

## Atento appoints Eduardo Aguirre as new Global CIO

- From his new position, Aguirre will continue to lead Atento’s digital transformation and to optimize the Company's internal processes and operations, while also boosting the ongoing improvements in value-added Next Generation services

**NEW YORK, May 18, 2021** – Atento S.A. (NYSE: ATTO, “Atento” or the “Company”), the leading company in customer relationship services and business process outsourcing (CRM / BPO) in Latin America and one of the five largest providers worldwide, announced today the appointment of Eduardo Aguirre as the new Global CIO. Aguirre has been leading the company's digital transformation strategy as Transformation Director for the last two years.

Eduardo Aguirre has developed a long and successful professional career focused on technology, business processes, and digital transformation for over 20 years, working in companies such as Huawei Technologies, Vodafone and Accenture, among others. He led several business transformation projects in diverse industries such as Customer Experience or Telecommunications, always linked to innovation and new technologies, helping companies adapt to new business environments.

Eduardo holds a Bachelor's Degree from the Universidad Politécnica de Madrid, and a PDD in Economics & Business Administration from the IESE Business School.

“Thanks to his vast experience, Eduardo has led Atento’s digital transformation, optimizing and expanding the range of Customer Experience services that Atento offers to its customers, leading an ambitious transformation plan for almost 3 years that is bearing fruit with positive results in a new economic balance”, says Carlos López-Abadía, Atento’s CEO. “As the Global CIO, Eduardo will be responsible for continuing to accelerate the process of transforming the Company through technology, with innovation as a key pillar for us to continue our successful path”.

With this strategic move, Atento reinforces its digital transformation strategy with a global point of view, combining Aguirre’s deep knowledge of operations and relationship services with clients with his broad professional experience in IT and processes consulting.

“This new stage poses a great opportunity for me, with straightforward and very clear objectives: Boost the development of our Next Generation Services through technology in order to provide our clients with more value every day, accelerate the digital transformation of our internal operations to gain in agility, quality and efficiency of our services, and bring innovation to everything we do in all areas and disciplines of the Company”, explains Eduardo Aguirre.

### About Atento

Atento is the largest provider of customer relationship management and business process outsourcing (“CRM BPO”) services in Latin America, and among the top five providers globally. Atento is also a leading provider of nearshoring CRM BPO services to companies that carry out their activities in the United States. Since 1999, the company has developed its business model in 13 countries where it employs approximately 139,800 people. Atento has over 400 clients to whom it offers a wide range of CRM BPO services through multiple channels. Atento’s clients are mostly leading multinational corporations in sectors such as telecommunications, banking and financial services, health, retail and public administrations, among others. Atento’s shares trade under the symbol ATTO on the New York Stock Exchange (NYSE). In 2019, Atento was named one of the World’s 25 Best Multinational Workplaces and one of the Best Multinationals to Work for in Latin America by Great Place to Work®. Also, in 2021 Everest named Atento as a star performer Gartner named the company as a leader in the 2021 Gartner Magic Quadrant. For more information visit [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.