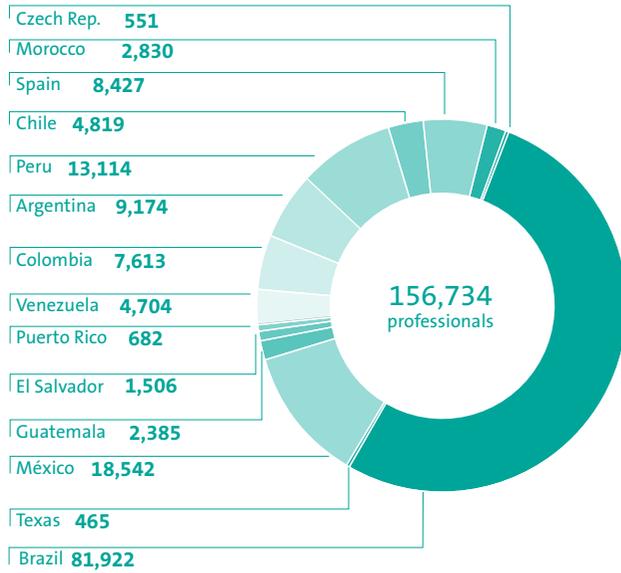


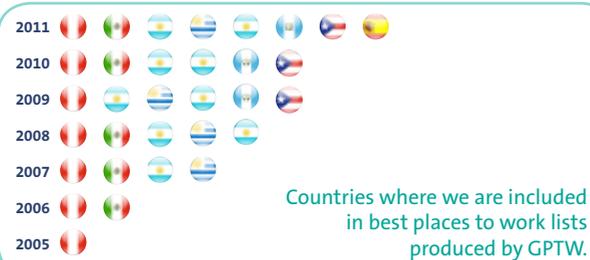
Workforce details by country (2011)



Atento employee profile

- 27.4 years old
- Has been working at Atento for 1.90 years
- Works full time (77.5% of employees)
- Is on a permanent contract (69.9%)
- Is covered by a collective bargaining agreement (75.7%)
- Is female (69.1%)
- Upon joining earns 15% more than the local minimum salary
- Takes 4.06 days off work each year due to absenteeism or illness
- Receives 87.7 hours of training per year

A great place to work



Sustainability at Atento

Our materiality analysis has concluded that the top 5 most relevant material aspects for our stakeholders are:

- The satisfaction of our clients and of their customers, whom we serve.
- Adaptation to our clients' needs.
- Mechanisms for communicating with our stakeholders.
- The integration of sustainability into Atento's management.
- Management of the risks associated with corporate social responsibility.

Our Business Principles

Transparency and trust	We will be transparent in all our actions; we will promote a climate of trust and collaboration, and fulfill all commitments and responsibilities deriving from our business activities and strategic and commercial projects. We will ensure the correct use and safeguard of all company information as well as that entrusted to us by shareholders, customers and clients, staff and suppliers.
Integrity	We will always act honestly and in keeping with the values of our organization, collaborating in a disinterested manner. Our business decision will in no way be influenced by motives of individual personal profit and will avoid all forms of conflict of interest which may put personal priorities above those of the organization.
Legality	We guarantee that all actions will be undertaken in accordance with the principles and stipulations of current legislation.
Human Rights	We will respect and uphold the United Nations Universal Declaration of Human Rights, as well as the declarations of the international Employment Organization. We will promote equal opportunities and treat all peoples in a fair and impartial manner regardless of their race, color, nationality, ethnic origin, political affiliations, gender, sexual orientation, marital status, age or family responsibilities.

Major awards



Extract from the 2011 Corporate Social Responsibility Report, available at <http://www.atento.com/es/centro-de-noticias/galeria-de-downloads/galeria-de-downloads/5/presentaciones/>

ATENTO:



BUILDING
TOGETHER A
SUSTAINABLE
WORLD

Interview with the Chairman

What does sustainability mean to Atento?

In a nutshell, and without wanting to seem like I'm glossing over it, it means thinking over the long term, considering our impacts on society in the broadest sense. It shouldn't just be a theoretical approach, and there is no one single vision of sustainability. Each organization needs to define its own model and put it into practice through specific initiatives that will generate tangible benefits for all its stakeholders.

What role must Atento play as a leading company in the BPO/CRM sector?

