-Corruption Guide.**

This guide is specifically geared towards anti-bribery and follows the guidelines of the **US Foreign Corrupt Practices Act (FCPA)** and **Brazil's Law 12.846**, known as the anti-bribery law, and reiterates Atento's commitment to integrity and honesty, both regarding its own conduct and that of related third parties. It explains the requirements and the prohibitions applicable to our operations, according to anti-corruption laws. In addition, it contains information aimed at reducing the risk of corruption and bribery that could occur in the course of business. Atento strictly prohibits all forms of corruption and bribery and will take all necessary measures so that these risks do not materialize.



Anti-Corruption Procedure



During 2023, no incidents related to corruption have been recorded in the organization

Procedure to Prevent, Detect, and Address Allegations or Cases of Corruption and Bribery



Prevention

1. Normative Framework:

Atento’s normative framework clearly establish expected behavior standards and a zero-tolerance stance towards corruption and bribery. The normative must be known by all employees and extend their guidelines to stakeholders.

2. Training and Awareness:

We provide ongoing training programs for all employees that emphasize the importance of integrity and the consequences of bribery and corruption.

3. Internal Controls:

We maintain internal controls and operational procedures that include regular reviews, internal and external audits, as well as financial and accounting control mechanisms to minimize the risk of corrupt activities.



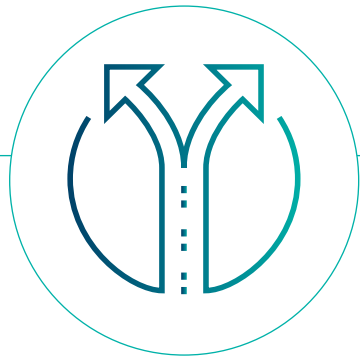
Detection

1. Whistleblower Channel:

We have an accessible whistleblower channel for all employees and third parties to report any suspicion of corruption or bribery anonymously if desired, without fear of retaliation. Reports are initially managed by an independent entity, with the process led by Internal Audit to ensure impartiality.

2. Audits and Continuous Supervision:

Internal Audit conducts audits meanwhile Internal Control and Compliance departments continuously monitor to identify irregularities or signs of suspicious activities.



Addressing

1. Internal Investigation:

Upon receiving a report or identifying a possible case of corruption, an internal investigation protocol is immediately activated. A specialized team conducts a thorough investigation, ensuring confidentiality and due respect for all parties involved.

2. Corrective and Disciplinary Actions:

If a case of corruption or bribery is confirmed, appropriate corrective and disciplinary actions are taken, always in accordance with local regulations. This may include administrative sanctions, termination of employment, and, depending on the severity of the case, notification to the relevant authorities.

3. Review and Continuous Improvement:

The policies and procedures are regularly reviewed to enhance their effectiveness and adapt to emerging risks or changes. If a risk materializes, it is analyzed to correct any deficiencies that may have facilitated it, thereby reinforcing preventive measures.

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:

Annual Ethical Code training for all our employees, where our focus is disseminating our compliance culture to the whole company, always supported by the compliance committees.

Biennial Anti-corruption training is 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.

Biannual training programmed for the entire company structure, with the exception of Agents. This training is mandatory and is conducted online, including all employees and members of management bodies.

This approach ensures that all employees, regardless of their position in the organization, receive the same training and are aligned with internal anti-corruption policies and regulations, promoting a culture of compliance and business ethics at all levels.

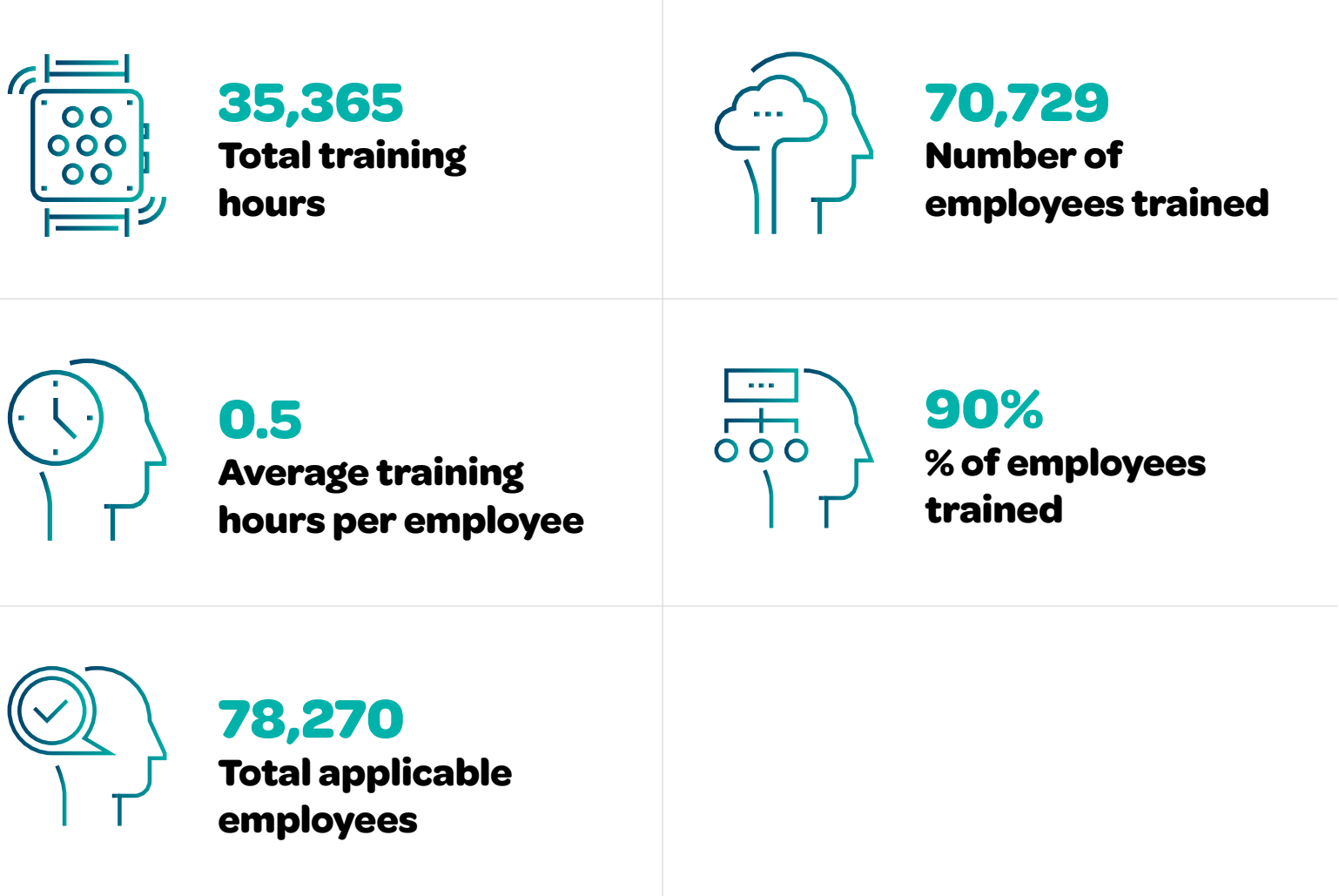


“At Atento, we understand that regulatory compliance and business ethics are fundamental to our long-term success and sustainability.

Therefore, we actively promote the attraction and retention of employees who share these values and respond decisively to any threat that jeopardizes this commitment.”

Gregorio Burgueño
Compliance Officer

Training on the Code of Ethics in 2023





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)

And specific models for local legislations in each country.
(e.g., Criminal Prevention Spain, SAGRILAF / PTEE Colombia, LA / FT El Salvador)

To improve and strengthen Compliance, and complementing its regular activity, there were carried out some special projects:



- **Reevaluation and refinement of the anti-corruption model in all countries** (new version of the guiding policy, new control activities, ensuring conducted trainings).
- **Review and update of initial training and related processes on Compliance in all countries.**
- **Review of the effectiveness of the Criminal revention model in EMEA.**
- **Creation of regional compliance offices, reporting to the Global Compliance officer.**
- **Consolidation of the AML/CFT control model in El Salvador.**

Policies and Procedures for Reporting Non-Compliance at Atento

At Atento, together with the Whistleblower Channel (and the Ouvidoria channel, exclusively in Brazil), an **open-door policy has been established**. This policy allows any non-compliance to be reported to any company manager, without the need to use the Whistleblower Channel.

In addition, in internal trainings and communications, the option to pass on well-founded suspicions of non-compliance directly to the Compliance department is conveyed. This means that whistleblowing is not restricted to specific channels; any means used by the employee is equally valid and has the same guarantees as the Whistleblowing Channel.

In summary, Atento offers multiple channels for employees to report possible breaches, always ensuring the confidentiality and protection of the whistleblower.

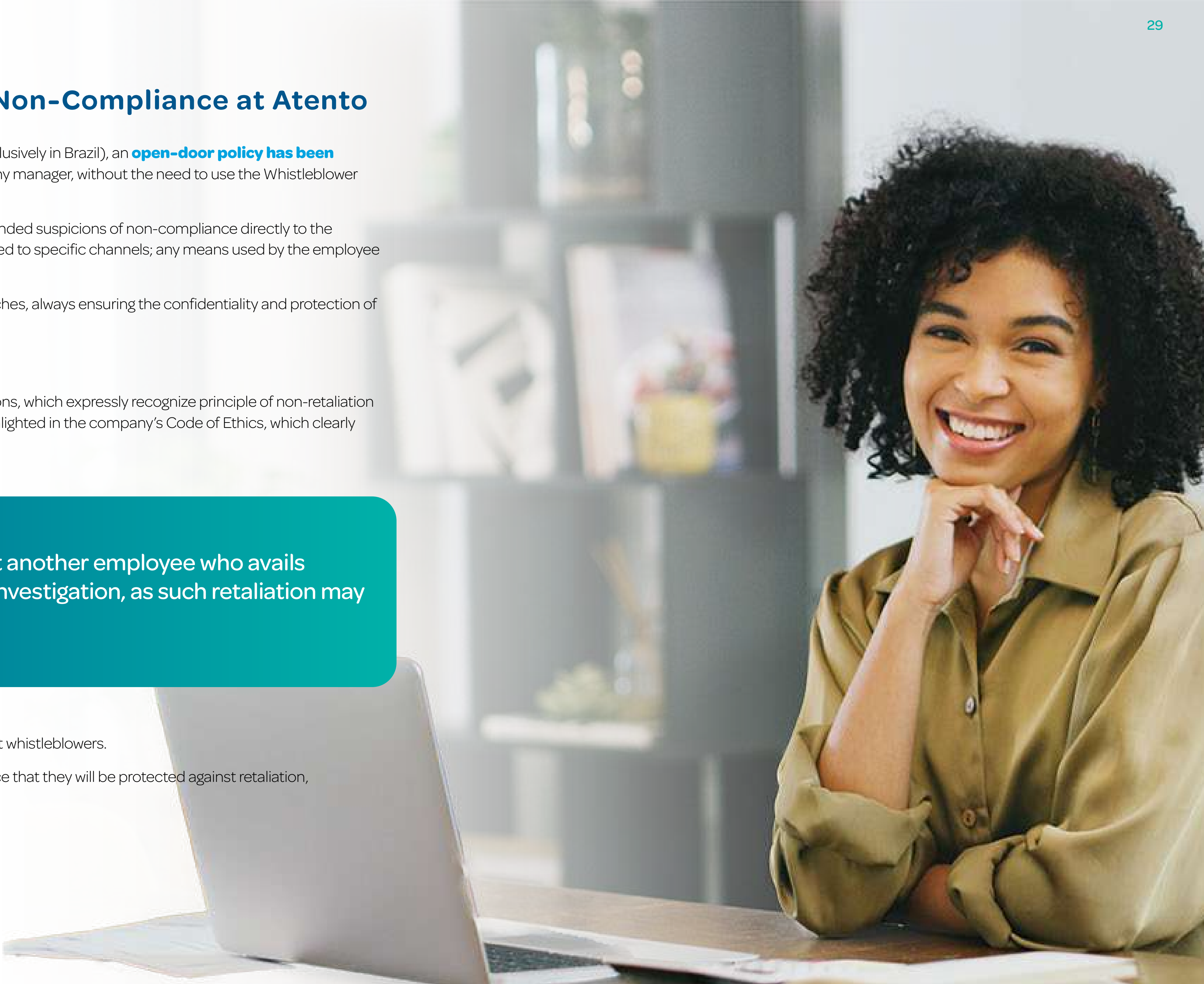
Whistleblower Protection Measures at Atento

Atento is firmly committed to protecting whistleblowers through its internal regulations, which expressly recognize principle of non-retaliation in the Whistleblowing Channel Policy and the Open Door Policy. This principle is highlighted in the company’s Code of Ethics, which clearly states that:

“ It is prohibited to interfere with or retaliate against another employee who avails himself of his legal rights or who participates in an investigation, as such retaliation may result in dismissal.”

In addition, in the EMEA region, there is a specific local procedure in place to protect whistleblowers.

These measures ensure that employees can report any breaches with the assurance that they will be protected against retaliation, fostering an environment of transparency and trust within the organization.



Whistleblower Channel

Our Whistleblower Channel is 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 whistleblowing investigation protocol is detailed in the Whistleblowing Channel Policy and there is direct access to this channel through our website or by phone in the different lines available for the countries we operate in:

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

- 

Argentina: +54 0800 666 0079
- 

Brazil: +55 0800 721 0746
- 

Chile: +56 1230 020 8946
- 

Colombia: +57 01800 913 2017
- 

Costa Rica: +55 11 2739 4501 (accepts collect calls)
- 

El Salvador: +55 11 2739 4501 (accepts collect calls)
- 

Spain: +34 900 838920
- 

US: +1 800 986 3850
- 

Guatemala: +502 2269 9458 or
+55 11 2739 4501 (accepts collect calls)

- 

Luxembourg: +352 800 8 1059
- 

Morocco: +55 11 2739 4501 (accepts collect calls)
- 

Mexico: +52 800 681 5380
- 

Nicaragua: +55 11 2739 4501 (accepts collect calls)
- 

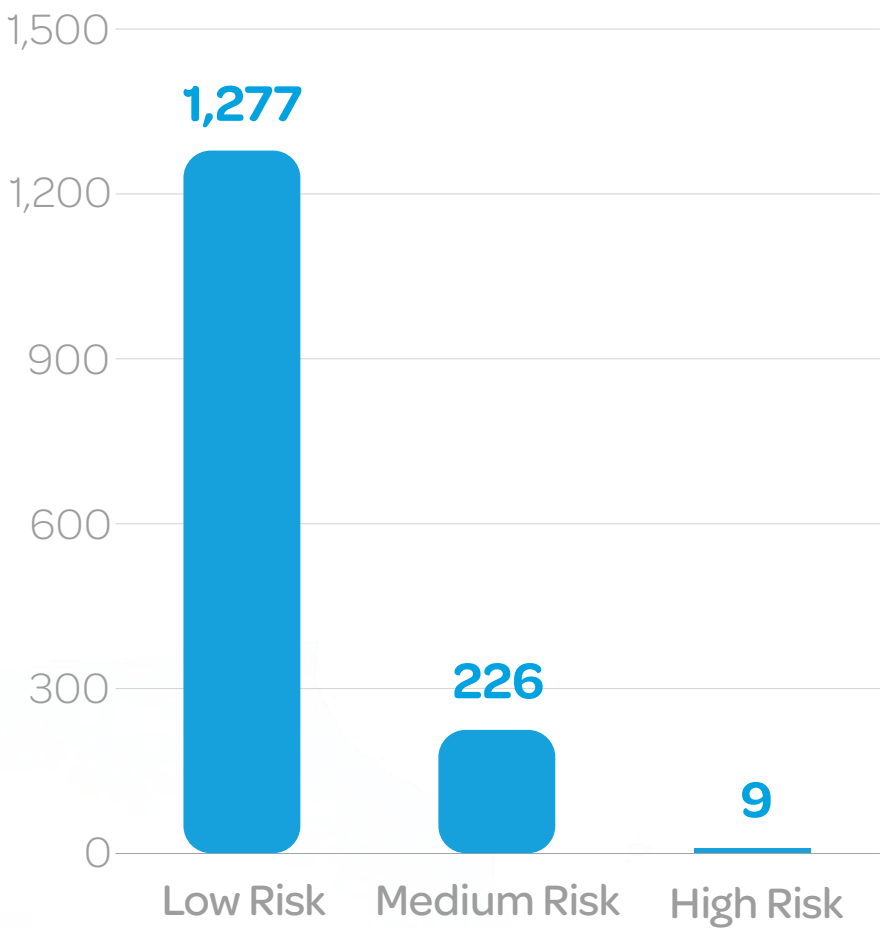
Panama: +507 8339697
- 

Peru: +51 0800 55781
- 

Puerto Rico: +1 787 919 0828
- 

Uruguay: +598 000 416 205 1344

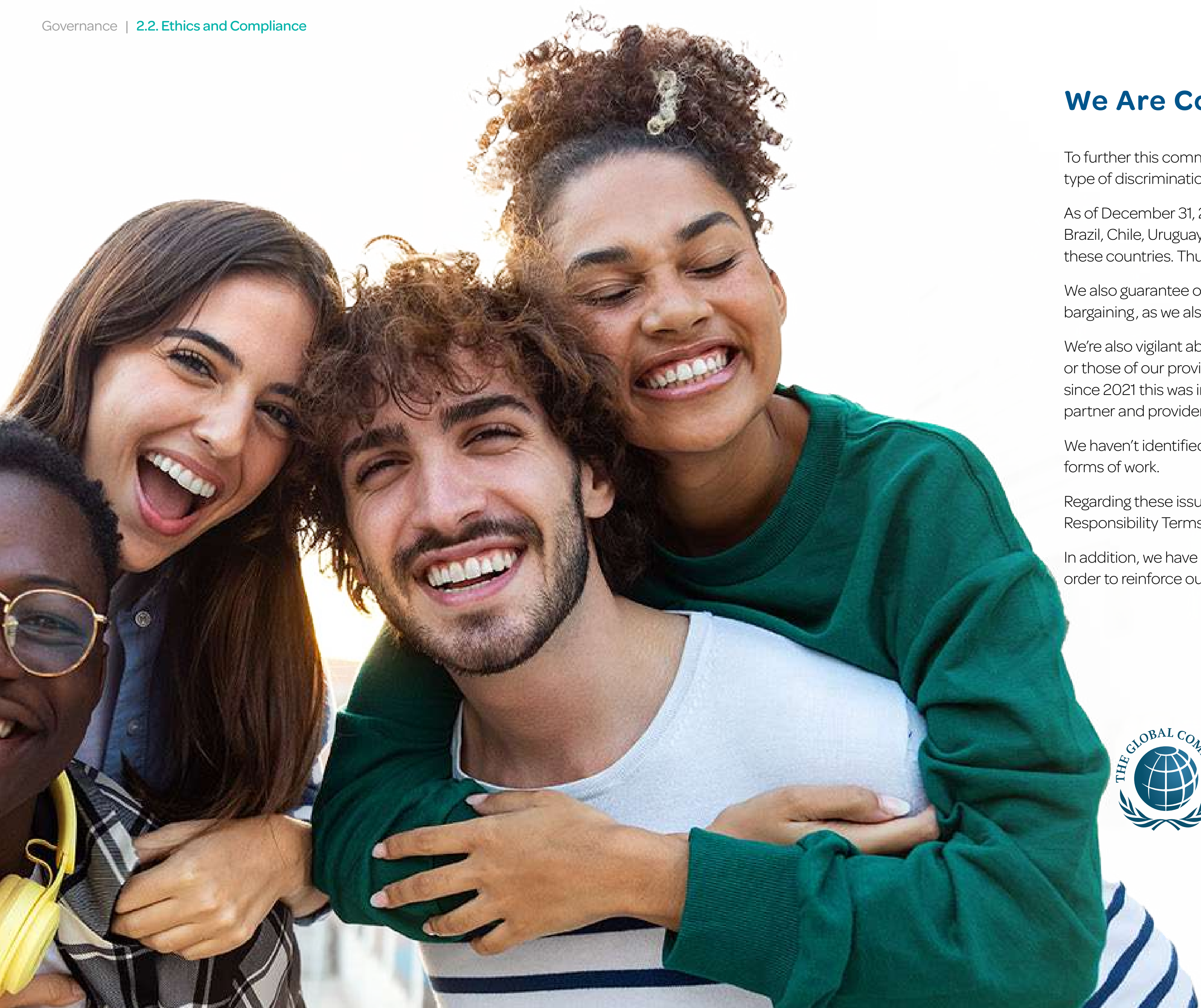
Complaint Risk



During 2023,
1,512 complaint reports
were processed through the
Whistleblower Channel.

We are pleased to report that only 1% of complaints classified as High risk, and less than 15% as Medium risk.

The rest were classified as Low risk. By the end of 2022, 94% of these claims had been processed and closed.



We Are Committed to Protecting Human Rights

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, 2023, 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, 69.7% 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, since 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.

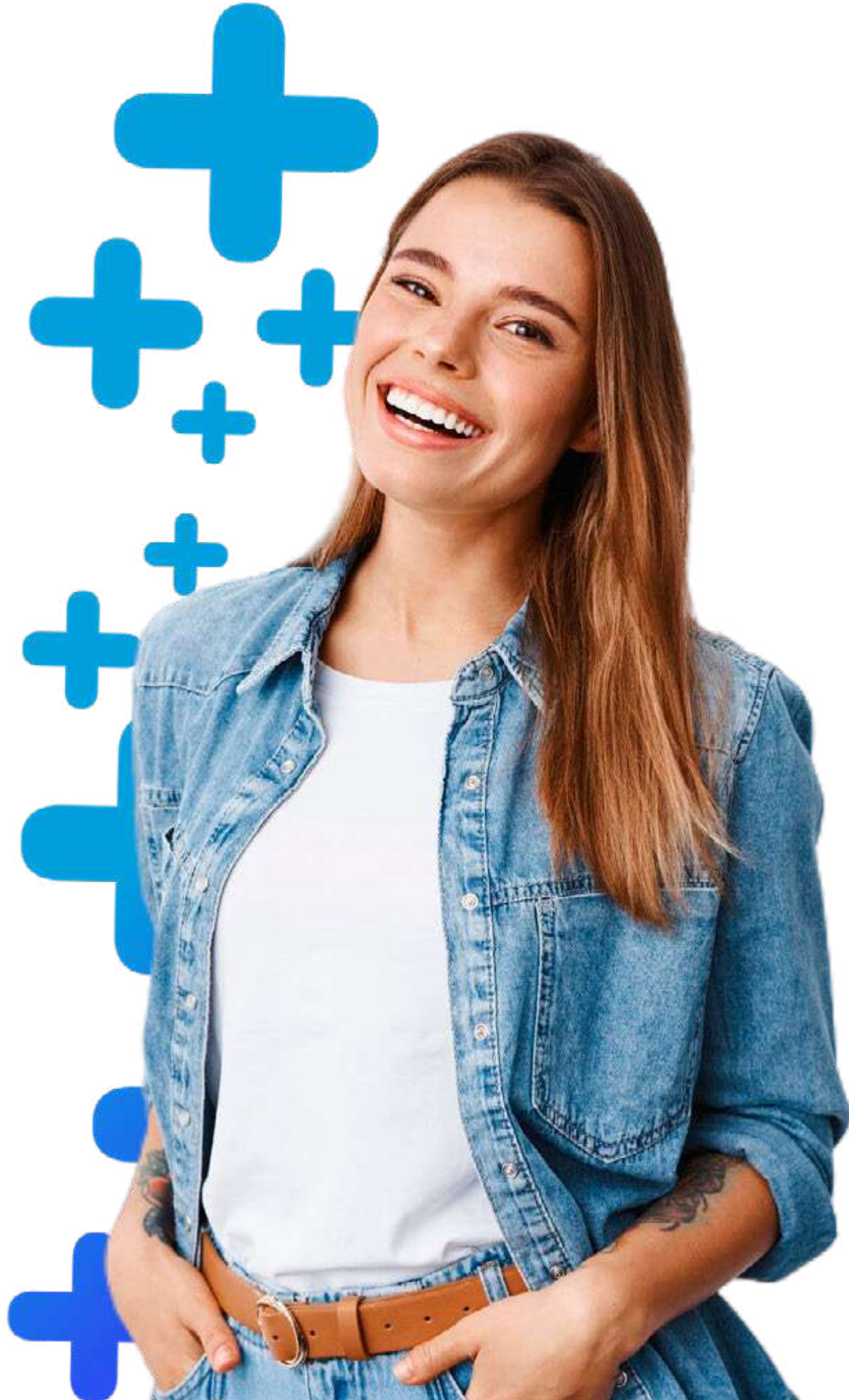


United Nations
Global Compact

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

How does Atento express its commitment to its Stakeholders?

We express and execute our commitment to ethical principles through a comprehensive approach, not only by declaring our commitment to ethical principles, but also by applying them on a day-to-day basis:



Clients

- a) We maintain clear and transparent communication with customers about the services offered, providing accurate and truthful information about them and always remaining accessible to resolve any questions or problems.
- b) We work to ensure the high quality of services to meet the expectations and needs of customers, seeking continuous improvement through their feedback.
- c) We work together with customers to ensure the protection of personal data and comply with all data protection and information security regulations.



Employees

- a) We rely on the integrity of our employees to act ethically and honestly.
- b) We encourage employees to take initiative in their professional roles, to assume new responsibilities and to innovate.
- c) We promote a strong sense of responsibility among employees, ensuring that they know, understand and comply with internal regulations.
- d) We encourage diversity and do not tolerate any type of discrimination.



Suppliers

- a) We maintain fair and transparent relationships with suppliers, negotiating in good faith and complying with established agreements.
- b) We work together with suppliers to promote sustainable practices.

2.3. Risk Management

We are aware that risk management is a key organizational function. It involves aligning strategies, prcesses, 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 2023 we consolidated the Risk Management area that was created in 2022, centralizing all global activities such as:

- Develop our new Global Business Continuity Plan Model (Clients and Sites) under a new Global Policy and Procedure and supported with ISO 22301 Certification.
- Consolidate the Fraud Management process with the creation of a New Global Policy and Procedure.
- Consolidate the Risk Assessment process with the creation of a New Global Policy and Procedure.

The area is headed by the Global Risk Management Officer and made up of a team of experts in Business Continuity Plan, Fraud Management and Risk Assessment.

The entire team is constantly connected with all parts of the organization and especially with key areas such as Internal Audit, Internal Control, Compliance and Cybersecurity.



ISO 31000 – Risk Management / Full Countries

Risk Management ISO 31000 standard is a set of international guidelines and principles that provide a systematic and structured approach to the identification, assessment, treatment, and monitoring of risks in any organization.



Business
Continuity
Management

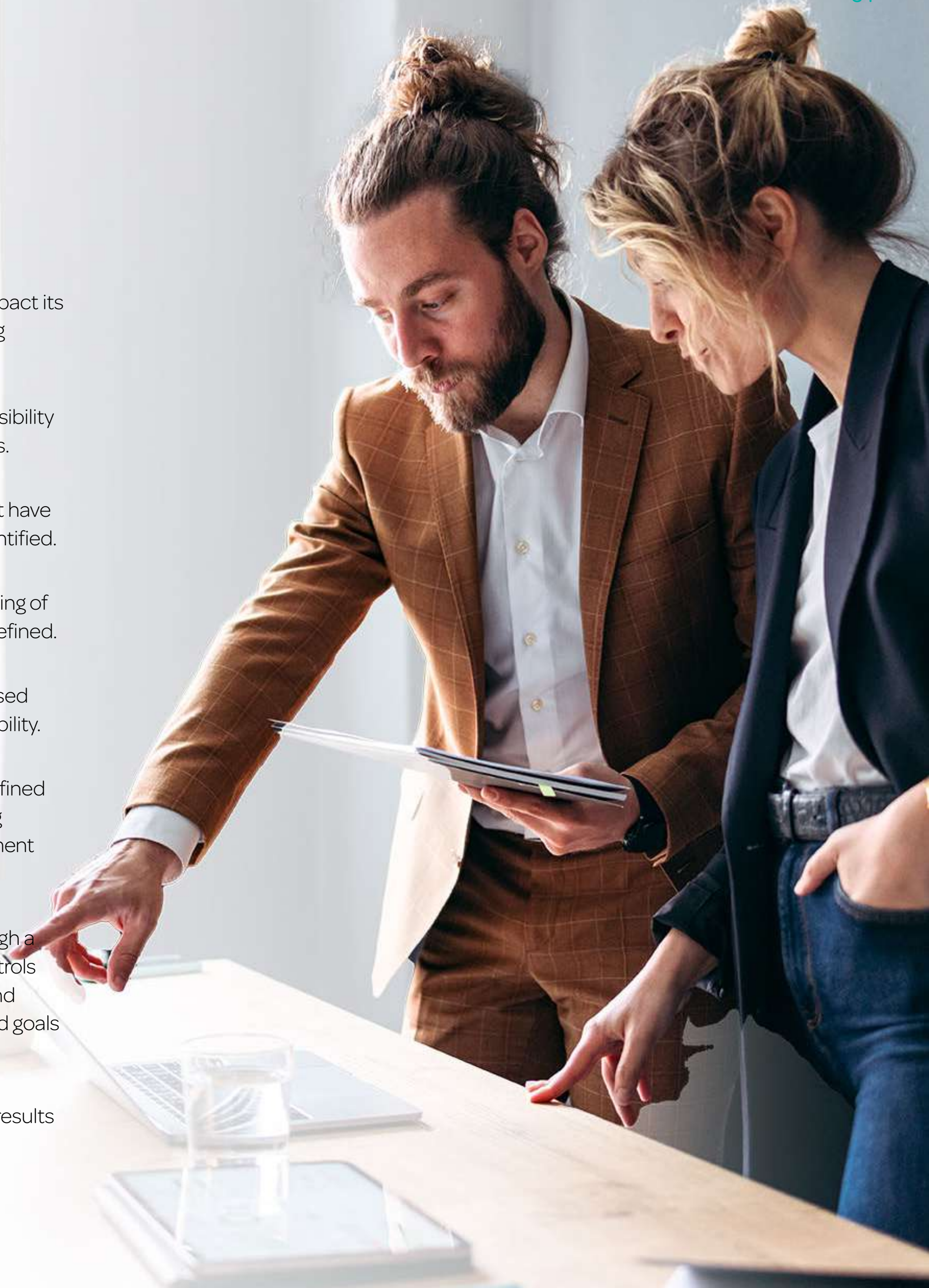
ISO 22301 – Business Continuity Plan / Full Countries



Risk assessment approach

Atento, through its Risk Management Approach, implements a comprehensive methodology designed to identify, evaluate, manage, and mitigate risks that may impact its operations, assets, personnel, and objectives. This approach is essential for ensuring business continuity and minimizing potential losses.

- 1. Set objectives.** The establishment of the objectives is the responsibility of senior management, and they are based on Atento's corporate strategies.
- 2. Identification.** The main risks to which Atento is exposed and that have a direct impact on the achievement of the organization's objectives are identified.
- 3. Evaluation.** The risks are evaluated and the construction and updating of the risk matrix and the development of action plans for risk treatment are defined.
- 4. Analysis.** The results obtained in the previous Risk Assessment are used to determine the approach to be given to each risk according to its vulnerability.
- 5. Management.** The Treatment that will be applied to each Risk is defined according to the results obtained in the Analysis stage. This includes setting specific controls and actions that include owners, managers, and commitment dates.
- 6. Monitoring and Follow-up.** The result is guaranteed through a continuous and systematic process that measures the progress of the controls and actions established, in conjunction with the areas of Internal Control and Internal Audit, evaluating said result by verifying to what extent the proposed goals are met in the sense of effectiveness.
- 7. Communication.** Risk management procedures, strategies, and results should be disclosed to all levels of the organization.



