

YOUR LOGO HERE

2006 ANNUAL REPORT

Document No. HERE

Prepared by:

Board of Directors

Your Organization Name Here

Address

Phone

Web Site

MONTH DAY, 2006

Annual Report for Year 2003
The 2nd Annual Report
March 10, 2004
Organization Name.

Thank you for your purchase of Wordsworth's Annual Report Template for nonprofit organizations. Please let us know if you have any questions or suggestions. If you would like help with editing or formatting your annual report, we provide these services and can be reached through our Web site (www.wordsworthwriting.net). Good luck on your report! Throughout this document, we have inserted suggestions in yellow; we have also provided an example from an Annual Report we wrote for STOP the Overpopulation of Pets. Be sure to delete all yellow comments and all example text (STOP text) as you write your report.

TABLE OF CONTENTS

1.0	FROM THE DIRECTOR	1-1
2.0	OVERVIEW	1
	2.1 Mission Statement.....	2
	2.2 History	2
	2.3 2003 Highlights.....	2
3.0	2004 PROGRAM ACHIEVEMENTS.....	4
	3.1 Spay/Neuter Program.....	4
	3.2 2003 Financial Data.....	5
	3.3 2002 Financial Data.....	5
	3.3.1 Percentage of Used Vouchers	5
	3.4 Veterinary Involvement	5
4.0	STOP FINANCIAL INFORMATION	4-1
	4.1 2003 Income	4-1
	4.1.1 Major Grant Sources.....	4-1
	4.1.2 Members	4-1
	4.2 In-Kind Donations – Supplies and Equipment	4-1
	4.3 In-Kind Donations – Volunteer Hours.....	4-2
	4.4 2003 Expenses	4-3
	4.4.1 Expenses by Allocation	4-3
	4.5 Current Financial Statement	4-4
5.0	EXTRA HEADING PAGE.....	5-1
	5.1 Second-Level Heading Example.....	5-1
	5.1.1 Third-Level Heading Example	5-1
	5.2 Second-Level Heading.....	5-1
6.0	TITLE HERE.....	6-1
	6.1 Second-Level Heading Example.....	6-1
	6.1.1 Third-Level Heading Example	6-1
	6.2 Second-Level Heading.....	6-1
7.0	TITLE HERE.....	7-1
	7.1 Heading 2 Here	7-1
8.0	NEXT MAJOR SECTION HEADING	8-1
9.0	NEXT MAJOR SECTION HEADING	9-1
10.0	NEXT MAJOR SECTION HEADING	ERROR! BOOKMARK NOT DEFINED.
11.0	CONCLUSIONS AND RECOMMENDATIONS	10-1
12.0	REFERENCES	11-1

DO NOT TYPE IN THE TABLE OF CONTENTS. RIGHT CLICK AND SELECT UPDATE FIELD AFTER YOUR REPORT IS COMPLETE. TABLE OF CONTENTS IS AUTOMATICALLY UPDATED

ILLUSTRATIONS

LIST OF TABLES

Table 2.	2003 Income.....	4-1
Table 3.	2003 In-Kind Donations.....	4-3
Table 4.	2003 Expenses.....	4-3
Table 5.	Expenses by IRS Allocation.....	4-4
Table 6.	2003 STOP Financial Statement.....	4-5
Table 6-1	Title Here	10-1

LIST OF FIGURES

Figure 4.	2003 Expenses by Allocation.....	4-4
Figure 4-1	Title Here	7-1

1.0 FROM THE DIRECTOR

Here is an example letter for a nonprofit from the director. This is not a required section, but we recommend personalizing your Annual Report in this way. Many of the sections in here are not required, but this is the format we like to use and the details we like to see when we write annual reports for nonprofit organizations, but feel free to delete and change as needed. You might personalize this section by including a photograph of the director.

Dear STOP Supporters:

STOP the Overpopulation of Pets, Inc. is pleased to provide you with our Annual Report for 2003.