The responsibility of being the world's second largest company in our sector in terms of revenue is enormous. The size and the relevance we have achieved in our business mean we also have the responsibility of taking the lead in Corporate Social Responsibility. We not only have the obligation to offer the highest standards of quality in the services we provide, but we must also improve the reputation of the sector and showcase our contribution as a major generator of high-quality employment. As we do this, we are breaking some barriers, most clearly reflected in the fact that we were recognized last November by the Great Place To Work Institute as one of the 25 best multinationals to work in both in the Latin American region and in the world.

What does the future hold for CSR at Atento?

Over the three-year period between 2009 and 2011 we have made great progress in the area of sustainability: we created an organizational structure to boost CSR, headed by the CSR Committee; we were the first company in the BPO/CRM sector to publish a Sustainability Report that meets Global Reporting Initiative standards, and we joined some major international initiatives, such as the United Nations' Global Compact. Over the next three years we will have the opportunity to take on new CSR challenges, define the future of the sector and be at the forefront of sustainable economic recovery. With this aim in mind, we are going to approve a new 2012-14 CSR Master Plan, which will focus on aspects that are critical to our stakeholders, such as the generation of value for shareholders, job creation, the quality of our services and processes, employee satisfaction and the fostering of responsible practices. We will also strive to build on our vision and experience in the area of CSR in order to innovate and generate new business opportunities and, in general, to contribute to our stakeholders' progress.

Javier de Paz
Atento's Chairman

Letter from the CEO

Dear friends,

You have in your hands an extract of our 2011 Corporate Social Responsibility Report, in which we seek to summarize our performance in three areas, financial, social and environmental.

Regarding economic performance, our revenue has grown, we have been able to increase our range of services and worked hard to be able to provide our clients with high added value services to improve their competitiveness.

We have recruited more people, bringing us to a figure of practically 157,000 employees worldwide which makes us one of the biggest employers in the areas where we operate. The advanced HR policies that we have put in place has resulted in us being listed in the Great Place to Work Institute's 2011 league table of the 25 best multinationals to work for worldwide.

I would like to thank each member of the Atento team for all their hard work, which has made our progress possible, and our customers, who have entrusted us with their most precious asset, their own clients, and who expect greater levels of excellence from us every day, as well as all our partners, collaborators and stakeholders, without whom we would not have got to where we are today.

Alejandro Reynal
Atento's Ceo

Commitment to the community

Our community commitment initiatives are structured around three major hubs, aligned with our vision of sustainability as 'the generation of training, employment and citizenship in the countries where we are present':



- **Job-skills training**, allowing people to achieve their full potential, becoming active members of their communities and catalysts for their future development.
- **Labor inclusion**, with Atento hiring minority groups with certain difficulties in finding employment, for example people with disabilities or those who have been out of work for some time.
- **Responsible citizenship**, lending our best skills to help society, for example by manning the telephones in initiatives to channel humanitarian aid.

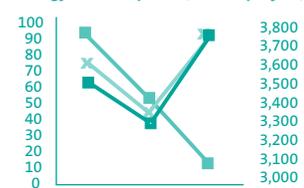
Corporate volunteering programs are arranged around these three hubs, which an ever-growing number of Atento employees are taking part in.

Eco-efficiency

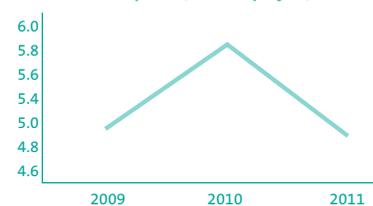
- We have made progress on our resource **consumption efficiency** initiatives, primarily in terms of water, energy and paper use.
- Our operations are equipped with special containers to **collect and separate** certain items of **waste**, such as paper and cardboard, used batteries, printer toner and electric and electronic waste.

Aside from putting in place physical infrastructure, we have also run awareness-raising campaigns to help make our recycling efforts more successful.

Energy consumption (MJ/employee)



Water consumption (m³ / employee)



- 1.- Direct consumption (left axis)
- x— 2.- Indirect consumption (right axis)
- 3.- Total consumption (right axis)

Growing sustainably and profitably

Despite the adverse economic situation, Atento's revenues increased by 8.4% up to €1.8 billion.

Net revenue figure (figures in billions of €)



Excellence in customer service

We maintain a continuous commitment to operational excellence, based on standards such as ISO and COPC, and use continuous improvement methodologies such as Six Sigma to ensure our evolution is in line with business expectations.

QMS-Quality Management System

