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# INTERNATIONAL SERVICE FOR HUMAN RIGHTS Geneva

Report of the auditor

To the General Assembly of Members of

International Service for Human Rights, Geneva

BEAU HLB (AUDIT) SA March 29, 2021 ref. CU

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Auditors' report to the General Assembly of Members of International Service for Human Rights, Geneva

As statutory auditors, we have audited the accounting records and the financial statements (Balance sheet, Profit and Loss Statement, appendices and notes) of **International Service for Human Rights** for the year ended December 31, 2020.

### Board of Association's responsibility

The Board of the Association is responsible for the preparation of these financial statements in accordance with the requirements of Swiss law (NAS and Swiss GAAP-RPC) and International Standard on Auditing (ISA), the accounting principles described in the Notes 2 to 4 of the financial statements and the Association's articles of incorporation. The responsibility includes designing, implementing and maintaining an internal control system relevant to the preparation of financial statements that are free from material misstatement, whether due to fraud or error. The Board of the Association is further responsible for selecting and applying appropriate accounting policies and making accounting estimates that are reasonable in the circumstances.

### Auditor's responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Swiss law and Swiss Auditing Standards. Those standards require that we plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statement, whether due to fraud or error. In making those risk assessments, the auditor considers the internal control system relevant to the entity's preparation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control system. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made, as well as evaluating the overall presentation of the financial statements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.



In our opinion, the accounting records and financial statements for the year ended December 31, 2020 (with a total Balance Sheet of 2'228'487,-- CHF and a positive result of 25'663,-- CHF) comply with Swiss law (NAS and Swiss GAAP-RPC), International Standards on Auditing (ISA), the statutes and the accounting principles of International Service for Human Rights as described in the Notes 2 to 4 of the financial statements, and the Association's articles of incorporation.

BEAU HLB (AUDIT) SA

Mehmet Cem ÛNAL Réviseur agréé

#### Appendices:

- Annual accounts (balance sheet, profit and loss account)
- Appendixes and Notes to the annual financial statement.



### **GENEVA**

## **FINANCIAL STATEMENTS**

Year ending December 31, 2020 and Report of the Auditor

# INTERNATIONAL SERVICE FOR HUMAN RIGHTS GENEVA

# BALANCE SHEET ENDING DECEMBER 31, 2020 COMPARED TO DECEMBER 31, 2019

	31.12.2020 CHF	31.12.2019 CHF
ASSETS		
CURRENT ASSETS PETTY CASH	294	339
BANK ACCOUNTS & SPECIAL BANK ACCOUNTS	1 151 730	351 007
Sub-Total	1 152 024	351 346
DEBTORS	39 552	125 703
WITHHOLDING TAX	-	-
DEFERRED & ACCRUED ASSETS <sup>5</sup>		
DEFERRED EXPENSES	-	4 000 054
GRANT RECEIVABLE GVT & INTER-GOV GRANT RECEIVABLE NON-GVT	734 292 302 619	1 222 854 310 852
GRANT RECEIVABLE NON-GVT	302 019	310 032
Total DEFERRED & ACCRUED ASSETS	1 036 911	1 533 706
TOTAL ASSETS		2 242 777
TOTAL ASSETS	2 228 487	2 010 755
LIABILITIES & RESERVES		
CURRENT LIABILITIES	86 642	51 782
PROVISIONS	-	1 873
Sub-Total	86 642	53 654
DEFERRED GRANTS <sup>3a</sup>	1 547 593	1 388 512
Total LIABILITIES	1 634 235	1 442 167
RESERVES		
RESERVE FUNDS	568 589	625 739
EXCESS INCOME (CHARGES) FOR THE YEAR	25 663	(57 151)
Total RESERVES	594 252	568 588
Total LIABILITIES AND RESERVES	2 228 487	2 010 755

