

## ENVIRONMENTAL AND SOCIAL REVIEW SUMMARY (ESRS) Atento Project - Regional Revolving Facility

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### 1. Transaction Overview

Atento, S.A (“Atento” or the “Company”) is a global provider of customer relationships management and business process outsourcing services, including customer care, sales, collections, back-office and technical support. The Company has presence in 11 countries in Latin America<sup>1</sup>. This transaction consists of a revolving credit facility to finance Atento’s expansion in Latin America (the “Transaction”).

### 2. Scope of the Environmental and Social Review of IDB Invest

The environmental and social due diligence (ESDD) for the Transaction involved a desk review of the Company’s Environmental and Social Management System (ESMS) as well as its subsidiaries in Brazil<sup>2</sup>; their environmental and social performance was also reviewed. The Performance Standards (PS) triggered by the Transaction are: (i) PS 1: Assessment and Management of Environmental and Social Risks and Impacts; (ii) PS 2: Labor and Working Conditions; (iii) PS 3: Resource Efficiency and Pollution Prevention.

### 3. Environmental and Social Classification and Rationale

According to IDB Invest’s Environmental and Social Sustainability Policy, the proposed Transaction has been classified as category C because the incremental impacts to be generated are low or non-existent and can be easily managed in the context of this Transaction. The risks derived from Atento’s operations are mainly related to (i) managing the human capital, and the workers’ health and safety; (ii) using resources (water and electricity) efficiently; and (iii) generating and managing waste.

### 4. Environmental and Social Risks

#### 4.1 Assessment and Management of Environmental and Social Risks

Atento’s Environmental and Social Management System (ESMS) is comprised of policies and actions to achieve the Company’s goals as per the environmental and social (E&S) commitments entered under the UN Global Compact, endorsed since 2011. Atento’s subsidiary in Brazil has ISO 9001:2015, ISO 14001, ISO 45001 and ISO 27001 certifications.

Policies. In its Quality, Environment, and Health and Safety Policy, Atento summarizes its commitment to manage the environmental, work, and health and safety issues. The policy is disseminated internally and externally, and updated annually. Atento’s commitments to the communities are included in its Social Responsibility Policy.

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<sup>1</sup> Argentina, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Mexico, Panama, Peru and Uruguay.

<sup>2</sup> As of December 31, 2020, Atento Brasil accounted for 43% of the Group’s revenue and 51% of its earnings before income tax, depreciation and amortization (EBITDA).

Procedure to Identify Risks and Impacts. While at corporate level Atento has a methodology in place to identify internal and external risks, it does not approach the E&S risks and impacts. Atento Brasil has its own documented procedures to identify the E&S risks and impacts in its operations.

Management Programs. Atento has developed measures or activities to manage E&S impacts and risks based on the requirements of the local legislation where it operates.

Administrative Capacity and Competency. The environmental, social and governance (ESG) staff is responsible for the E&S management in each region where Atento operates. They report to the ESG Director, who, in turn, reports directly to Atento's General Manager. Occupational health and safety (OHS) issues are taken care of by professionals at subsidiary level. Atento's Board of Directors is made up of a Compensation and Sustainability Committee, which monitors the actions implemented to mitigate the E&S and work-related risks. Atento's employees are trained to raise awareness about the various environmental protection issues.

Emergency Preparedness and Response. Atento has prepared plans to respond to emergencies that are compliant with the local and state regulations. They include provisions to treat vulnerable and handicapped people, or groups with limited access.

Stakeholder Engagement. Atento holds several communication channels with the civil society, including volunteering activities in the communities of interest and regular meetings with non-governmental organizations (NGOs). Additionally, Atento is specifically participating in several E&S forums, workshops and activities.

External Communications and Grievance Mechanisms. Atento has a grievance reporting channel available for anyone (inside or outside the Company) to file a complaint or grievance by phone or by filling in a form on its web site<sup>3</sup>. Grievances can be filed anonymously.

Periodic Reporting to Affected Communities. Atento develops sustainability reports in which it shares information regarding: (i) work-related aspects, (ii) grievances received through its grievance reporting channel, (iii) water and energy consumption, and resource efficiency activities, and (iv) waste recycling.

