



## ATENTO keeps offering appropriate solutions to serve the needs of its customers

- **Atento continues to offer solutions that allow new business generation for its clients and avoid a possible stagnation once the recovery from the COVID-19 crisis begins to take effect.**
- **The implementation of strict health and safety measures in all operations has allowed Atento to keep practically all of its work centers open, which, along with the effort made by more than 50,000 agents to keep carrying out their work remotely, gives Atento a broad capacity to meet the needs of all clients.**
- **Atento combines the power of new technologies with the human touch that offers people who deliver high value services such as complex voice interactions, automated back office and integrated multichannel.**

**New York, April 22<sup>nd</sup>, 2020** – Atento S.A. (NYSE: ATTO), the largest provider of customer-relationship management and business-process outsourcing services in Latin America, and among the top five providers globally, today announced an update on the measures it has been implementing to fight the COVID-19 crisis. Aware of the humanitarian challenge we are currently facing, the company continues to improve its portfolio and processes, quickly adapting to the new times to continue offering its clients the solutions that their current and future business needs. In addition, the company's work is essential to allow citizens to access various services without leaving their homes, while always ensuring the safety and health of all Atento employees.

In this time of crisis, to ensure that business continues to be generated and that customers have all the solutions at their fingertips, Atento has implemented strict health and safety measures in all of its operations, which match or exceed COVID-19 guidelines of the WHO and local regulations. Specifically, teleworking capabilities have already been extended, quickly and effectively, to more than 50,000 agents globally, which represents almost 45% of the total workforce. This offers Atento a very broad competitive advantage, thanks to the workforce available to support all the needs of both customers and the greater population.

Teleworking has made it possible to considerably reduce the number of employees in the facilities and call centers, which helps to maintain a minimum distance between each work station, for those who continue working on site, another measure implemented throughout the company and supervised by regional and global committees, created especially to manage the dynamics of the workspaces during this crisis.

The possibility of teleworking, alternated with on-site work, as well as the ability to carry out the entire cycle known as "WaHa Native", which includes recruitment, training and remote operation, becomes the key to continue providing services with high quality standards that allow Atento's customers to continue advancing.

In addition, Atento's international presence allows us to offer global solutions, thanks to the company's ability to carry out the activity, if necessary, from any workplace, responding to specific requirements that may arise.

In this way, Atento has developed digital solutions aiming to offer integrated care aligned with the needs of the projects it is working on. Thus, the company has all the necessary capabilities to carry out actions of digital customer service or automation of front and back office processes. It also has a strong omnichannel platform for effective customer acquisition, management, and retention results. This platform includes solutions that



use, among others, cognitive technology and semantic engines, 100% digital sales, digital or self-service customer service and technical support or digital collection.

Regarding the importance of work development continuity in times of COVID-19 and of new business generation, Carlos López-Abadía, CEO of Atento, points out, "In Atento, we want to continue offering our clients the same quality standards and the same workforce, which allows us to continue our activities while covering essential services in times of crisis, striving so that none of our clients loses their ability to evolve."

#### 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, based on revenues. 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 150,000 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 has been 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®. 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. These 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.

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