Our spay/neuter program was very successful, and requests for assistance grew rapidly in 2003. In only 9 months, we had achieved our 2-year goal of sending out 500 vouchers. Before long, we had doubled that number. By November, we had sent at 1,230 spay/neuter vouchers to Alaska pet owners in need of financial assistance.

Because the need for help exceeded our donations, we stopped issuing new vouchers on November 18, 2003, until we could determine how many would actually be used and how much money we had left. Recently, we began issuing vouchers again but at a reduced rate of \$10 instead of 50% of the Alaska SPCA's spay/neuter charges (which ranged from \$30 to \$65 in 2003, depending on species and sex). We hope to receive additional funding soon and return to paying 50% of all spay/neuter requests.

We could not have had the great success in our spay/neuter program without the help of the following:

- Our volunteers who worked so hard in so many ways to help save the lives of Alaska's pets.
- Our supporters, including individuals and grant foundations, who provided us with the funds to pay spaying and neutering costs and publishing educational materials.
- Our veterinarian partners, who, by accepting our vouchers and billing us for

them monthly, allowed us to expand statewide into very needy areas of Alaska.

Thank you for your help and encouragement! Together, we can STOP the overpopulation of pets and end the killing of healthy dogs and cats at Alaska's animal control centers. From all the voucher requests we are receiving, we truly believe we will make a difference, and it is thanks to supporters like you that this is possible.

We look forward to the rewards of the next year, knowing we are saving thousands of lives through spaying and neutering companion pets. We welcome your help. A membership application is included on the last page of this report. Please send in your 2004 membership today and help STOP end Alaska's pet overpopulation!

Sincerely,

Signed here

Name, Executive Director

2.0 OVERVIEW

We like to write a brief overview of the history of the organization as well as highlights of the previous year's activities, so we have included a sample for you here. You can change the headings as needed. Note that the headings will be picked up by the contents, as long as you select the text you want to be a heading and name it heading 1, heading 2, or heading 3..

STOP the Overpopulation of Pets is a 501(c)(3) charitable nonprofit corporation founded in 1999 and dedicated to reducing pet overpopulation in Alaska.

In 2003, STOP's efforts were focused on reducing the killing of healthy, adoptable dogs and cats in Alaska by offering financial assistance for spaying and neutering companion pets and by providing educational programs regarding pet overpopulation.

2.1 Mission Statement

As defined by our Articles of Incorporation, STOP's primary mission is to decrease—and, we hope, eventually eliminate—pet overpopulation in Alaska by providing financial assistance to cover spaying and neutering costs to pet owners. Our second mission, our pet-related educational program, assists in fulfilling this mission. A third mission, which we plan to put in action as soon as our spay/neuter program and educational program are fully funded, is to provide pet food for indigent pet owners in times of financial need so that their pets are not abandoned, turned over to animal controls, starved, or killed.

2.2 History

From December 1999-2001, we completed the state and federal nonprofit paperwork and received 501(c)(3) status from the IRS; wrote our bylaws, articles of incorporation, and mission statement; began spaying and neutering pets (12 total); and writing and distributing educational materials.

In 2002, we wrote grant proposals to obtain funding for our spay-neuter and educational programs. In July 2002, we received our first grant, from the DJ&T Foundation, for spay-neuter costs. The grant required us to request a certain percentage of the spay-neuter costs from pet owners, so we changed our original intention of paying 100% to 50% (and 100% only when the pet owner requested it based on need) of spay-neuter costs.

We established a relationship with the Alaska SPCA so that STOP vouchers could be used in its Anchorage clinic and mobile spay-neuter clinic in the Mat-Su Borough.

A \$5,000 grant in early fall of 2002 from PETsMART Charities allowed us to get a phone line and to copy and print our educational materials and spay-neuter applications and vouchers. Just from the two grants received in late 2002, we were able to send out 56 spay/neuter vouchers to pet owners in the Matanuska-Susitna Borough, our first target area.