# INTERNATIONAL SERVICE FOR HUMAN RIGHTS GENEVA

PROFIT & LOSS STATEMENT AT I	DECEMBER 31, 2020	
COMPARED <sup>7</sup> TO DECEMBE	ER 31, 2019	
	31.12.2020 CHF	31.12.2019 CHF
INCOME <sup>3</sup> (APPENDIX I)		
REVENUES - CORE		
GOVERNMENTAL AGENCIES FOUNDATIONS & TRUST INDIVIDUAL DONORS OTHER REVENUE	1 292 192 449 690 30 932 80 777	1 207 312 293 000 38 659 89 521
Total CORE GRANTS	1 853 591	1 628 492
REVENUES - EARMARKED		
GOVERNMENTAL AGENCIES FOUNDATIONS & TRUST INTERGOVERNMENTAL AGENCIES SPECIAL CONTRIBUTIONS & CONSULTANCY	845 054 139 013 69 426 68 241	1 011 809 282 413 101 320 69 874
Total REVENUES EARMARKED	1 121 734	1 465 416
TOTAL INCOME	2 975 325	3 093 908

## INTERNATIONAL SERVICE FOR HUMAN RIGHTS GENEVA PROFIT & LOSS STATEMENT AT DECEMBER 24, 2020

PROFIT & LOSS STATEMENT AT DECEM	MBER 31, 2020	
COMPARED TO DECEMBER 31, 2	2019	
CHARGES	31.12.2020 CHF	31.12.2019 CHF
PERSONNEL CHARGES		
GENEVA OFFICE		
GVA STAFF GROSS SALARIES	1 583 455	1 490 560
GVA STAFF SOCIAL CHARGES	230 567	259 630
STAFF PROFESSIONAL DEVELOPMENT & EVENTS	3 004	11 172
INTERNSHIP PROGRAMME	968	2 924
CONSULTANTS / EXPERT'S HONORARIA FELLOWSHIP PROGRAMME	- 25 614	20 000 10 400
PERSONNEL PERMITS, VISAS, INSURANCE	3 021	3 380
Total PERSONNEL COST GVA	1 846 629	1 798 066
GENERAL EXPENDITURES		
MISSIONS/TRAVEL/ACCOMMODATION		
STAFF TRAVEL COST	6 117	74 707
STAFF DSA & OTHER TRAVEL RELATED COST	4 418	40 623
THIRD PARTY/PARTICIPANT TRAVEL	22 268	104 541
THIRD PARTY / ACCOMMODATION	10 946	48 682
THIRD PARTY/PARTICIPANT PERDIEMS	8 244	31 308
PERMITS, VISAS, INSURANCE	1 370	8 796
TRAINING, MEETING COSTS, INTERPRETATION & EVENT (	76 198	68 577
PARTNER SUPPORT & SUB-GRANTS  Total MISSIONS/TRAVEL/ACCOMMODATION	17 767 147 328	30 981 408 21
TOTAL WILDSHONS TRAVEL/ACCOMMODATION	147 320	400 213
PUBLICATIONS, TRANSLATIONS, OUTREACH		
PUBLICATIONS, TRANSLATIONS & GRAPHIC DESIGNS	91 085	55 552
SOCIAL MEDIA, ADVOCACY VIDEO & OUTREACH	32 078	44 006
WEBSITE MANAGEMENT / ONLINE COMMUNICATIONS	30 641	36 243
NEW MODULE OF ISHR ACADEMY	39 928	2 383
REPRESENTATION & MEMBERSHIPS	526	136
OTHER FUNDRAISING & DONOR RELATIONS	-	578
PROGRAMME & PROJECT EVALUATIONS  Total PUBLICATIONS, TRANSLATIONS, OUTREACH	194 257	13 665 <b>152 563</b>
OFFICE DENTALS / OPERATING COSTS		
OFFICE RENTALS / OPERATING COSTS OFFICE RENTAL	138 373	120 217
PREMISES & MAINTENANCE	14 600	16 127
GENERAL OPERATIONAL COST (PHONE, MAIL)	11 336	14 399
OFFICE SUPPLIES & MATERIALS	3 987	5 209
IT/ INFRASTRUCTURE & SUPPORT	75 986	98 722
FURNITURE & EQUIPMENT	447	21 594
INSURANCE Total OFFICE RENTALS / OPERATING COST	30 162 274 891	15 251 <b>291 519</b>
FINANCIAL CHARGES/ AUDIT FEES ADMIN. & BANK CHARGES	1 685	1 349
AUDIT FEES	13 370	3 500
FOREIGN EXCHANGE GAIN/LOSS	33 633	18 944
Total FINANCIAL CHARGES/AUDIT FEES	48 688	23 793
GOVERNANCE & STRATEGY		
BOARD MEMBER COSTS	237	22 693
STRATEGIC RETREAT & OTHER GOVERNANCE /EVALUATI	99	18 484
INNOVATION FUND & KEY PROGRAMME SUPPORT FUNDS_		
Total GOVERNANCE & STRATEGY	335	41 1

