

ULTRACALMING

soothe and
stabilize
sensitive skin

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introduction

Sensitive skin is everywhere. Nearly 70% of the global population describes their skin as *sensitive* or *very sensitive*.¹ Still, finding the right treatment product for clients can feel like an insurmountable task.

That's because sensitive skin looks and feels different for everyone. Some people experience mild, occasional flare-ups; others deal with constant redness and discomfort. Causes vary, too. Sometimes sensitive skin is hereditary. Other times it's tied to stress, diet, cosmetic ingredients, or pollution. Triggers can be tough to pinpoint – and even tougher to avoid. Regardless of the cause, one thing is certain: sensitive skin's barrier is often damaged and needs a chance to recover.

That's where UltraCalming products come in. Formulated to soothe sensitive skin symptoms ranging from redness and dehydration to discomfort, burning and a compromised barrier, UltraCalming gets to the bottom of your client's sensitivity as it guards against future flare-ups. New **Stabilizing Repair Cream** soothes on contact, repairs skin's lipid barrier, and strengthens skin to help keep signs of sensitivity at bay. The rest of the UltraCalming formulas work together to ease today's irritation and intercept tomorrow's flare-ups all at once.



what causes sensitive skin?

“Why is this happening?”

It's one of the first questions most clients ask in their search for answers and relief.

As a professional skin therapist, it's important to learn about skin sensitivity so that you're prepared to explain the basics – sensitive skin's causes, symptoms, and treatments – in a way that's easy for clients to understand.

sensitive vs sensitized skin






sensitive skin

Clinically speaking, *sensitive skin* describes a predisposition you're born with. When skin is sensitive, its protective outer layer (the epidermal lipid barrier) is less efficient at blocking irritants, microbes, and allergens, and thus more prone to reactions such as blushing and allergies. This predisposition is genetic, but it can be managed with appropriate care.