2.3 2003 Highlights

In 2003, our spay/neuter program increased dramatically: we issued 2,096% more vouchers than we did in 2002 because of the funding we received (79% increase over 2002), as well as the substantial increase in volunteer hours (58% increase over 2002). Grants from 5 foundations—the DJ&T Foundation, the Elizabeth Luster Foundation, the Edith J. Goode Residuary Trust, PETsMART Charities, and the Bernice Barbour Foundation—and donations from 40 individual members allowed us to send out 1,230 spay/neuter vouchers worth over \$32,000; publish educational materials; set up a Web site (www.alaskastop.org), and expand our spay/neuter program statewide.

Our volunteers donated 1,799 hours to STOP programs in 2003, including 1,282 hours from the board of directors. Our members donated \$4,841.47 while foundations contributed \$23,500 to help us meet our goals. In addition, STOP received \$14,200 in in-kind donations (goods and services).

For graphic interest, you might want to make use of photos and text boxes throughout, as in the following:

STOP is helping to save the lives of Alaska's dogs and cats by preventing births. Our goal is to ensure that no more healthy, adoptable pets are killed in Alaska's animal control centers because there are too many pets for homes. In just one year, we have shown that with funding, we can make tremendous accomplishments toward meeting this goal. We hope in 2004 to receive the funding to continue this

3.0 2004 PROGRAM ACHIEVEMENTS

This is a key section of the annual report. Describe the year's program achievements. Here, once again, is a sample from STOP's Annual Report that we wrote. We included graphics, photographs, pull quotes, charts, and tables to illustrate our details as well as to add interest in the "look" of the publication.

In 2003, STOP focused on two of our program goals:

1. To provide a spay/neuter assistance program to pet owners in order to reduce the number of pets killed in Alaska's animal control centers.
2. To provide an educational program focusing on pet overpopulation, particularly in Alaska.

We made outstanding progress in achieving these goals due to the support of our members, the work of our volunteers, and the donations from major grant foundations.

3.1 Spay/Neuter Program

STOP's spay/neuter program showed a remarkable increase in 2003, and this is the area where we are most proud.

In 2003, STOP issued 1,230 spay/neuter vouchers compared to 56 in 2002, an incredible increase of over 2,000% (see Table 1).

Figure 1 shows the 2003 used vouchers by species and sex. Figure 2 shows the used vouchers by location. Figure 3 shows 2002 statistics for comparative purposes

Due to the sharp increase in spay/neuter voucher requests and use throughout 2003 and STOP's limited funds, the STOP Board of Directors decided to stop issuing new vouchers on November 18, 2003, in order to:

1. focus on raising additional funds,
2. determine how many vouchers would actually be used of those issued, and
3. ensure that we had enough fund to pay for any new vouchers before issuing them.

Unfortunately, we had to turn down hundreds of requests for vouchers in those last 6 weeks of 2003 and the first month of 2004.

We began issuing new vouchers again in February 2004, but instead of paying for half the SPCA's spay/neuter charge, as we did throughout 2003, we are currently only paying \$10 toward spay/neuter fees until we raise additional funds.

Due to the difficulty getting appointments, getting to veterinary clinics, and the limited number of spay/neuters that the Alaska SPCA spay/neuter clinic (including the mobile clinic) can provide in Alaska, in 2002 and 2003, we allowed pet owners to use vouchers beyond the 30-day expiration date in 2003, as along as the appointment was made within 30 days of the voucher issue date. (This rule was changed on January 24, 2004 to 30 days from issue date to ensure we have enough funds to cover all issued vouchers and to provide vouchers to as many of those in need of our help as possible.)