2.4. 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.



“At Atento, cybersecurity is an absolute priority. We constantly strive to update our systems and adapt to increasingly sophisticated and dangerous cyber attacks. We invest in robust security measures and have a team specialized in protecting the information of both our company and our valued clients.

Our proactive approach to cybersecurity involves implementing threat prevention, detection and response strategies. We use advanced data monitoring and analysis technologies to identify any suspicious activity and act quickly to neutralize any attempted attack. Our team of cybersecurity experts is always aware of the latest trends and threats in the digital world. We constantly update our security protocols, strengthening our defenses and guaranteeing the confidentiality, integrity and availability of data.

In addition, we constantly promote cybersecurity awareness among our collaborators, promoting good practices and providing regular training. We firmly believe that education is essential to protect our data and that of our customers”.

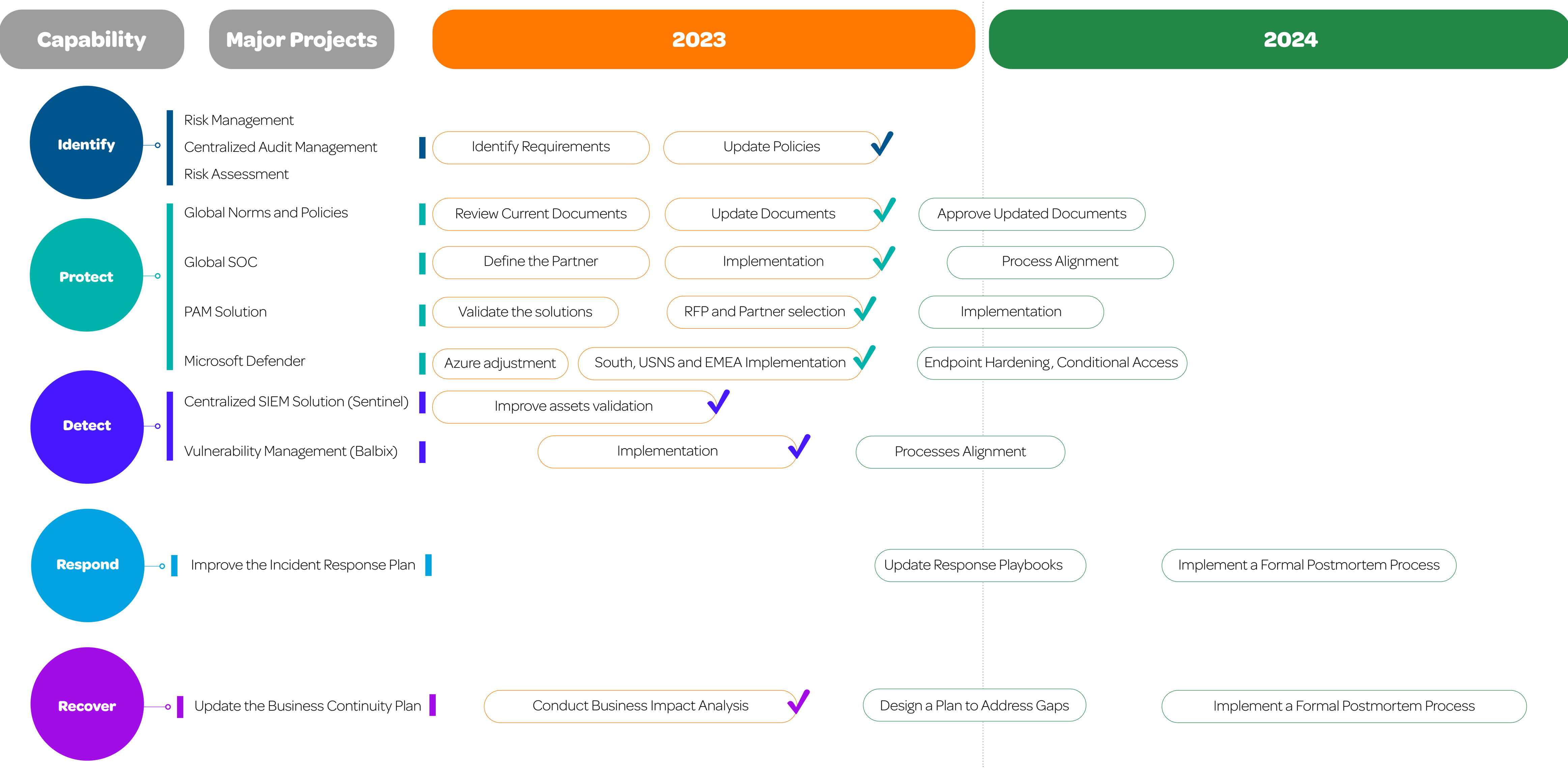
Luiz Henrique Frota Ferreira
Security Information Senior Manager

Atento adopted the NIST Cybersecurity framework and principles back in 2021

Capability	Description
Identify	Develop the organizational understanding to manage cybersecurity risk to systems, assets, data, and capabilities.
Protect	Develop and implement appropriate safeguards to ensure protection of the enterprise's assets.
Detect	Develop and implement the appropriate activities to identify the occurrence of a cybersecurity event.
Respond	Develop and implement the appropriate activities to take action regarding a detected cybersecurity event.
Recover	Develop and implement the appropriate activities to maintain plans for resilience and to restore any capabilities or services that were impaired due to a cybersecurity event.



Information Security Master Plan and Key Projects Roadmap





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



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



**ISO 27701 Privacy Information
Management System**
(Brazil)



Certified in Spain in data privacy protection



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

ATENTO



Social 03

People serving people

3.1. Who works at Atento?

3.2 Human Talent Selection

3.3. Talent Management and Development Programs

3.4. Global Climate and Engagement Plan

3.5. Diversity and Inclusion

3.6. Safety, Health and Well-Being of Employees

3.7. Awards and Acknowledgements

3.8. Our Ecosystem

3.1. Who works at Atento?

Our People by Gender

We are a Diverse Team

Our team has **106,189** diverse and multidisciplinary people across all the regions where we operate. As CRM and BPO is our core business, **90%** of our employees are Agents and Supervisors.

In terms of diversity, at Atento we believe in diverse talent and a clear example of it is our presence in 17 countries and 3 continents, where we have a wide range of cultures.

Also a very relevant fact is that we employ more wome than men, with women representing **65.2 %** of total workforce. Females in every region represent more than half of the workforce.

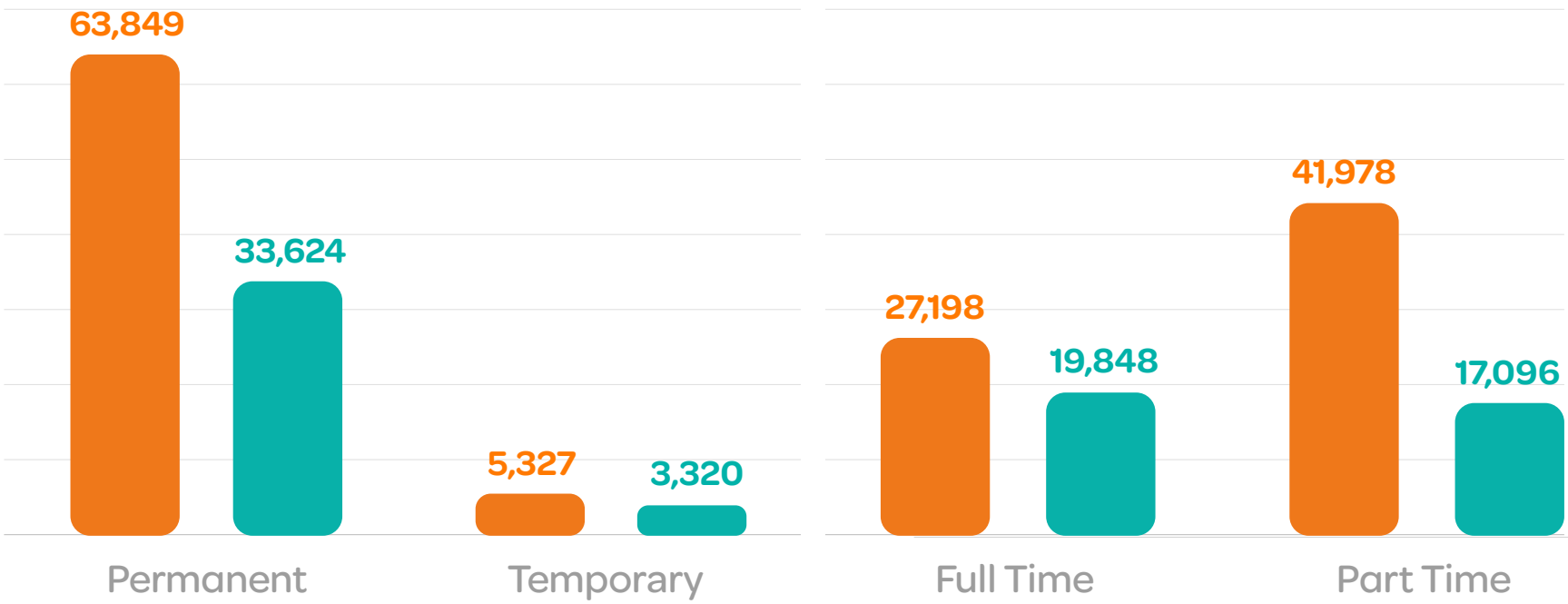
We can also see that their involvement is distributed between professional groups, with a **50.97 %** in Management positions.

Regarding the types of contract, **91.9 %** of employees have permanent contracts, and **44.3 %** have full-time contracts.

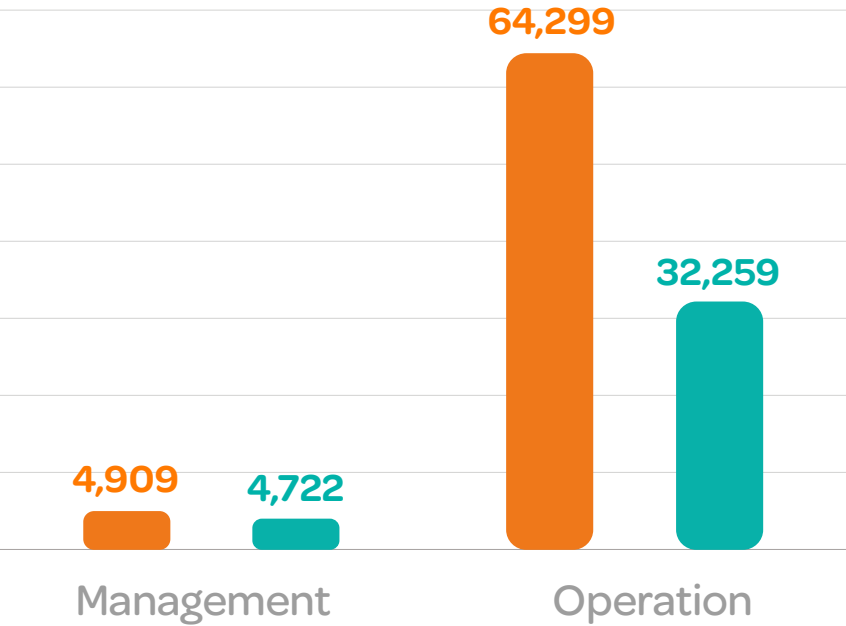


Women representing
65.2 %
of total workforce

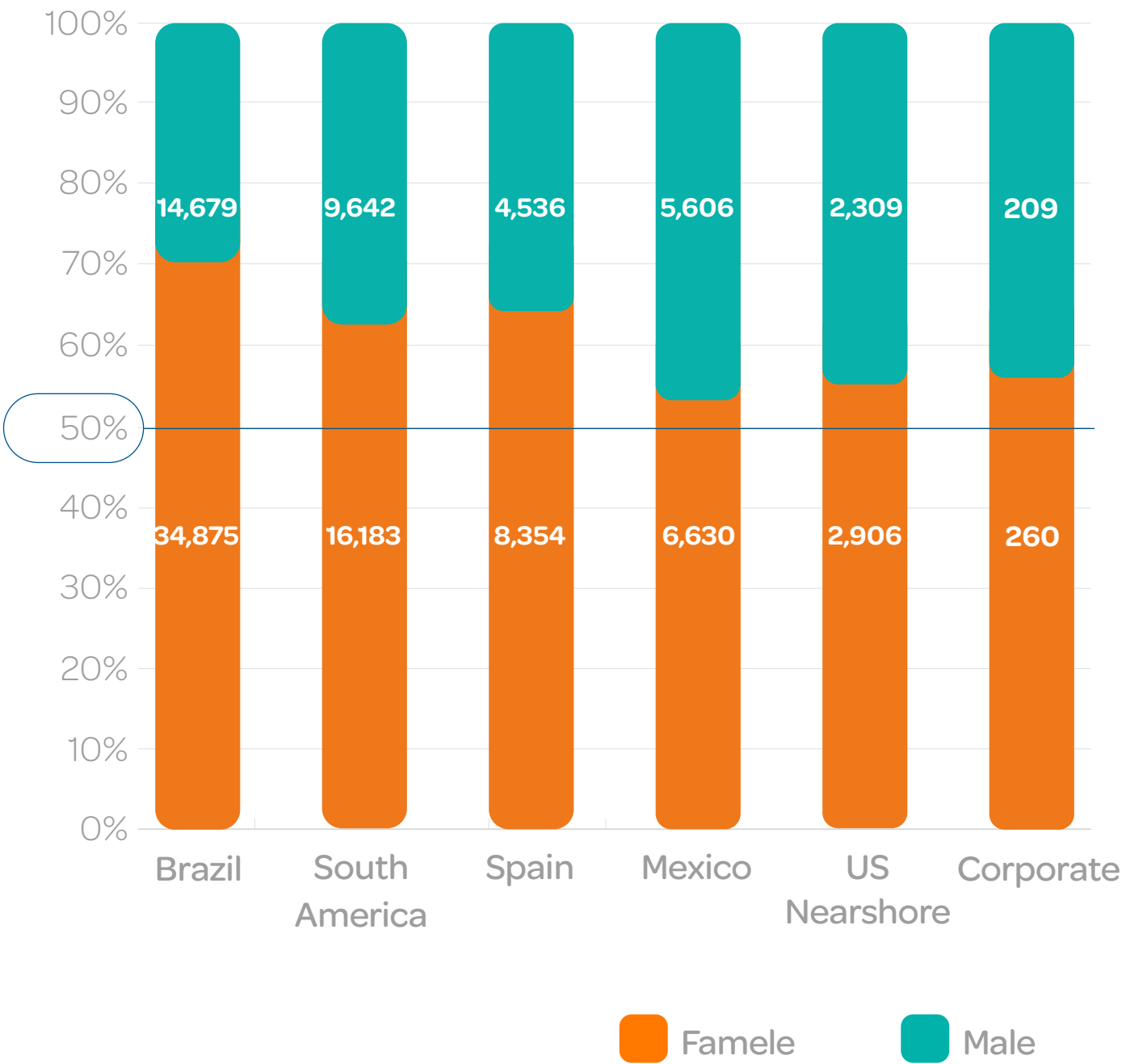
By Type of Contract



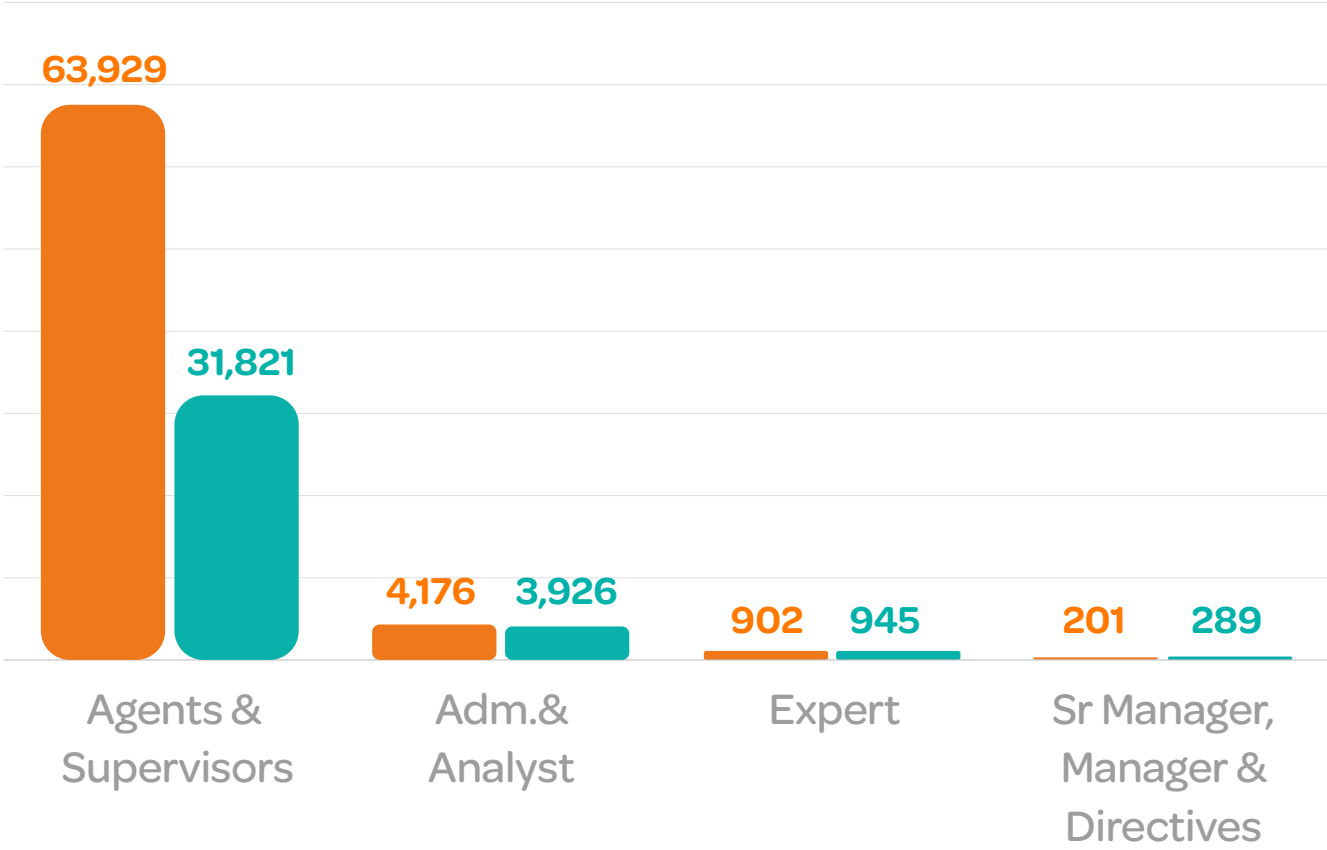
By Professional Group



By Region

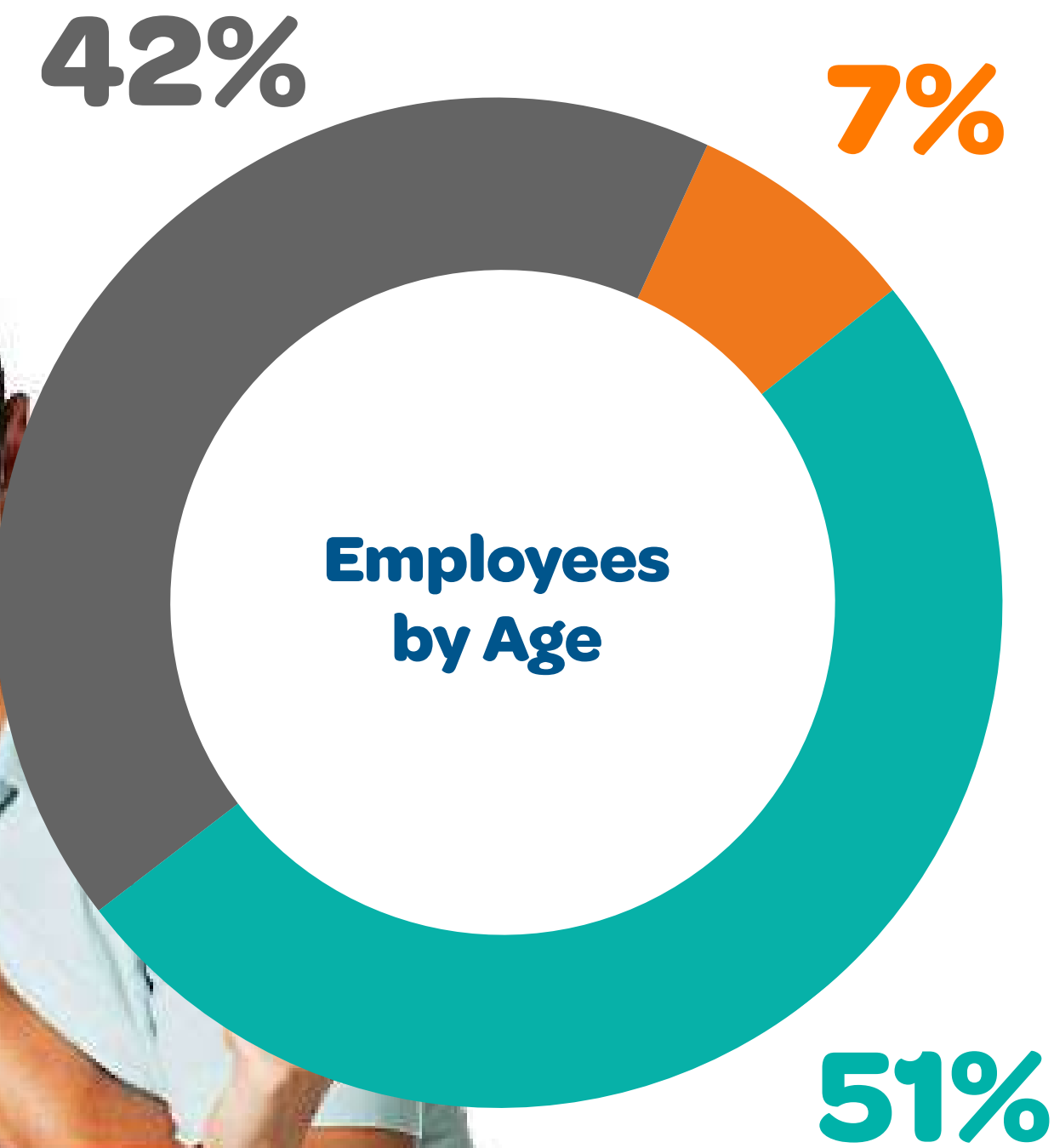


By Role



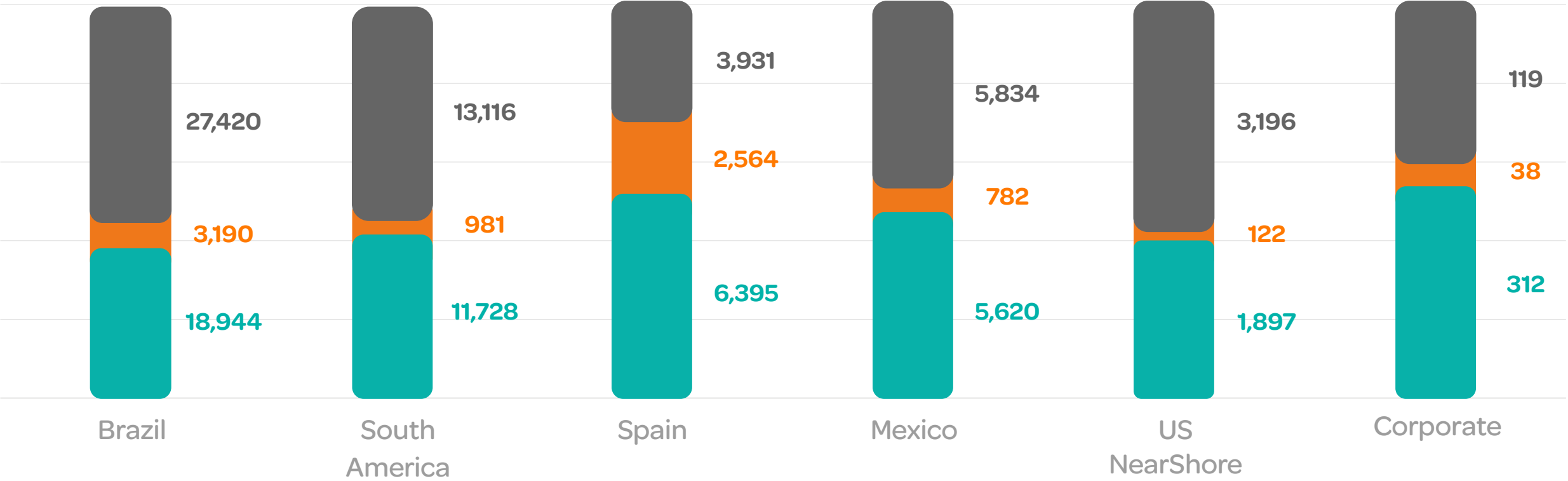
Our People by Age

We have a young workforce with **51%** 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).

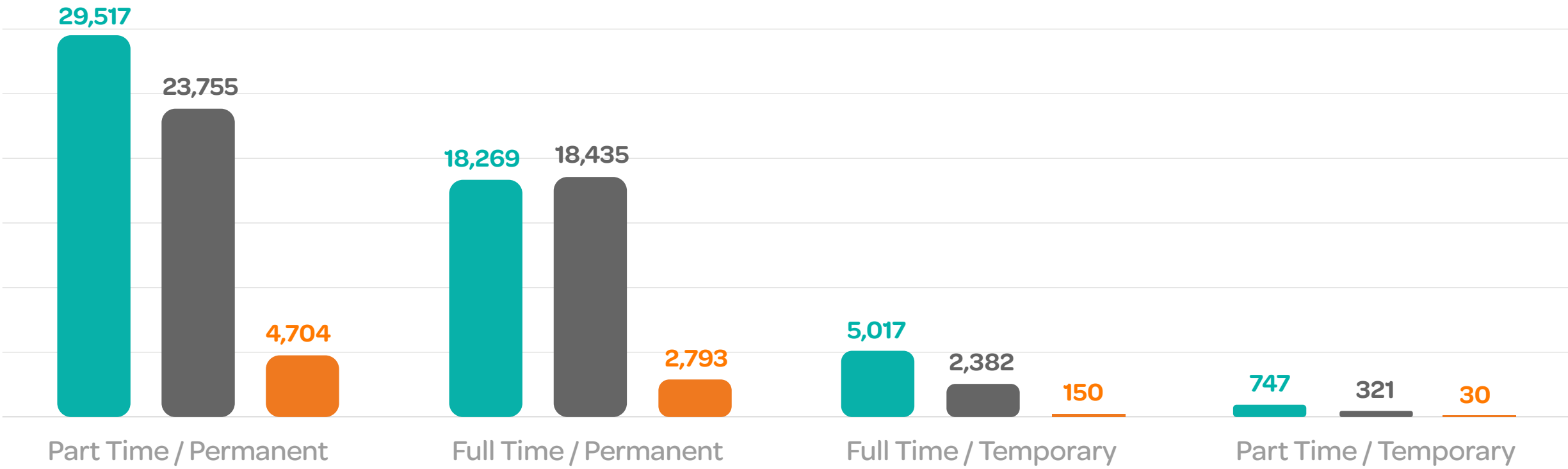


53,616 employees **<30**

Our People by Age



HC by age and type of contract



<30 30-50 >50

* All graphs show Headcount on December 2023

3.2. Human Talent Selection

At Atento, we highly value our employees’ experiences, recognizing that **our people are our most valuable asset and the key to creating outstanding customer experiences**. The entire process is supported by a system with artificial intelligence, guaranteeing agility, assertiveness and personalization according to the needs of each client and seeking the best profile for each position, allowing for precise recruitment that satisfies the specific needs of each client.

EX: EMPLOYEE EXPERIENCE

Attraction

95% ... of talent is discovered via Social Media

 HR comprehends the brand’s culture and consumer’s behavior.
We create the ideal candidate persona.

 The candidate’s skillset is defined (undergraduate, technical knowledge, advanced communication and writing skills).

 Job is post on Social Media!

80% AI-powered search criteria yield an 80% match rate, securing the talent we need.

Selection

99% of non-selected applicants gain valuable process feedback

 Artificial Intelligence matches the candidates with the ideal persona.

 Those with a higher adherence are called for the interview.

 Tests are administered: mathematics, Digital and Computational Skills.

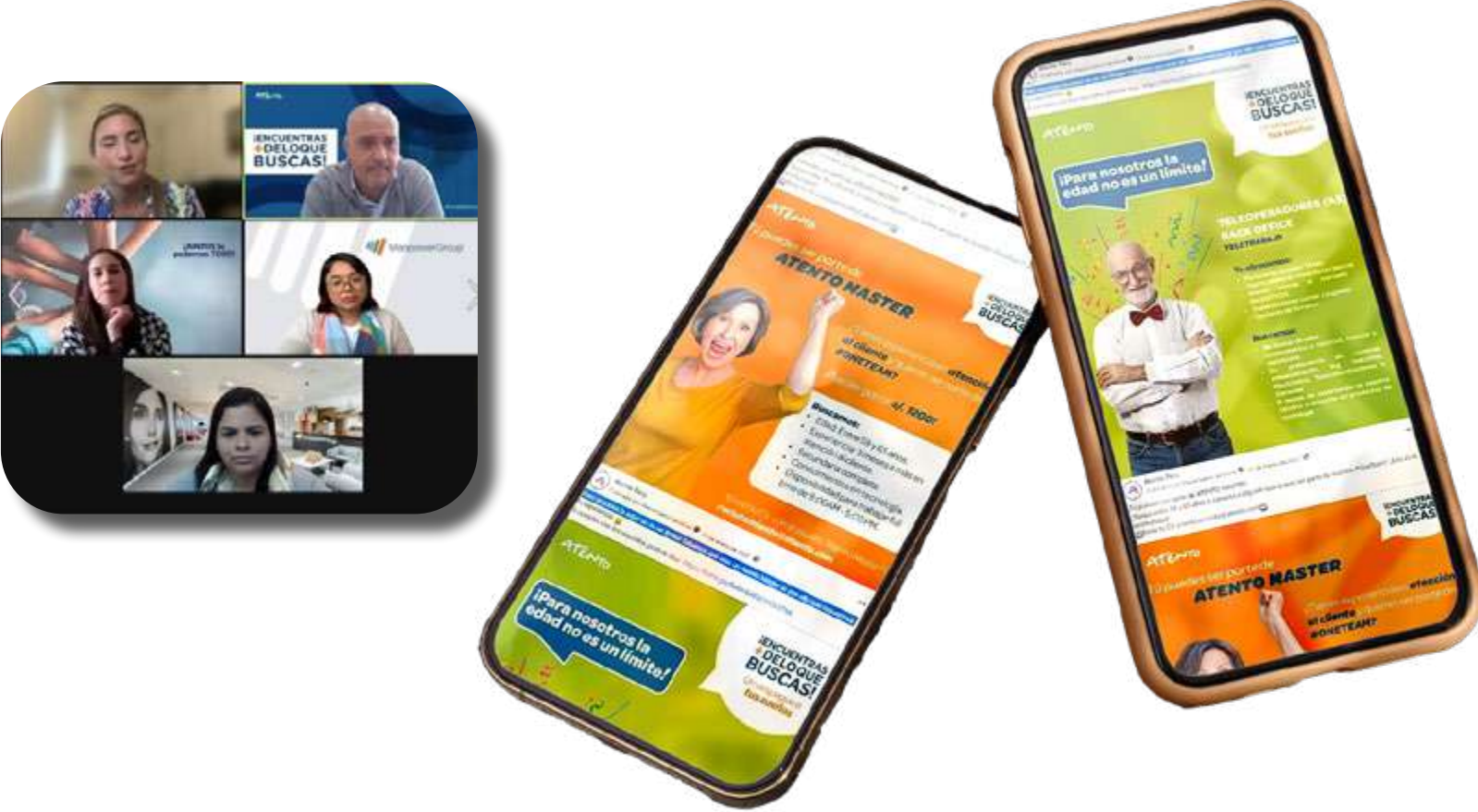
 Results are tabulated and the offer letter is sent to the best candidates.