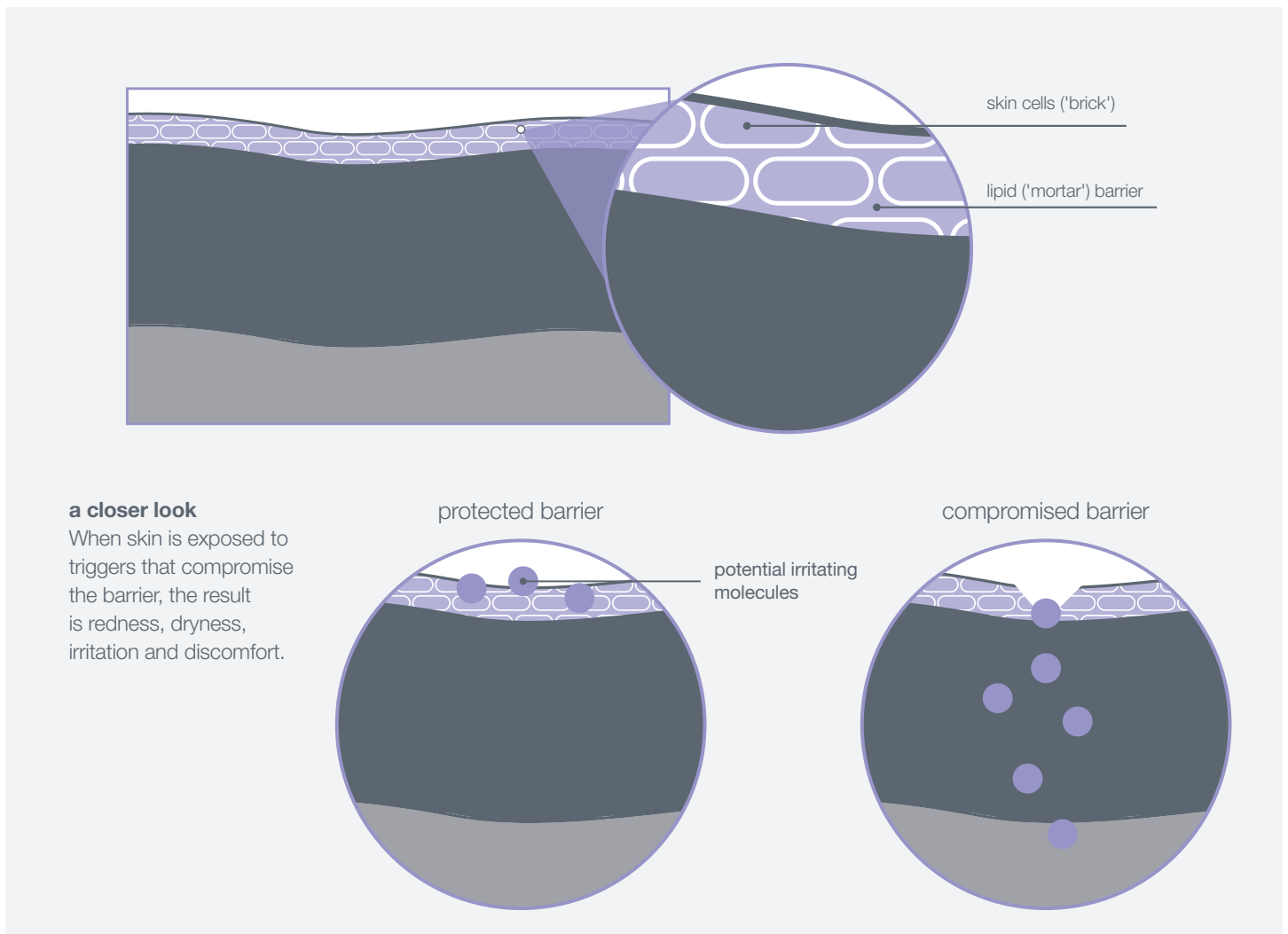
sensitized skin

Irritability from lifestyle and external factors is *sensitized skin*. Avoiding triggers can reduce or eliminate symptoms. When triggers can't be avoided (think pollution, environment, and temperature sensitivity), symptoms can be managed through skin care and lifestyle changes.

When speaking with your client, it's important to convey that their skin can be affected by one or more of the following factors:

| | |
|--|---|
|  <p>Lifestyle (stress, diet, smoking, dehydration, alcohol, reactions to cosmetic ingredients, trauma from laser resurfacing or peels, and overprocessing caused by excess exfoliation or non-pH-balanced products)</p> |  <p>Physiology (stress, hormonal fluctuations)</p> |
|  <p>Environment (pollution, airborne allergens, weather, and sudden changes in climates or microclimates – like transfer from cold, dry winds outdoors to dry heat indoors)</p> |  <p>Disease (rosacea, eczema, psoriasis)</p> |
| |  <p>Genetics (hereditary skin sensitivity)</p> |

No matter what the trigger, a common trait of sensitive skin is a compromised lipid barrier. To help your client visualize what that means, tell them to picture the skin cells as tiny bricks. The 'mortar' holding them together are lipids. A healthy lipid barrier helps keep skin hydrated and healthy by holding water *in* and keeping environmental pollutants and microbes *out*.



the importance of ceramides and the skin barrier

The Stratum Corneum (SC) is the uppermost layer of the skin. It consists of flattened corneocytes (often referred to as 'bricks') surrounded by a lipid matrix (or 'mortar') comprised of densely packed and highly-ordered lipid bilayers. The SC functions as a barrier that helps to retain moisture in the skin's upper layers and to restrict the penetration of external aggressors such as environmental irritants or harmful elements.

The lipid bilayer is comprised of ceramides (50%), cholesterol (25%), and fatty acids (10-20%). When the levels of these lipids, especially ceramides, are unbalanced, the skin barrier becomes compromised – allowing for quicker moisture loss through the skin and increased susceptibility to external irritants. As a result of a weakened skin barrier, the skin appears dry, sensitive, red, and rough.

Ceramides are a family of lipids that are naturally produced in the epidermis to maintain the protective function of the skin barrier. This is vital for skin health, as barrier dysfunction is linked to several skin concerns including dryness and sensitive skin.

Many factors determine the lipid components that make up the SC and impact the barrier function of the skin:

- **Age, genetics, seasonal variation, and diet** can affect amount of lipids produced by the skin
- **Skin dehydration** can impact the enzymes that organize the lipids in the intercellular space
- **Exposure to environmental elements**, such as cold winter weather
- **Topical products** that compromise the barrier layer, including soap, retinoids, and over-exfoliation
- **Stress** elevates glucocorticoid levels, which delay barrier recovery

Regardless of the contributing factors, the result is an impact on the lipids that comprise the barrier layer – and, often, a sensitized skin condition. Maintaining a healthy lipid barrier helps keep skin hydrated and healthy by holding water *in* and keeping environmental pollutants and microbes *out*.

addressing sensitive skin

Ceramides, made of sphingosine bound to fatty acids, are well-known for their prominent role in the formation and maintenance of the skin barrier function. Dry, sensitive skin cannot synthesize sufficient ceramides – so one approach to improving the skin barrier is to use a topical moisturizer along with soothing ingredients to calm, moisturize, and hydrate the skin.