3.2 2003 Financial Data

The value of the 1,230 2003-issued vouchers was \$32,012.50. STOP spent \$18,229.50 to pay for 2003-issued vouchers that were used in 2003, in addition to \$600 for 2002-issued vouchers that were used (or billed) in 2003. In January and February 2004, we were billed \$1,567.50 for 60 2003-issued vouchers that were used in December 2003 and January 2004; however, our financial statement does not reflect these expenses because they were paid in 2004.

3.3 2002 Financial Data

For comparison purposes, and to show the increase in spay/neuter voucher requests and our costs, the 2002 financial data is as follows:

- 56 vouchers were issued (value: \$1,540).
- 37 vouchers were used (value: \$1,050)

3.3.1 *Percentage of Used Vouchers*

In 2003, 55% of the spay/neuter vouchers that we issued were used.

Some of the reasons that we know of for nonuse include the following:

- Mail not deliverable (approximately 20 vouchers in 2003 were never received by the pet owner)
- Pet owner did not have transportation to clinic
- Alaska SPCA mobile clinic was full too far in advance for owner to schedule an appointment (later, this problem was solved with the addition of 12 participating veterinary clinics to our list)
- Owner used nonparticipating vet who wouldn't accept our vouchers
- Pet too young or too far along in pregnancy, and veterinarian would not perform surgery
- Owner refused to pay extra costs (such as pregnancy costs) to the veterinarian
- Voucher expired before pet owner attempted to make appointment
- Voucher was lost by pet owner

3.4 Veterinary Involvement

Our veterinarian clinic participation increased dramatically (86%) in 2003 from 2002, with the addition of 12 clinics to our team throughout the state of Alaska (from only 2 in 2002: the Alaska SPCA's Anchorage and mobile spay-neuter clinics).

These veterinarian clinics and hospitals bill STOP for the amount on the vouchers, typically 50% of the SPCA mobile clinic spay/neuter cost (for most of 2003 these costs were \$30 for a male cat, \$55 for a female cat or male dog, and \$65 for a female cat; recently, the Alaska SPCA raised the price for a dog spay to \$75).

Photo 1. Alaska SPCA Mobile Spay Clinic.

These veterinarian partnerships help STOP provide assistance to spay and neuter more pets by taking some of the burden off the SPCA mobile clinic, which had been overbooked for several months.

Also, these kind veterinarians enabled STOP to expand the spay/neuter program statewide to Alaska communities without a reduced-cost spay/neuter clinic. Our 2003 veterinary team members included:

- List here. (Note, this is just an example of the kind of details we like to use in our Annual Reports.)

4.0 STOP FINANCIAL INFORMATION

Some annual reports only provide the financial table information included at the end of this section. But we have included more detail and examples so that you can do much more, if you wish.

4.1 2003 Income

In 2003, STOP collected \$28,591.16 from grants, donations, memberships, and fundraising activities. This is an increase of 79% from 2002 donations, which totaled \$5,966. Table 2 details the amount and source of funding STOP received in 2003.

Table 1. 2003 Income

Description	Amount
Memberships, Grants, & Other Donations	
Memberships & Donations	\$4,841.47
Grants	\$23,500.00
SUBTOTAL	\$28,341.47
Fundraising Activities (Craft & Bake Sales; Garage Sale)	
Garage Sale	\$52.00
Craft & Bake Sales	\$197.69
SUBTOTAL	\$249.69
TOTAL 2003 INCOME	\$28,591.16

4.1.1 Major Grant Sources

The following foundations were our major supporters in 2003, and we are very grateful to them for believing in us and helping us to achieve—and far exceed—our spay/neuter goals:

- You might want to include this list here.

4.1.2 Members

The following individuals donated to STOP in 2003, and we thank each of them for their support and for helping us to save lives by preventing pet overpopulation:

- You might want to include names here; we suggest you ask for permission with membership applications

Every cat or dog who dies as a result of pet overpopulation...is an animal who, more often than not, would have made a wonderful companion, if given the chance. Tremendous as the problem of pet overpopulation is, it can be solved if each of us takes just one small step, starting with not allowing our animals to breed.

