

São Paulo, February , 2003

To
Judy Handerson
Chair Board of Directors

Cc.: Allen White
Acting Chief Executive

It is a pleasure to inform you that, this year, Natura is adopting the 2002 version of the Sustainability Reporting Guidelines, which resulted from the revision of the previous model published in June 2000.

The new model merits every attention and consideration as it has evolved its aims, especially in view of the fact that the current guidelines represent improvements in the integration of the economic, social and environmental dimensions of corporate activities.

As a member of the group of companies that makes up the Structure Feedback, Natura is honored to know that some of its recommendations were incorporated into the 2002 model.

We are aware that there is still a lot to learn before the final implementation of these guidelines, but we are certain that these processes have been conducted in the best way possible, as they involve diverse and representative, NGOs and international financial organizations, brought together on the GRI Steering Committee.

Natura is the first Brazilian company that used, in its totality, for two consecutive years the Global Reporting Initiative model in its reports related to 2000 and 2001. As a result of this effort, it is pleased to inform you that its Corporate Responsibility Report – Year 2001 – has just received the Social Report Award, as it has been voted the best in Brazil.

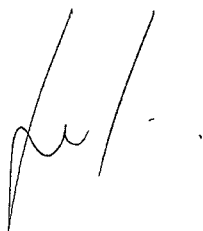
The Award is an initiative of the main Brazilian financial market and corporate communication institutions, and institutions from the organized civil society. These are: the *Associação Brasileira dos Analistas do Mercado de Capitais* (Brazilian Association of Analysts of the Capital Markets); the *Associação Brasileira de Comunicação Empresarial* (Brazilian Association of Corporate Communication); the *Fundação*

Instituto de Desenvolvimento Empresarial e Social (Institute of Corporate and Social Development Foundation); the *Instituto Brasileiro de Análises Sociais e Econômicas* (Brazilian Institute of Social and Economic Analyses); and the *Instituto Ethos de Empresas e Responsabilidade Social* (Ethos Institute of Companies and Social Responsibility).

A hundred and seventy companies were considered for the award, 50 of which were from the State of São Paulo, the region for which Natura's report was entered. The reports were judged by representatives from important governmental, industrial and communication organizations, and from organizations in the economic-financial market and civil society.

We would like to share with the members of the GRI this recognition, which honors us, and let you know that we are at your disposal to give continuity to the work started in the Structure Feedback group.

Yours Faithfully,

A handwritten signature in black ink, appearing to be 'Rodolfo Witzig Guttilla'.

Rodolfo Witzig Guttilla
Corporate Affairs and
Government Relations Vice-President