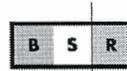


September 18, 2001

Mr. Rodolfo Witzig Guttilla
Corporate Affairs Activities
Natura Cosméticos S.A.
Rua Amador Bueno, 491
São Paulo, SP 04752-900
Brazil



LEARNING FOR THE FUTURE



NOVEMBER 7-9 • SEATTLE WASHINGTON

Dear Rodolfo:

Thank you for agreeing to be a presenter at the Business for Social Responsibility (BSR) Annual Conference November 7-9, 2001, in Seattle, Washington. After the recent events in New York and Washington, I hope that your family and friends in the United States - and around the world - are safe. I want you to know although difficult, planning for the Conference continues. The Conference and the learning, sharing and community it represents in the field of CSR are needed now more than ever.

In the following packet, please find information regarding your session and logistics for the Conference. Also, we request the following information (detailed in the information sheet) be returned to us as soon as possible:

- Biographical information
- Speaker Release Form
- Travel itinerary

In preparation for the session, we will be hosting a conference call with the presenters. You will be contacted in the next few weeks to determine your availability for this brief teleconference.

We do expect that some members of the press will be present at the Conference. While general conference sessions are open to the media, individual breakout sessions can be listed as "open" or "closed" to the press based on the decision made by you and your co-panelists during the scheduled conference call. If you are interested and able to be available to representatives of the media for an interview before or after your session, please let us know. You may contact David Eichberg at 415.537.0890 x112 directly for more information.

Please feel free to contact me at 415.537.0890 x178 or my associate, Kristen Nygaard at 415.537.0890 x168 if you have any questions or concerns about your session or the Conference.

Again, thank you for your participation in the BSR Conference and I look forward to seeing you in November.

Sincerely,

A handwritten signature in cursive script that reads "Michael Schilling".

Michael Schilling

Business for Social Responsibility
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