However, this approach alone is insufficient to help recover the skin barrier; it requires inside-out nourishment. Therefore, it is important to use technologies that not only immediately soothe and hydrate the skin from outside, but also improve the barrier from within by stimulating the natural production of our own ceramides.

signs of sensitivity & sensitization

- **Thin skin texture** with a translucent appearance.
- A feeling of **tightness**, which can indicate dehydration and lead to skin reactions from products.
- **Redness or blotchiness.** This signals over-reactive capillaries or a tendency toward rosacea.
- **Visible redness, flaking or cracking** on the cheeks and forehead. This indicates dehydrated skin and impaired barrier function.
- **Blushing** and itching, or burning sensations, which can also be a sign of over-reactive capillaries.
- **Small, rash-like bumps** or breakouts, not to be confused with acne breakouts.



treating sensitive skin

As a professional skin therapist, follow the 'Less Rule' when giving a skin treatment:

- **Less heat:** warm steam at arm's length if at all, cool towels, no blanket, no hot paraffin, avoid hot water, et cetera.
- **Less friction:** avoid brushes, rough sponges, and friction-style massage (e.g. European massage).
- **Less time:** reduce the treatment time on the face by eliminating or reducing time on various treatment steps such as exfoliation or extractions.
- **Less product:** reduce the number of products used in the treatment and limit or avoid highly-active formulas (e.g. Exfoliant Accelerator 35). Even PreCleanse can aggravate an overly sensitive skin, which is why we keep the double cleanse very simple with UltraCalming Cleanser.

The goal is to heal the skin's barrier and make skin more resilient over time. Select products that calm, soothe, and repair the skin. Look for ingredients with ceramide-building properties and increase moisture and botanicals to help reduce inflammation and discomfort in dehydrated and sensitive skin. Finally, protect the skin with a physical SPF instead of chemical sunscreens.

insights for every client

Triggers that are well-known among professional skin therapists are sometimes breaking news to clients. Share these tips for skin care success with every new client you meet:

- Note the possible effects of common irritants including hot showers or baths, spicy foods, air travel, extreme temperatures, and current skin care products or cosmetics.
- Pay attention to possible skin reactions to diet and stress. Adjusting diet and stress levels can go a long way toward improving skin health.
- Pollution, alcohol, smoking, medical resurfacing procedures and over-exfoliation should be avoided or reduced. They are leading culprits of inflammation and red, irritated skin.
- Sun exposure can also irritate skin, so use SPF protection daily. Physical sunscreens with Titanium Dioxide and Zinc Oxide among their active ingredients are usually less irritating to highly-sensitive skin than their chemical-based counterparts.
- A strong skin barrier is critical for happy, healthy-looking, comfortable skin, so use a fortifying skin care regimen daily.



stabilizing repair cream at a glance

what it is

Balmy-cream formula uses ultra-soothing actives that calm on contact – helping to break the pattern of sensitive skin as they immediately comfort and help skin become more resilient over time.

why your clients need it

Ultra-soothing actives calm on contact – helping to break the pattern of sensitive skin as they immediately comfort and help skin become more resilient over time by helping it produce its own ceramides.

benefits

- Soothes on contact
- Repairs skin's lipid barrier
- Strengthens skin to help keep signs of sensitivity at bay

key ingredients

- Proprietary **Ceramide-Building Complex** provides nourishing lipids, strengthening skin's barrier by helping skin produce its own ceramides to lock in moisture and help keep signs of sensitivity at bay.
- Soothing **Cica** helps to balance skin's moisture content. Obtained using a more sustainable process designed for maximum output.

- **Lactobacillus Ferment** helps skin hold on to hydration. More sustainable production process helps minimize water + energy use.
- **Resurrection Plant** moisturizes, hydrates, and strengthens skin's barrier.
- **Tasmania Lanceolata Extract** soothes skin and helps reduce the appearance of redness. 100% natural origin; certified sourcing helps preserve biodiversity.
- **Boerhavia Diffusa Root** helps reduce the appearance of redness, soothes, and comforts skin.

application

Rub cream between hands then apply to face and neck with light, upward strokes. Wait for cream to absorb before applying additional products. Use once or twice daily.