917 267

665 499

Total GENERAL EXPENDITURES

# INTERNATIONAL SERVICE FOR HUMAN RIGHTS GENEVA

#### PROFIT & LOSS STATEMENT AT DECEMBER 31, 2020 COMPARED TO DECEMBER 31, 2019 31.12.2020 31.12.2019 CHF US FRIENDS OF ISHR INC6 US FRIENDS OF ISHR PROGRAMME 199 948 309 554 Total US FRIENDS OF ISHR INC 309 554 199 948 SPECIAL RAPPORTEUR'S MANDATE PERSONNEL & RELATED COST 64 002 112 510 HRDs' REGIONAL CONSULTATIONS 43 007 77 263 NON-PERSONNEL COST 20 971 15 119 30 886 MANAGEMENT COST Total SPECIAL RAPPORTEUR'S MANDATE 127 980 235 778

2 949 663

3 151 058

(57 151)

TOTAL COSTS

EXCESS INCOME (CHARGES) FOR YEAR

# INTERNATIONAL SERVICE FOR HUMAN RIGHTS GENEVA

GENEVA					
APPENDIX I.					
LIST OF DONORS <sup>3</sup>	2020	2019			
REVENUES - CORE					
GOVERNMENTAL AGENCIES	1 292 192	1 207 312			
Denmark - Ministry of Foreign Affairs	141 384	148 256			
Finland - Ministry of Foreign Affairs	444 000	281 025			
Liechtenstein - Ministry of Foreign Affairs	20 000	20 000			
Luxembourg - Ministry of foreign and European affairs	16 195	16 100			
Norway - Ministry of Foreign Affairs	496 513	589 415			
Switzerland - Federal Department of Foreign Affairs	170 000	148 416			
Ville de Genève	4 100	4 100			
FOUNDATIONS & TRUST	449 690	293 000			
Ford Foundation	195 000	=			
Open Society Foundations	146 640	150 000			
Sigrid Rausing Trust	108 050	143 000			
OTHER INCOME <sup>4</sup>	111 709	128 180			
Other Revenue	80 777	89 521			
Individual Donors	30 932	38 659			
TOTAL CORE	1 853 591	1 628 492			
REVENUES - EARMARKED					
GOVERNMENTAL AGENCIES	845 054	1 011 809			
Australia - Permanent Mission to the UN in Geneva	_	41 500			
Belgium - Ministry of Foreign Affairs	33 100	28 723			
Canada - Ministry of Foreign Affairs	-	58 390			
Canton de Genève	23 690	53 000			
Bureau of Democracy, Human Rights, and Labor (DRL)	195 000	250 000			
Germany - Federal Ministry for Foreign Affairs	72 264	-			
Irish Aid	70 000	47 320			
Liechtenstein - Ministry of Foreign Affairs	30 000	25 000			
Luxembourg - Ministry of foreign and European affairs	10 000	5 000			
Netherlands - Ministry of Foreign Affairs	300 000	215 000			
Switzerland - Federal Department of Foreign Affairs	-	-			
United Kingdom - Foreign and Commonwealth Office	70 000	221 876			
Ville de Genève	41 000	66 000			
FOUNDATIONS & TRUST	139 013	277 413			
Arcus Foundation	-	75 517			
Brot für die Welt (Bread for the World)	55 803	133 621			
Hans Wilsdorf Foundation	9 000	20 000			
Open Society Foundations	74 210	48 275			
INTERGOVERNMENTAL AGENCIES	69 426	101 320			
Organisation internationale de la Francophonie (OIF)	14 426	16 320			
United Nations Democracy Fund (UNDEF)	55 000	85 000			
SPECIAL CONTRIBUTIONS & CONSULTANCY	68 241	74 874			
TOTAL EARMARKED	1 121 734	1 465 416			
=	201	30 410			