—Humane Society of the U.S.

4.2 In-Kind Donations – Supplies and Equipment

In-kind donations of donated items in 2003 totaled \$14,200 and included office furniture, computers, baked goods, crafts, garage sale items, a copy machine, dial-up Internet service, and accountant services.

4.3 In-Kind Donations – Volunteer Hours

In 2003, STOP relied entirely on volunteers, as we had no paid positions. Our volunteers donated 1,799.3 hours, including 1,282.3 hours donated by the board of directors, to ensure that we met our program goals. This is a 58% increase from 2002, when STOP volunteers donated 750 hours to get our programs organized and up and running, as well as funded.

The following people were kind enough to volunteer for STOP during 2003. *Thank you* to these special, caring people who helped us carry out our program goals:

- Include your list here to reward and honor your volunteers, if you choose to.

Below is a list of some of work performed by STOP volunteers during 2003:

- Copying and distributing spay/neuter applications
- Copying and distributing newsletters and other educational publications
- Writing and designing brochures, newsletters, and other educational materials
- Creating a web site and updating it frequently (www.alaskastop.org)
- Researching pet overpopulation data in Alaska and nationwide for our grant proposals, public service announcements, and web site
- Writing, researching, and distributing grant proposals
- Meeting with borough and city personnel regarding STOP's goals and missions
- Contacting all veterinarians, humane societies, and animal control agencies in the state of Alaska about our program
- Picking up mailed and faxed applications
- Filling out spay-neuter vouchers and returning them to pet owners
- Entering spay/neuter application data and voucher information in a notebook (hard copy) and in Excel tables
- Answering and returning telephone calls, faxes, and e-mails from individual pet owners, animal controls, humane societies, and veterinary clinics
- Holding a garage sale and several craft/bake sales
- Writing public service announcements (PSAs) for newspapers, radio stations, and t.v. stations.
- Recording a radio PSA for the Mat-Su Borough
- Paying veterinary clinic invoices
- Collecting and filing documents
- Ensuring that all business licenses and other fees and records are kept submitted and up to date
- Meeting with businesses and individuals to appeal for assistance
- Meeting with business owners to establish educational and spay/neuter application distribution centers
- Holding membership and board meetings

In addition, the accountant firm of **Name Here**, in City, Alaska, donated to STOP by checking over our financial records, our 2002 IRS forms, and our 2003 financial data.

Table 2. 2003 In-Kind Donations

Description	Amount or Hours
In-Kind Contributions of Equipment & Other Tangible Items	\$14,200 (value)
Volunteer Hours:	
In-Kind Volunteer Hours: Board of Directors	1,282.3 (hours)
In-Kind Volunteer Hours: Other Volunteers	517 (hours)
TOTAL VOLUNTEER HOURS	1,799.3 (hours)

4.4 2003 Expenses

In 2003, STOP's expenses were \$23,101.31, which was an increase of 82% from 2002 expenses of \$4,270. Most of this increase was due to the sharp increase in spay-neuter requests, due to (1) an increase in grants to pay for this service, and (2) STOP's increased advertising, PSAs, public outreach programs and materials, and Web site.

Spay-neuter fees paid by STOP to veterinarians encompassed \$17,382.82, or 75% of our total expenditures in 2003.

Table 4 lists STOP's 2003 expenses. During 2003, no salaries were paid by STOP.