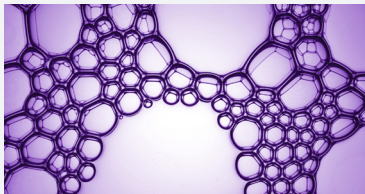
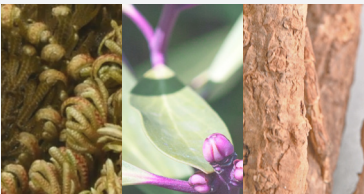
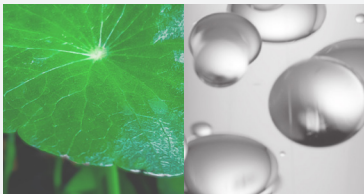
professional application

At the end of a professional service, rub cream between hands and then apply to face and neck. Can be layered over a professional serum.

behind the bottle: stabilizing repair cream

We all have days when our skin is sensitive – whether or not we were born with it. But treating sensitive skin isn't always straightforward: it can be caused by genetics or brought on by lifestyle + environmental factors. Some skin care ingredients work for one person and exacerbate symptoms for another. Regardless of the cause, one thing is certain: sensitive skin's barrier is often damaged and needs a chance to recover.

Stabilizing Repair Cream gives skin stability, relief – and a more permanent solution to recover from the pattern of sensitivity. The following active ingredients calm on contact – helping to break the pattern of sensitive skin as they immediately comfort and help skin become more resilient over time.

| | | |
|--|--|---|
| <div style="background-color: #334d5d; color: white; padding: 10px; margin-bottom: 10px;">repair the barrier</div> <p>Ceramide-Building Complex</p> <p>Proprietary complex with specialized biomimetic lipids with phytosterols and ceramide-like molecules helps the skin to produce more of its own ceramides to strengthen the barrier and keep signs of sensitivity at bay.</p>  | <div style="background-color: #334d5d; color: white; padding: 10px; margin-bottom: 10px;">quickly reduce redness and discomfort</div> <p>Resurrection Plant Tasmania Lanceolata Extract Boerhavia Diffusa Root Extract (Red spidering root)</p> <p>Potent combination of botanical extracts to help stop sensitive skin.</p>  | <div style="background-color: #334d5d; color: white; padding: 10px; margin-bottom: 10px;">improve skin hydration</div> <p>Cica Lactobacillus Ferment</p> <p>Reduce water evaporation, increasing skin's hydration to ameliorate skin dryness.</p>  |
|--|--|---|

A proprietary **Ceramide-Building Complex** was developed to deliver a more permanent solution. It utilizes a powerful blend of specialized biomimetic lipid actives combined with phytosterols and ceramide-like molecules to nourish and work with the skin to help it produce its own ceramides according to your skin's needs. As demonstrated below, this new complex works with skin's own fatty acids and stimulates the production of ceramides to improve the skin barrier via inside-out nourishment.



Overall, the complex retains moisture and keeps signs of sensitivity at bay to build a strong skin barrier from within.

Cica, also known as Gotu Kola or Centella Asiatica, has long been used as part of traditional Asian medicine to treat a range of skin conditions. Rich in natural compounds, Cica is known for its hydrating, soothing, and anti-aging properties. It reduces Trans-Epidermal Water Loss by binding to water, forming a film on the upper layer of the Stratum Corneum. It can also help reduce the appearance of redness, fine lines, and wrinkles.

Lactobacillus Ferment helps reduce skin dryness and sustain hydration by strengthening the skin barrier, decreases Trans-Epidermal Water Loss, and improves skin moisture retention.

Resurrection Plant Extract contains lipids and calming compounds. This oil extract comforts by helping to improve the skin barrier, moisturizing, and hydrating the skin. It also provides skin radiance and smoothness and decreases the appearance of wrinkles.

Tasmania Lanceolata Extract from the Australian-grown mountain pepper works to reduce the sensation of discomfort in sensitive skin. Its powerful soothing compounds help to quickly alleviate itching, tingling, and burning sensations and calm sensitive skin by targeting skin discomfort sensors.

Boerhavia Diffusa Root Extract is rich in hydroxybenzoic compounds with soothing properties to help restore sensitive skin. This active ingredient helps to ease stinging and burning and reduces the appearance of skin redness as it comforts skin.