TOTAL INCOME

2 975 325

3 093 908

# INTERNATIONAL SERVICE FOR HUMAN RIGHTS GENEVA

# **APPENDIX II.**

GRANT RECEIVABLE	2020	2019
GOVERNMENTAL & INTERGOVERNMENTAL AGENCIES	732 282	1 222 854
Bureau of Democracy, Human Rights, and Labor (DRL)	328 000	518 000
Luxembourg - Ministry of foreign and European affairs	16 195	37 500
Switzerland - Federal Department of Foreign Affairs	30 000	36 232
The Netherlands - Ministry of Foreign Affairs	230 329	406 362
United Kingdom - Foreign and Commonwealth Office	127 758	113 089
UNDEF - United Nations Democracy Fund	-	41 671
Ville de Geneve	-	70 000
FOUNDATIONS & TRUST & NON-GOV	304 629	310 852
Brot für die Welt (Bread for the World)	225 541	283 022
Civicus	-	5 147
Milieudefensie Netherlands	-	10 208
Open Society Initiative for West Africa (OSIWA)	4 079	_
Open Society Foundations	73 000	_
Organisation internationale de la Francophonie	2 009	12 475
TOTAL GRANT RECEIVABLE <sup>5</sup>	1 036 911	1 533 706
DEFERRED GRANT REVENUES	2020	2019
Belgium - Ministry of Foreign Affairs	194 196	10 700
Brot für die Welt	202 997	258 800
Bureau of Democracy, Human Rights, and Labor (DRL)	220 000	415 000
Canton de Genève	59 953	23 690
Hans Wildorf	11 000	-
Irish Aid	205 000	-
Loterie Romande	20 000	-
Luxembourg - Ministry of foreign and European affairs	6 400	16 400
Milieudefensie Netherlands	-	21 800
Netherlands - Ministry of Foreign Affairs	375 000	376 000
Open Society Foundations	55 677	56 887
Organisation internationale de la Francophonie (OIF)	-	4 426
Sigrid Rausing Trust	60 050	47 990
Switzerland - Federal Department of Foreign Affairs	-	1 819
United Nations Democracy Fund (UNDEF)	-	55 000
United Kingdom - Foreign and Commonwealth Office	128 320	50 000
Ville de Geneve	9 000	50 000
TOTAL DEFERRED GRANT REVENUES 3a	1 547 593	1 388 512

