

Atento receives the Top Employer certification for the seventh year running in Spain

- Atento is the only company in the customer relationship sector to obtain the Top Employer certification in 2017 in Spain, according to the annual study prepared by the Top Employers Institute
- Top Employer certification recognizes the quality of working conditions that companies offer their employees and excellence in their practices to foster and develop talent at all levels
- Atento was also recognized as one of the 25 World's Best Multinational Workplaces in 2016 according to Great Place to Work®

MADRID, 8 February 2017 – Atento S.A. (NYSE: ATTO), the leading provider of customer relationship management and business process outsourcing services (CRM/BPO) in Latin America, and one of the three top providers worldwide, has received the 2017 Top Employer certification in Spain, which recognizes the best employers for the quality of employee conditions and the fostering of talent at all levels.

Each year, the Top Employers Institute carries out an exhaustive and rigorous analysis of the conditions that companies offer their employees. With the announcement of the 2017 results in Spain, Atento has received this certification of excellence for the seventh year running and has become the only company in the customer relations sector to obtain it. The Top Employer certification validates the working conditions at Atento in areas such as talent strategy, staff planning, on-boarding, learning and development, performance management, leadership development, career and succession management, compensation and benefits, and corporate culture.

“People are a fundamental pillar of our strategy, because we can count on the best team of highly capable and motivated professionals, we are able to earn the confidence of our clients and ensure we deliver the best customer experience. The 2017 Top Employer certification is a way of recognizing the determination and effort of the entire Atento team”, states José María Pérez Melber, Managing Director for Atento Spain and EMEA

“We are very proud of our entire team at Atento. Our objective is that every one of our employees feels fulfilled in their job and motivated to continue developing themselves professionally and rising up to new challenges. To achieve this, we work day by day to guarantee a stimulating work environment and offer the best conditions. Re-validating this Top Employer certification encourages us to continue improving and innovating in the way that we approach our job, and to continue being one of the most recognized employers”, added Juan Riquelme, Human Resources Director at Atento Spain and EMEA.

According to Salvador Ibáñez, Country Manager of Top Employers Institute in Spain, “The optimal conditions for employees assures that they can develop themselves personally as well as professionally. Our comprehensive analysis shows that Atento provides employees with an excellent working environment and offers them a wide variety of creative initiatives, from secondary benefits and working conditions to well-implemented performance management programs that are perfectly aligned with the company’s culture”.

With this certification, Atento re-validates its recognition as one of the recommended certified employers in Spain. In addition, Atento was recognized for the fourth year in a row as one of the 25 World's Best Multinational Workplaces in 2016 according to Great Place to Work®.

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 three providers globally, based on revenues. Atento is also a leading provider of nearshoring CRM/BPO services to companies that operate 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 2016, Atento was named one of the World's 25 Best Multinational Workplaces by Great Place to Work®. For more information, visit www.atento.com.

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