Monitoring and Evaluation. Atento's monitoring plans are mainly in place to comply with the local regulatory requirements and, for Atento Brasil, with the ISO certification updates. As part of its ESMS, the Company will develop a corporate procedure to systematically monitor the E&S aspects, including establishing key performance indicators.

## 4.2 Labor and Working Conditions

Atento has 139,805 direct and indirect workers, 64.7% of whom are women.

Human Resources Policies and Procedures. Even though Atento has still not implemented a formal human resources policy, the Company's corporate documents show its commitment to certain issues (equal opportunity, freedom of association, no forced labor and no child labor, etc.).

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<sup>3</sup> <https://canalconfidencial.com.br/atento/#>

Workers' Organizations. Atento observes the right to free association. The Company holds local one-to-three-year collective bargaining agreements, which are regularly negotiated with the main unions of each country. They include agreements on pay, minimum salary, bonuses, overtime, benefits, premiums and partial handicap, etc. About 74.3% of Atento's staff is covered by a collective bargaining agreement.

Non-discrimination and Equal Opportunity. The Company assures equal work opportunities without discrimination due to age, color, handicap, nationality, race, religion, sex or any other condition as protected by the applicable law.

Retrenchment. In 2020 and 2021 Atento retrenched by 6% as a result of the falling volumes of operation. All throughout the process, the Company did its best to relocate the highest-performing, finest employees. The workers that could not be relocated were laid off following the provisions in the local legislation and the collective bargaining agreements, including: (i) a formal meeting with each employee to explain the reasons for the lay-off and the effective date; (ii) a 30-day notice, either as worked or otherwise compensated for; and (iii) payment for annual leave and the proportional amount of the thirteenth month of work. As part of the work termination process, workers signed a settlement by means of which they accepted the terms of their work contract termination. Those workers who did not agree with the terms of the settlement had access to: (i) an Ombudsperson who served as a mediator with the Company, and (ii) the Labor Courts.

Grievance Mechanism. Atento's employees can use Atento's reporting channel to file grievances (confidentially and with no fear for retaliation) that are related to discrimination, harassment and OHT actions. All other reports are managed by the Human Resources sector. At Atento Brasil, there is also an Ombudsperson, an online channel that hears and mediates in conflicts and reports among employees. Up to date, Atento has unsettled labor legal cases that have been filed by employees or former employees.

Protecting the Workforce. Atento does not support, promote or tolerate child labor nor does it accept forced or compulsory labor.

Occupational Health and Safety. OHT risks are managed by each subsidiary in compliance with the local regulations. OHT statistics are currently managed locally. Atento has not yet adopted corporate standard procedures to identify, manage and monitor OHT risks.

With the COVID-19 pandemic, Atento embraced measures to assure workers' safety, including the implementation of widespread work-from-home practices worldwide. As a result, by May 2020, the Company had already deployed over 60% of its workers to work from home. Moreover, the Company implemented stringent health and safety measures for those operations that still required working on site, including early detection and quarantine protocols, temperature check and alcohol cleaning, obligatory use of masks and strict social distancing.

Workers Engaged by Third Parties: About 5% of Atento's staff is made up of subcontractors. Atento's contractors are legally bound to perform their activities assuring they respect human and work rights, including the obligation to provide workers with a safe work environment. Indirect workers have access to the same grievance mechanisms as direct workers.

#### 4.3 Resource Efficiency and Pollution Prevention

Atento is in the process of documenting its carbon footprint (Scope I and II) with the help of external advisors. As part of its environmental commitment, the Company has implemented some measures in pursuit of resource efficiency and pollution prevention, such as : (i) purchasing renewable energy; (ii) performing of most of its electronic activities in the cloud (which minimizes the volume of CO<sub>2</sub> emissions); (iii) digitizing its processes to limit the use of paper at the office; (iv) developing initiatives to favor waste separation at their work centers and recycling; (v) using video-calls in place of business trips; and (vi) making campaigns to raise environmental awareness among the staff.

As to its supply chain, Atento seeks to achieve its environmental sustainability goals by prioritizing those suppliers who are more focused on environmental management and care (for example, by buying LED low-consumption bulbs, recycling printing paper, etc.).

#### 4.4 Community Health, Safety and Security

The Transaction will not generate any impact on the health and safety of the population.

Atento hires companies to provide security services with unarmed personnel.