### INTERNATIONAL SERVICE FOR HUMAN RIGHTS

### APPENDIX III: GRANTS OVERVIEW YEAR 2020

Donors	Situation as at 1st January 2020		Situation as at 1st January 2020  New Grant / Contribution  Total avail		Total available	2020 Received Contributions	2020 ACTUALS	Situation December 31th 2020	
	Receivables	Deferred					Receivables 5	Deferred	
	{a}	{b}	{c}	{b} + {c}	received	{e}	(a)+ {c) - received	{c} - {e}	
CORE GRANTS & Other Revenue									
Denmark - Ministry of Foreign Affairs	_	_	141 384	141 384	141 384	141 384	_		
Finland - Ministry of Foreign Affairs	-	-	444 000	444 000	444 000	444 000	_		
Liechtenstein - Ministry of foreign and European affairs	-	-	20 000	20 000	20 000	20 000	-		
Norway - Ministry of Foreign Affairs	-	-	351 503	351 503	351 503	351 503	-	-	
Norway - Ministry of Foreign Affairs (S.R)	_		145 010	145 010	145 010	145 010	-		
Switzerland - Federal Department of Foreign Affairs	35 000	-	170 000	170 000	175 000	170 000	30 000	_	
Ville de Geneve	-	-	4 100	4 100	4 100	4 100	-	-	
Luxembourg - Ministry of foreign and European affairs	16 100	-	16 195	16 195	16 100	16 195	16 195	_	
Ford Foundation	-		195 000	195 000	195 000	195 000	-	-	
Open Society Foundations	-	-	146 640	146 640	146 640	146 640	-		
Sigrid Rausing Trust (UK)	-	47 990	120 110	168 100	120 110	108 050	-	60 050	
Individual Donors	-	-	-	-	-	30 932	-	-	
Other Income		-	-	-		80 777	33 782	-	
Sub-total Core grants	51 100	47 990	1 753 942	1 801 933	1 758 847	1 853 591	79 977	60 050	
EARMARKED GRANTS									
Canton de Geneve (2019 - 2020)	-	23 690	-	23 690	-	23 690	-	-	
DRL (2018 - 2021)	518 000	415 000	-	415 000	190 000	195 000	328 000	220 000	
United Kingdom - Foreign and Commonwealth Office (CHF 188 ending 03.2020)	113 089	50 000	-	50 000	113 089	50 000	-		
United Kingdom FCDO - Geneva	-	-	148 320	148 320	20 562	20 000	127 758	128 320	
-	-						127 750		
Canton de Geneve - HRDAP 2021 <sup>a</sup>	-	-	59 953	59 953	59 953	-	-	59 953	
Liechtenstein - Office For Foreign Affairs	-		30 000	30 000	30 000	30 000	-	-	
Luxembourg - Ministry of foreign and European affairs	21 400	16 400	-	16 400	21 400	10 000	-	6 400	
Ville de Geneve (starting 2019)	70 000	50 000	24.0 50.0	50 000	70 000	41 000	-	9 000	
Belgium - Ministry of Foreign Affairs  The North selection Ministry of Foreign Affairs 2010 (control of the control of the con	-	10 700	216 596	227 296	216 596	33 100	-	194 196	
The Netherlands - Ministry of Foreign Affairs 2019 (goal 1)	108 000	270 000	106 000	106 000	214 000	106 000	400,000	- 250,000	
The Netherlands - Ministry of Foreign Affairs (Project 2019-2022)  The Netherlands - Ministry of Foreign Affairs 2020 - Dec 2021 (SOGI)	298 362	376 000	193 000	376 000 193 000	169 282 91 751	126 000 68 000	129 080 101 249	250 000 125 000	
Germany Federal Ministry for Foreign Affairs	-	-	72 264	72 264	72 264	72 264		123 000	
Irish Aid	-	-	275 000	275 000	275 000	72 204	-	205 000	
Brot für die Welt (Bread for the World) ending 2019	21 961		275 000	-	21 961	-	_	203 000	
Brot für die Welt (Bread for the World) 2019 - 2022	261 061	258 800	_	258 800	35 520	55 803	225 541	202 997	
Hans Wilsdorf Foundation	201 001	200 000	20 000	20 000	20 000	9 000	-	11 000	
Loterie Romande <sup>a</sup>	-	-	20 000	20 000	20 000	-	-	20 000	
Open Society Foundations (2019 - 2021)	-	56 887	73 000	129 887	-	74 210	73 000	55 677	
Organisation internationale de la Francophonie (OIF) (Congo & Niger)	12 475	4 426	-	4 426	12 475	4 426	-	-	
UNDEF	41 671	55 000	-	55 000	41 671	55 000	-	_	
OIF (Rep of Congo HRD law 2020)	-	-	10 000	10 000	7 991	10 000	2 009	_	
Open Society Initiative for West Africa (OSIWA)	-	-	13 560	13 560	9 481	13 560	4 079	-	
Milieudefensie Netherlands	10 208	21 800	-	21 800	10 208	21 800	-	-	
Global Fund for Women	-	-	4 700	4 700	4 700	4 700	-	-	
Australian Mission	-	-	2 000	2 000	2 000	2 000	-	-	
IUCN NL	-	-	4 293	4 293	4 293	4 293	-	-	
Permanent Mission of the Czech Republic	-	-	10 000	10 000	10 000	10 000	-	-	
Permanent Mission of Canada to the UN in Geneva	-	-	7 500	7 500	7 500	7 500	-	-	
The Hungarian Helsinki Committee	-	-	4 388	4 388	4 388	4 388	-	-	
Other receivables and closed in 2020 (Swiss Niger & others special contributions)	6 379	1 819	-	-	-	-	-	-	
Sub-total earmarked grants	1 482 606	1 340 522	1 270 574	2 609 277	1 756 086	1 121 734	990 716	1 487 543	
Total grants (core & earmarked)	1 533 706	1 388 512	3 024 517	4 411 210	3 514 933	2 975 325	1 070 693	1 547 593	