Table 3. 2003 Expenses

Category	Total Expenses (\$)	Percentage of 2003 Expenses
Spay/Neuter Fees Paid to Veterinarians	\$17,382.82	75.25%
Office Supplies & Equipment	894.16	3.87%
Telephone & Internet Access	866.11	3.75%
Postage & Shipping	844.44	3.66%
Equipment Rental & Maintenance	657.73	2.85%
Printing & Publications	1,891.11	8.19%
Memberships	65.00	0.28%
Web Site Expenses	100.94	0.44%
Fundraising	174.00	0.75%
Administrative Costs	225.00	0.97%
TOTAL	\$23,101.31	100%

4.4.1 Expenses by Allocation

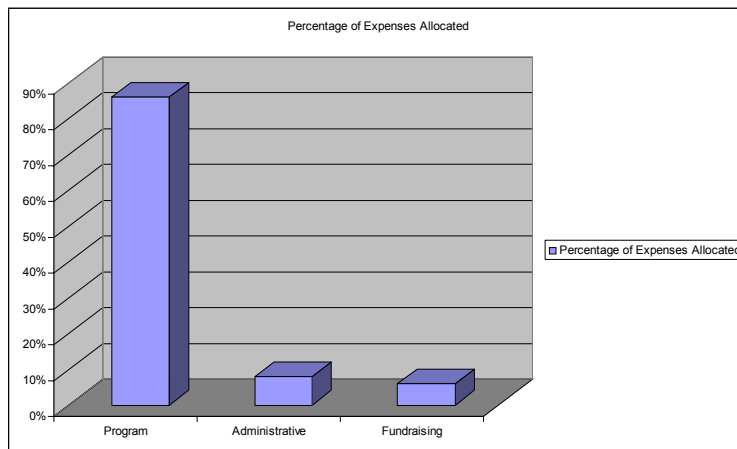
When the all expenses are divided up into the three allocation areas—Program, Management and General, and Fundraising—as required by the Internal Revenue Service (IRS), 86 percent of STOP's expenses were dedicated to program-related costs (see Table 5 and Figure 5).

Table 4. Expenses by IRS Allocation

Allocation Type	Amount	Percentage of Expenses
Program	\$19,954.17	86%
Management & General	\$1,795.66	8%
Fundraising	\$1,351.48	6%
Total	\$23,101.31	100%

Figure 1. 2003 Expenses by Allocation

Note: We created this chart in Excel using the data from the above table.



4.5 Current Financial Statement

As of December 31, 2003, we had \$9,021.71 in the STOP bank account although we had not yet been billed for December 2003 spays and neuters by our veterinarian partners (we received bills for \$1,567.50 in early 2004 for 2003-issued vouchers, even though we stopped issuing new vouchers on November 18, 2003, until February 1, 2004). Table 5 is the 2003 balance sheet for STOP, showing our assets and liabilities, and providing 2002 figures for comparison.

Table 5. 2003 STOP Financial Statement

FINANCIAL INFORMATION		
Condensed Balance Sheets – Cash Basis		
STOP the Overpopulation of Pets, Inc.		
FOR THE YEARS ENDED DECEMBER 31, 2002 and DECEMBER 31, 2003		
	2002	2003
Assets		
Cash	\$4,105.00	\$9,021.71
Property and Equipment, Net	0	0
Total Assets	\$4,105.00	\$9,021.71
Liabilities		
Accounts Payable	0	0
Total Liabilities	0	0
Total Liabilities and Assets	\$4,105.00	\$9,021.71
Condensed Statements of Income, Expenses, and Changes in Net Assets		
Income: Contributions and Grants	\$5,966.00	\$28,341.47
Program Expenses:		
Spay and Neuter Fees	470.00	\$17,297.00
Salaries and payroll taxes	0	0
Other Program Services	989.00	2,657.17
Total Program Expenses	\$1,459.00	\$19,954.17
Total General and Management Expenses	467.00	1,795.66
Total Fundraising Expenses	209.00	1,351.48
Subtotal: Non-Program Expenses	\$676.00	\$3,147.16
Total Expenses	\$2,135.00	\$23,101.31
Net Assets, Beginning of Year	275.00	4,105.00
Net Assets, End of Year	\$4,105.00	\$9,021.71

Notes to Condensed Financial Statements

Basis of Presentation: These condensed financial statements have been prepared from the unaudited financial statements of STOP the Overpopulation of Pet, Inc. (STOP). The full financial statements are available upon request. STOP follows the cash basis for the recognition of income and expenses.