By combining a Ceramide-Building Complex with powerful soothing and moisturizing ingredients to help restore skin's protective barrier and relieve cascading feelings of discomfort in dry, sensitive skin, skin's barrier can be stabilized – helping to keep signs of sensitivity at bay.

clinical test

An independent in-vivo test was carried out with:

- 31 subjects with sensitive skin with moderate to very severe erythema condition
- 8 weeks of duration (timepoints: baseline, 10 minutes, 30 minutes, 1 week, 2 weeks, 4 weeks, and 8 weeks)
- Application 2x/day

Statistically significant results were obtained with the following attributes:

- Hydration improvement
- Redness reduction
- Skin sensitivity reduction
- Itching sensation reduction

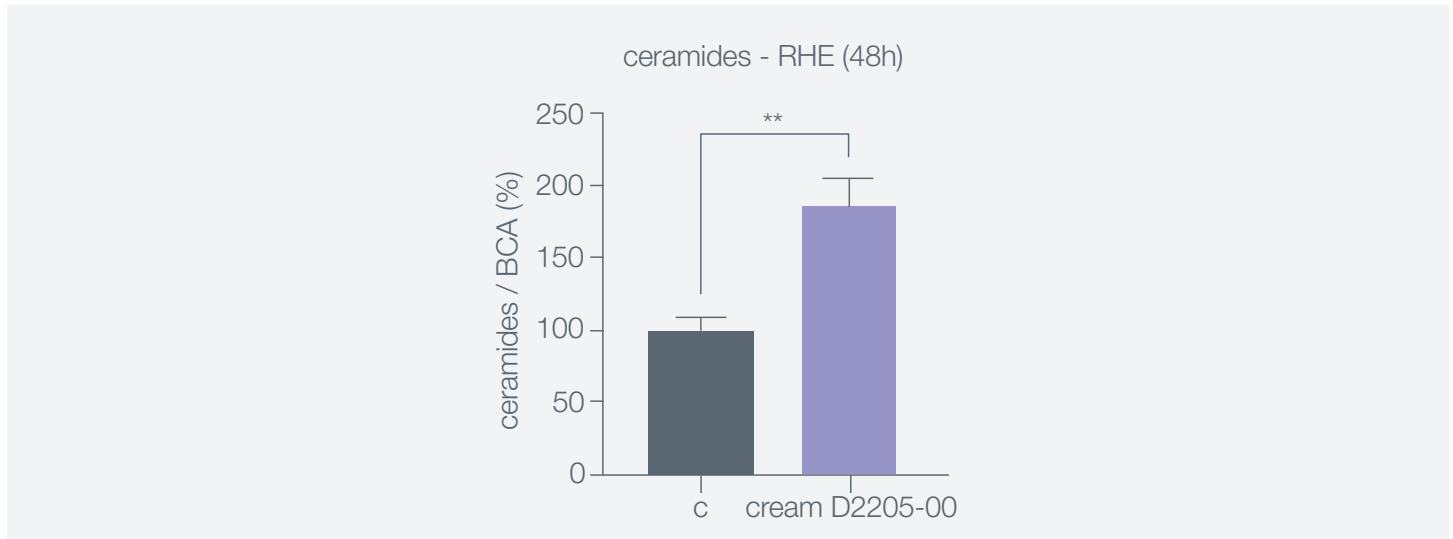
The below before and after photos demonstrate the significant reduction on skin redness at all time points:



lab experiment

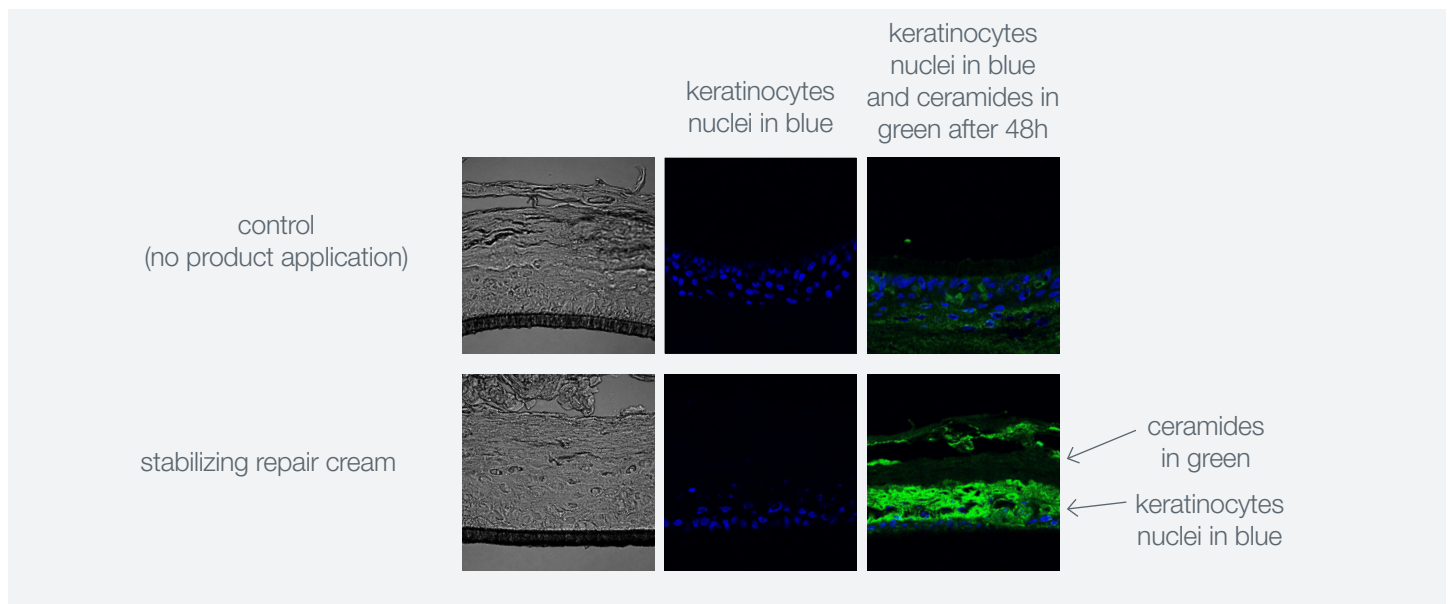
An independent in-vitro test was carried out to demonstrate and quantify the production of ceramides in the skin.