96% AI’s precision results in a 96% satisfaction rate among selected candidates.

Hiring polocies: equal opportunities

Atento enforces recruitment policies that promote equal opportunities, ensuring inclusive and accessible selection processes. This is achieved through continuous employee training on diverse and inclusive recruitment, fostering a corporate culture that values diversity. Policies are periodically evaluated for effectiveness.

One example is the **REDI** (“Recruiting Diverse and Inclusive”) initiative, which focuses on hiring people with disabilities by reducing access barriers. Atento collaborates with specialized organizations, conducts external awareness campaigns, and adapts recruitment processes for inclusivity. Additionally, Atento participates in events with partners **for inclusive recruitment of refugees and migrants**, and runs communication campaigns targeting vulnerable segments, including people with disabilities, LGBTQ individuals, and gender diversity. These efforts align with Atento’s commitment to social responsibility and **equal opportunity employment**.



Smart Recruitment:

Talent Acquisition GenAI Bot Platform

GenAI Bot Platform



Our **Smart Recruiter** revolutionizes how **Atento** engages with job candidates using our advanced Generative AI chatbot. Unlike traditional chatbots, which often rely on pre-scripted responses, Atento’s Conversational AI chatbot understands, processes and generates natural language, allowing for a conversation that feels both genuine and intuitive. Job applicants can chat as if they’re speaking to a real customer, making their interaction seamless and their responses more spontaneous and insightful.

Candidates undergo a realistic service simulation, tackling customer demands and showcasing their empathy and resolution prowess, always ensuring alignment with the client’s brand.

At the end of the conversation test, the bot analyzes all responses within the context, generating scores and performance evaluations that support the hiring process, as well as evaluative comments offering a rich insight into candidates- abilities, helping in final decision making.

3.3. Talent management & development programs

Internal Promotion & Performance Evaluation

Our performance evaluation process is a key component of our talent management strategy, ensuring that all employees receive regular feedback and opportunities for growth. During the past year, a significant portion of our workforce participated in these periodic evaluations, with **62%** of female employees and **38%** of male employees engaging in the process. This comprehensive approach not only helps us identify and nurture talent within the organization but also supports our goal of promoting internal equity and inclusion.

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 360º 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.



“At Atento, our training programs are designed to boost productivity and favor internal promotions by equipping our employees with the skills and knowledge they need to excel in their roles and advance within the company. Our promotion criteria emphasize not only technical expertise but also strong leadership abilities and alignment with our core values.”

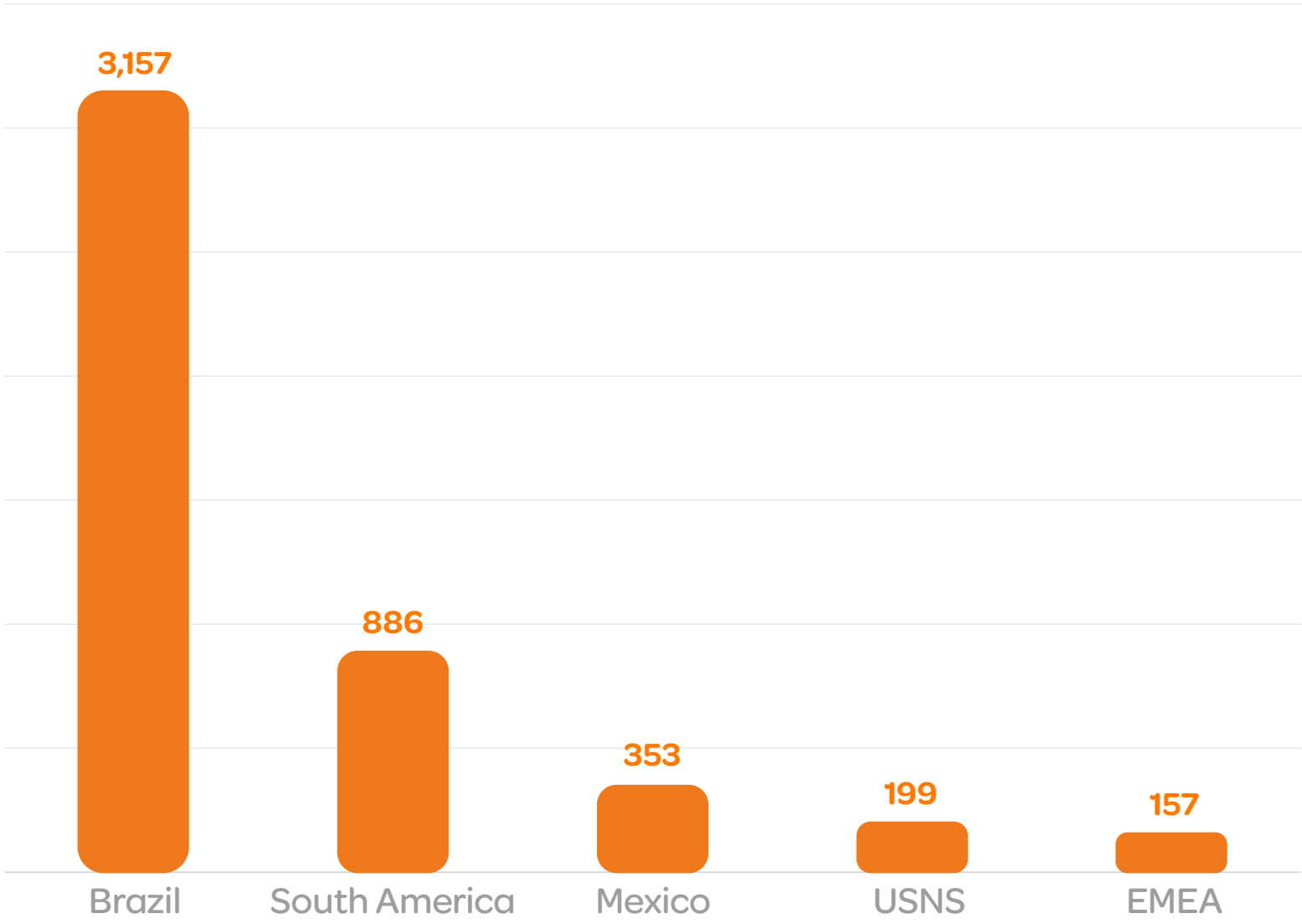
Thiago Zanon
Brazil & Corporate HR Director

In the last year we have had

4,752

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.



Remuneration & Social Dialogue

Labor relations

- In compliance with the legal provisions regarding association and collective representation in all countries where we are present, Atento guarantees its employees the freedom to associate and join collective bargaining agreements whenever they wish to do so.

Total compensation model

- The company strives to offer its employees the best possible conditions and to enhance their training and professional development.
- In order to attract, retain, engage and motivate its employees, Atento has a Total Compensation Model, which includes compensation, social benefits, work/life balance, development and career opportunities.
- Wages are adjusted to the applicable reference indexes, updated according to the minimum wages defined in each location.

In addition to its base salary, the company offers a series of incentives, aligned with the company’s strategy:

Short-Term Incentives:

- **Administrative Employees:** variable employee compensation is annual, and its achievement is impacted by the company’s results (on a global, regional or local scale, depending on the scope of responsibility of the employee) and objectives themselves.
- **Operations Employees:** all employees have a monthly or quarterly variable retribution linked to service or business operational results where they are located.
- **Commercial Employees:** Annual variable compensation based on generating revenue measured individually per commercial.

Long-Term Incentives:

- Directed to the Senior Management group focused on middle to long term strategy.



Human Rights Compliance

- The company complies with the policies associated with its own personnel, in accordance with internationally acknowledged instruments such as the United Nations Guiding Principles on Business and Human Rights. It also explicitly addresses human trafficking and forced labor, including child labor. At Atento, we have several policies, a Code of Ethics and we are members of the United Nations Global Compact.
- In terms of training, employee performance is evaluated, broken down by gender, and detailed information is provided in section **3.1.1 Who works at Atento?** (our people by gender).
- In terms of compensation, we are proud to have made significant progress over the last three years in reducing the gender pay gap. In 2021, the gap was **16%**, which we reduced to **13%** in 2022, and further to less than **11%** in 2023. This consistent improvement reflects our unwavering commitment to gender equality and fair compensation. We will continue to work diligently to eliminate this gap entirely, ensuring equal pay for equal work across our organization.
- Regarding serious incidents related to human rights violations, **338 cases** have been recorded, of which 26 are open and 312 have been resolved (92%).

92 %

incidents have been resolved

Recertification of the Human Rights and Diversity Seal - 6th Edition – Brazil

The Human Rights and Diversity Label recognises good practice in diversity management and the promotion of human rights in companies, public bodies and third sector organisations.



United Nations
Global Compact

Training and Development Programs

Committed to our teams

At Atento, we seek to attract the best professionals and promote the development of internal talent, which is why we strive every day to create a work environment where our employees can grow professionally and personally through global and local professional development and training programs.

As Atento continues to grow and transform, it is essential that our leaders continue to drive their team’s development and create a common culture of Leadership, that is a key competitive advantage for our future. In this regard, we have designed our Global Leadership Model (LEAD) to consistently identify, develop, and grow all Atento leaders with the aim of promoting our culture of agility, innovation, and collaboration to achieve the success transformation.

LEAD, our new model, is based on three practices that must be present in our daily lives as leaders. The new model is made up of 9 competencies, 3 for each leadership practice

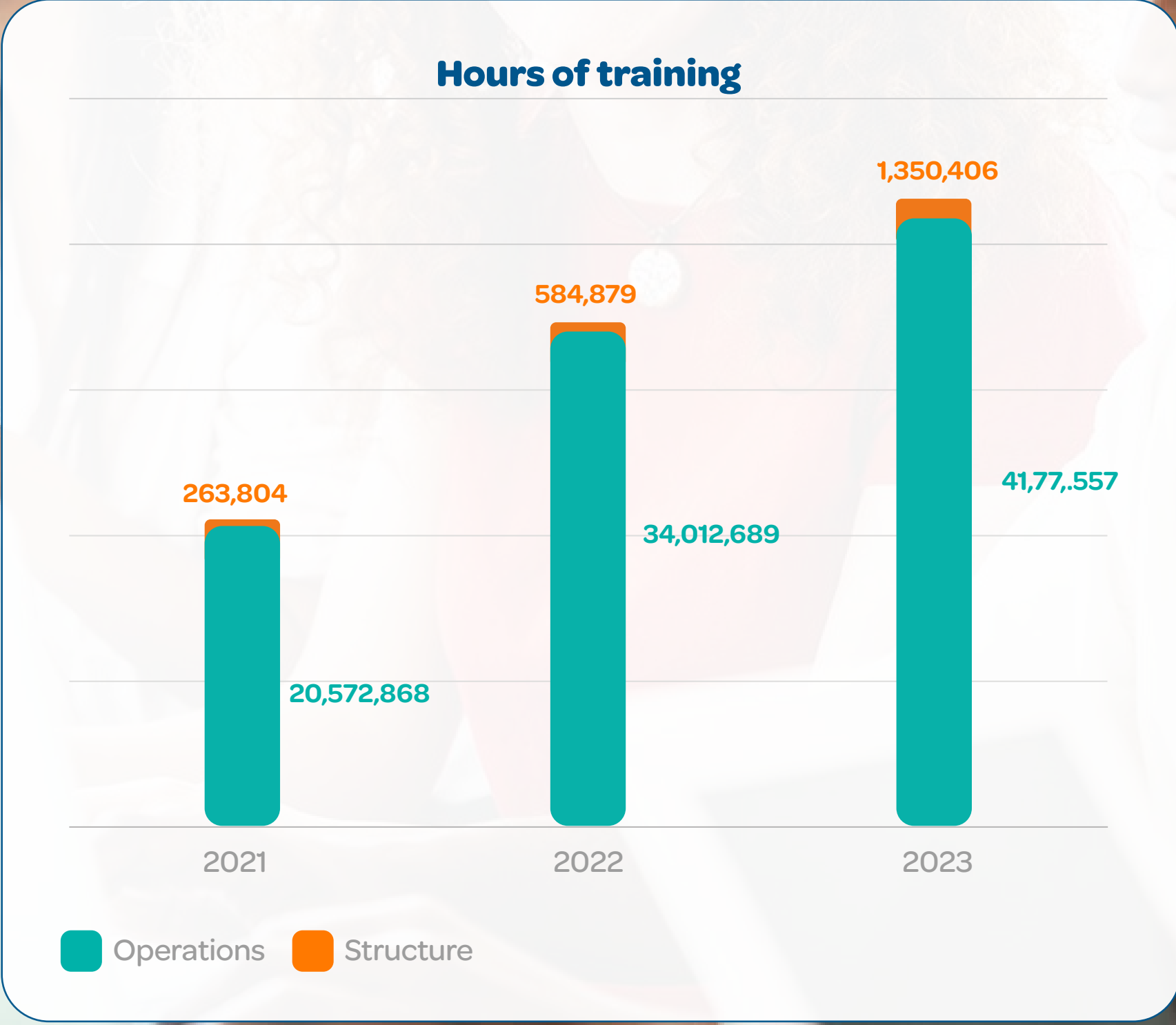


Hours of Training

At Atento we encourage young people to enter the labor market. This can be seen in the fact that **51%** 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.

	Operations		Structure		Totales
	Male	Female	Male	Female	
Brazil	9,924,648	27,955,145	189,992	253,572	38,323,357
Mexico	737,610	904,600	130,350	108,220	1,880,780
USNS	8,111	9,047	750	1,344	19,252
South	617,864	928,317	216,702	445,682	2,208,565
EMEA	271,544	421,671	1,488	2,307	697,010
Total	11,559,777	30,218,780	539,282	811,125	43,128,964
	41,778,557		1,350,406		



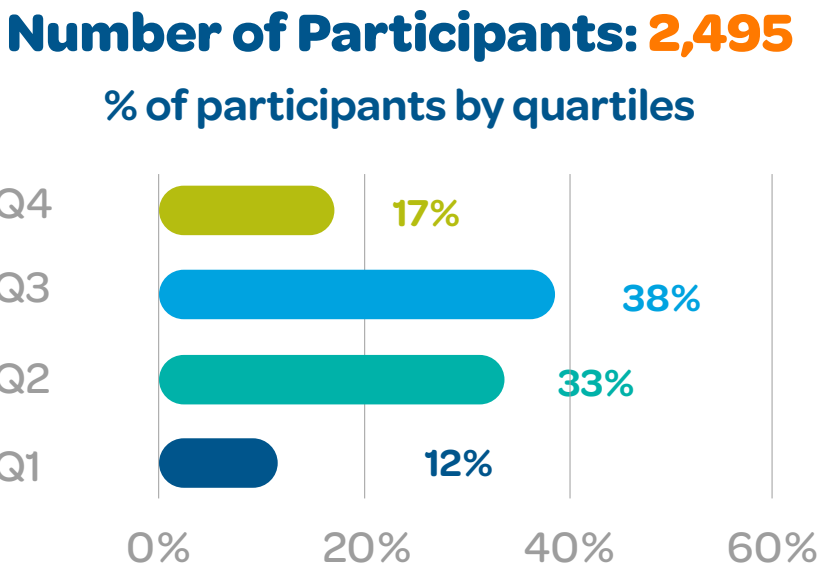
“Expertos Formadores” is an Internal Training Program that seeks to meet the company’s training needs through the deployment of synchronous virtual sessions taught by qualified employees, experts in various contents aligned with the needs of the business, who are certified in virtual teaching methodologies, allowing them to share their knowledge in an appropriate manner. As it is a global program, employees from the 17 countries in which we operate participate. The training programme, made up of highly qualified Atento staff, closed its second edition with a flourish. The event, led by the Talent team, was attended by more than 40 participants.

During 2023, the programme delivered 76 trainings, impacting more than 2,400 people from all regions and where overall satisfaction reached

97%

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”).

EducAtento. A fair offering educational alternatives for employees and their families in Peru. In this event, several institutions (institutes, academies, universities) were summoned in person so that they could offer discounts on courses, technical or university careers to Atento employees and their families. 26 institutions participated.



Satisfaction Survey Results



Upskilling Programs

The Reskilling program demonstrates the company’s solid commitment to the continuous improvement of processes through the transformation of human talent. **Atento’s Reskilling programs**, which began in 2019, evolve and adapt to the different needs and opportunities that arise.

- **Continuous training program, such as ‘Leader on Board’**, for Supervisors with experience in their position, with the objective of further developing their competencies as leaders. **+1,000 participants** in Argentina, Brazil, Chile, Peru and Uruguay.
- **New Supervisor program**, training for employees who take on the role of operational leaders for the first time, these new Supervisors are trained in their new functions and team leadership. **+630 Supervisors** in Argentina, Brazil, Chile, Spain, USA and Uruguay.
- Accelerated development program, known as **‘Semilleros’**, is focused on individual contributors with the potential to become career leaders as Supervisors or in the next higher position. **+500 employees** in Brazil, Colombia and Peru participated in 2023.
- **Reskilling program** for employees who are going to change their position in the same hierarchical level, with the objective of training them in skills that facilitate their adaptation and management of change, as well as the management of the uncertainty that this situation may generate, and finally training them in the competencies that the new position demands. **+130 Agents** in Argentina, Spain and Uruguay.
- **One Atento Leadership program**, for operation leaders, with the aim of aligning them with the company’s new leadership model. **+240 Supervisors.**



3.4. Global Climate and Engagement Plan

Climate and Engagement Survey

There is a strong connection between a high-commitment culture and business success. Therefore, we have a Global Climate Plan and Commitment.



Vision

Enhance the employee experience to have the best and most committed team, which guarantees the results of our business and an excellent customer experience



Principles

- **Leadership:** Leaders inspire their teams, serve as role models, promote change, and develop their employees.
- **Accountability:** Each person contributes to the work environment and proactively participates in continuous improvement.
- **Diversity & Inclusion:** All people participate from their uniqueness, contributing different points of view, knowledge and experiences.
- **Safe working environment:** Ensure spaces of trust in which people can work and develop giving the best of themselves.



Process

- **Diagnosis:** analysis to identify strengths and priorities for improvement (surveys, focus groups, etc.).
- **Action plan:** design, implementation and monitoring of improvement actions.
- **Communication** throughout the process to inform and involve.

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 different terms.

Climate and Engagement Survey

Index

80%

Pride of belonging

82%

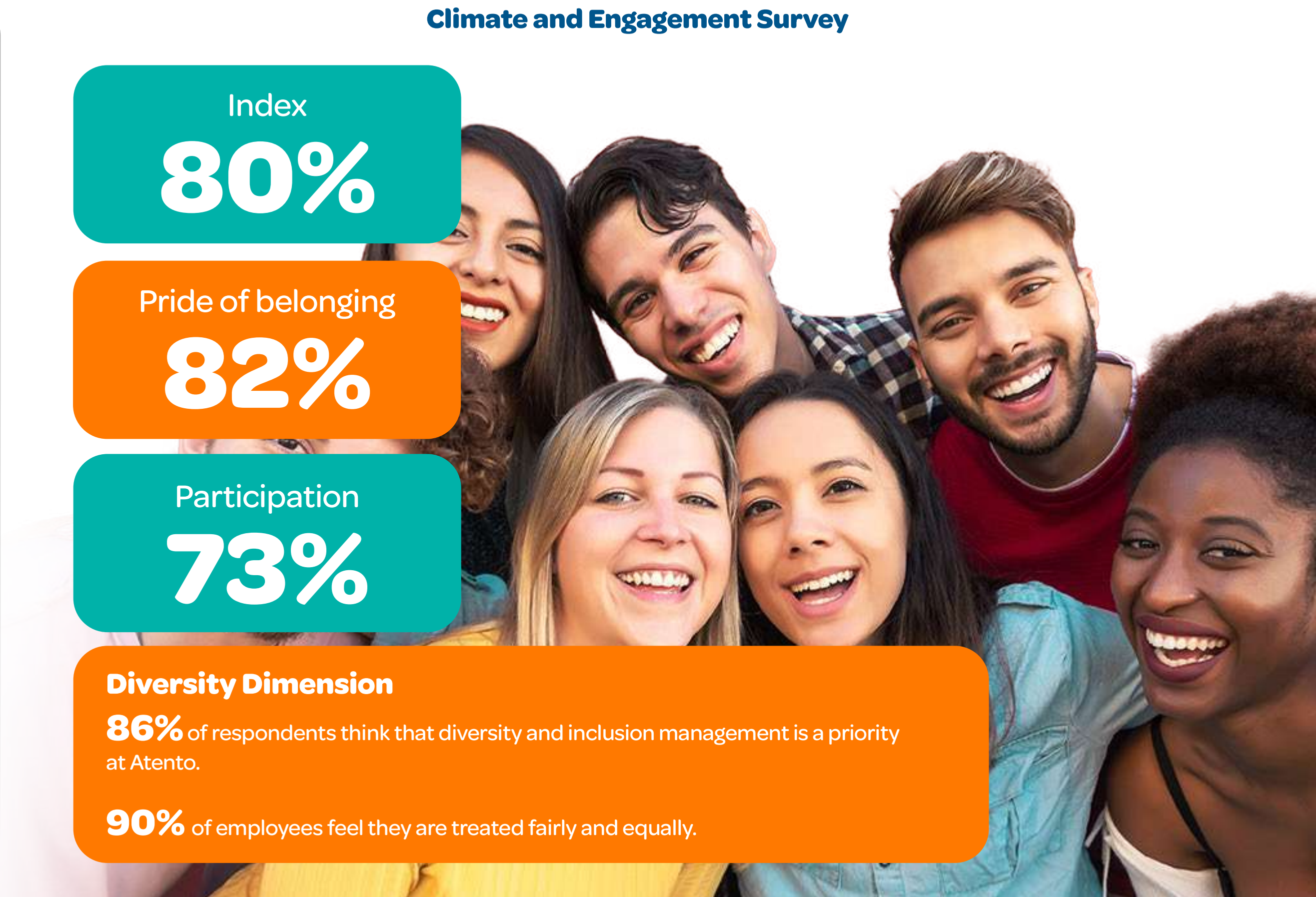
Participation

73%

Diversity Dimension

86% of respondents think that diversity and inclusion management is a priority at Atento.

90% of employees feel they are treated fairly and equally.



Culture of acknowledgment: Applause

In the different geographies, different initiatives and activities are developed to value the talent of our employees.

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. This practice was implemented in Brazil for the Operations team through the **Qualistore** tool, our gamified content management solution for businesses powered by **Generative AI**.



Wall of Fame Spain - Morocco

At Atento we want to acknowledge those people who, through their effort, dedication and commitment, have stood out for their work, achieving great results in their daily work. For this reason, we give monthly acknowledgment to those collaborators and coordinators who have achieved excellent results.

Atento Warriors Top Performance

Quarterly acknowledgment to the people with the best performance in Puerto Rico, El Salvador and Guatemala.



Initiatives to motivate employees and foster a good working environment

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 competitzons, art workshops: **Halloween, Book Day, toy Collection, Sport tournaments, and delivery, decoration** of our sites, talent show...
- Celebrations of the **anniversaries of our work centers** and of our services and campaigns.



Mother’s day



Grandparents’ day



Breast Cancer Awareness



Agent Day



Center anniversary



Christmas Toy Campaign



Football tournament



Carnival





Initiatives to motivate employees and foster a good working environment

The campaign **"Yes Atento"** aims to enhance the sense of belonging and pride of Atento's people by disseminating testimonials and best practices that showcase the company as one of the best in the industry to work for.

Through a dynamic approach that integrates initiatives across internal channels and social networks, the campaign generates engagement with stakeholders, emphasizing the message that **"Atento is a world of opportunities."** By focusing on employee testimonials, photographs, and videos as the main elements, the campaign highlights the concept of **"YES!"** to convey different messages effectively. Additionally, the campaign reflects Atento's diversity and global presence by being conducted in all three languages and showcasing a sampling of cultures, genders, and ages within the company.



Initiatives to motivate employees and foster a good working environment

Global Community Month

For the eighth consecutive year, during the month of September, we launched the Global Community Month initiative worldwide.

During this month, volunteers from all Atento countries participated in different social responsibility initiatives, grouped around **four themes**.



Environment



Social Work



Donation



Vulnerable Populations

In **Brazil**, an **environmental awareness event** was held to plant the Araucaria species trees, which belong to the Atlantic Forest ecosystem and are in danger of extinction. The action was carried out through the “Sou Voluntário” program and was attended by Atento employees and their families.

We also participated in **Telefónica’s Volunteer Day**. A global project that involves the employees of all the companies of the Telefónica Group and their suppliers, mobilizing efforts and acting in solidarity actions to help vulnerable populations. 17 volunteers attended to carry out a variety of volunteer actions throughout the day, impacting more than 1,200 people. Atento donated R\$ 10,000.00 to each of the 3 institutions: Associação São Vito Mártir, Cruz de Malta Assistencial, Novos Heireiros Humanísticos.

We also made different types of **donations**. “Casa Florescer”, a shelter for transgender and transvestite women in extreme vulnerability, received a grant of \$1,000 to renovate the shelter and increase its capacity; and CAEF (“Centro de Acolhimento Especial para Famílias”), a shelter for homeless families, received a donation of school supplies.

In **Guatemala** and **El Salvador**, we organized a reforestation day in protected areas in both countries. Thanks to the valuable support of volunteers, more than 1,000 and 500 trees were planted, respectively.

And in the **United States**, we were part of a food drive. We donated and collected canned and non-perishable food items for the homeless. In **Puerto Rico**, we worked with a local nonprofit organization called

“Apoyemos” to collect personal hygiene products to donate to the homeless.

In **Mexico**, we worked with the “Reciclación”, which consists of donating pet plastic to the Teleton Foundation, allowing them to collect donations to continue caring for the children of the Teleton. The activity to deposit their plastic bottles was held in each of the locations. A Composting Webinar was also held to raise awareness about the importance of sorting garbage, the benefits of composting, and how it can get started at home.

From **Argentina**, we held the event “A sun for children” supporting UNICEF Argentina in favor of children and adolescents, where +250 volunteers collaborated attending donations by telephone during the

edition of the program and collaborated in the national reading marathon of Fundación Leer, contacting more than 3,000 schools.

In **Colombia**, the different blood donation programs were reinforced, where we already have more than 800 donors and a sponsorship program that helps more than 121 students, throughout the year.



Atento has introduced new open workspaces to enhance the global work climate and employee engagement. These spaces include meeting rooms and feedback areas designed to facilitate collaborative meetings, fostering better communication and teamwork. The workspaces also aim to improve the daily work experience by providing areas for rest and leisure, ensuring that employees can connect more effectively and enjoy a more balanced work-life environment. This combination of collaborative and relaxation areas is expected to boost overall job satisfaction and engagement among employees.

Multilingual Hub - Spain



The facilities of **Atento's new Multilingual Hub** have a capacity of 300 positions, in which more than 500 people work in different time zones. The centre, which provides service 365 days a year, responds to the needs of clients located in Europe, the USA and Canada, so the team is competent in 7 different languages: Spanish, German, English, French, Italian, Romanian and Catalan.

Site Nova São Paulo - Brazil

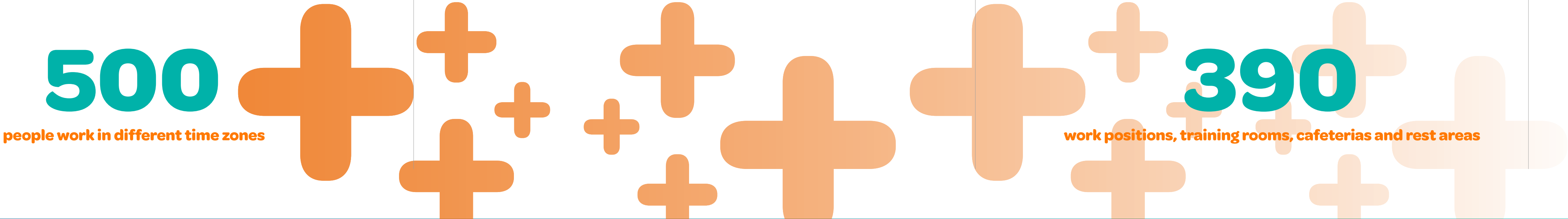


Located in the southern region of the city **of São Paulo**, the site has a high level of accessibility, being close to the train station and with a wide range of bus lines, which connect with the subway. On this site, we have several operations, with customized layouts, modern and ergonomic environments, each of them with its own breakroom for rest, games, reading and a place for meals.

Site One Marina - Mexico



Located in **Mexico City**, our One Marina Park site occupies the 16th and 17th floors and stands out for its modern infrastructure and innovative design. With an area of more than 3,000 m², it has more than 390 work positions, training rooms, cafeterias and rest areas designed for the well-being of our more than 537 collaborators.



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.

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.

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.



“At Atento, we firmly believe that every individual should feel represented and valued. Our organizational diversity not only reflects the diversity of our world but also drives our shared growth and success.”

Erick Díaz
Mexico Human Resources Director



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

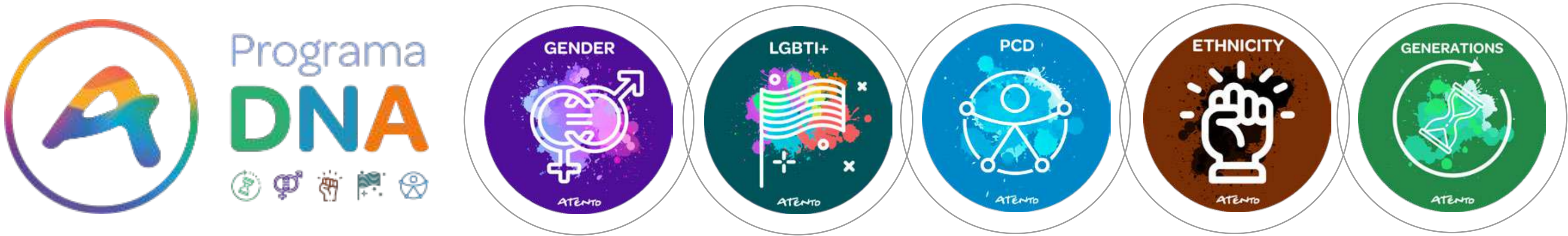
Ensuring awareness from our strategic pillars

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. **Our Global Diversity and Inclusion Policy** is reviewed continually to incorporate all practices that support equal opportunities and respect for divttersity.

We also have a Diversity and Inclusion Global Committee focused on supporting the deployment of the diversity strategy across the different regions and defining indicators to help vulnerable groups (more information on 2.2. Ethics and Compliance). Likewise, at Atento, we developed a process for detecting , preventing , and responding to harassment supported by anonymous reporting channels and an independent/external 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.

As a way of involving the entire Atento in actions and practices that enable achieving a higher level of diversityand inclusion, in 2020 we create the **DNA Program - Diversity Program at Atento**, a timeless and permanent initiative, with the aim of promoting a culture of respect and appreciation for differences, through affirmative actions, listening spaces, content, debates that reinforce the importance of the pillars through the Allied Groups: Gender, Race and Ethnicity, People with Disabilities, LGBTI+, Generations.