5.0 EXTRA HEADING PAGE

This is not a required section, but we have left some additional headings in here in case you need them. Also, note that this section has information on how to use heading styles.

Always write at least one sentence before going on to a subheading. For example: This section describes the site history and summarizes previous findings.

5.1 Second-Level Heading Example

This is a subheading. Type in the text first, then go back and apply the styles.

5.1.1 *Third-Level Heading Example*

This is a third-level heading.

Four-Level Heading Example

This is a fourth-level heading.

5.2 Second-Level Heading

This is a second-level heading.

CHANGING FONTS: To change the font for the normal text or any other style (heading 1, heading 2, heading 3, captions), you simply need to make the change in the style once time, and that will change the entire document. If you do not know how to do this, just send your request with a list of your font size and type preferences to loswald@wordsworthwriting.net, and we will make this change for you for free.

6.0 TITLE HERE

Always write at least one sentence before going on to a subheading. For example: This section describes the site history and summarizes previous findings.

6.1 Second-Level Heading Example

This is a subheading. Type in the text first, then go back and apply the styles.

6.1.1 *Third-Level Heading Example*

This is a third-level heading.

Four-Level Heading Example

This is a fourth-level heading.

6.2 Second-Level Heading

This is a second-level heading.

CHANGING FONTS: To change the font for the normal text or any other style (heading 1, heading 2, heading 3, captions), you simply need to make the change in the style once time, and that will change the entire document. If you do not know how to do this, just send your request with a list of your font size and type preferences to loswald@wordsworthwriting.net, and we will make this change for you for free.

7.0 TITLE HERE

Intro sentence here.

7.1 Heading 2 Here

Text Here

Figure 7-1. Title Here

To insert a caption, use insert, and caption and use the automatic numbering so that the chapter number also shows. This way the contents page will automatically update these. Figures are usually listed on separate pages alone (note the page break—not section break—before this page. To save space in the Word document, we don't usually insert the actual figure until the final printing, or we never insert it, and just print it separately and insert it into the hard copy.

8.0 NEXT MAJOR SECTION HEADING

ADD ADDITIONAL SECTIONS AS NEEDED. YOU WILL NEED TO HAVE A SECTION BREAK BEFORE GOING ON TO A NEW SECTION. TYPE ALL TITLES AND SUBTITLES NORMALLY, AND THE TECHNICAL EDITOR WILL APPLY ALL HEADING STYLES AS NEEDED.

9.0 NEXT MAJOR SECTION HEADING

ADD ADDITIONAL SECTIONS AS NEEDED. YOU WILL NEED TO HAVE A SECTION BREAK BEFORE GOING ON TO A NEW SECTION. TYPE ALL TITLES AND SUBTITLES NORMALLY, AND THE TECHNICAL EDITOR WILL APPLY ALL HEADING STYLES AS NEEDED.

10.0 CONCLUSIONS AND RECOMMENDATIONS

The report conclusions and recommendations go here (again, not necessary in an Annual Report, but we have included in case you want to go into this much detail.)

Here is how you insert a table. Use the insert caption feature, the same as you did for the figure caption, but instead change it to a table instead of figure (you will see the choices when you try to do this).

Table 10-1 Title Here

Title	Title	Title	Title	Title
Key: USACE – U.S. Army Corps of Engineers				

11.0 REFERENCES

Smith, Jane A. Hydrographic Surveying in Alaska. Fairbanks: University of Alaska Fairbanks Press, 1993.

Note that this is the only place where instead of “normal,” you use a different style for the standard text. Instead of normal, use “References.” It has been created with the hanging indent.

You probably won’t have a References section in your Annual Report, but we have included it just in case. Just delete the sections you don’t need.