## **INTERNATIONAL SERVICE FOR HUMAN RIGHTS**

### APPENDIX IV: 2020 EXPENDITURES BY PROGRAMMATIC PRIORITIES & STRATEGIC FRAMEWORK

	CHF	% of total cost
GOAL 1 - Supporting human rights defenders	1 618 634	55%
I. Women HRDs	189 755	6%
II. Defenders of LGBTI rights	89 673	3%
III. Defenders working in highly restrictive environments	399 017	14%
IV. Defenders working to promote good governance	80 575	3%
V. Defenders working on corporate accountability / sustainable development	244 345	8%
VI. Defenders of migrants and refugee rights	35 083	1%
VII. General training and advocacy support	353 526	12%
VIII.Coordination and participation in coalitions (inc HRCnet)	136 985	5%
IX. Ending Reprisals	89 673	3%
GOAL 2 - Strengthening human rights standardsand systems	639 434	22%
I. Human Rights Council and mechanisms	280 622	10%
II.Treaty bodies	143 757	5%
III. General Assembly	63 248	2%
IV. NGO Committee	16 102	1%
V. African Commission on Human and Peoples' Rights	127 655	4%
VI. Other international body or organization (incl. Security Council & World Economic Forum)	8 051	0%
VII. Other regional body or organization	-	0%
GOAL 3 - Promoting national implementation and an enabling environment for defenders	326 074	11%
I. National HRD protection laws and mechanisms	260 623	9%
II. National HRD focal points and global network	-	0%
IV. Other legislative, jurisprudential or institutional development	65 450	2%
Total Programme	2 584 141	88%
Operations, strategy, governance and administration cost	365 521	12%
GRAND TOTAL	2 949 663	100%

# **INTERNATIONAL SERVICE FOR HUMAN RIGHTS**

# GENEVA

# Notes to the financial statements for the year ending December 31, 2020

Note 1	The International Service for Human Rights (ISHR) is an Association established in accordance with articles 60 and seq. of the Swiss Civil Code. The objectives of the association are to support human rights defenders and strengthen international and regional human rights law and mechanisms through training, capacity building, information products and strategic advice and advocacy.
Note 2	The accounts of the Association are maintained in accordance with Swiss legal requirements. Costs and expenses incurred for the period, which have not been paid at the Balance Sheet date, are recorded as expenses for the period and included as accrued expenses or provisions in the Balance Sheet. Income due to be received for the period and expenses paid in advance in respect of future periods are recorded as grants received in advance or prepaid expenses.
Note 3	Grants, donations and contributions received are recorded as Income in the period specified in the contracts with the Association.
Note 3a	Grants received in respect of future periods are recorded as liabilities in the Balance Sheet as deferred revenue (Appendix II).
	The deferred revenues related to Brot für die Welt, Bureau of Democracy, Human Rights & Labor (DRL) and Netherlands - MFA are multi-year grants restricted for two or three years.
Note 4	Foreign exchange gains and losses are accounted separately in the P&L and not reflected under other income. In 2020, CHF 33'633 in foreign exchange losses have been recognized in reevaluating the EUR and USD bank account balances against the Swiss Francs and grants' receivables.
Note 5	The financial statements include grant receivables for a total of CHF 1'036'911 for which the funds had not reached the ISHR bank account as of December 31, 2020 (CHF 1'533'706 in 2019). Such grants have been confirmed fully or in parts as 2019 funding and are recorded as Revenue in the P&L and as grants receivable on the Balance Sheet. Exceptions see note 3a on multiyear grants.
Note 6	ISHR's New York office is operated by US Friends of ISHR Inc (ISHR-US), which is incorporated under section 402 of the New York Not-for-Profit Corporation Law and a charitable corporation under section 501(c)(3) of the US Internal Revenue Code. ISHR exercises and maintains effective control over ISHR - US.
Note 7	During the 2020 fiscal year, ISHR made minor changes to the general chart of accounts. This resulted with a slight change in the presentation of accounts and the 2019 comparative accounts. These have therefore been brought up to standard according to the new presentation.