



Atento appoints Pablo Córdón as new Digital Transformation Director

- Pablo Córdón will be in charge of all the transformation processes within the Company, and will lead operations to optimize service deliveries.

New York, June 22, 2021 – Atento, the leading company in customer relationship services and business process outsourcing (CRM / BPO) in Latin America and one of the five largest providers worldwide, has just announced the appointment of Pablo Córdón as the new Digital Transformation Director, after almost two years leading the company's Human Resources department.

Pablo has developed much of his extensive and successful experience within Atento. He joined Atento México in 2014 as Global Compensation & Benefits Director, and took over as Chief People Officer, being in charge of HR at a global level. Previously to joining Atento, Pablo Córdón has held different positions in multinationals from different sectors such as Arcos Dorados and IBM.

"Thanks to his broad experience in Atento, Pablo will lead the digital transformation process in which we are immersed, focused on improving and expanding the CX services offered to our clients," says Carlos López-Abadía, CEO. "As head of the Digital Transformation department, Pablo will be responsible for articulating all processes within the Company, and will lead operations with a view at optimizing the way service deliveries are managed. At the same time, he will be promoting the professional development of our human capital, bringing out and enhancing the best of our people" adds López-Abadía.

Pablo Córdón holds a degree in Economics from the Universidad de Buenos Aires and a Master's Degree in Business Administration from Universidad del CEMA. With this strategic move, Atento reinforces its commitment to the digital transformation from a global point of view, making it easier for employees to professionally evolve within the Company. The new Digital Transformation Director will be in charge of identifying and implementing the necessary changes in all of the Group's offices, with the aim of streamlining processes, evolving and improving the services provided by Atento to its more than 400 clients around the world.

"After almost 8 years working in Atento, this new stage represents a great challenge and opportunity for me. The digital transformation is a key pillar of our Company and I am very grateful that management has trusted me to lead it. I will work with all the enthusiasm and motivation to get the best out of myself and the teams involved in this project," explains Pablo Córdón.

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 14 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

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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.