Stabilizing Repair Cream was applied to a Reconstructed Human Epidermis (RHE) 3D skin model, and ceramide production was measured after 48 hours. Results as follows:



According to the above graph, after 48 hours of product application the treatment significantly stimulates the synthesis of ceramides levels by 88%.

Another in-vitro test was performed to visualize the ceramide production. The images below demonstrate a Reconstructed Human Epidermis with and without the product application after 48 hours.



After 48 hours we can see the ceramides in green in the sample with Stabilizing Repair Cream while the sample without the cream has a greatly reduced amount of ceramides.

Both in vitro tests demonstrate the efficacy of Stabilizing Repair Cream in producing skin's own ceramides.



calm water gel at a glance

what it is

A weightless water-gel moisturizer that transforms into a skin-quenching fluid upon activation, forming a weightless barrier against environmental assault.

why your clients need it

Calm Water Gel is a necessity for clients who tend to experience dehydration and irritation along with skin sensitivity.

key benefits

- Hydrates dry, irritated skin
- Softens, soothes and calms
- Locks in moisture and defends skin against dryness

key ingredients

- **Pyrus Malus (Apple Fruit) Extract** and **Glycerin** hydrate and soften while defending skin against dryness.
- **Opuntia Ficus-Indica (Cactus Pear) Stem Extract** helps soothe sensitivity and imparts water-binding properties to help support healthy moisture balance.
- **Sodium Hyaluronate** and **Hydrolyzed Sodium Hyaluronate** form a Dual Hyaluronic Acid technology that works in different skin surface layers to increase and lock in moisture.
- **Aloe Vera Leaf Juice** hydrates skin to help relieve irritation from dryness.

application

Squeeze a small amount into palm and rub hands together to activate. Pat gently onto face and neck. May use twice a day for continuous relief.



ultracalming cleanser at a glance

what it is

An extremely gentle, pH-balanced gel-cream cleanser that glides easily over the face and eyes, and doesn't strip the skin's protective barrier.

why your clients need it

This versatile facial cleanser is ideal for clients with super sensitive skin because it easily rinses away without leaving an irritating residue – and can be wiped off without water.

key benefits

- Helps calm and soothe redness, heat, and discomfort
- Easily rinses away or wipes off
- Can be used to remove eye and lip make-up

key ingredients

- **Rubus Idaeus (Raspberry) Fruit Extract** soothes irritated skin and serves as a rich source of phytochemicals including ellagic acid, which acts as an antioxidant.
- **Cucumis Sativus (Cucumber) Fruit Extract** contains cooling agents that help soothe and calm irritated skin.
- Our exclusive **UltraCalming Complex** helps reduce sensitivity, redness, and irritation.
- **Panthenol** has humectant properties.

application

Apply to dry or damp face and neck with light, upward strokes and over closed eyes with gentle circular motions. Rinse thoroughly with warm water, or remove with damp cotton pads or a soft wipe.



ultracalming serum concentrate at a glance

what it is

A super-concentrated serum that helps calm, restore, and defend sensitive skin.

why your clients need it

Reach for this product when your client has stressed, reactive skin and needs a quick, go-to solution that minimizes redness, discomfort, burning and itching.

key benefits

- Ideal for flare-ups on all skin conditions.
- Provides hydration to help balance oily to normal skin conditions.
- Can be used following non-invasive cosmetic procedures to help calm and soothe skin.

key ingredients

- **Oenothera Biennis (Evening Primrose) Oil** is an enriched source of gamma linoleic acid, a fatty acid that is required for intact epidermal lipid bilayers.
- **Helianthus Annuus (Sunflower) Seed Extract** is a ceramide-rich extract required for maintaining the integrity of the skin.