Through the program, we have developed a series of actions on the following fronts:

DNA Stories

Videos recorded with employees who represent the Gender, Race and Ethnicity, LGBTI+, People with Disabilities and Generations pillars, with the aim of sharing the experience of each of them in their routines and their work experiences within the company.

DNA Talks

Talks held with external guests and company employees, addressing pertinent issues based on the themes of our Pillars, making it possible to raise awareness of the themes.

DNA Trainers

Unconscious Biases - distance learning, Communication and Workshops for leadership.

Diversity Book

Book of information to promote literacy and expand knowledge so that we can find the best way to deal with diversity through respect and inclusion.

Diversity & Inclusion actions

In Atento, everyone can contribute professionally, no matter their age, race, ethnicities, genders, backgrounds, sexual identities, religions, entities as well as those with different abilities or any other condition such as diversity of thought. And for all of them we work through various initiatives both globally and locally.

Diversity & Inclusion: Generational

Our Generational pillar deals with diversity between generations and is directly related to people aged 50 and over. We value a diverse workforce of different generations that can make better use of the skills, abilities and perspectives of each generation.

We promote development opportunities and an inclusive environment for these professionals. They, in turn, bring immense contributions in wisdom, experience and passion to the company.

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.



“At the age of 69, after 25 years at Atento, I was promoted to Brazil PCP Manager.

My name is **Luciano Newton Civelli Haddad Baruque**, I’m 69, married, have 3 children and 6 grandchildren. I’ve been with Atento for 25 years. I started working in the administration of the Campinas site, then moved on to various other areas until I took over the management of contracts, fleet and legal documentation of buildings and use, within the Projects & Works area. Recently, on the eve of my 69th birthday, I **was promoted to PCP Manager**, so I’m adding this area to the others that were already under my leadership. During this time, as well as helping to build this great company, I’ve learned a lot, including how to live with diversity in all its forms. When I moved from Telefónica to Atento 25 years ago, I did so because I believed in the project to create a great company, which is what happened. And, today, I continue to believe in Atento, not only as a company capable of generating profit, but, above all, capable of generating change, of positively impacting the lives of many people, capable of **generating respect for diversity** and in its capacity to overcome and innovate. May there be many more years!”

Diversity & Inclusion actions: Training

DNA Talks (Diversity iN Atento)

DNA Talks is an initiative launched in 2020 in Brazil and aims to talk to our employees about the theme of Diversity. In 2023 we held 4 editions that brought important information on topics such as: “How to welcome a LGBTI+ person”, “Perennials”, “New Grandparents”, among others.

We reached about

560

employees in all editions



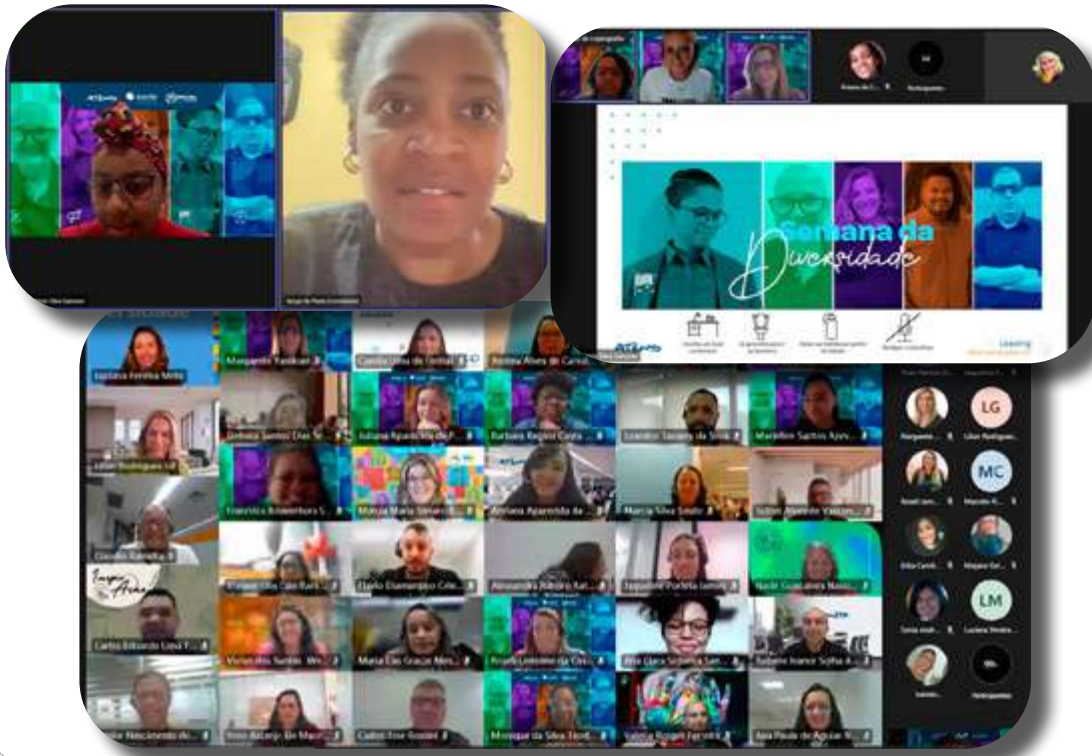
Diversity Week

Diversity is in Atento’s DNA, so in 2023 we held the 1st Atento Brazil Diversity Week dedicated to the presentation of panels in partnership with several of our clients, talking about the experience of their companies on issues related to the pillars of Gender Equality, LGBTI+, Race and Ethnicity, Generations and People with Disabilities. The core objective of this initiative is that Atento’s employees identify with the themes and feel more and more accepted and free to know who is here at Atento. 10 Atento clients took part in the Diversity Week: Bradesco, Google, VIVO, Nubank, Alelo, GPA, Disney, Itaú, Banco BMG and Sodexo.

The sessions had over 10h of content which impacted

32,000

people



DNA Initiative

DNA program in Colombia drives Atento’s training and recognition actions, demonstrating that we are a diverse team. The main objective is to work for inclusive environments where everyone is valued for their skills and talents. In 2023, the initiative reached 8,720 employees in the region.

In 2023, the initiative reached

8,720

employees in the region



REDI Program

In Atento Chile 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.



AtentoXEllas

Female leadership program that aims to provide tools for Atento Peru’s female employees to understand their roles and establish the goals they want to achieve by working on key aspects that promote their professional growth. Quarterly meetings; Participants:

43
collaborators



Online Workshops for Leaders

During the year 2023 in Brazil, online workshops were held for Atento leaders on the themes of **Race and Ethnicity, Gender Equality, LGBTI+ and Social Name, People with Disabilities and Generations**. The main objective was to provide essential tools and knowledge to lead with sensitivity, empathy and effectiveness in order to create a more inclusive, diversified and productive work environment, promoting an organizational culture that values diversity and respects the individuality of all employees.

Committed to society, Adecco foundation

As part of our commitment to society and the integration of different groups, we welcomed the **Adecco Foundation** and a group of long-term unemployed people to our center in Rivas, Spain. The objective was to tell them first-hand what it is like to work in customer service and to show them the platform. Several people from the Repsol team (Solred/Waylet) were on hand to help, specifically from the contracting area, Coordinator and Service Supervisor. In addition, we gave the people invited to the event a job offer for the Renfe Service, and some of them started the training employees.



Diversity Programme-USNS

The team of Supervisors were trained to reinforce the policy of diversity and inclusion, with a focus on how to work with **LGBTQ+ employees**.

Likewise, the leadership team was trained on sexual and workplace harassment.



DNA Training - Unconscious Biases

Training on unconsciousness applied by volunteer members of the allied groups to the service teams in the Atento units in Sao Paulo, Brazil. The objective is to raise awareness, educate and train the employees of the service teams on the subject, being included as well as all employees who have the opportunity to do the same training online. In 2023, 341 employees trained in Sao Paulo units were impacted.

In 2023
341
employees trained in Sao Paulo



Diversity & Inclusion actions: LGBTI+

TRANSforma Conversation Wheel

Online chat room exclusively for transgender and transvestite collaborators. It arose from the need to have a space for the more than **450 transgender employees** that we currently have in Atento Brazil to exchange ideas, learn and develop in various topics, such as careers, mental health and exchange of experiences with the history of various Atento people. The objective is to provide a safe space for dialogue that allows people to express and learn together, promoting an environment of mutual support, facilitating the construction of networks of support and solidarity. **10 rounds of talks** were held in 2023 with an average of **18 participants per event**.



Battle of Drags

In 2023 we held the 2nd edition of **Drag Battle in Atento Brazil**. We had **28 registrations and 5 collaborators** who won in the 5 contest categories.

Atento Drag Race

For the visibility of the LGBTQ+ community, supporting the diversity and inclusion that exists in Atento Mexico.

Participation of more than 20 drag's & +200 spectators on all site

LGBTQ+ Job Fairs

Promotion of available vacancies at job fairs for people from the LGBTQ+ community in partnership with the organization **Pride connection in Mexico**.



DNA - commemoration Special dates

Commemoration of dates in Colombia: International Day of Transgender Visibility, LGTBI Pride, International Day against LGTBI phobia, Race Day, among others.

8,720
employees were reached

Celebration of the 10th anniversary of the LGBTI+ Forum – LGBTI+ Rights Business Forum

Participation of Atento Brazil in an event held by the **Forum for Business and LGBTI+ Rights movement**.



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



Diversity & Inclusion actions: Gender Equality

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

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.

In 2023, it attracted 1,025 collaborators, and we gave maternity kits for 61 families. In addition to 384 participants in the PMN10 round of talks

Mentoring for Woman

In continuity with the Diversity strategy in 2023, the Mentorar Programme launched a special edition of **Mentoring for Women** to Contribute to the achievement of the 2030 Agenda (UN) - Sustainable Development Goals in Brazil, which has as one of its pillars achieving gender equality and empowering all women and girls. In addition to the individual sessions with expert women, this edition feature novelties such as: collective mentoring, master lives with Atento Group executives, communities, exclusive content and much more.

Objectives: To inspire, strengthen, develop and value the skills of women to accelerate their careers. Promote sisterhood, knowledge sharing, the establishment of valuable connections, professional and personal growth in the face of challenges.



During the year, 184 hours of mentoring have taken place with the participation of 169 people, being: 81 mentors and 88 mentees



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, 6,595 women participated in the different activities

Dona Lila

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.



In the year 2023, 126 employees provided support as collaborators in the Dona Lila channel

Disclosure Movement StandUP

At Atento we raise the flag against violence and in favour of women’s lives and therefore, in partnership with L’Oreal and the organisations Right to be and “Cruzando Histórias”, the StandUp Brazil Movement was presented - an initiative to combat assault on the streets, enabling everyone to act and react against any kind of aggression.

In addition, we reinforce the importance of the available channels of denunciation and support, such as the **Dona Lila Programme**, an internal channel that daily welcomes any employee in a situation of domestic violence, family violence and violence against women.

In 2023 The training was disseminated both internally and externally and we had more than 6,000 people participating.



Diagnosis of the implementation of NCh 3262 “Management of gender equality and reconciliation of work, family and personal life”

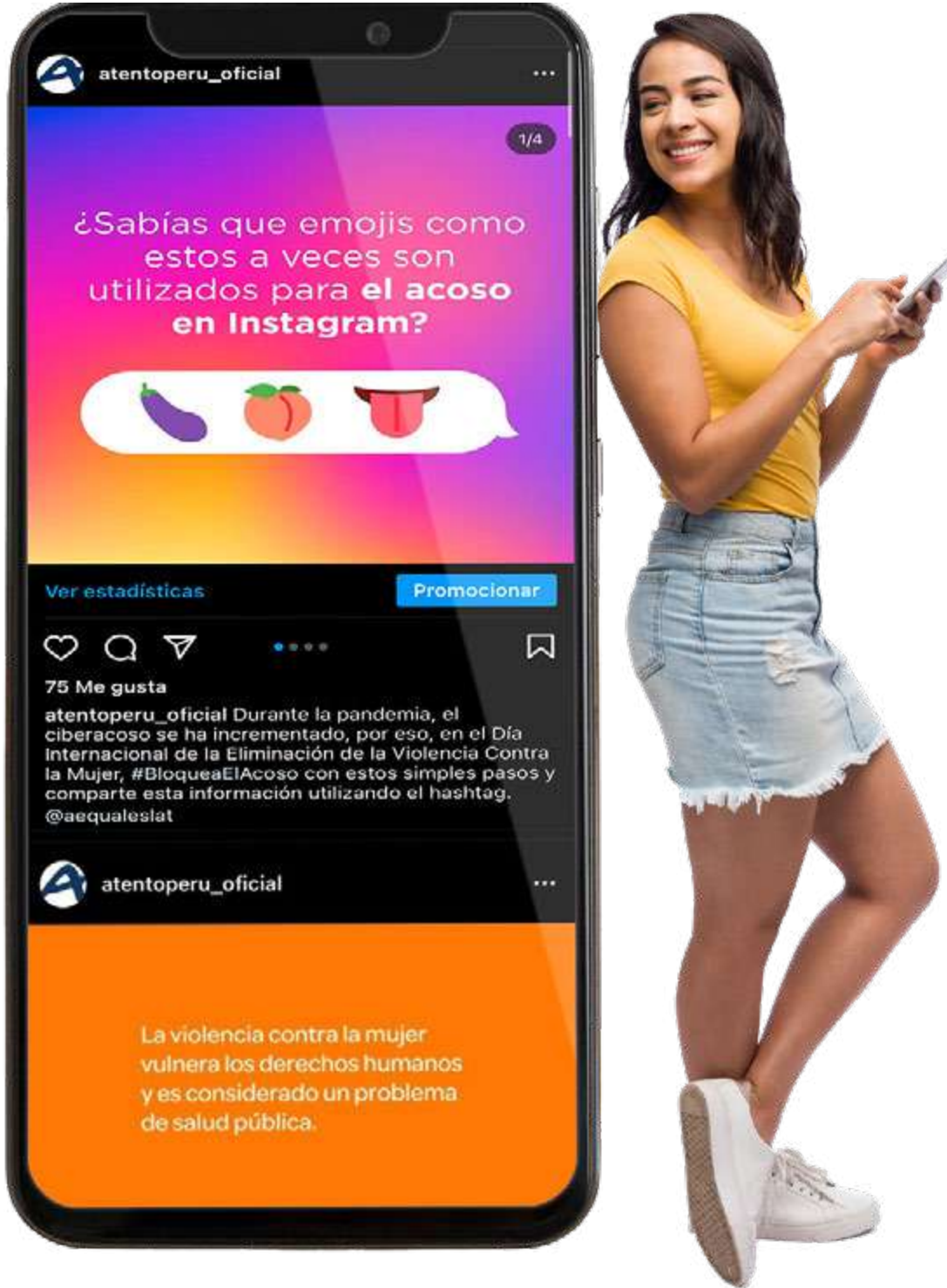
NCh 3262 is a Chilean standard that establishes requirements and guidelines for the implementation of a gender equality and work-life balance management system in organizations. This standard provides a framework for Chilean organizations to promote gender equality and facilitate work-life balance, thus contributing to a more equitable and favorable working environment for all employees. In Chile, a diagnosis was implemented that included the application of a survey and the implementation of an eLearning on gender equality management and reconciliation of work, family and personal life. In 2023, 57 members of the structura staff participated.

JAQI

JAQI is Atento Chile’s programme that seeks to promote women’s autonomy and empowerment. The company is committed to the quality of life of both the people who work at Atento and those who are part of the organization, encouraging them to always strive for a better quality of life.

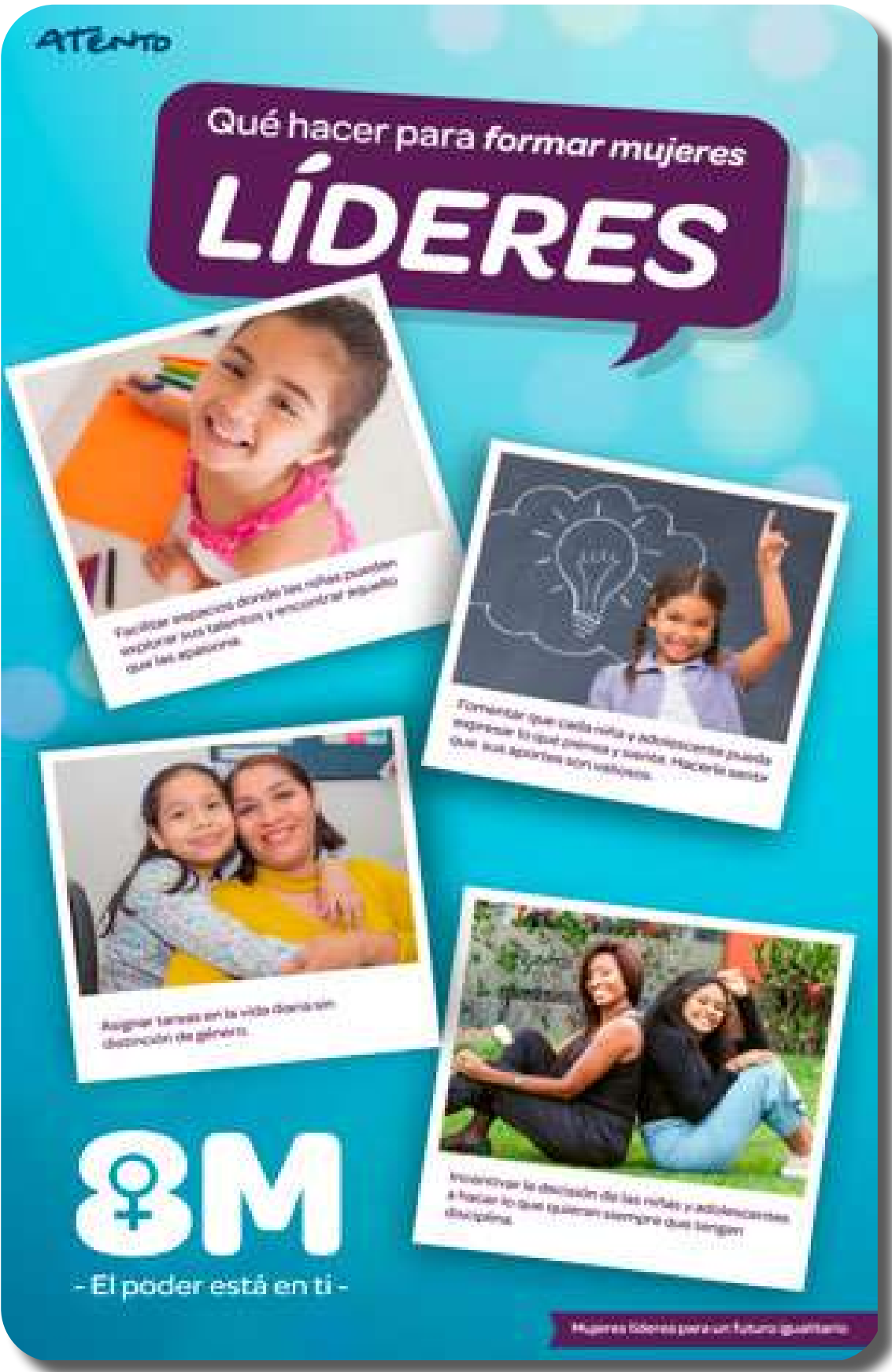
International Day for the Elimination of Violence against Women

Awareness campaign through social networks in Peru for the eradication of violence against women on the day that commemorates it. 10,433 people reached through social media.



International Women’s Day - Awareness Campaign

An awareness-raising campaign has been carried out to facilitate spaces where girls can explore their talents and find what they are passionate about, to encourage the sharing of chores in the home without gender roles, etc.



Diversity & Inclusion actions: Inclusion for people with disabilities

“Atento Impulsa”

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” initiative in Spain, with our subsidiary created in 2009 that is dedicated to generating employment and training for groups at risk of exclusion, 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
- Year-end celebrations

“Atento TEAcompaña”

This initiative started in December 2023 with the 1st of 6 meetings, ending in May 2024. It affects **+10 employees of Atento** Argentina. Atento TEAcompaña has the goal of Accompanying Atento employees, caregivers of people with ASD. The initiative follows this methodology: **6 face-to-face meetings (1 per month)** with a Leader in site accompanied by health professionals **UEGP 233 S.O.M.O.S.**, with the aim of accompanying caregivers in their role: stress management, understanding disabilities, self-care, inclusion and community support.

Topics of meetings:

- 1 Initial connection and target setting
- 2 Understanding ASD (Autism Spectrum Disorder) and children’s needs
- 3 Emotional support and psychological well-being
- 4 Development of parenting skills
- 5 Individualising education and therapy
- 6 Forward planning and closure



Service to hearing-impaired customers in Latin American countries

Inclusion is very important for Atento, and we are aware of how important it is not only to have several communication channels available, but also to be able to serve all audiences.

Focused on serving an audience of around **500 million deaf people worldwide** according to the (World Health Organization), we have developed a customer service through videoconferencing in Sign Language for the hearing impaired. To be attended to, hearing-impaired customers must access the **‘service in Libras’** tab on the companies’ websites and ‘request service.’

Partnership with the IDB

In 2023, in partnership with the IDB (Inter-American Development Bank), we started the Journey for the Inclusion of Professionals with Disabilities. After Diagnosis, we had the support of the consultancy Egalite to define a Prioritization Plan, which began with Awareness Raising Meetings for leaders.

Expo Inclusion 2023

We join the largest meeting for the inclusion of people with disabilities, in its edition #6, where civil society, academia, government and business meet around the great challenge of labour inclusion. For Atento Chile, this participation makes visible and promotes our actions in inclusive employment policies as a diverse company. In this instance, we believe in equal opportunities, offering the possibility for **people with disabilities to establish contact with the world of work.**



Live Conversation: National Day of People with Disabilities

Live Conversation: Allies for Inclusion in the context of the National Day of People with Disabilities Atento Perú invited to learn about the success stories and careers of several of its employees with disabilities.



Diversity & Inclusion actions: **Racial Equality**

Challenge Mover

The Desafio Mover was launched by the Movement for Racial Equality, a partner association of Atento Brazil, and has the objective of combating racism and acting in the transformation of society. There are journeys to be undertaken in search of knowledge.

The first of these is **“O povo preto faz a história”** and we also make available the series **“Reparando vocabulário”** created by the Grupo Aliados Raças e Etnias. This series invites people to discover what are the words and expressions that need to be cut from the vocabulary, because they make the existence and history of the black people. **237 participants took part in the event.**



Ethnic and Racial Diversity Programme

In the US, we celebrate important dates for the African-American culture as they are a large population of our employees in the US.

At Guatemala we are involved in inspiring students mostly from indigenous roots, by giving them talks and testimonials from employees regardless of their ethnicity.



Cultural exchange workshops at the Morocco branch office

In collaboration with “Cooperación Internacional”, the Spanish office organised workshops where our employees had the opportunity to share our culture with the members of the association and exchange differences and similarities between the 2 cultures.

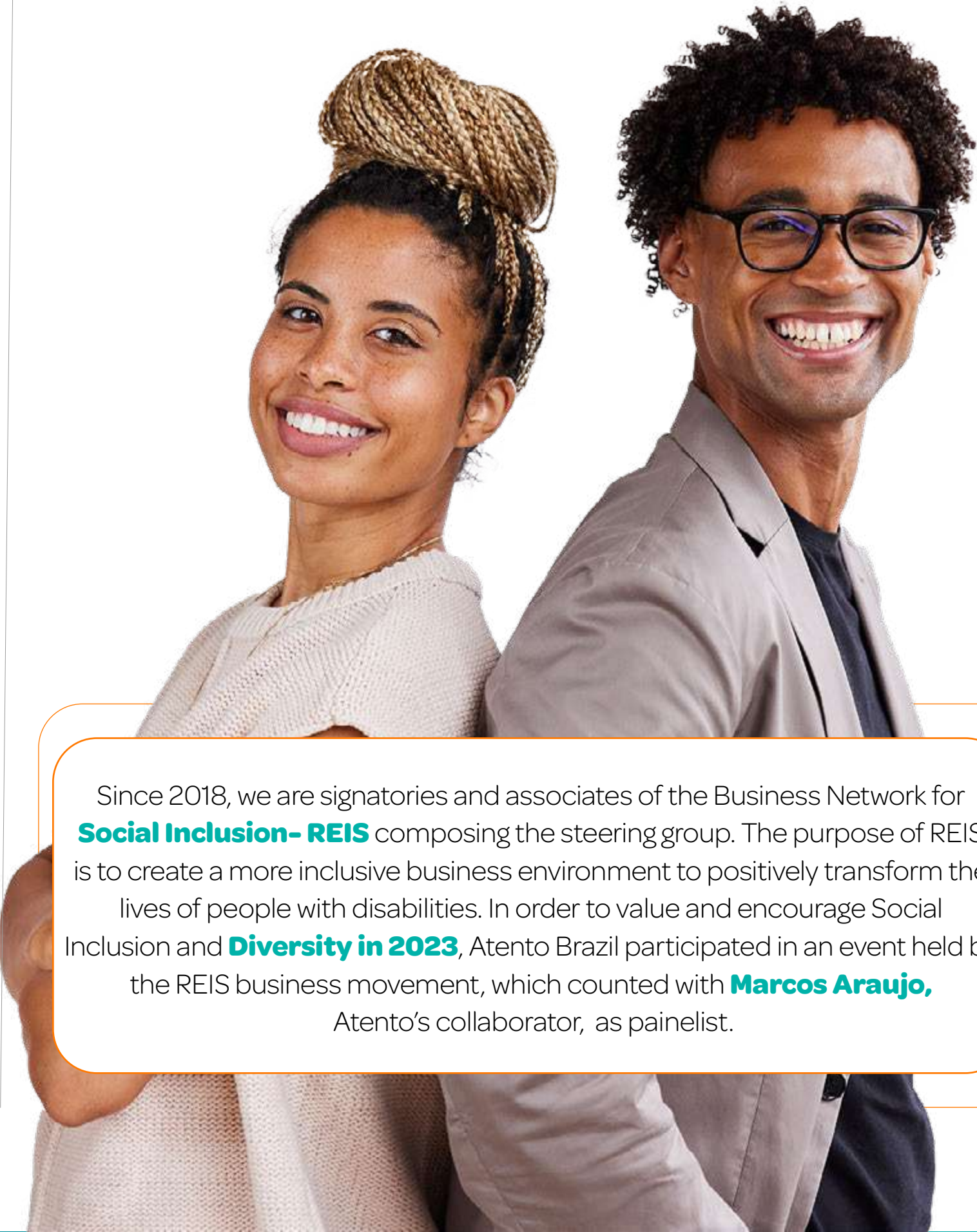
Future collaborations at the social level were also discussed.



Spokesperson participation in events with partners for Inclusive Recruitment (refugees / migrants) – Peru

Diversity & Inclusion actions: **Associations & Networks**

Inclusion Enterprise Network (REIS)



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 2023**, Atento Brazil participated in an event held by the REIS business movement, which counted with **Marcos Araujo**, Atento’s collaborator, as painelist.

3.6. Safety, health and well-being of employees



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:**

Promotion and prevention programs

In 2023, over **124,000 participants** benefited from the various initiative that promotes Health insurance and health care system for the working population in Colombia. The program focused on Hearing and vision care , active and cognitive breaks, cardiovascular risk, respiratory diseases and STDs, listening center, risk containment management of interpersonal relations, medical incapacity, corporate doctor blood donation, use of psychoactive substances, oral hygiene...

Mental Health campaign

This program monitors work environment conditions related to task performance, focusing on assessing and controlling psychosocial risk factors. Key activities include a listening center with **276 consultations**, risk containment campaigns, and training on stress management, teamwork, frustration tolerance, and assertive communication. Additionally, the psychosocial risk assessment was applied through **1,300 surveys**. In 2023, the initiative had a wide-reaching impact, with **19,458 participants** in the various activities psychosocial risk-focused activities across Atento Colombia.

Listening Center

Several campaigns were conducted during the year to promote and reinforce our Listening Center to both current and new employees in Colombia. **More than 276 people were assisted.**

Corporate Doctor

This initiative introduces a new benefit for our workers, saving time and resources while providing alternative medical care tailored to the specific occupational risks faced by Atento employees. In the short term, it aims to analyze general information, absenteeism, and company statistics to develop effective promotion and prevention programs. In 2023, the program had a significant impact, with a total of **1,225 participants from Atento Colombia.**

“Minuto Saúde”

It aims to disseminate and democratize information on Health and Well-Being, in order to promote a guiding role and clarification of issues. The project refers to one of the **Sustainable Development Goals (SDGs) of the 2030 Agenda (ODS 3)**. In the year 2023, 11 videos were produced with various themes aimed at the quality of life of Atento employees, published on our internal platform to reach the maximum number of employees Colombia.

“Social Atende”

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 2023 it provided service to 1,394 employees a family.

Vaccination day

Vaccination day against the fight against diseases such as influenza.

500
employees vaccinated in Bogota



Free Dental Operations

3 operations were carried out, where thanks to the alliances we were visited by a mobile dental clinic that provided free care to all the people working at each of the

3
main sites in Chile



Vaccination Campaigns

We had the participation of

1,088
collaborators in the flu vaccination campaign in Brazil



Free preventive screening

Health operations were carried out that consisted of providing access to all employees to free blood tests at the Atento Chile sites.



“Atento a tu salud”

Campaigns to raise awareness and inform about disease prevention with the purpose of raising awareness and providing information for health care and promotion.



“Atento a tu techo”

This program seeks to accompany the collaborator in the documentary route and procedures before the compensation fund (government entity) that subsidizes a part of the value of the home. We carried out activities such as: group talks, group workshops, personalized (individual) counseling, follow-up and redirection. During the year 2023, the programme impacted to **257 employees, 79 subsidies** were awarded, and one person managed to access this program and today has his or her own home.



3.7. Awards and Acknowledgements



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 Best WorkPlace recognition.

Atento has been recognised, for the fifth consecutive time, as **one of the best companies to work for in Spain**, according to the ranking prepared by the business magazine Forbes. This distinction, which includes the best 100 companies, is awarded to Atento after a rigorous study that analysed more than 2,500 Spanish companies with more than 500 employees. 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.

In addition, Forbes has chosen Atento as one of the 100 best companies to work for in Mexico.



“At Atento, we are committed to creating an exceptional work environment that promotes the professional and personal growth of our employees. This dedication is reflected in the numerous awards we receive each year for our human resources practices.”

María Luisa García Arias
EMEA HR Director



For the 9th 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!

