



Trusting and working together

Fundación Ricardo Fisas Natura Bissé
2020 Annual Report

In 2020, we all reinvent ourselves

Letter from our president

"As you all know and are experiencing every day, this year the health, economic and social impact of Covid-19 has presented us all with great challenges. But it is true that it has also united us more than ever in the search for answers to questions such as: what is the best way to reach the people most affected by the pandemic, how to continue to accompany people undergoing cancer treatment, how to support teachers if schools are closed, or how to compensate for the drop in income from the sale of charitable products in hotels that are also closed?

The search for solutions to these and many other questions has led us to meet and collaborate with organizations such as the College of Doctors, the network of nursing homes or Caritas, to digitize our programs to continue accompanying their users, to rely on new partners to finance the Project Difference program in schools such as Eurofragance, La Caixa, Lenovo, Serunion and Roviralta Foundation, and to continue supporting Bottega in the sale of amenities in hotels around the world.

Thank you all very much for facing this pandemic that has come as a complete surprise and that has increased even more the social inequalities that we already had. That is why I would ask and propose that we continue to join forces in favor of the people who need it most and not leave them to their fate.

I count on all of you!

A loving embrace"

Gloria Vergés



RICARDO FISAS AND GLORIA VERGÉS,
ESTABLISHED THE FOUNDATION IN
2008 BASED ON THEIR DEEP DESIRE
TO GIVE BACK AND SUPPORT THOSE
WHO ARE MOST VULNERABLE.THE
FOUNDATION IS ROOTED IN FAMILY
VALUES AND CORPORATE
RESPONSIBILITY.

Our Board of Trustees

Maria Gloria Vergés Lasaga, *president* -
Verónica Fisas Vergés, *trustee* - Joaquín
Serra Saval, *trustee* - Patricia Fisas Vergés,
trustee - José Borrell Gallardo, *trustee* -
Ricardo Fisas Vergés, *trustee* - Margarita
Romero Tello, *trustee* - Jesús Fisas Vergés,
trustee - Júlia Téllez, *non-board member
secretary*

This year, more than ever, we stand united with those in need

The foundation and Natura Bissé have partnered with Caritas to cover food and housing expenses for vulnerable families. In a year in which our healthcare personnel have worked so hard for everyone, we have distributed products to care for skin damaged by frequent hand cleaning and protective equipment. We have been aided in this task by numerous beauty salons, which have provided free treatments to healthcare workers. We have also continued our contributions to the Roure Foundation and the Acidh association.

- Caritas: a significant financial donation that covers **64,800 meals** and housing expenses for **203 people**.
- Caritas: **9,000 soaps** contributing to facilitate the hygienic measures against the spread of the virus.
- Official College of Physicians: **5,111 balms + 19,500 single-dose hand cream**.
- Samples: **800,000 samples** (for doctors and residences), **1595 sets of creams**.
- Skin care treatments for healthcare workers: 562 aesthetic centers participated, performing 20 treatments per center, for a total of **11,240 treatments** throughout Spain.

Fotos cedidas por Caritas Barcelona



Oncology Skin Care Program

For professional, supportive skin care

Since 2010, this program has treated the side effects on the skin experienced by those undergoing oncology therapy, such as extreme dryness on the hands and feet, irritation, itchiness and tightness that affect their daily lives.

Our program has gone digital

In collaboration with patient associations, we conduct virtual skin care workshops, both individual and group, for all those people who now take care of themselves from home.

Meanwhile, our training programs for aesthetics professionals have gone digital, allowing us to reach all of Spain.

Our Live Chat, a new channel for communication and advice, is now more useful than ever amid the pandemic.



Our Live Chat for guidelines on aesthetic skin care at home during oncology therapy.



Round table during virtual training in October 2020

Growing since 2009:

 **766** Aestheticians trained in Spain

 **391** Professionals trained in México our first international experience

 **41** Volunteer aestheticians who donate 4 to 5 hours of their time per week at a hospital

 **19** Hospitals and patients associations in Spain

 **13** Editions of Oncology Aesthetics course

 **9,594** professional, individual and free treatments provided

 **2,896** people assisted

93% women

49% from 25 to 50 years

71% breast cancer

63% receiving chemotherapy

Oncology Skin Care Program

Some words from our students about our oncology skin care training.

"The best thing right now is to be doing an online course and to be able to feel your compassion...there are no words to describe it."

"I want to thank you for the work you do, for sharing your experience with me and for enriching my knowledge."

"In general the course covers all bases and one thing I really liked was the very human and empathetic way of dealing with the disease."

"The highlight for me is the key role played by the aesthetician and their importance as part of the treatment process."

Thank you to all!

Project Difference Program

For early intervention in learning differences

Since 2014, the Project Difference program has provided support to educative teams who teach students with learning differences such as dyslexia and ADHD within the school's inclusive framework.

Project Difference continues in schools amid the pandemic

We are moving forward thanks to the digitalization of the program and the support of schools and teachers alike.

The 2020-2021 school year got underway with the now online training of teachers in learning differences (dyslexia, ADHD, high ability learners and how to manage emotions in the classroom).

We continue to accompany teachers on a weekly basis, providing guidelines on methodological, curricular and emotional aspects.

A big thank you to all the schools that have chosen to train their teachers and management team during such a difficult year.



Virtual training in September 2020

A new support: companies sponsoring a school

Companies also go to school! The Foundation offers the possibility for companies to sponsor a school and this new initiative has been well received by several companies.

In 2020, we thank Lenovo, Serunion and the Roviralta Foundation, as well as La Caixa and Eurofragrance.



7,740
children in the program

587
teachers trained

23
schools in the program

6
editions of the International Conferences with 1,700 attendees

Programa Project Difference

WHAT THEY ARE SAYING ABOUT THE PROGRAM

School directors:

"Project Difference has facilitated case detection and follow-up. It has generated greater awareness among the teaching staff. Teachers' intervention towards children with specific needs has been more systematic." Xarau School

"It has given us the opportunity to reflect on the difficulties presented by some of our students and has provided us with strategies to work with them on a daily basis . It has allowed teachers to raise doubts and concerns and also receive advice and recommendations." Santísimia Trinitat School

"It has helped us to plan and systematize the monitoring of students, to digitize our data and records, to collect specific information, to better detect possible learning difficulties and to discover more useful materials and resources." Virolai School

What the teachers had to say about the training at the beginning of the course:

"It has been a really interesting and agile training exercise. Perhaps after this one we could do another to go deeper."

"I found it very interesting and very useful, especially for dispelling stereotypes and prejudices."

Thank you to all!

Collective will

45%

from 0.7% of Natura Bissé's income

32%

Natura Bissé amenities

7%

Other income

17%

Partnership companies



Currently, we exist thanks to the donation of 0.7% of the Natura Bissé group's entire income, to the profits generated by the company's line of amenities marketed by Bottega Dell'Abergo and the sale of other charitable lines such as Mango Nourishing Balm; and to contributions made by companies and organizations that stand in solidarity with each of the foundation's projects.

Thanks to this supportive network, driven by the brand of which customers, distributors, partnering companies and its own workers are a part, we are able to make the Foundation's programs and partnerships possible.

We also thank the aesthetics professionals, the schools and all the volunteers of our programs.

Thank you all very much for not disconnecting from the Ricardo Fisas Natura Bissé Foundation during such difficult times.

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Thank you to all!



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