- **Persea Gratissima (Avocado) Sterols**, a source of plant phytosterols, help maintain the skin's lipid barrier layer.
- Our exclusive **UltraCalming Complex** helps reduce sensitivity, redness, and irritation.
- **Portulaca Oleracea (Purslane) Extract** is an enriched extract of vitamins, fatty acids and flavonoids that help control and reduce redness.
- **Sodium Hyaluronate (Hyaluronic Acid)** is a natural component of the skin that holds a thousand times its weight in water, maintaining optimum skin hydration levels.

application

Apply a generous amount to face, neck and chest with light, upward strokes. Use twice daily, morning and night.

professional application

At the end of the professional treatment and after application of toner, apply a generous amount of UltraCalming Serum Concentrate over face and neck with light, upward strokes. May be followed with Stabilizing Repair Cream or prescribed Dermalogica Moisturizer.



barrier repair at a glance

what it is

A velvety moisturizer that gently melts into skin to soothe and reinforce its protective barrier.

why your clients need it

Clients who are prone to redness, irritation and/or discomfort may have a compromised skin barrier. This product helps strengthen and repair that barrier to shield skin against environmental factors that can cause further sensitization.

key benefits

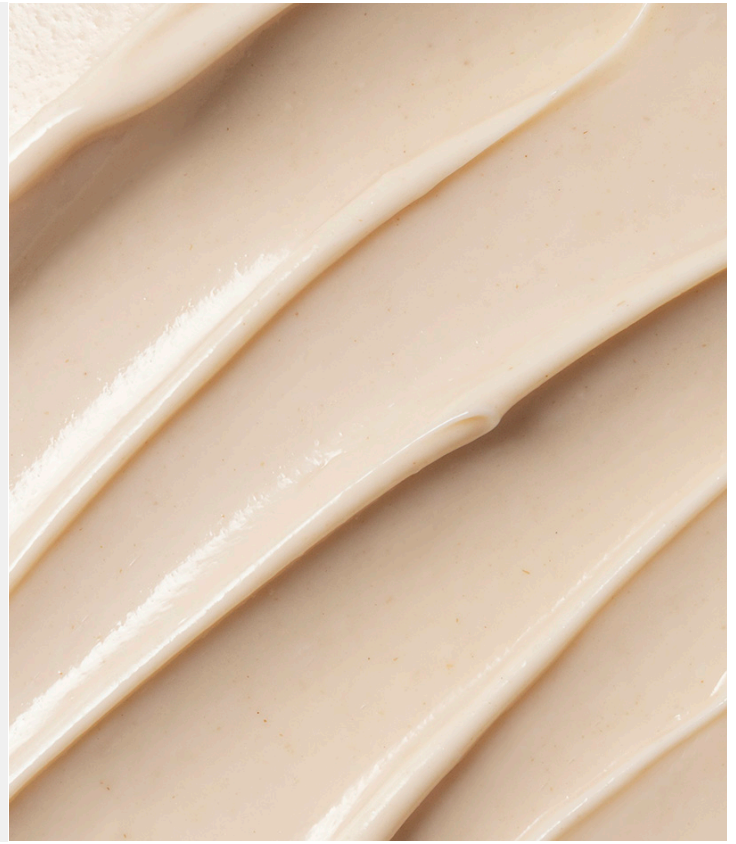
- Reinforces skin's lipid barrier layer
- Creates a shield against environmental assault
- Creates a smooth, even base on skin, making it a great make-up prep

key ingredients

- **Oenothera Biennis (Evening Primrose) Oil** and **Borago Officinalis (Borage) Seed Oil** are both rich sources of gamma linoleic acid, a fatty acid required for maintaining proper lipid barrier properties.
- **Ascorbyl Palmitate (Vitamin C)** and **Tocopherol (Vitamin E)** help combat free radical damage that can lead to irritation.
- Our exclusive **UltraCalming Complex** helps reduce sensitivity, redness, and irritation.
- **Emollient and protective silicones** help reinforce the skin's barrier and provide a silky, smooth feel.

application

Apply a small amount evenly over face and neck with light, upward strokes. Use twice daily, morning and night.