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:



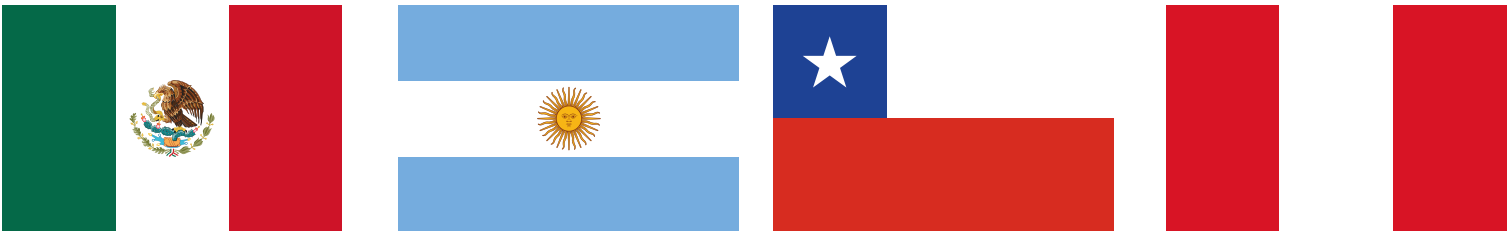
Top Employer Brazil



Best companies to work for, Forbes



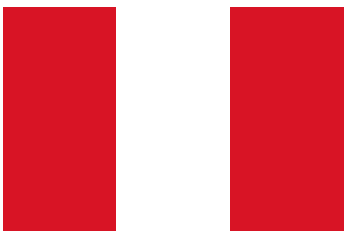
Best Workplaces 2023, Computrabajo



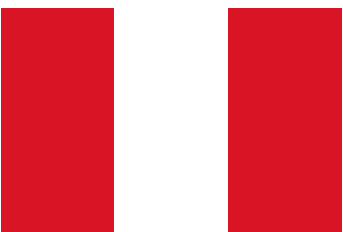
CCN Fenix Pioneer Award Miguel José López, Commercial Director Latam Atento



Apexo Best Remote Work Management



1st Place in Best Human Capital Management for the Atento Partners programme



Position #28 by Expansion Magazine in “Super Companies 2023 for Women” ranking and Certification Companies 2023



Pamoic Awards Best Outsourcing Company and Best Human Development Strategy



Industry Awards & Certifications

Atento has received **Frost & Sullivan’s Customer Value Leadership Award in Colombia**. 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.

In Colombia, Atento has won the **gold medal** in the category **Best Human Capital Management in the CX Interaction Awards**. The CX Interaction Awards are presented annually to companies from all sectors of the economy with customer interaction processes, which, in the implementation of projects, contribute to the success of the company, providing a better service and boosting company-customer relations.

In Argentina, Atento has been **Awarded by PAMOIC due to its best practices in Customer Relationship Manager (CRM), Customer Experience (CX), Business Process Outsourcing (BPO) and Business Intelligence (BI)**.

Atento has been recognised in 2023 by the **Mexican Institute of Teleservices (IMT)** in the **National CX Award: Bronze Award** in the category **Best Digital Transformation Strategy** with the case **“Shoow room”**.

Also in Mexico, Atento was recognised in 2023 in the **LATAM awards**, by the **Latin American Alliance of Customer Interaction Organisations, ALOIC**. Atento won the **GOLD Award in the Best Technological Contribution** category with the case **“ARI, Atento Virtual Human Expert, our Digital Voice Agent”**.

In the 2nd edition of the **BBVA Telemarketing Awards 2023**, Atento Mexico was awarded in the categories **“Best Operational Performance in Insurance”** and **“Best in BBVA line sales”** for its great performance in telemarketing and its customer service lines.

In recognition of the growth of Atento and its new Valencia Mediterráneo platform, the **Spanish Association of Customer Relationship Experts (AEERC)** has awarded us the **“CRECE”** award in the category of **Contact Center Company**, new platforms in Spain.

Atento has been won in Brazil several prizes in 2023 for its innovation in delivering customer service:

- **Gold in the category Customer Experience Automation** (Contact Center)
- **Silver in the Abemd Prize with the Portability Retention Case** - an innovation experience in the customer journey via live chat



Awards

Honourable Mention in the Melhores empresas en prácticas e ações de diversidade award

Among more than 50 cases from various sectors, Atento received an honourable mention in the **Best Companies in Diversity** Practices and Actions award. The case chosen was our Mentoring Programme for self-declared black employees, which focuses on career development and promotion.

Research HRC Equity BR

Atento was recognised as one of the **Best Companies for LGBTI+ people to work** for, with a top score of 100, highlighting our exemplary LGBTI+ initiatives.

Honouring the Cultural Merit of LGBTI+ Diversity

Atento received the **LGBT Diversity Cultural Merit Honour Award from Grupo Gay da Bahia** (GGB), an entity that has been promoting the culture, citizenship and civil rights of the LGBT community in Bahia and Brazil for more than four decades.

Recognition in employment generation in Risaralda

Recognised for supporting and providing opportunities in the city of Pereira through employment generation and labour inclusion.

Ten Plus Company

The “Instituto del Fondo Nacional de la Vivienda para los Trabajadores” **INFONAVIT** in its programme “**Empresas de Diez Plus**”, awarded us a recognition for being a company that shows commitment to our employees, for the excellent fulfilment of the employer’s obligations before the Institute and for being a leading company within our segment in different labour aspects.

Mexico’s BPS Personality of the Year 2023

The Mexican Teleservices Institute (IMT), awarded the recognition of “**Mexico’s BPS Personality of the Year 2023**” to Elia Santillan, Regional Director of Atento Mexico, recognised for her distinguished career, leadership and strategic vision in the industry.



Certifications

Selo Igualdade Racial

Atento was awarded for the second consecutive year the certification of the **LGBTI+ Diversity Seal** in the labour market in Salvador in the **“Commitment”** category. The recognition was granted by the Municipality of Salvador. We were recognised for the significant number of jobs managed for the LGBTI+ community in this important capital city, so we continue to build an inclusive environment and transform opportunities into reality.

Compliance with ISO 26000

Assessment of Atento’s Social Responsibility Management System, in accordance with **ISO 26000 criteria**. **Scope: BMP services**, all company units.

Certification of Social Responsibility Management System - NBR 16001

Certification of Atento’s Social Responsibility Management System, in accordance with the criteria of **NBR 16001**. **Scope: BMP services**, all company units.

Ethnic-Racial Diversity

The Seal of Ethnic-Racial Diversity is an initiative of the Salvador City Hall - Secretariat of Reparation, which aims to publicly recognise actions to promote racial equality in the people management and marketing policies of public, private and civil society organisations in the municipality.

Super Companies 2023

Certification granted mainly for having reached the participation **target of 70%** and for the commitment we have as an organisation to provide our staff with a good working environment, considering and highlighting the practices and/or actions.



Acknowledgements



Colombia branch recognised for its contribution to the cause of Blood donation in the region

On 17 August, the **Higuera Escalante laboratory** recognised the Colombia Branch for its social impact in the region with the donation of more than **420 units of blood** in 2023. This has been an important milestone for Atento, as it reaffirms our commitment to corporate social responsibility with our community and also highlights our **“Atento somos Sociedad”** pillar.

Colombia Branch acknowledged by CESA training

Train and educate our employees through the course **“Transformational leaders driving change 4.0”**. **29 employees.**

Colombia Branch acknowledged by the Red Cross National Blood Bank for promoting and encouraging voluntary donation

In April 2023, we were certified by the **Red Cross National Blood Bank** in our Bogotá and Pereira offices, where more than 225 employees donated voluntarily.

Labour Inclusion Strategy for Victims of the Armed Conflict and Other Populations

Labour Inclusion Strategy for victims of the Armed Conflict and other populations. We were recognised by the Public Employment Service Unit and the Organisation of Ibero-American States, thanks to the generation of employment and job placement throughout the country.



Super Companies for Women

The Super Companies for Women ranking highlights those organizations that offer a positive environment, innovative practices and a strong gender-sensitive work culture. Aspects such as corporate practices, defined work objectives and policies, committed leaders and a genuine interest in continuous improvement and female empowerment are considered. **Atento Mexico was ranked #28.**



Women Leaders in Business 2023

“Women Leaders in Business 2023” of Red de Negocios magazine, where **Elia Santillán** participated in the list.

Top Human Capital Management Company

Líderes Mexicanos recognises Atento as **“A top company in Human Capital Management 2023”**.



Work environment with a healthy lifestyle

Recognised by the Ministry of Health as a **“Healthy Lifestyle Work Environment 2023”**, within the Specific Action Programme, Public Health Policies and Health Promotion.

100 best companies to work for in Mexico

Atento, once again chosen among the **100 best companies to work** for in 2023, according to Forbes”.

The 500 vs Corruption

We participated in the ranking of Expansión magazine: **“500 companies vs. Corruption 2023”** in which Atento Mexico was ranked #352.

3.8. Our Ecosystem

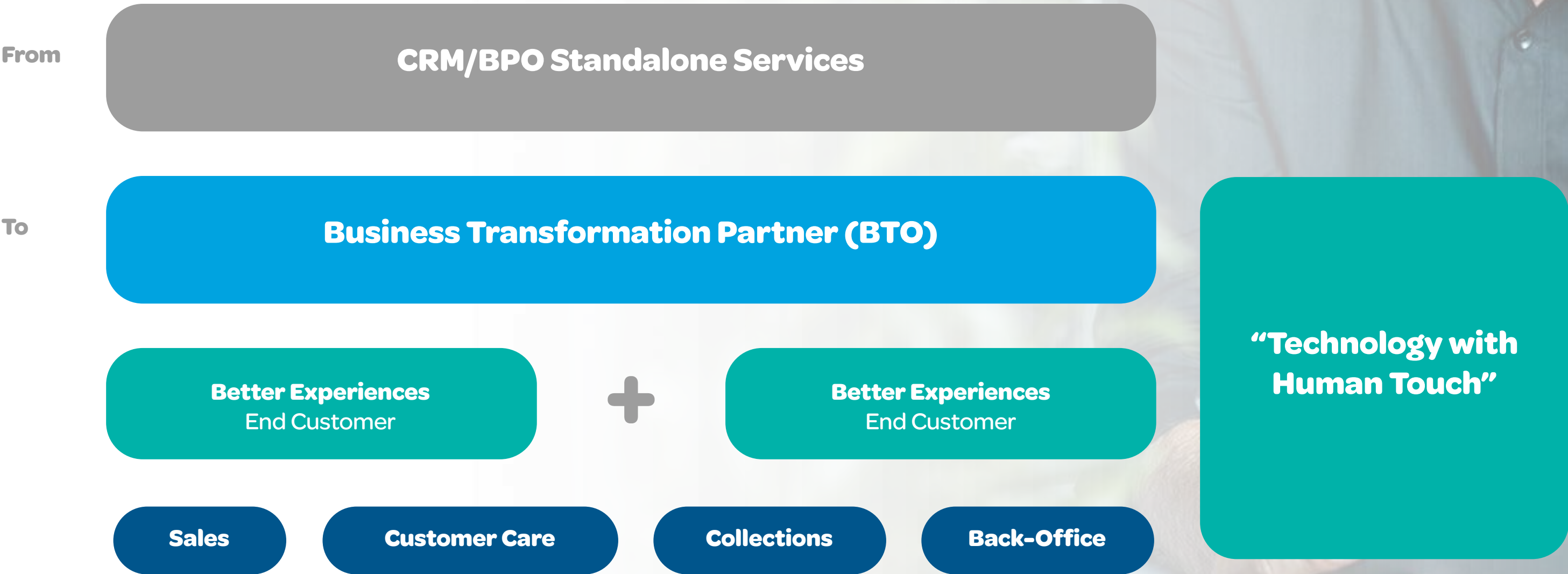
Customers: our reason to be

Solutions for the entire customer lifecycle

At Atento, prioritizing outstanding Customer Experience (CX) is key to our company’s success, with a dedicated effort to monitor and enhance every aspect of the customer journey.

In the last quarter of the year, we’ve embarked on a new phase of our business strategy, placing significant emphasis on technological investments to elevate CX services while expanding our geographical reach. This direction entails a transition from BPO (Business Process Outsourcing) to BTO (Business Transformation Outsourcing), with AI and automation playing pivotal roles in enhancing competitiveness, particularly through CX consulting.

Under this strategy, Atento offers “Better Experiences” for the end customer and “Higher Value” for our customers through our technology and our employees, offering multiple end-to-end solutions covering the consumer life cycle.



In a market with such a high degree of customization, each client is unique and thanks to more than 20 years of experience in all sectors, our Business Transformation Outsourcing is based on four key elements:

- Strong industry specialization.
- CX consulting practice that brings a mix of customer journey design with data mining techniques to build our clients' CX long-term vision whilst identifying pain points and opportunities for improvement with rapid implementation.
- Integration of customer engagement, analytics, AI, and automation capabilities delivered by our Centers of Competence and network of partners.
- Adoption of agile, design thinking and lean sig sigma methodologies to ensure a rapid implementation of improvements and continuous improvement.

As a result, we can predict and deliver gradual business benefits in terms of customer and employee satisfaction, NPS increase, higher sales conversion rates, better digital channels mix, and reduced total cost of ownership.

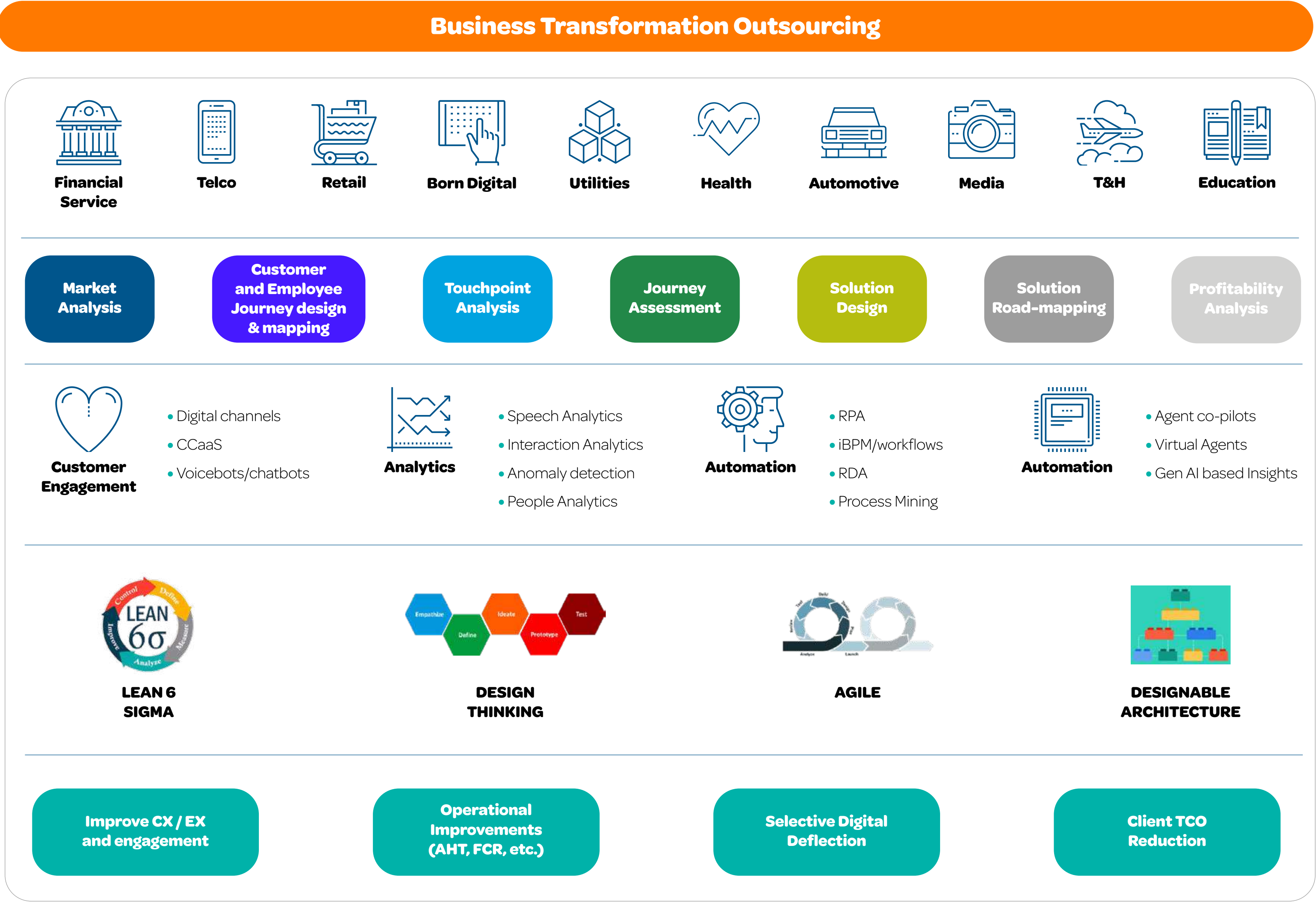
Industry Specialization

CX Consulting

Capabilities

Methodologies

Business Outcomes



Solutions for the entire customer lifecycle

Atento is dedicated to evolving its portfolio of services to build the customer experience of the future. Our CX Solutions provide a comprehensive 360-degree view of the customer journey, from lead to cash. Our CX consulting groups drive both short and long-term transformation journeys, enhancing customer experience while reducing Total Cost of Ownership (TCO). We differentiate ourselves in long-term CX improvement by offering superior employee experiences to our delivery

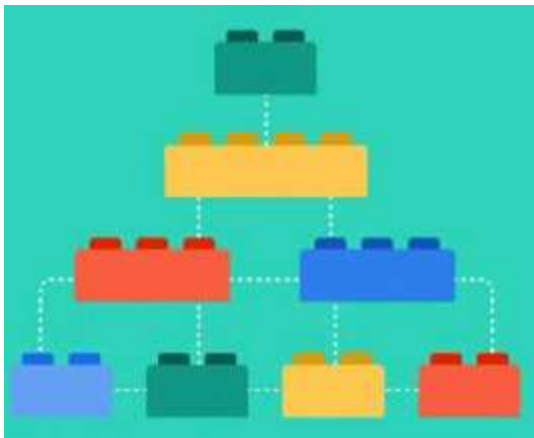
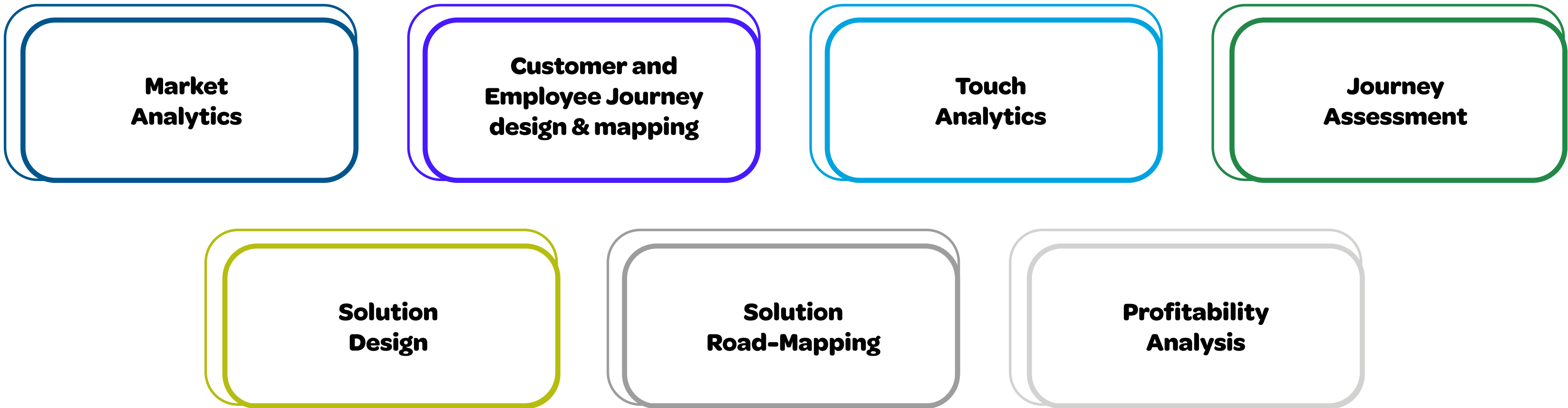
teams and implementing smart operations. Emphasizing a technology-first approach, we continuously innovate with AI, Analytics, Automation, and Customer Engagement platforms to bring leading-edge, composable technology capabilities to our clients.



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CX Consulting

Atento has developed its own 7-step methodology that combines external market analysis, internal process reengineering, and redesign of the customer journey. As CX consulting is so tightly integrated with our CX Services and Technology teams, Atento can monitor the evolution of results with our clients, applying continuous improvement methodologies like Six Sigma, Agile, ITIL and committing to final results.



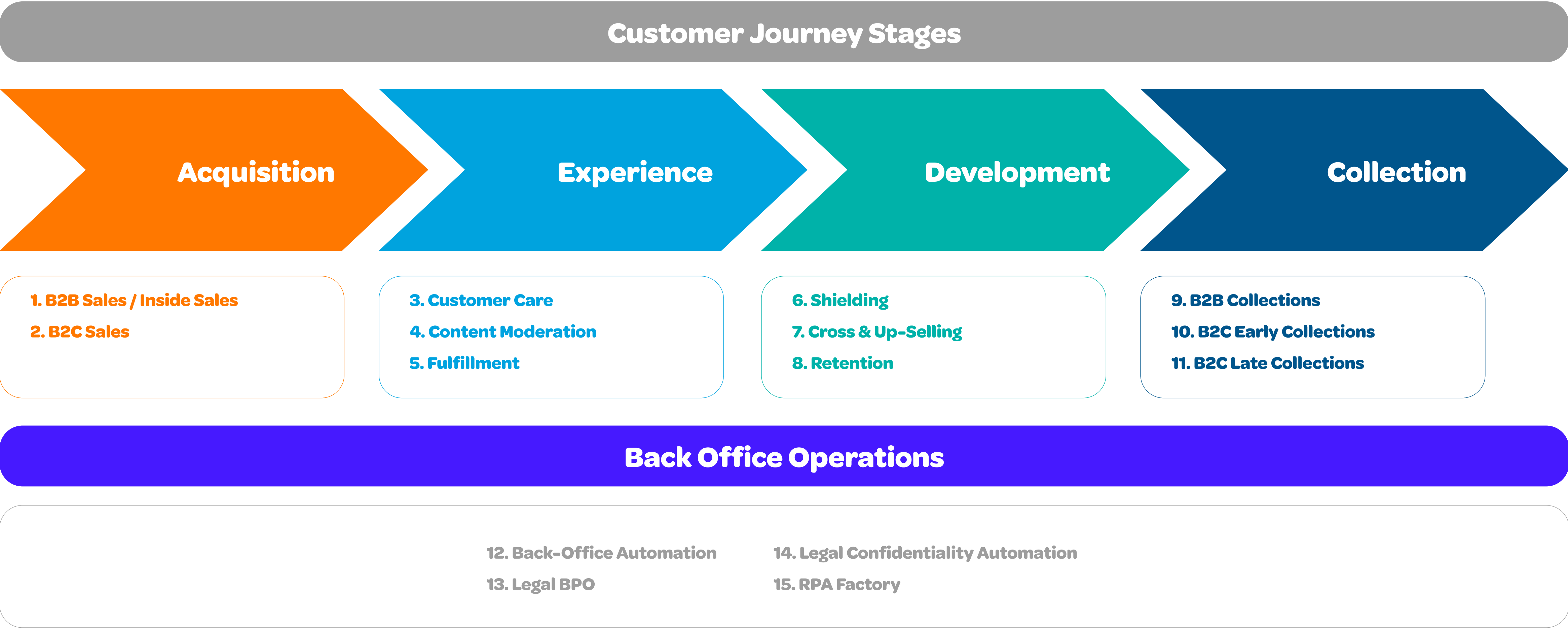
“Through close collaboration with our clients, we understand their unique needs and offer personalized solutions that maximize efficiency and customer satisfaction.

Atento’s 7-step methodology ensures that each project is executed with precision, applying continuous improvement techniques and the latest and most innovative digital solutions to deliver exceptional results”

Mónica Rey
EMEA Regional & GA Multilingual Director

CX Consulting

At Atento, we have unified our solutions portfolio to focus on the entire customer journey, mapping it to meet the needs at every stage. Our CX Solutions encompass the end-to-end customer journey, from lead generation and acquisition to retention and collections management. This includes services such as customer care, content moderation, fulfillment, cross-sell and up-sell, and more. To ensure a smooth and seamless experience, we integrate customer care with back-office services, providing comprehensive support throughout the entire process.

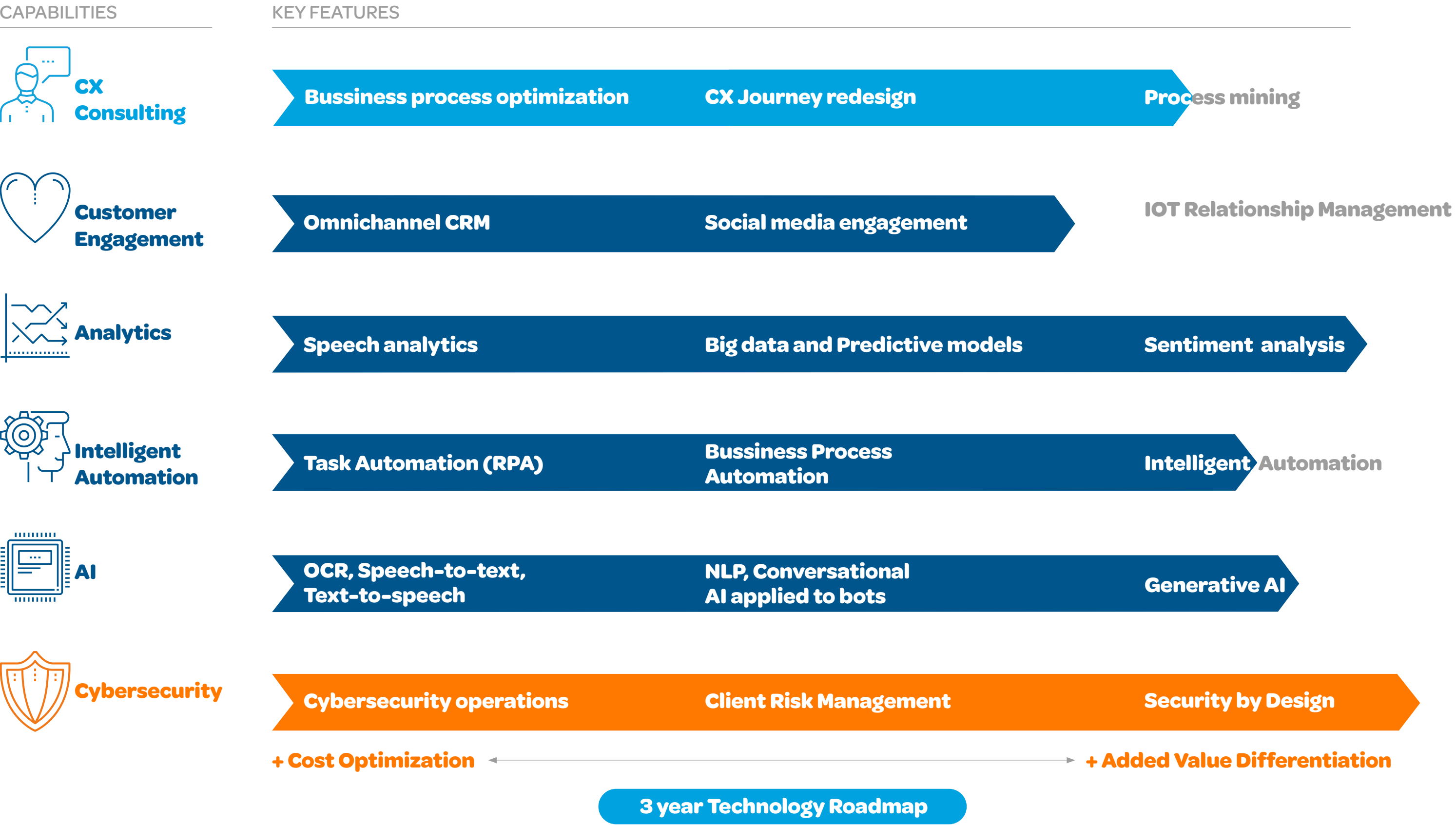


CX Capabilities

At Atento, we are continuously evolving our Next Generation capabilities to drive business differentiation for our clients. AI, Analytics, Automation and omnichannel platforms allow us to be ahead of the game in terms of CX transformation and innovation.

Our Agents are superpowered with digital assistants to be more accurate and assertive at providing an outstanding customer experience, our clients gain deeper insights into their end customers’ behavior, and we can offer a truly omnichannel experience with the right contact, at the right channel, assisted and unassisted, at the right time.

Our composable architecture based on leading technologies provided by our network of partners and complemented with our own software solutions and agile development cycles enable our clients to stand out in the competitive landscape by generating additional value on a continuous basis.



“We have been using AI, Automation and Analytics since the last ten years at least. What we see since the emersion of Generative AI in the last 18 months is a rapid acceleration of how these technologies can transform our lives as citizens, customers and employees.

We, as leaders in CX, perceive this revolution as a huge opportunity to unwind unprecedented value added to our customers and transform the experience of our employees.

This change is happening much faster than most predicted and we want to lead it from inside the organization. That is why we are evolving our Customer Engagement Hub with new sets of components around Atento AI Studio and building multiple use cases of immediate applicability in our client and internal processes, such as business insights, knowledge assistants and conversational BOTs.

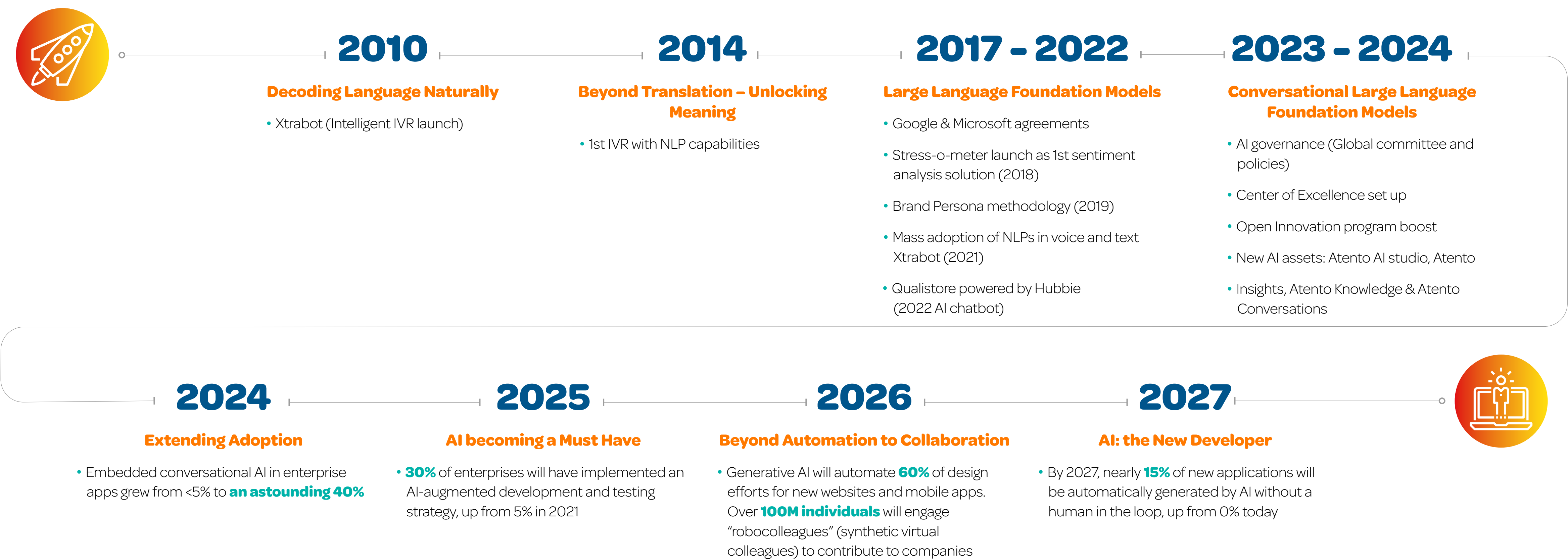
This is a company wide strategy and a fundamental lever of our transformation from BPO to BTO (Business Transformation Outsourcing).

