



## Atento Awarded ISO 56002 for Innovation Management for the second year in a row

- The recertification consolidates the maturity of the Company's innovation management system

**New York, July 15, 2021** – Atento S.A. (NYSE: ATTO, “Atento” or the “Company”), one of the world’s top five providers of customer relationship management and business process outsourcing (CRM/BPO) services, announced today that it was awarded by the International Organization for Standardization the ISO 56002 Certification for innovation management, for the second consecutive year. The Company was the first in its sector in the world to receive this certification, which is currently held by nearly 100 companies worldwide.

During the audits performed this year, Atento presented an important evolution in the innovation management processes throughout its chain, both in terms of internal and open innovation. Today, it is fully managed and integrated through tools that can deliver impact and continuous improvement KPIs, measuring every phase of the innovation funnel.

Pablo Sánchez Pérez, Atento’s Global CMO, added: “Since becoming the first company in the sector globally to be awarded the ISO 56002 Certification last year, we have continued to boost innovation companywide. Initiatives such as our Virtual Hub, which is based on cloud technology, offers high flexibility to our customers and can be adapted to their specific operational needs to help them achieve global operational management. Another highlight is the Atento@Home program, through which agents can telework safely and securely from home thanks to the latest technology, and allowed us to adapt swiftly and efficiently to the market changes brought about by the pandemic. These kinds of programs drive value for our customers and we will keep developing projects of this caliber aligned to their needs and expectations.”

The International Organization for Standardization (ISO) is an independent non-governmental organization, founded in 1947, in Geneva, Switzerland, which was born with the aim of organizing the post-World War II world. The organization brings together experts from 164 countries to develop non-binding international standards and thus obtain a management system that can serve the international market. In total, there are more than 22 thousand technical standards, which include more than 50 business management models.

ISO 56002 began to be developed in 2008, amidst the financial banking crisis. For 11 years, experts from around the world have worked to find the best innovation practices in their countries, in order to reach a consensus. Based on eight principles - process approach, value realization, strategic direction, future-focused leadership, adaptability and resilience, insight management, uncertainty management and collaborative culture - the aim of the standard is to ensure that companies innovate periodically, systematic and focused on value creation.

Carlos Lopéz-Abadía, Atento’s CEO, stated: “The renewal of the ISO 56002 Certification attest to Atento’s commitment to driving innovation and to constantly evolve in line with market trends, something we believe is the basis for our future business growth. This ensures we can remain providing the best customer service for our clients.”

### About Atento

Atento is one of the five largest global providers for client relationship management and business process outsourcing services nearshoring for companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 14 countries with a workforce of 150,000 employees. Atento has over 400 clients for which it provides a wide range of CRM/BPO services through multiple channels. Its clients are leading multinational companies in the technology, digital, telecommunications, finance, health, consumer and public administration sectors, amongst others. Atento trades under ATTO on the New York Stock Exchange. In 2019 Atento was recognized by Great Place to Work® as one of the 25 World’s Best Multinational Workplaces and as one of the Best Places to Work in Latin America. For more information [www.atento.com](http://www.atento.com)



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#### **Forward-Looking Statements**

This press release contains forward-looking statements. Forward-looking statements can be identified by the use of words such as "may," "should," "expects," "plans," "anticipates," "believes," "estimates," "predicts," "intends," "continue" or similar terminology. These statements reflect only Atento's current expectations and are not guarantees of future performance or results. These statements are subject to risks and uncertainties that could cause actual results to differ materially from those contained in the forward-looking statements. In particular, the COVID-19 pandemic, and governments' extraordinary measures to limit the spread of the virus, are disrupting the global economy and Atento's industry, and consequently adversely affecting the Company's business, results of operation and cash flows and, as conditions are recent, uncertain and changing rapidly, it is difficult to predict the full extent of the impact that the pandemic will have. Risks and uncertainties include, but are not limited to, competition in Atento's highly competitive industries; increases in the cost of voice and data services or significant interruptions in these services; Atento's ability to keep pace with its clients' needs for rapid technological change and systems availability; the continued deployment and adoption of emerging technologies; the loss, financial difficulties or bankruptcy of any key clients; the effects of global economic trends on the businesses of Atento's clients; the non-exclusive nature of Atento's client contracts and the absence of revenue commitments; security and privacy breaches of the systems Atento uses to protect personal data; the cost of pending and future litigation; the cost of defending Atento against intellectual property infringement claims; extensive regulation affecting many of Atento's businesses; Atento's ability to protect its proprietary information or technology; service interruptions to Atento's data and operation centers; Atento's ability to retain key personnel and attract a sufficient number of qualified employees; increases in labor costs and turnover rates; the political, economic and other conditions in the countries where Atento operates; changes in foreign exchange rates; Atento's ability to complete future acquisitions and integrate or achieve the objectives of its recent and future acquisitions; future impairments of our substantial goodwill, intangible assets, or other long-lived assets; and Atento's ability to recover consumer receivables on behalf of its clients. In addition, Atento is subject to risks related to its level of indebtedness. Such risks include Atento's ability to generate sufficient cash to service its indebtedness and fund its other liquidity needs; Atento's ability to comply with covenants contained in its debt instruments; the ability to obtain additional financing; the incurrence of significant additional indebtedness by Atento and its subsidiaries; and the ability of Atento's lenders to fulfill their lending commitments. Atento is also subject to other risk factors described in documents filed by the company with the United States Securities and Exchange Commission. These forward-looking statements speak only as of the date on which the statements were made. Atento undertakes no obligation to update or revise publicly any forward-looking statements, whether as a result of new information, future events or otherwise.