clinical oatmeal masque at a glance

PROFESSIONAL USE ONLY

what it is

Multi-purpose masque contains pharmaceutical-grade Colloidal Oatmeal, Aloe Vera, and Oat Oil to help soothe sensitive skin and alleviate itching, irritation, and discomfort from dryness.

why your clients need it

This convenient, ready-to-use masque is ideal for use during a professional skin treatment on clients who have dry, sensitive skin and are prone to irritation and discomfort.

key benefits

- Relieves itching associated with dryness
- Helps to soothe skin rashes and irritation
- Ideal for sun or wind-burned skin

key ingredients

- **Pharmaceutical-grade Colloidal Oatmeal** forms a protective layer over the skin that seals in skin's natural moisture while also providing additional nutrients.
- **Aloe Barbadosis Leaf Juice** acts as a softening and soothing agent.
- **Avena Sativa (Oat) Kernel Protein** moisturizes, soothes, and calms irritation.

professional application

1. Dispense 1 tablespoon into a cup and apply with a spatula or a Fan Masque Brush to the face, neck, chest. Can be spread lightly around the eyes and lips.
2. Leave on for 10 minutes, then remove with a steam towel and/or sponges and warm water.



client services

pro calm skin treatment

Soothing botanical actives provide relief while lymphatic drainage and pressure point massage help to calm a stressed nervous system. Visibly calms skin and reduces redness, leaves skin feeling softer, balanced, and hydrated.

how it works

1. Soothe + Calm

Visibly reduces redness with a double cleanse.

2. Strengthen + Restore

Professional masque to help nourish skin and restore skin's barrier.

3. Support + Protect

Layering soothing actives that help maintain skin's barrier integrity after treatment.

To learn more about Pro Calm, please reach out to your local Education team.

FAQs

Which UltraCalming Moisturizer is right for me?

Stabilizing Repair Cream is ideal for clients who need a richer moisturizer that helps to stop sensitive skin. For those in search of a lightweight, hydrating moisturizer for sensitive skin, recommend Calm Water Gel.

Can I use Stabilizing Repair Cream during the day?

Yes! Just make sure to follow with an SPF. We recommend Porescreen SPF 40 as a physical sunscreen for sensitive skin.

How many UltraCalming products can be used at once?

As many as are appropriate for your client, according to their Face Mapping skin analysis and skin concerns.

Is Lavender bad for sensitive skin? I noticed it is in most UltraCalming products.

Good eye! Lavender has many skin health benefits including anti-inflammatory, antioxidant and anti-microbial properties, and is generally recognized as safe.

Why doesn't UltraCalming contain hydrocortisone (cortisone)?

Hydrocortisone is a steroid used to provide short-term relief from inflammation; when it's used on a continued basis, skin can build up a resistance and require stronger steroids to achieve the same result. It also has the potential drawback of thinning skin. UltraCalming products are designed to provide long-term control of itching and redness, and utilize active ingredients that restore skin to defend against sensitivity.

Can UltraCalming be prescribed for an oily or breakout-prone skin condition?

Yes! Sensitization can affect any skin condition, and UltraCalming products are designed to be layered together or integrated into your client's existing skin care regimen on an as-needed basis – making them a go-to solution for skin that's sensitized by the environment or stress. If your breakout-prone client has evidence of extreme redness and inflammation (perhaps from acne medications like Differin or Isotretinoin), you may recommend UltraCalming with some key Active Clearing products.

What home care tips can I give my clients to help reduce flare-ups?

- Never wash with hot water, as this further strips skin's barrier. Instead, use tepid water.
- Be mindful of scented, colored, and fragranced laundry detergents and softeners; they can aggravate skin.
- Never attempt any exfoliation routine without a professional's recommendation.
- Don't smoke. Smoking drains skin of vitamins A and C and constricts blood vessels – it's like suffocating skin from the inside. Smoking also dehydrates skin around the lip area, causing wrinkles.
- Excessive intake of alcoholic beverages, caffeine and certain medications can trigger dry, sensitive skin.
- The loss of existing sebum is commonly caused by excessive bathing, showering, scrubbing, or the use of harsh soaps. Shaving without a protective medium can also weaken skin's barrier function.
- If skin is so sensitized it cannot tolerate water, remove UltraCalming Cleanser with damp cotton or a soft wipe.
- Use gentle, upward strokes when applying product – never use rough, quick movements.

citations

1. Taïeb, Charles, et al. "Sensitive Skin: A Review of Prevalence Worldwide." *Sensitive Skin Syndrome Second Edition*, CRC Press, Taylor & Francis Group, 2017, pp. 12–15.