Eduardo Aguirre
Chief Transformation & Information Officer at Atento

Artificial Intelligence

Atento's AI Evolution

Atento has a long expertise on AI applied to our BPO operations and foresee Gen AI as a key BTO disruptive lever



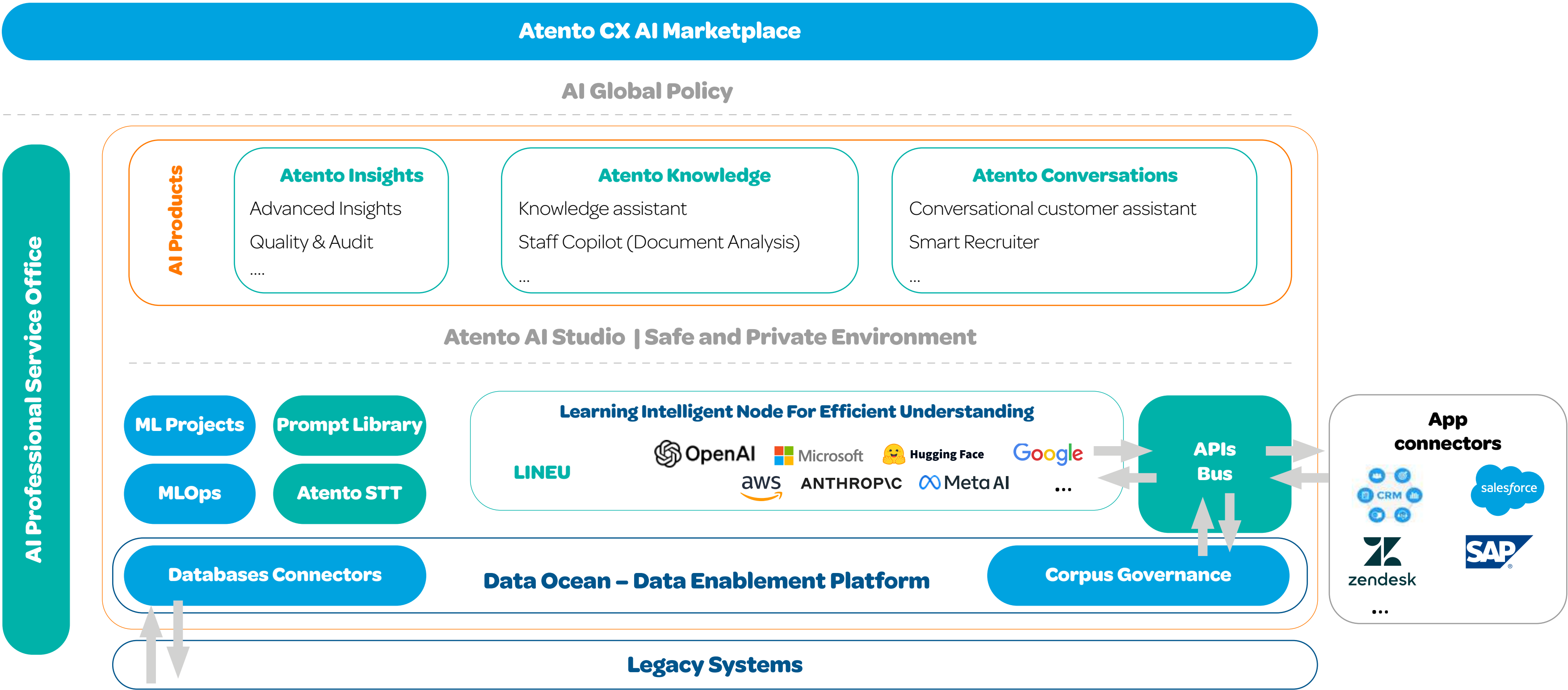
Artificial Intelligence

Atento's AI Ecosystem Overview

Atento AI Studio is a cutting-edge platform developed by Atento, aimed at revolutionizing customer experience through AI. It empowers businesses to leverage AI technologies to enhance customer interactions and optimize operations. The platform offers a wide range of AI-powered solutions tailored to specific business needs, including virtual assistants, chatbots, sentiment analysis, and predictive analytics.

Atento AI Studio enables businesses to automate repetitive tasks, personalize customer interactions, and gain valuable insights from data analytics. Its user-friendly interface allows businesses to design, deploy, and manage AI applications with ease. With Atento AI Studio, companies can improve efficiency, reduce costs, and deliver superior customer experiences across multiple channels.

Our composable AI architecture can run multiple use cases. It is secure, scalable and ready to deliver a new dimension of experiences to clients and final customers. Atento AI Studio integrates seamlessly with existing systems and technologies, enabling smooth implementation and interoperability. Through continuous innovation and refinement, Atento AI Studio remains at the forefront of AI-driven customer engagement solutions. It empowers businesses to stay competitive in today's rapidly evolving digital landscape by harnessing the power of AI.



Atento's trio of solutions – **Insights, Knowledge, and Conversations** – complement each other to deliver comprehensive AI-driven customer engagement.

Insights leverage advanced analytics to extract valuable information from data, enabling businesses to make informed decisions and drive strategy.

Knowledge provides a centralized repository of information, empowering Agents with real-time access to relevant resources to deliver accurate and consistent support.

Conversations utilize generative AI powered virtual assistants and chatbots to facilitate seamless interactions with customers, enhancing engagement and satisfaction.

Together, these solutions enable businesses to optimize operations, improve customer experiences, and achieve competitive advantage.

AI CoE

Atento has established an AI Center of Excellence to encourage the research, development and deployment of classical and generative AI-powered projects within an agile and secure innovation framework. The CoE defines new solutions, accelerate development of current AI portfolio, and expand knowledge and best practices around AI in a holistic and transformative way across regions and customers.

The CoE was established alongside a Global AI Committee and several new company policies to ensure value generation without compromising security, integrity, confidentiality, privacy, or intellectual property when applying AI technologies. The Global AI Committee is responsible for building the foundation of Atento's AI strategy while supervising ongoing AI projects and speeding up AI development. The set policies ensure all AI programs are safe, following guidelines that ensure compliance with ethical, legal, security, financial, and third-party principles.

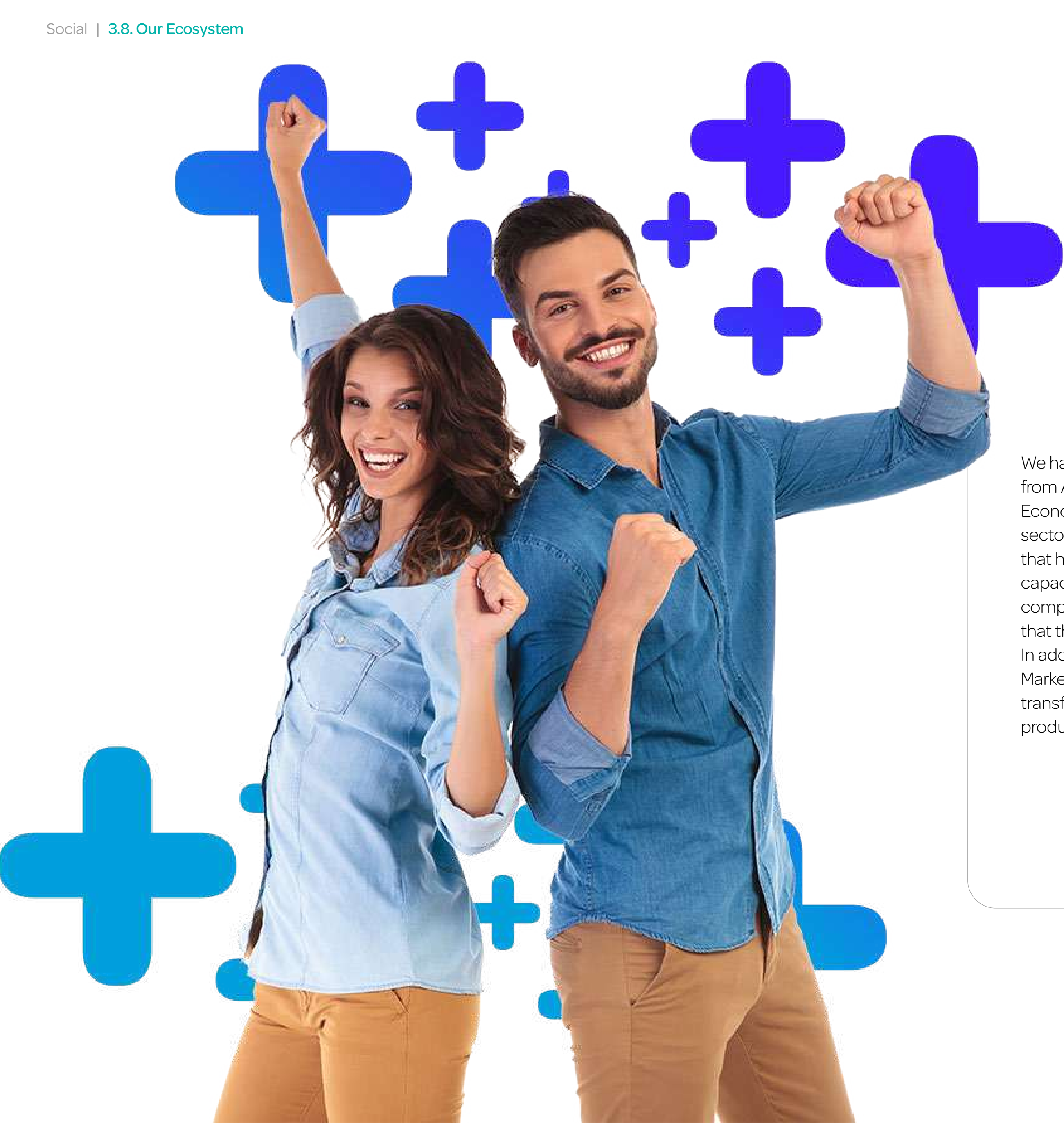
Atento's AI CoE brings together a variety of business and technical profiles, including data scientists, computational linguists, AI engineers, full-stack developers, business champions, prompt engineers and scrum masters, among others to make the development of holistic AI projects possible. The CoE allows Atento to build more agile business solutions for their customers.



“As AI innovation continues to advance, it is important to establish a secure and reliable environment for development and experimentation. The new Center of Excellence encourages agility and innovation while maintaining safe business practices. AI has become a fundamental part of our company strategy and we're certain this new program is our next step in transforming the value we bring to our customers and business operations through our Next Generation Capabilities”

Alexandre Martins Gomes

Global Innovation, Data Analytics & AI Director



Atento, first Contact Center/BPO company to be certified by Adigital as a digitising company

We have received the “**Empresa Digitalizadora**” seal from Adigital, the Spanish Association of the Digital Economy, the first company in the Contact Center/BPO sector to do so. This certification recognizes companies that have passed an evaluation process on their technical capacity to provide digital services. In this way, companies interested in our services have the guarantee that these services have been verified by Adigital. In addition, with this certification, we joined Digital Marketplace to support companies in their digital transformation and boost their competitiveness, productivity and resilience. This B2B platform created by

Adigital allows Spanish companies to connect directly with trusted suppliers that have passed an assessment of their digitalization competencies. We have received these credentials thanks to our digital capabilities in BPO/Contact Center services, as well as in Big Data and Artificial Intelligence, expertise that has been corroborated through interviews conducted by Adigital with our clients with whom we have developed digital transformation projects in the last year.



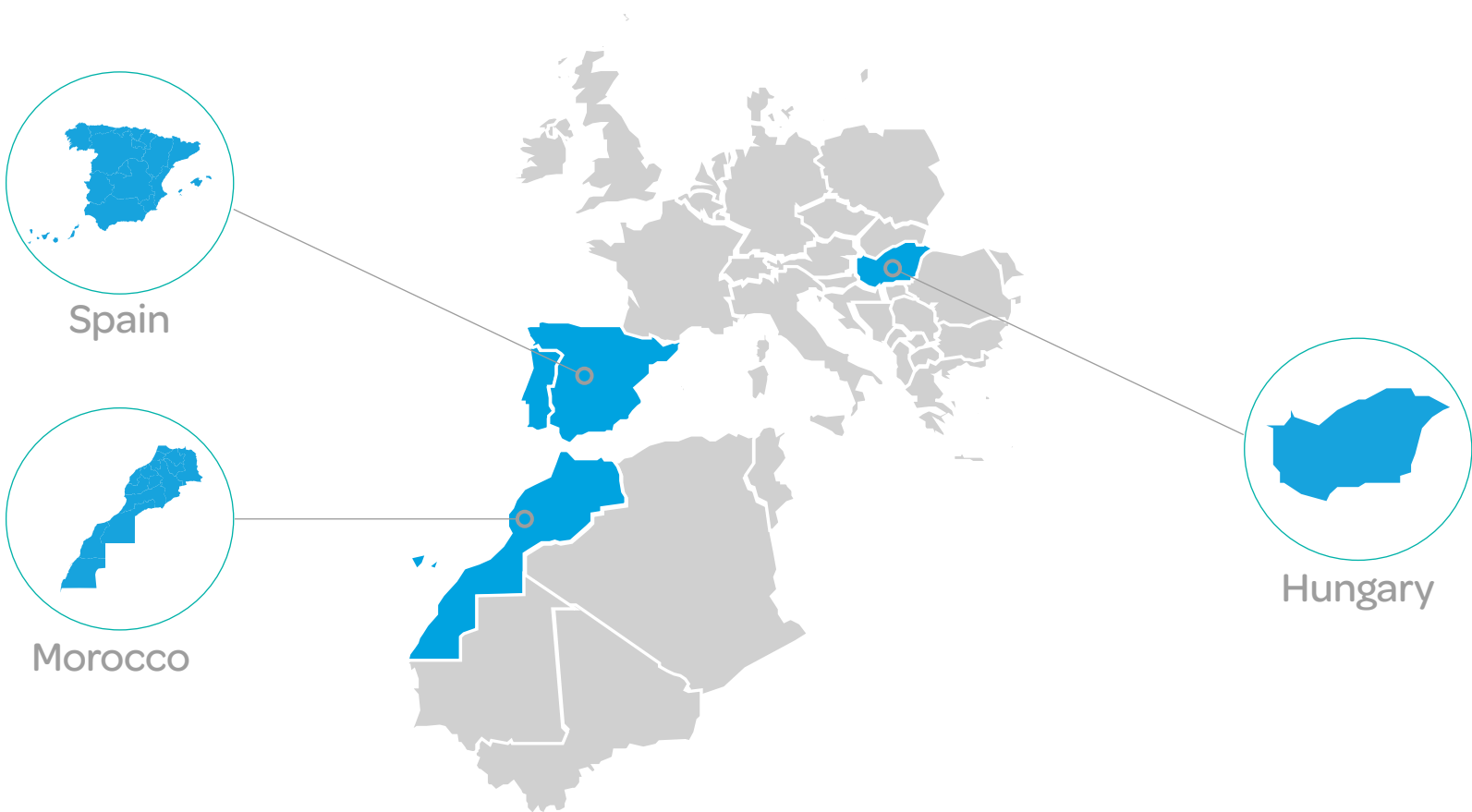
Multilingual HUBs

Atento's Customer Experience (CX) solutions

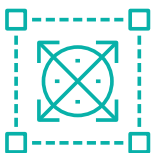
Multilingual Hubs play a crucial role in providing top-notch customer service to a diverse customers. By having native speakers on board, we guarantee that each interaction is conducted with utmost clarity and precision, effectively connecting people across different languages and cultures. With proficiency in 25 languages, our team excels in bridging communication gaps and fostering strong relationships with customers worldwide.

Our value proposition is built on several key strengths. Firstly, we offer agile flexibility and customization tailored to various markets, ensuring that our services meet the unique needs of each customer segment. Additionally, our commitment to enhance customer experience through AI automation sets us apart, enabling us to deliver efficient and personalized support at scale. Moreover, our Dedicated Engagement Center ensures that every customer receives the attention and assistance they deserve, leading to higher satisfaction rates and loyalty. Lastly, our focus on cost efficiencies allows us to provide high-quality multilingual support without compromising on affordability.

Languages							
							
Swedish	Dutch	German	English	Portuguese	Italian	Spanish	Turkish
							
French	Russian	Arabic	Czech	Romanian	Polish	Greek	Hungarian
							
Croatian	Bulgarian	Finnish	Danish	Norwegian	Serbian	Hebrew	Slovak



Strengths of our value proposition



Agile flexibility and customization for different markets



Better CX supported by AI automation



Dedicated engagement Center



Cost efficiencies

Offshore sites

✓ Quality Services

✓ Cost reduction

Colombia





“We guarantee our vale proposition focusing in three key pillars. One is the process through which we execute the multilingual talent’s recruitment. Secondly is the way we use the technology to adapt it to the Multilingual employees and customer’s needs, and thirdly, the approach we give to the customer experience journey using our CX Consulting experts to personalize this journey based on linguistic and cultural preferences and needs”

Luis Morales
Sales and Marketing Manager

CX Innovation

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.



Atento Ideas

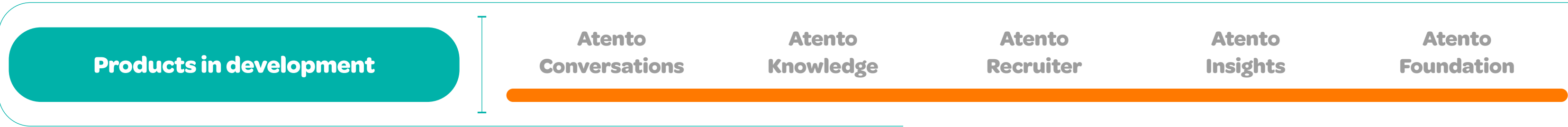
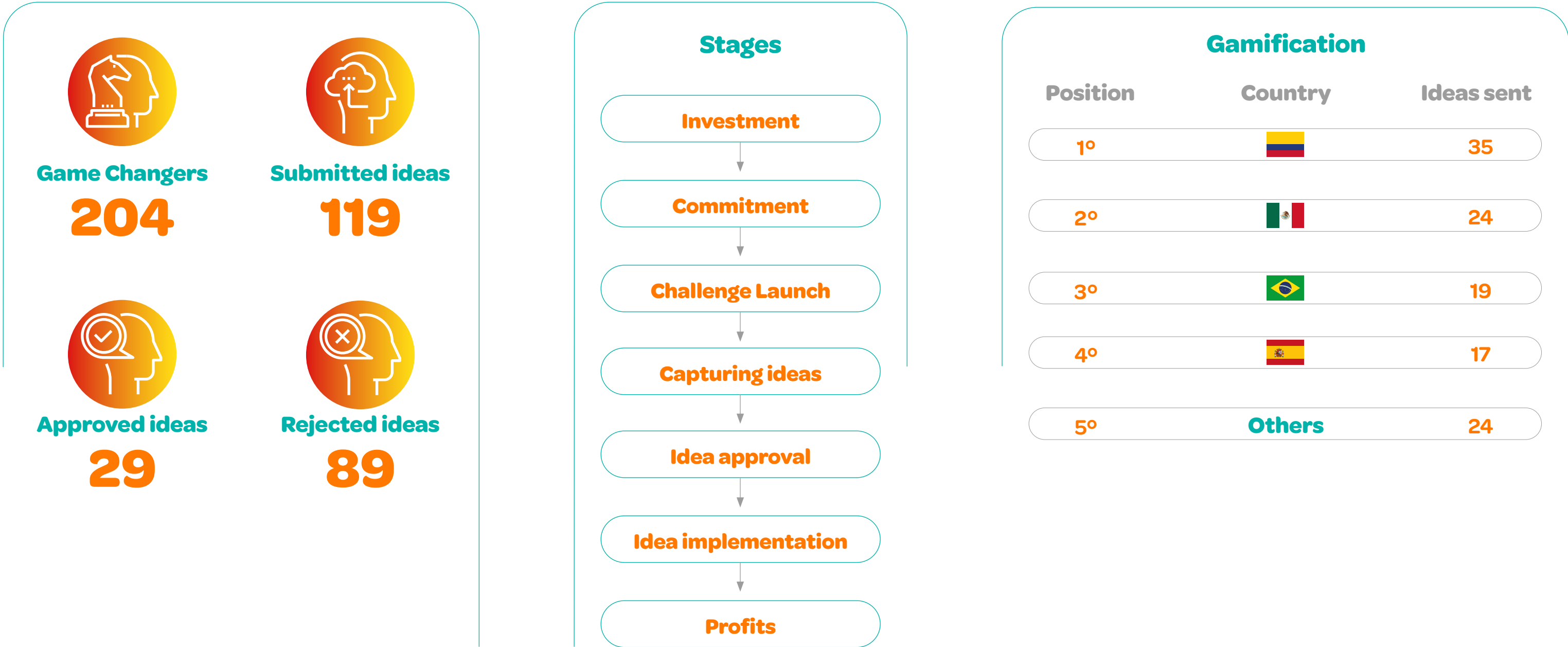
In 2023, we conducted two global campaigns under “Atento Ideas” umbrella were selected from more than 800 Atento employees in the search for new innovative cases. Almost 200 proposals were registered and many of them were recognized and implemented for bringing innovation to RH Area, Operations and to our Clients.

Atento Ideas “Game Changers – Internal process innovation: HR, Payroll & Talent Acquisition” > Realized between April and October, it was the **first Global Idea Campaign**, a special edition for HR Payroll and Personnel Administration, where employees could submit ideas focused on making HR more agile, efficient, and digital, with the aim of strengthening the development of a culture of innovation at Atento.

Atento Ideas “AI Innovation Global”

Realized between August and October, this campaign was a special edition for the Organizational Leadership Idea Generation Program, TOP 500.

Stages: creation of Champions, launch, and monitoring of program execution, workshop, biweekly executive status presented at the innovation committee, evaluation of ideas, implementation according to organizational strategy. Areas involved: Innovation, Transformation, Products, Marketing, Innovation, IT, Legal, among others.



ISO 56002 Innovation Management Recertification

In 2023, Atento obtained for the 4th consecutive year, the ISO Innovation Management recertification, which is responsible for providing guidelines and guidance for innovation management in the company. The recertification of the company, which was the pioneer in its sector to obtain this important international certification, reflects its commitment to implementing new technologies, improving processes and portfolio, as well as stimulate a culture of innovation, internally and through partners, always in favor of the constant evolution of its services and delivery of excellence to its customers.

Its scope covers the activities of the Innovation, Products, Digital Transformation, LUI and Data Science areas, establishing processes, policies, regulations and procedures related to innovation management, culture and collaboration.



Positive Points Identified in the Audit

Team engagement and competence, Maturity, Critical analysis by the management, Strategic planning, Performance evaluation, Delivery of innovation value, Idea evaluation, non-conformities, Legal documentation:

AVCB N° 601682 - Validity: 19/09/2025.

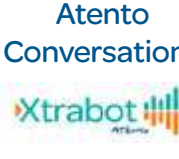


“Obtain ISO 56002 recertification is a source of tremendous pride for us. It underscores the success of our investments in fostering a culture of innovation and a collaborative atmosphere, where knowledge exchange and idea generation thrive.”

Bruno Pavani
Innovation Senior Manager

Proprietary and third-party technology

Being transformation through technology a key pillar our differentiation, we continuously evolve our ecosystem to shape the future of customer experience. We develop proprietary solutions or partner with AI, Analytics, CRM, Cloud, Cybersecurity, and Automation technology leaders that complement our portfolio. As a result, our portfolio is continually evolving, merging the finest technology with a human touch to ensure optimal business results. An example of successful integration is Atento Knowledge, an AI copilot that merges DAP and Qualistore – proprietary Atento solutions – with Open AI. It’s live already in several clients, improving customer satisfaction by 20% on average.

Capabilities	Atento Solutions	Third Party Solutions
 CX Consulting	LUI	 Microsoft 
 Customer Engagement	     	 Microsoft           
 Analytics	      	    
 Intelligent Automation		 Microsoft    
 AI/Cognitive	    	    
 Cybersecurity		 Microsoft      



“Atento is committed to creating and advancing our exclusive solutions to deliver a distinctive and unparalleled experience for our client’s customers. Additionally, we are dedicated to forging strategic partnerships with our clients through the innovative use of technology.”

Bartolomeu Albuquerque de Souza
Global Client Technology & Automation Director

Sucess Story: partneship with Tech Mahindra

Tech Mahindra and Atento have partnered to offer Gen-AI powered business transformation services globally, focusing on CX. Atento, a CRM and BTO leader in Latin America, teams up with Tech Mahindra, a digital transformation expert. Together, they provide end-to-end transformation solutions across the United States, Europe, the Middle East, Africa, and Latin America. By merging Atento's CX expertise with Tech Mahindra's global reach, they deliver BPO solutions in over 50 languages, enhancing operational efficiency and scalability. This partnership aims to innovate BPS to meet evolving customer needs, tapping into new opportunities in Latin America. Through an operating system and model, they utilize Gen AI, automation, analytics, and conversational AI to drive growth and enhance customer satisfaction.

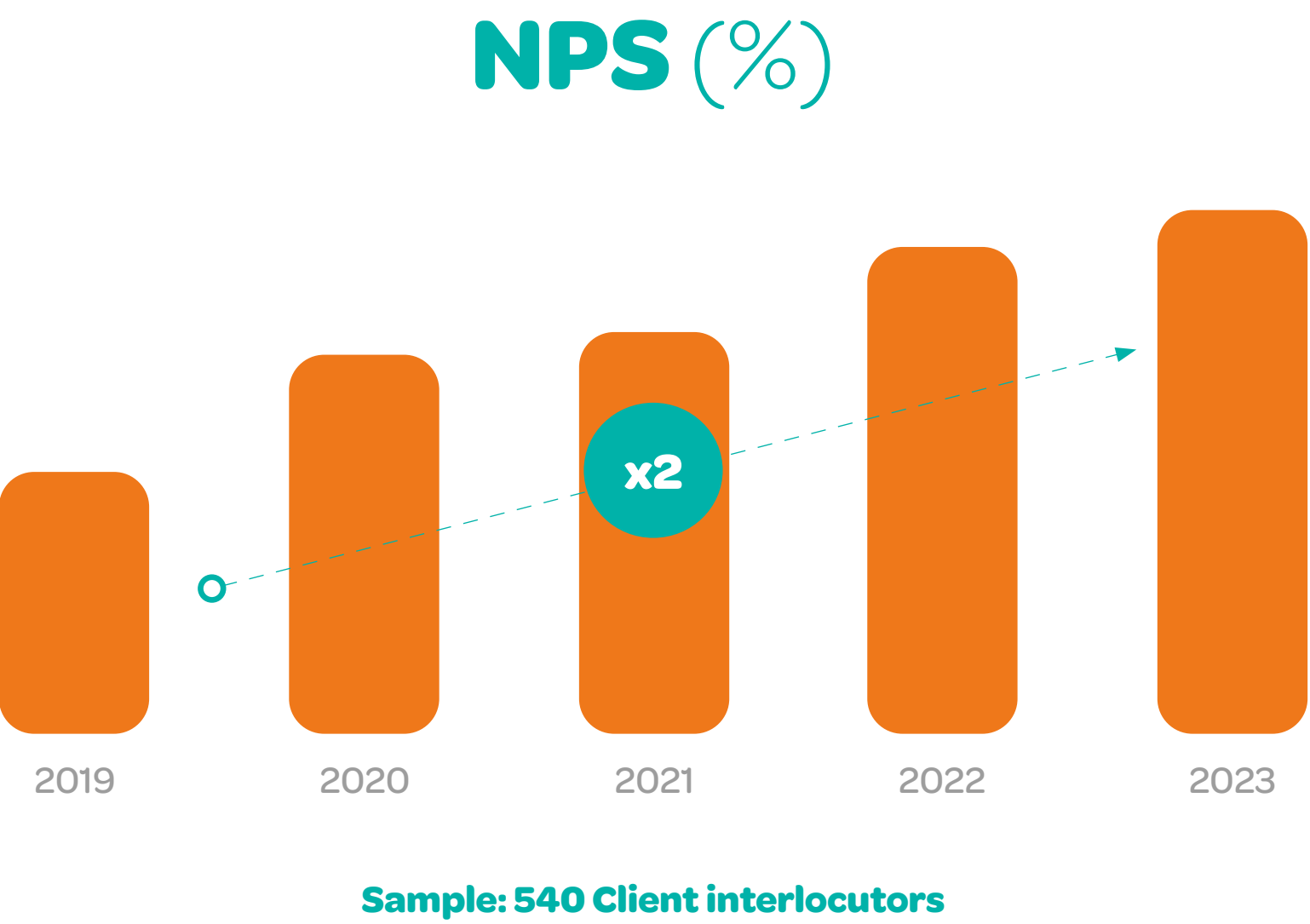
Birendra Sen, Business Head, Business Process Services, Tech Mahindra, said, "At Tech Mahindra, we are committed to pushing the boundaries of innovation and continuously improving our Business Process Services (BPS) to cater to the evolving needs of our customers. The partnership with Atento will further strengthen our joint positioning in the United States, Europe and tap into new potential business opportunities in Latin America."

Dimitrius Oliveira, CEO of Atento, said, "This alliance with one of the world's leading IT companies underscores how Atento continues our ambitious plan to become the leading provider of Business Transformation Outsourcing (BTO) in the markets where we operate, adding value to our clients in the full cycle of their CX transformation."

Clients Satisfaction: New NPS Record

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.

Over the past five years, Atento’s Net Promoter Score (NPS) has experienced exceptional and steady growth, doubling its value during this period. This exponential growth demonstrates the positive impact of Atento’s initiatives in improving customer experience and its focus on operational excellence and innovation. The company is committed to deliver quality service at all stages of the customer journey, which has resulted in increased customer satisfaction and loyalty.



Our Suppliers

Our suppliers play a very important role within Atento, they cover the entire life cycle of the relationship with our clients. We ensure compliance with policies and transparency in procurement processes in supplier management. Our objective is to establish long-term collaborations based on dialogue and the creation of a framework of trust, aiming to add value to our activities and to our clients.

The management and relationship with our suppliers are achieved through our purchasing procedures, where we aim to add value to the business, anticipate demand, identify efficiencies, scalability, and synergies. Our Purchasing Policy compiles a set of ethical, sustainable, and economic requirements that the vendors we work with must comply with, aligning with our principles and action protocols.

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.

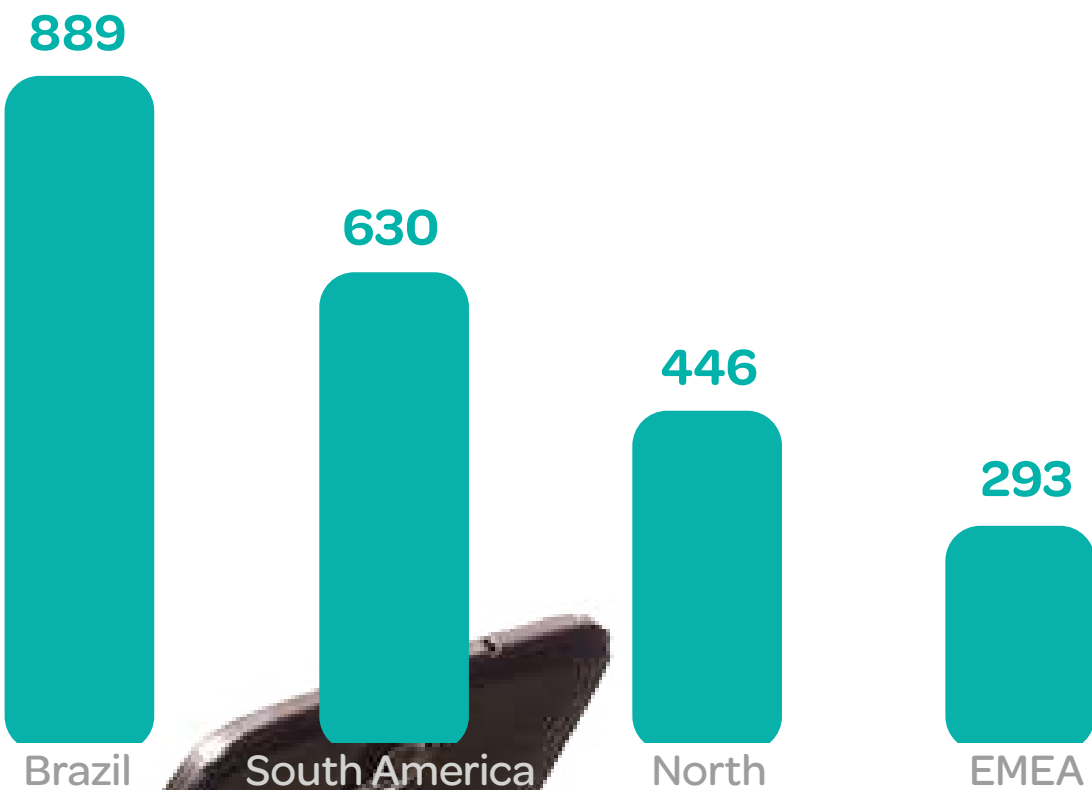
Atento has a Corporate Social Responsibility policy that regulates the relationship with suppliers. “Atento will establish business relationships with suppliers that ensure the universally acknowledged fundamental Human Rights of its employees, support the elimination of any form of forced labor and child labor, contribute to the abolition of labor discrimination practices, and work against labor corruption, extortion and bribery”.

In addition, it will create links with companies that support a preventive approach to help the environment and promote environmentally responsible initiatives. Atento will ensure that its suppliers comply with the principles and values of this policy, promoting business ethics and transparent management, labor practices, health and safety, the environment, quality and safety of the products and services marketed, in addition to developing responsible practices in the value chain, promoting strict respect for human and labor rights in the performance of their activities.” In this sense, suppliers must sign the Declaration of Conformity and Commitment to Social Responsibility, which includes issues such as child labor, forced labor, health and safety, discrimination, among others.

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

Number of Suppliers per Region 2023



Community Initiatives and Contribution

Atento gives blood to keep the world beating

Blood donations are essential for multiple treatments and interventions. At Atento, we want to contribute to keeping the world beating. And for this reason, this year, we have launched the first global blood donation campaign. During this first half of the year, many countries have already joined in this initiative.

More than
700
people have collaborated so far, helping
to save lives with their donations.

Here is a small sample of the solidarity of our colleagues:



 Colombia



 Brazil



 Guatemala



 El Salvador



 Morocco



 USA



 Spain



 Mexico

#EveryDropCounts,
thank you for making **this possible!**
Give blood to keep the world beating!

Brazil

Socks and Backpacks Donation Action

In the month of August we donated shoes and backpacks to CAEF (“Centro de Acolhimento Especial para Famílias”), an institution that welcomes families on the streets. We counted on our volunteer collaborators to collect the material and 57 pairs of shoes, and 28 backpacks were donated to the institution.

Clothing and Toys Donation Action

In October, the Chat VIP operation, in partnership with the Social Responsibility area in Atento, collected donations of bric-a-brac and clothes from employees at the Uruguay/ Buenos Aires site. The action counted with volunteers who delivered the donations to the institution that serves children and young people in various contexts of social vulnerability, providing support and support until they can return to their families.

In total, 200 toys and clothes donated to Lar das Children’s Home in Buenos Aires.

Water Donation Action

In March, the Social Responsibility team carried out an emergency campaign to collect water for victims of the heavy rains that hit the north coast of Sao Paulo during the carnival period and left many people without resources to survive. Due to the urgency in sending the donations, we managed to collect 500Lt of water for the victims.



Colombia Branch

Blood donation campaigns

During the year 2023, +828 donors have participated in the campaign. On 17 August, the Higuera Escalante laboratory recognised the Colombia Branch for its social impact in the region with the donation of more than 420 units of blood so far in 2023. This has been an important milestone for Atento, as it reaffirms our commitment to corporate social responsibility with our community and also highlights our “Atento somos Sociedad” pillar.



Spain

Collaboration with the “Inocente Inocente Foundation” of Telefonica

The “Gala Inocente Inocente” Solidarity Telethon was held on 28 December. Around 600 colleagues from the Madrid Ilustración, León, Santander, Seville and Valencia centres took part in the initiative, answering the calls from the thousands of people who wanted to contribute to the fundraising for children with disabilities, together with the volunteers from the Telefónica Foundation. Also in attendance were influencers La Ordenatriz, Verdeliss and Juan Amodeo, who supported this year’s cause by answering viewers’ calls from the Illustration Centre. More than €1,900,000 was raised and with this telethon, the company has now collaborated in this initiative for 22 years.

Food donation

As part of our commitment to Corporate Social Responsibility actions, on 19, 20 and 21 December, the AXA service organized a food collection at the Illustration center, a donation to Mensajeros por la Paz to help t h o s e with fewer resources. Thus, the foundation recognized and endorsed the company’s work with a donation certificate, in which it presented food to the value of €200.

Breast Cancer Donations

On 19 October, coinciding with the International Breast Cancer Day, a small space was set up in the centre of Cáceres where people could collaborate by buying some of the association’s

products, especially the T-shirts for the march that took place in Cáceres in favor of this cause on 22 October.

Atento hosts a group of women as part of its employment workshop

On 3 March, a group of 8 women, at risk of social exclusion, who are currently attending a job search workshop given by the Adecco Foundation, visited our facilities. The aim of the visit was to give them a first-hand insight into our day-to-day business. They visited the DIA Service, where Javier Máximo Jurado, Coordinator of the service, and Cristina Quiñones Roca, Teleoperator of the same service, showed them its main functions.



Argentina and Uruguay

Donation of unused equipment

We donated 1,193 disused equipment for recovery/reuse (CPUs, monitors, panels, countertops, shelves, ergonomic chairs, ATVs, etc.) to 6 non-profit civil associations.



School Kits (Gift Card)

We granted to 2184 employees a school kit to help and accompanying them at the start of their children’s school year.

“Fundación Leer”

We collaborated for the 20th consecutive year in the management of calls for the National Reading Marathon. Atento participated with 4 collaborators in the initiative where 4.3 million children, young people and adults came together for a day of reading enjoyment under the slogan: “From what- amazing to the impossible: when the doors of the fantastic open”.



USNS

World Dog Day

On July 21, 2023, World Dog Day was celebrated and the Atento employees visited the “Patás SOS” shelter facilities as part of our Atento Ayuda volunteer activities. Our volunteers helped with the cleaning of common areas and feeding of the animals. In addition, we were able to make a donation of supplies and food with the help of several employees who donated.



Chile

Clean Point Donation

To contribute to the environment, where we have our operations, we donated a clean point to facilitate recycling at the Santiago School.



Peru

Donation of recyclable material

Atento donated 49 tons of recyclable material to ANIQUEM, an organization dedicated to helping burn victims. Additionally, at the employee level, recyclable material was donated to RECOLECC, reinforcing the company’s commitment to environmental conservation and community support.



Morocco

Atento supporter earthquake in Morocco

The Morocco Branch would like to send a special thank you to all its employees for their show of solidarity by donating basic necessities for those affected by the earthquake in Haouz. Significant amounts have been collected and have already been handed over to the Association “ريخل يقاب”. Thanks also to the Association “ريخل يقاب” for their precious collaboration in the transfer of donations to the affected áreas.



Mexico

Kings Rock for all!

Donation of “roscas de reyes” to organizations that support vulnerable groups in society: children from rural communities and LGBTQ+ people in extreme violence. Over 50 people were reached by this initiative.

Helping is cool!

Hair collection for the creation of oncological wigs for children with cancer. In collaboration with the Teleton Foundation and the Teleton Wig Factory, 40 braids of hair were created.

Back to School

Collection of school supplies in favour of children



in situations of scarce resources. With this initiative, over +4,500 school items for low-income children were collected.

Playful

Collection of toys in favour of underprivileged children and volunteering in the tent to assemble the kits. In 2023, over 500 toys were donated and More than 50 employees volunteered.

Hurricane Relief Drive

Collection of food, clothes and cleaning and personal hygiene items for people (in total, more than 450 items) who were affected by Hurricane Otis in the city of Acapulco, Mexico.

Recycle and Help

Pet collection at our sites, through the placement of a container in the shape of a basketball basket and in alliance with the Teleton Foundation, in favour of children with disabilities. Over 2000 kg delivered in 2023.





Environment 04

Committed with our Planet

- 4.1.** Atento's comprehensive Carbon Footprint
- 4.2.** Initiatives to Address Climate Change
- 4.3.** What have we done to address Climate Change?
- 4.4.** Our Environmental Certifications

4.1. 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 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 reported a reduction in our Carbon Footprint Emissions for 2022. Thanks to being consistent with our initiatives and planning we have reduced **1.14%** emissions in 2023 compared to 2022*. A total of **32.63%** since 2020.

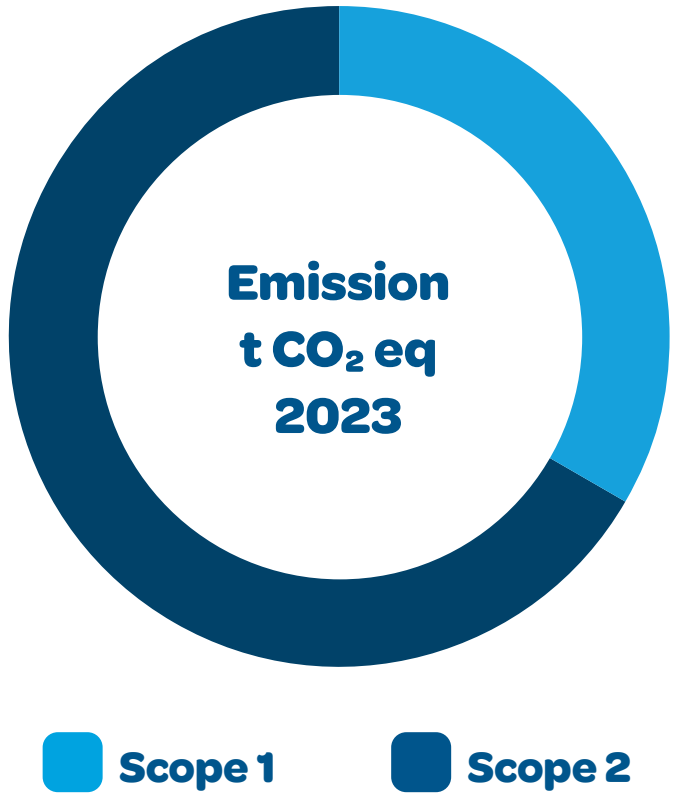
We also made improvements to our emissions calculations to be more comprehensive. We have included our vehicle fleet in scope 1 as well as improving the commuting survey sample obtaining a much more representative emission estimation.

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. Above all, this year we are highlighting the different actions and initiatives that have been carried out at a local level to reduce the carbon footprint related to the active improvement on energy efficiency and of our HVAC** systems, changing LED lamps, managing and controlling consumption in general. Even though we have 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. While last year, we detected an increase in water and paper consumption due to the return of our employees to the office, this year we have managed to reverse the trend, achieving significant reductions in consumption in both areas. We are committed to continue this trend in the run-up to 2024.

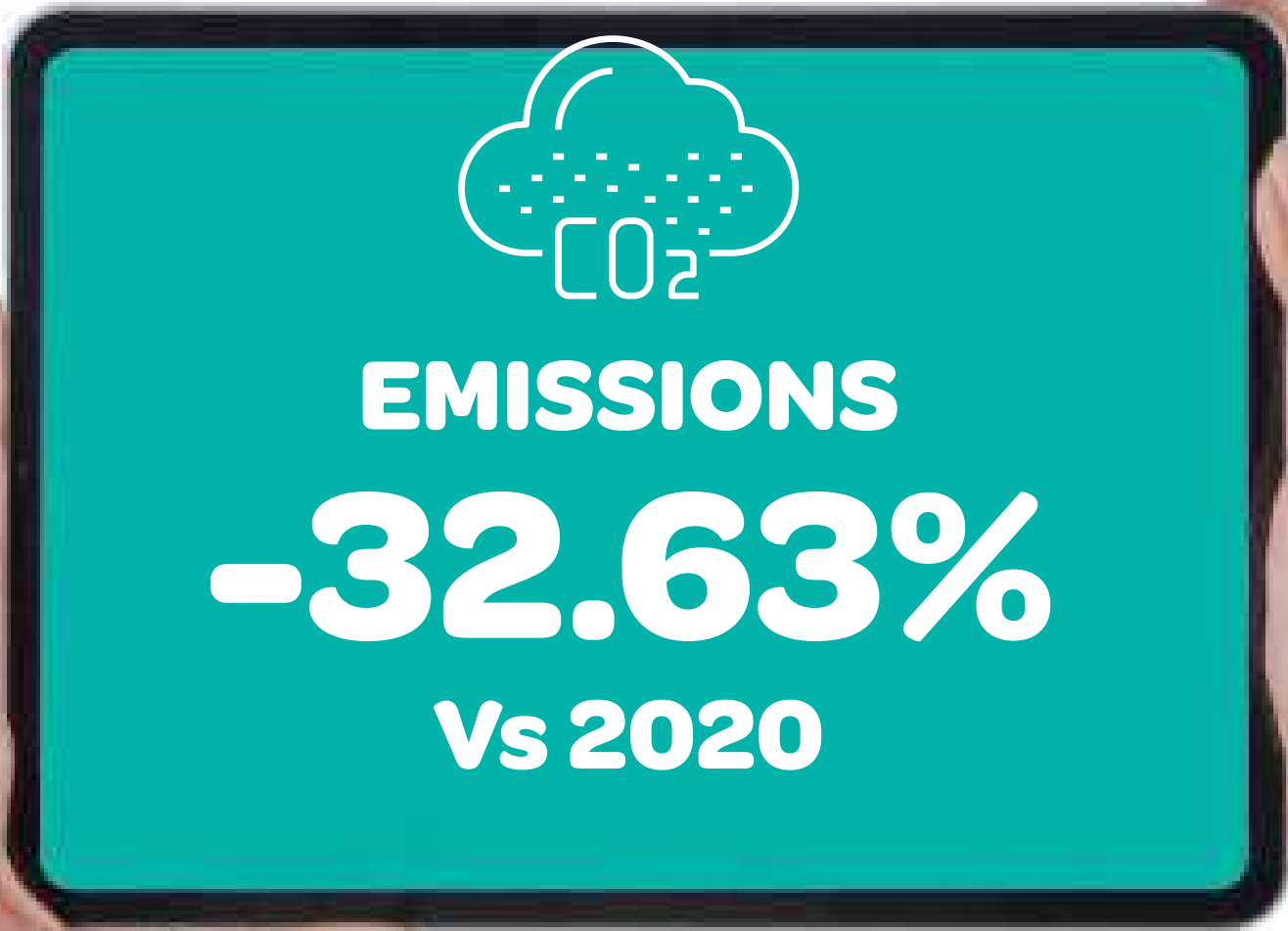
We are listed in CDP, the gold standard of environmental reporting, as we have answered their questionnaire to continue with our transparency policy. In this sense, CDP has assessed the performance of Atento's in 2023, improving the score of its environmental rating in relation to the previous year.

Furthermore, Atento complies with environmental laws and regulations and has not had any fines regarding this matter in 2023.***

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

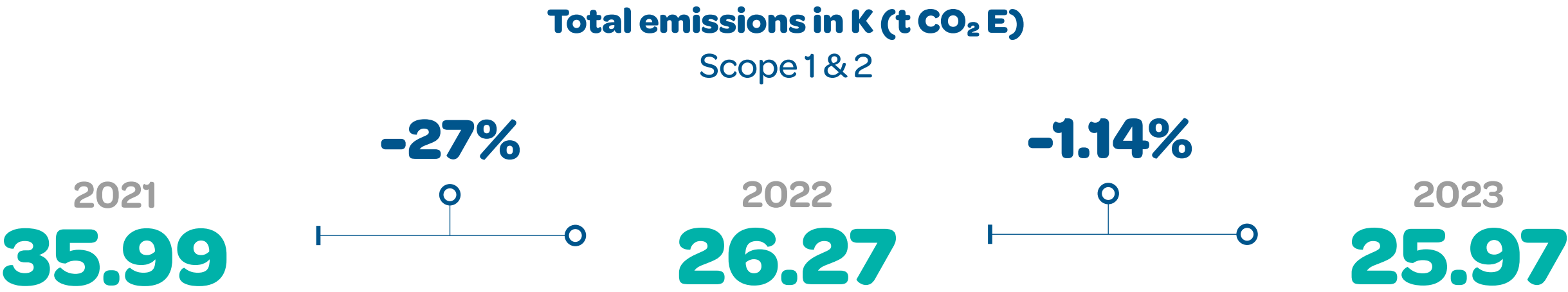


Scope 2 represents a
78.72%
of Atento's emissions



*Comparison between the sum of Scope 1&2 in 2020, 2021 and 2022
**Heat, Ventilation, Air Condition.
*** as of 31st of December of 2023 to the best knowledge of the Environmental and legal team upon the date of publishing this report .

Regarding Scopes 1 & 2, the overall emissions reduction is **1.14%** with respect to 2022. However, the overall reduction in emissions for scope 1 and scope 2 has not been reflected in a reduction of the carbon footprint per employee, which has subtly increased compared to 2022 which can be attributed to the decrease in the number of employees. Nevertheless, all our plans are set to work towards the reduction of this number as we have successfully been able to reduce **3.7%** of aggregate emissions (in t CO₂ e) per employee compared to 2021 and intend to continue this positive roadmap in 2024.

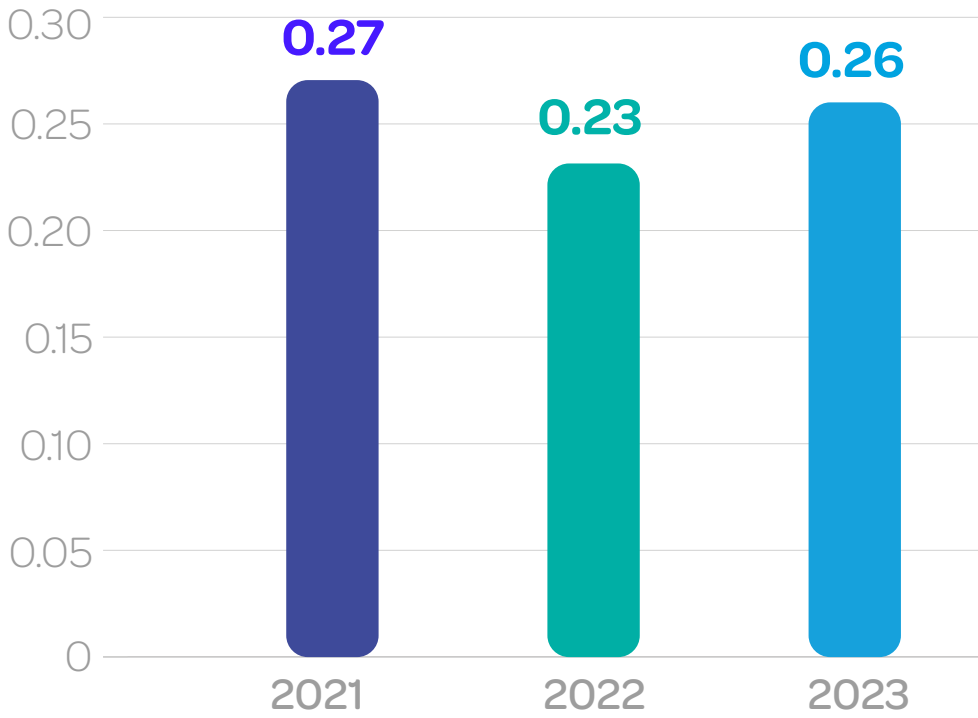


The GHG methodology was used for the calculation of the carbon footprint.

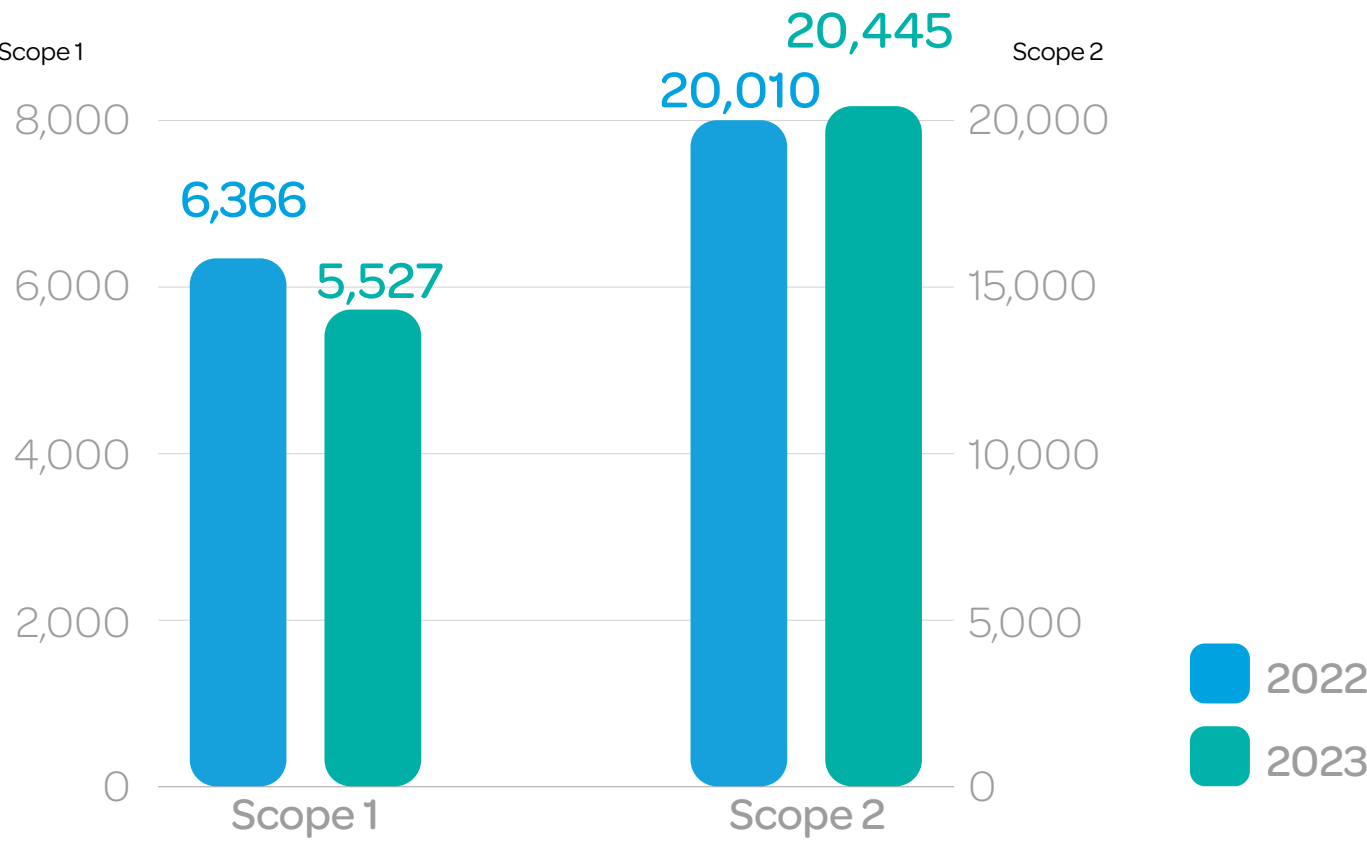
- Scope 1** includes all direct emissions coming from the consumption of fossil fuels and fluorinated gases used in heating and cooling systems, as well as contingency generating sets. It also accounts for emissions coming from Atento's company car fleet.
- Scope 2** includes all indirect emissions derived from electricity generation and/or steam generated by third parties.

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 2022 to 2023, to recognize any changes that electricity providers have had.

Carbon Footprint evolution per employee



t CO₂ e Emissions by Scope



*These initiatives are planned globally and across Atento's different sites. For more details on each site, see the following slides.



“I believe that our greatest responsibility is to harmonize our business with the Environment, ensuring that our growth protects the future health of our planet. Together, we can drive sustainable innovation and pave the way for agreener, lower-impact 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 2023. 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. In 2021 we implemented the initiatives comprised in such plan, and during 2022 and 2023 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 11.65%** in emissions for Scope 1, which accounts for fluorinated gases, fossil fuels and the fleet of cars.

Thanks to careful planning and hard work this year reductions are 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 2023, **decreasing almost 12%**.

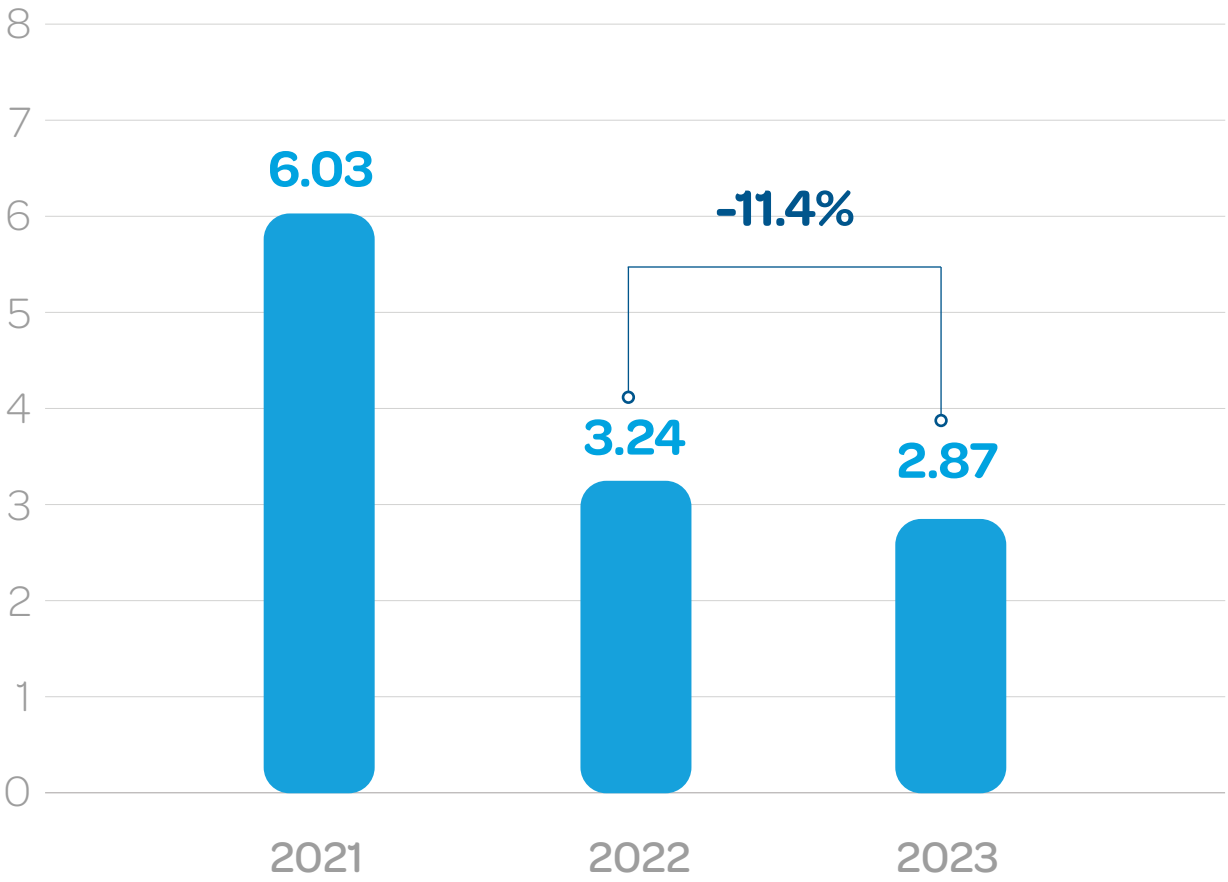
Another part of Scope 1 are fossil fuels, where we obtained a **reduction of 22%** in their consumption.

Finally in Scope 1, we have included the emissions of our car fleet which amounts to 96.82 t of CO₂ representing less than a 1% 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.

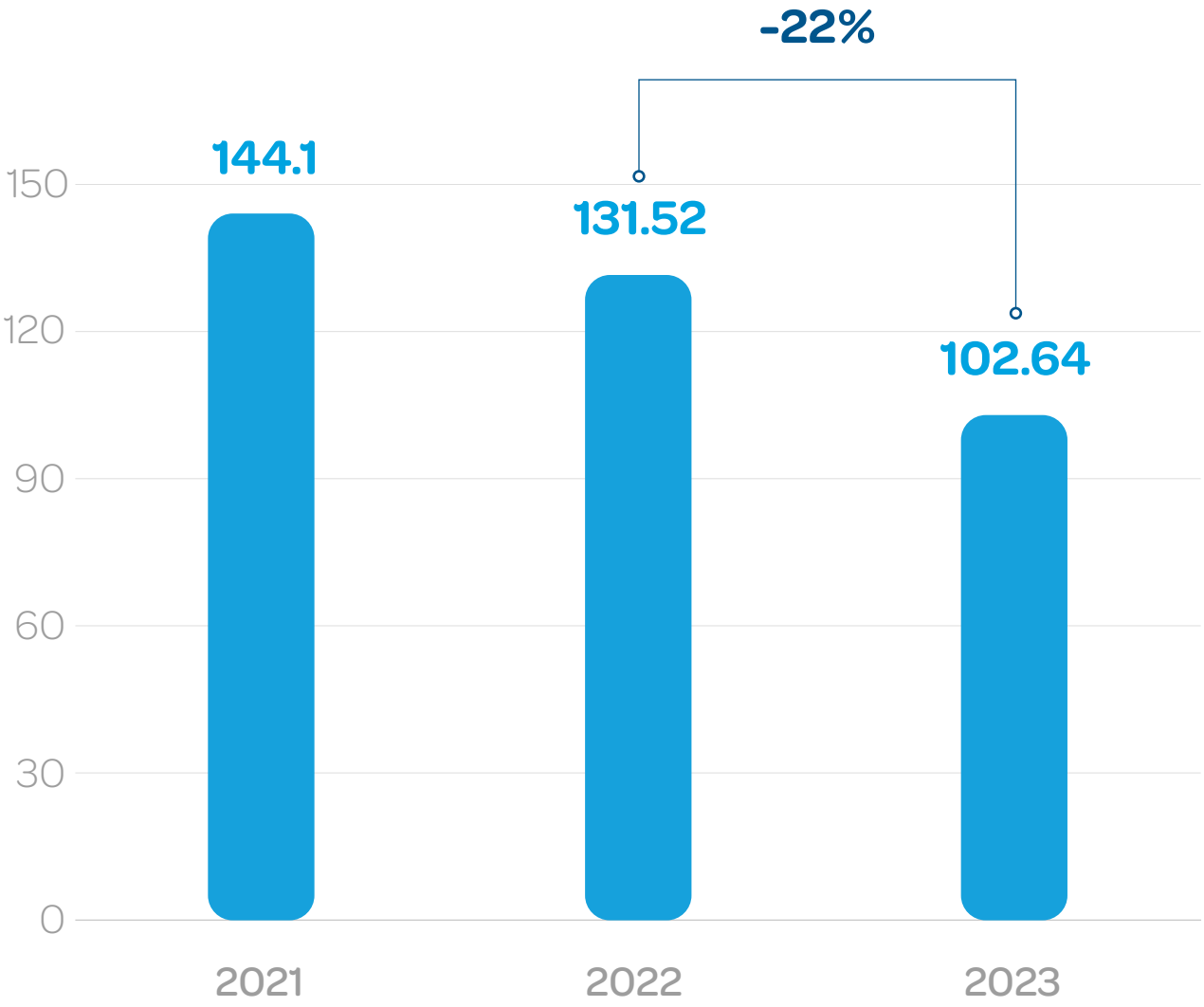
**Fossil fuel consumption from heating/cooling and contingency generating sets.

Fluorinated Gases Consumption (KG)



Fossil Fuel Consumption (in K)

Fossil Fuel Consumption (L)**



Flourinated Gases Consumption (in K)





Scope 2

In 2023 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.

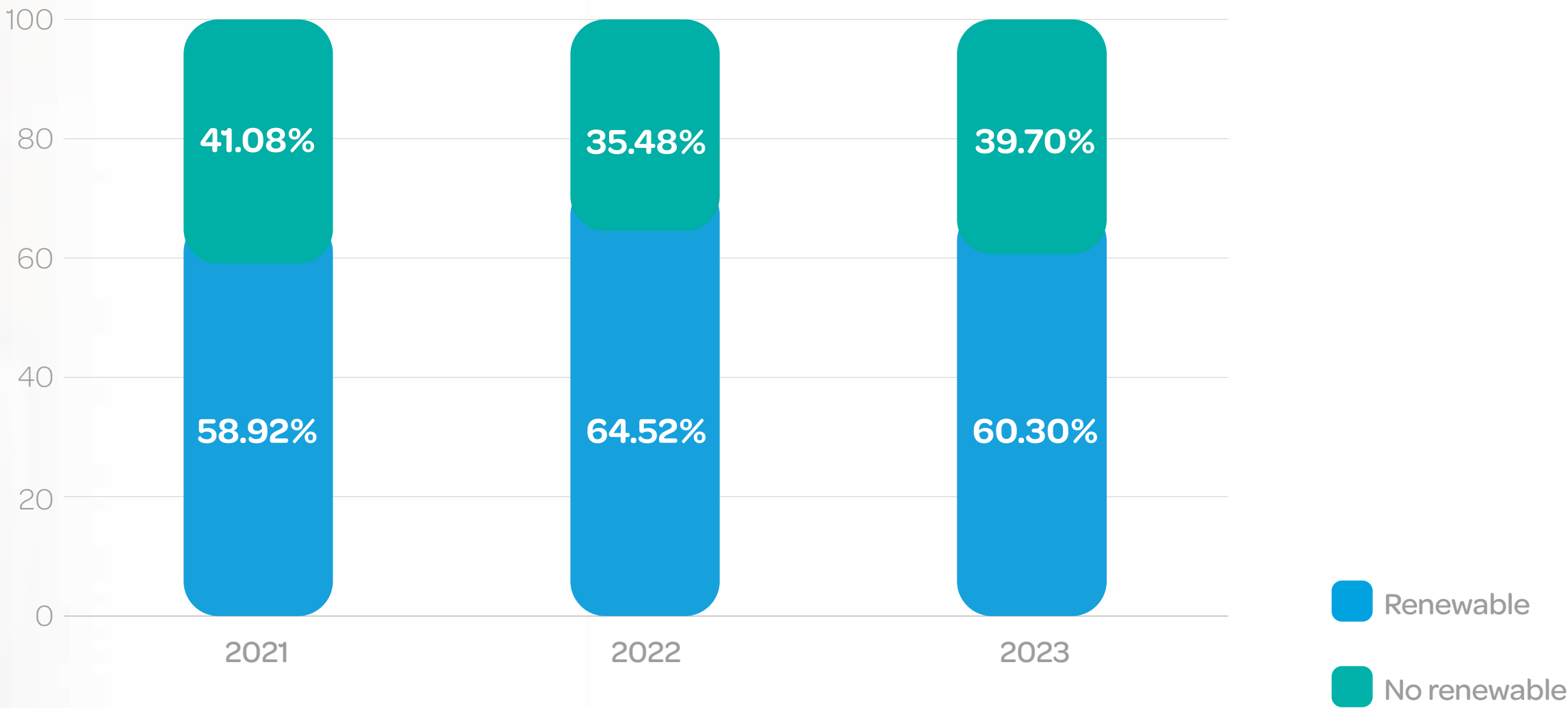
Thanks to this type of initiatives, one of our major achievements this year has been a reduction in electricity consumption, achieving a reduction of **almost 5% compared to the year 2022.**

But what Atento is really committed to is to the use of renewable sources of energy. This year we have reached the renewable energy use a bit more 60% of the total amount consumed.

Thanks to all our initiatives through the years
we have increased the use of renewable energy since 2021

2.7%

% of Renewal Energy used (Kwh)

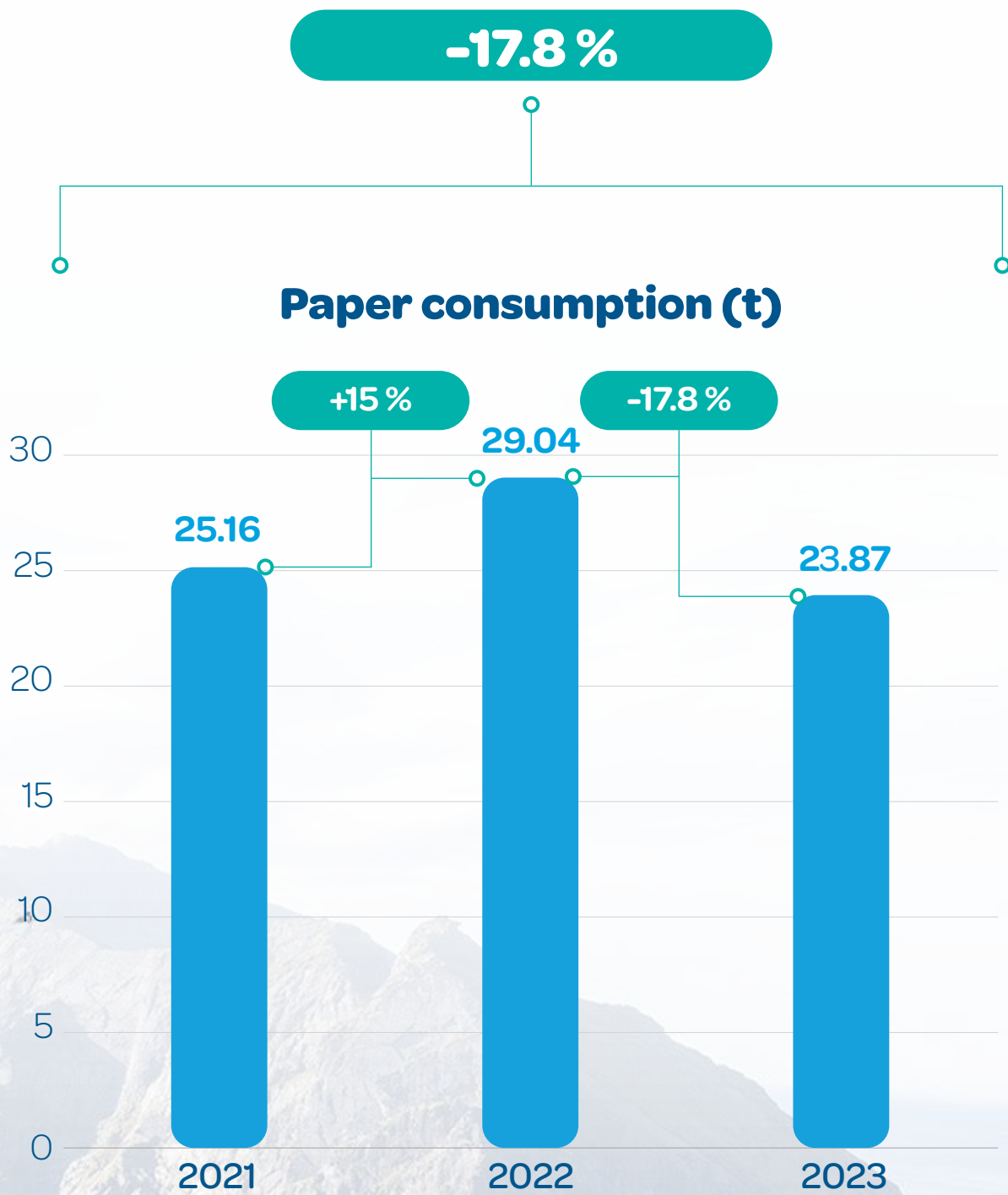
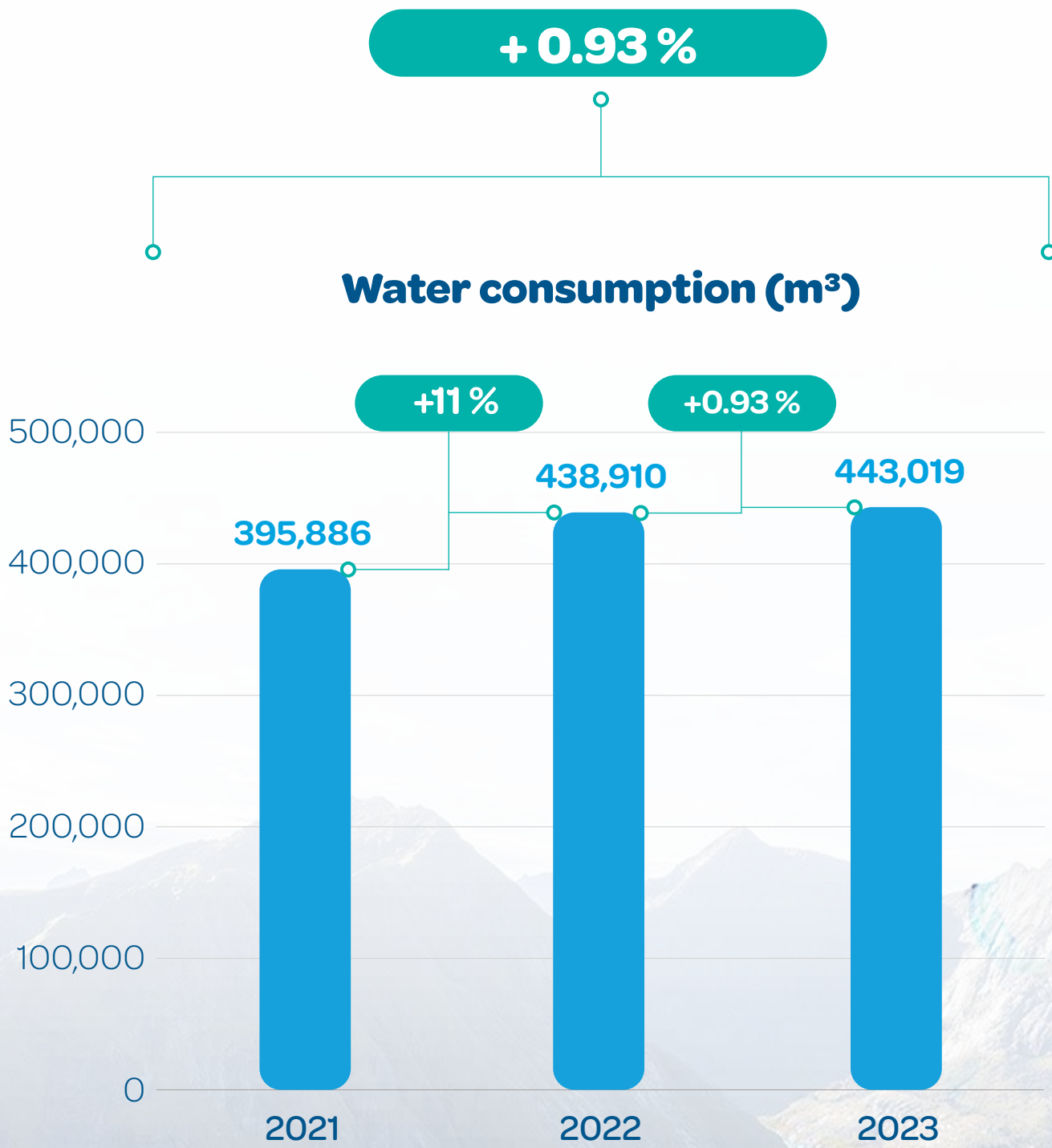


Scope 3

Atento continues to be dedicated to making its employees aware of the impact their actions can have on the environment. While last year, we detected an increase in water and paper consumption due to the return of our employees to the office, this year we have managed to reverse the trend, achieving significant reductions in consumption in paper consumption, while water consumption remains almost constant. Water consumption* increased by a slight 0.93% while paper consumption saw a significant reduction of 17.8%**.

We remain committed to improving these figures, aiming to achieve a negative reduction in water consumption by 2024, and we are already working on new plans to make savings and achieve reductions for 2024. Digitalization of processes continues to be Atento's bet to achieve 0 paper policy.

*Water consumption comes from municipal water supply
**Office paper only



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 have managed to use a larger survey sample, increasing the number of responses obtained in order to improve the accuracy of the results and insights obtained.

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 2023 was 176,778.53 t CO₂ eq*, which has meant a **reduction of a 42% of the footprint** compared to last year*.

Commuting Carbon Footprint per Employee

-29 %
Per employee

Without WAHA

2.34

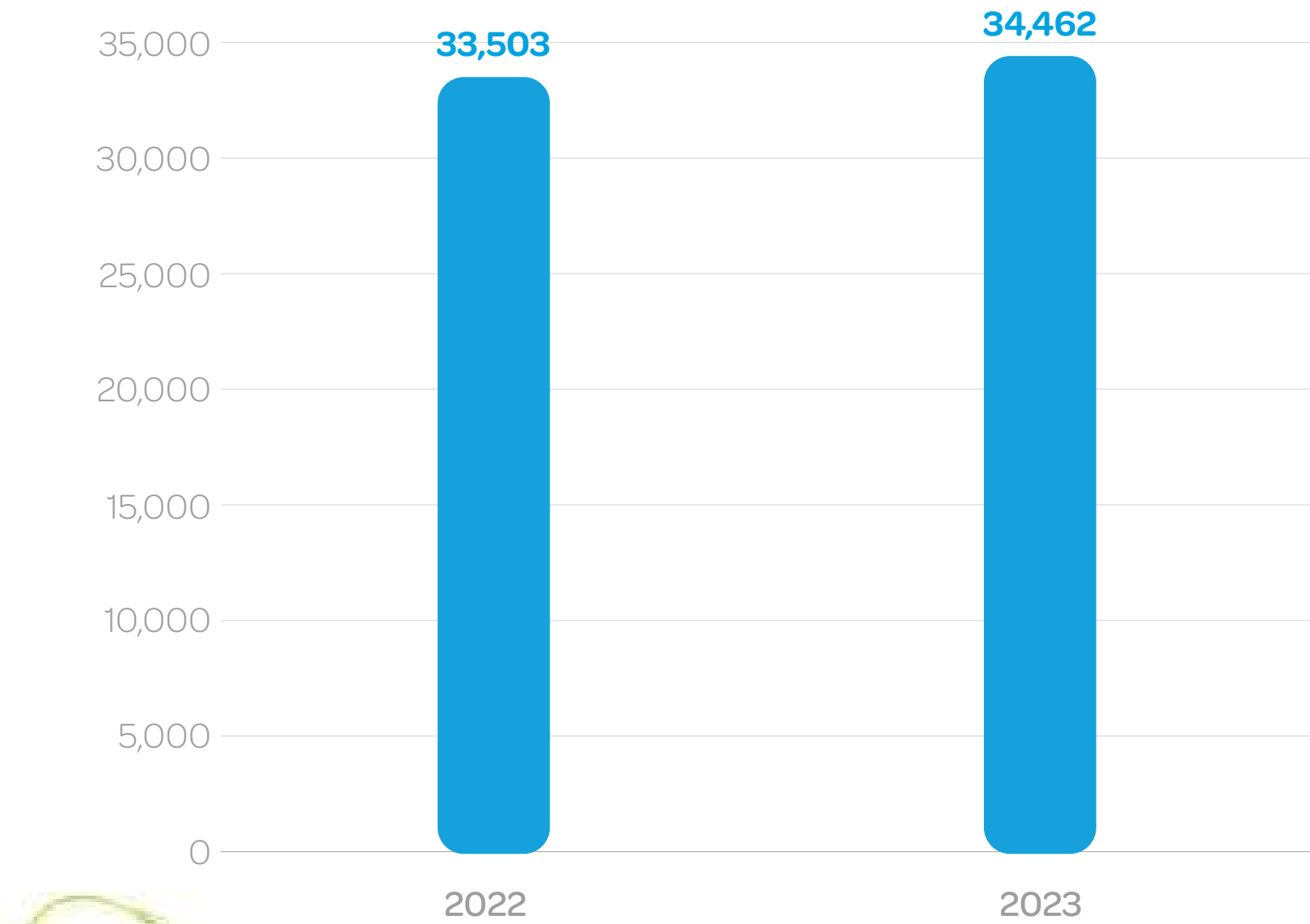
With WAHA

1.66

Data was collected from a survey with a sample size of 34,462 employees (32.4% of total population). All results from emissions were inferred, to the total population of Atento in 2023 106.189 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 taking into account the total number of working days of employees at each site.

Sample size for commuting survey (#)



4.2. Initiatives to address Climate Change

4.2.1 Global Vision

Although the following slides detail the main initiatives carried out by the countries to improve Atento’s environmental footprint, the following lines stand out for their cross-cutting nature throughout the Company*.



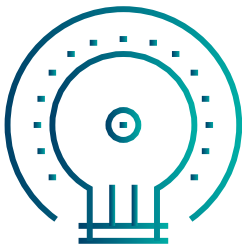
“At Atento we focus our efforts in a standardized and judicious way, promoting a global culture of sustainability and care for the Environment. By implementing innovative practices, environmental management and conscious consumption, we see that we can generate positive and lasting results on our planet, in addition to establishing a solid standard for our businesses to be sustainable around the world.”

Dhebor Mari
Space Planning and Governance Infrastructure Sr. Manager



Air conditioning management

On and off management of air conditioners according to demand.



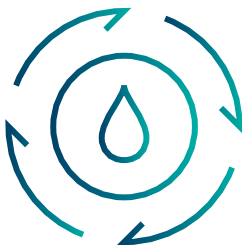
Towards LED lighting in the workplace

Replacement of halogen luminaires with LED luminaires cross Sites.



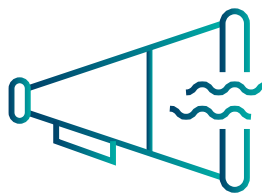
Reduction of energy consumption and reuse of assets

Reinforcing the cyclical participation in the 4 pillars of the circular economy: Innovate, renew, reuse and recycle.



Toilet management and maintenance

Ensure maintenance and management to avoid water leaks, installation of water saving faucets.



Awareness-raising campaigns

Raising awareness among employees at all sites to understand the impact of their operations.



Strategic partnerships with suppliers

In the face of initiatives related to environmental issues, prioritise certified suppliers that contribute strategic value to the Company in its environmental vocation.

*These initiatives are planned globally and across Atento’s different sites. For more details on each site, see the following slides..

4.2.2 Local Initiatives to address Climate Change

For 2023, 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:

Argentina and Uruguay



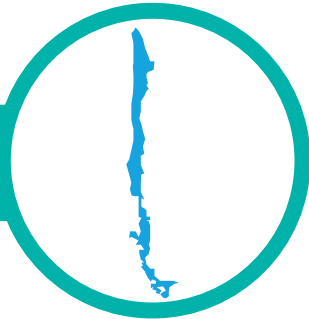
- Saving of electrical energy by the controlled use of air conditioning
- Saving of drinking water by taking daily meter readings to detect consumption peaks
- Use of urban solid waste and special handling by contracted supplier
- Motion sensors for the controlled use of electrical energy
- Control of printing on sheets of paper
- Saving of electrical energy
- Reforestation actions to offset CO₂ emissions

Brazil



- Ensure the final disposal of hazardous waste to governmental agencies
- Use of environmentally friendly cartridges in printers
- Ensuring separation of recyclable products
- Constant communication + Awareness campaigns on environment-related issues
- Reduction of contracted energy
- Energy saving strategies in electro-mechanical systems

Chile



- Responsible management in the control of consumption: energy, fluorinated, fossil, water and paper

Colombia



- Continue with the energy saving plan and natural ventilation at headquarters

El Salvador



- Reforestation campaigns
- Recycling of PET bottles
- Sustainable commuting: public transport, cycling, carpooling
- Use of 'zero waste' products when consuming food to avoid the use of uncel and plastic
- Clean-up and litter collection campaigns in forests and wooded areas

Guatemala



- Use of LED lights

Mexico



- Activation of the air conditioning on request

Morocco



- Ensure the final disposal of hazardous and non-hazardous waste in accordance with current regulations
- Maintain awareness-raising campaigns on environmental issues, as well as commemorative activities
- Continue with the installation of motion sensors at all sites
- Continue with the changeover of luminaires to LED
- Continue to replace taps with timer/saver models due to obsolescence
- Deployment on all sites of activation of PC sleep to save energy

Spain



- Ensure the final disposal of hazardous and non-hazardous waste in accordance with current regulations
- Maintain awareness-raising campaigns on environmental issues, as well as commemorative activities
- Continue with the installation of motion sensors at all sites
- Continue with the changeover of luminaires to LED and the use of biodegradable cleaning products
- Deployment on all sites of activation of PC sleep to save energy

Peru



- Use of timed and energy-saving pipes
- Activation of air conditioning on request
- Use of LED lights
- Reduction of water consumption in cooling tower chillers

Puerto Rico



- Reforestation campaigns
- Recycling of PET bottles
- Sustainable commuting: public transport, cycling, carpooling
- Use of ‘zero waste’ products when consuming food to avoid the use of uncel and plastic
- Clean-up and litter collection campaigns in forests and wooded areas.

USA



- Reforestation campaigns
- Recycling of PET bottles
- Sustainable commuting: public transport, cycling, carpooling.
- Use of ‘zero waste’ products when consuming food to avoid the use of uncel and plastic
- Clean-up and litter collection campaigns in forests and wooded areas



4.2.3. What are the main environmental challenges at Atento sites for 2024?

Atento has carried out an exercise in which, at the local level of each site, the main environmental challenges that countries will face in 2024 have been analyzed. In general terms, these challenges can be grouped into the following areas:



Continue the efforts already begun in the search and recruitment of environmentally committed suppliers



- Definition of criteria for the search and contracting of suppliers committed to the Environment.
- Suppliers must comply with certifications and standards such as ISO 9001 and ISO 14001 to ensure the quality and sustainability of their services.
- ...



Consumption control management (energy, paper, water and waste)



- Develop initiatives for the reduction of energy, fluorinated, fossil and water consumption.
- Measures to save energy consumption taking into account capacity and attendance.
- ...



Maintenance and management of air conditioners measurements



- Measures for demand-driven on/off management of air-conditioning systems.
- Ensure air-conditioning maintenance to avoid refrigerant gas leaks.
- ...



4.3. What have we done to address Climate Change?

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.

What have we done in 2023?

Argentina

“Recycling stations and awareness campaigns”

We have set up recycling stations at our sites, involving 5,500 employees. Waste bins were set up in the break rooms to separate waste, indicating what can be deposited in each bin according to its classification: general waste, paper and cardboard, and recyclable waste.



Brazil

“Reforestation action”

The Social Responsibility area carried out the Reforestation action at Sesc Interlagos, with 29 employees and 12 companions taking part in this beautiful event. The aim of the event was to encourage people to learn about the importance of trees, which must be maintained and preserved. During the event, visitors took a quick tour of the site and its natural reserves.



Colombia

“Battery and bottle cap collection days at our sites”

To be committed to caring for the environment by recycling and donating caps, batteries, oils and contaminated solids, among others. With a result of 9,025 batteries, 218.99 kg of waste oil and 1,875 kilos of usable waste.



Mexico

“Recycle & Help”

Pet collection at our sites, through the placement of a container in the shape of a basketball basket and in alliance with Fundación Teletón, in favour of children with disabilities. Contributing to the reduction of the carbon footprint through recycling and support for children and with an impact of +2,000 kg delivered.



Spain

“World environment day: photography contest!”

On the occasion of World Environment Day, we once again held our traditional photography competition. Under the slogan ‘No plastic pollution’, a jury has chosen the winning photographs.



4.4. Our environmental certifications

Certification/Award	Institution
Brazil, Colombia, Peru, Mexico and Puerto Rico	ISO 26000
Peru	ISO 14001
Brazil	NBR 160001
Colombia	Leed Silver Certification (Elemento Building)
Colombia	ACERCAR SMA Certification
Spain	Renewable Energy Certificate (Valencia Building)

Appendix 1 – Commuting Emissions Calculation (constraints, limitations and assumptions)



Two emissions were calculated for data provided for 2023.

- 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).

Footprint reduction thanks to WAHA (t CO₂e)

BRAZIL	-26.96 %	SOUTH	-33.67 %
EMEA	-33.24 %	USCAM	-55.57 %
MEXICO	-50.90 %	GLOBAL	-28.62 %



With the emissions and calculations for the sample size, we proceeded to calculate the inference for all employees (106,189) 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 **32,4%** of total population.

- The information was gathered through a survey to employees, improved to resolved invalidated answers due to excessive or null mileage, as it happened last year.
- A total of 34,462 answers were obtained, and a total of 33,396 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.

GRI Standards Indicator	Description	Location / Direct answer
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General Disclosure

GRI - 2: General Disclosure 2021

2-27	Compliance with laws and regulations	2.2. Ethics and Compliance
2-28	Membership associations	2.2. Ethics and Compliance
2-29	Stakeholders engagement	1.2. Get to know Atento
2-30	Collective bargaining agreements	2.2. Ethics and Compliance

Material Topics

GRI 3: Material Topics 2021

3-1	Process to determine material topics	1.5. Double Materiality Assessment
3-2	List of material topics	1.5. Double Materiality Assessment

Anti-Corruption

GRI 3: Material Topics 2021

3-3	Management of material topics	1.5. Double Materiality Assessment
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GRI 205: Anti-corruption 2016

205-1	Operations assessed for risks related to corruption	2.2. Ethics and Compliance
205-2	Communication and training about anti-corruption policies and procedures	2.2. Ethics and Compliance
205-3	Confirmed incidents of corruption and actions taken	2.2. Ethics and Compliance



About this Report

05

5.1. External Verification

5.2. GRI Content Index



5.1. External Verification

DECLARACIÓN DE VERIFICACIÓN



Declaración de Verificación del ESG Report 2023 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 2023**, 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 apartado **5.2. GRI Content Index**, 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 **ESG Report 2023**, es precisa, completa, transparente y libre de errores u omisiones.

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 17029 "Evaluación de la conformidad. Principios generales y requisitos para los organismos de validación y verificación".

Número: 12229

Fecha de Verificación: 08 / 08 / 2024

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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



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 2023.

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 de diciembre de 2023**, 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 apartado **5.2. GRI Content Index** de la citada Memoria.

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 García
Directora de Certificación

Número: 12229

Fecha de Verificación: 08 / 08 / 2024

Página 2 de 2

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

5.2. GRI Content Index

Declaration of use	Atento Spain Holdco S.L.U has presented the information cited in this GRI content index for the period between January 1, 2023 and December 31, 2023 using the GRI Standards as a reference.
GRI 1 used	GRI 1: Fundamentals 2021

GRI Standards Indicator	Description	Location / Direct answer
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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	1.3. Our ESG Strategy
2-4	Restatements of information	Not applicable
2-5	External assurance	5.1. External Verification
2-6	Activities, value chain and other business relationships	1.2. Get to know Atento 3.8. Our Ecosystem
2-7	Employees	3.1. Who works at Atento?
2-9	Governance structure and composition	2.1. Governance and Corporate Structure
2-11	Chair of the highest governance body	2.1. Governance and Corporate Structure
2-14	Role of the highest governance body in sustainability reporting	2.1. Governance and Corporate Structure
2-15	Conflicts of interest	2.2. Ethics and Compliance
2-16	Communicating critical concerns	2.2. Ethics and Compliance
2-20	Process to determine remuneration	2.1. Governance and Corporate Structure 3.3. Talent Management and Development Programs
2-22	Statement on sustainable development Strategy	1.1. From Our CEO
2-26	Mechanisms for seeking advice and raising concerns	2.2 Ethics and Compliance

GRI Standards Indicator	Description		Location / Direct answer
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Energy

GRI 3: Material Topics 2021	○	3-3	Management of material topics	1.5. Double Materiality Assessment
		302-1	Energy consumption within the organization	4.1. Atento's Comprehensive Carbon Footprint
GRI 302: Energy 2016	○	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	1.5. Double Materiality Assessment
GRI 303: Water and Effluents 2018	○	303-5	Water consumption	4.1. Atento's Comprehensive Carbon Footprint

Emissions

GRI 3: Material Topics 2021	○	3-3	Management of material topics	1.5. Double Materiality Assessment
GRI 305: Emissions 2016	○	305-1	Direct (Scope 1) GHG emissions	4.1. 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
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Waste

GRI 3: Material Topics 2021	3-3	Management of material topics	1.5. Double Materiality Assessment
GRI 306: Waste 2020	306-3	Waste generated	4.1. Atento's Comprehensive Carbon Footprint 4.2. Initiatives to address Climate Change

Employment

GRI 3: Material Topics 2021	3-3	Management of material topics	1.5. Double Materiality Assessment
GRI 401: Employment 2016	401-1	New employee hires and employee turnover	3.5. Diversity & Inclusion

Occupational Health and Safety

GRI 3: Material Topics 2021	3-3	Management of material topics	1.5. Double Materiality Assessment
GRI 403: Occupational Health and Safety 2018	403-3	Occupational health services	3.6. Safety, Health and well-being of employees

GRI Standards Indicator	Description	Location / Direct answer
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Training and Education

GRI 3: Material Topics 2021



3-3

Management of material topics

1.5. Double Materiality Assessment

GRI 404: Training and Education 2016



404-1

Average hours of training per year per employee

3.3. Talent Management and Development Programs

404-2

Programs for upgrading employee skills and transition assistance programs

3.3. Talent Management and Development Programs

Diversity and Equal Opportunity

GRI 3: Material Topics 2021



3-3

Management of material topics

1.5. Double Materiality Assessment

GRI 405: Diversity and Equal Opportunity 2016



405-1

Diversity of governance bodies and employees

3.5. Diversity & Inclusion
2.2. Ethics and Compliance

405-2

Ratio of basic salary and remuneration of women to men

3.3. Talent Management and Development Programs

Child Labor

GRI 3: Material Topics 2021



3-3

Management of material topics

1.5. Double Materiality Assessment

GRI 408: Child Labor 2016



408-1

Operations and suppliers at significant risk for incidents of child labor

3.8. Our Ecosystem
3.3. Talent Management and Development Programs

GRI Standards Indicator	Description	Location / Direct answer
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Forced or Compulsory Labor

GRI 3: Material Topics 2021		3-3	Management of material topics	1.5. Double Materiality Assessment
		409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	3.8. Our Ecosystem

Local Communities

GRI 3: Material Topics 2021		3-3	Management of material topics	1.5. Double Materiality Assessment
		413-1	Operations with local community engagement, impact assessments, and development programs	3.8. Our Ecosystem

Supplier Social Assessment

GRI 3: Material Topics 2021		3-3	Management of material topics	1.5. Double Materiality Assessment
		414-1	New suppliers that were screened using social criteria	3.8. Our Ecosystem

GRI Standards Indicator	Description	Location / Direct answer
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Customer Privacy

GRI 3: Material Topics 2021	3-3	Management of material topics	1.5. Double Materiality Assessment
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	2.4. Cybersecurity and data protection



Atento