

ISSUE

16

October
2017

Official
Newsletter of
ACS-Embrace

embrace TALK

Editors Note

As we head into the fourth and final quarter of 2017, welcome to another edition of embraceTALK!

In this edition we focus on and TALK about integrated reporting, "data driven decision making" and decades of win-win partnerships.

The Embrace Financial suite provides Financial Officers with complete control and real-time visibility, throughout the entire enterprise, empowering them to report on and paint a picture of the business in its' true reality.

Taking this one step further, don't miss the report back on our BI Seminar earlier this year.

We take great pleasure in presenting a case study on how The Capital Equipment Group (CEG) directs business growth, based on reliable, real-time information!

Team Embrace continues to grow and expand and we embrace this opportunity to introduce you to our newest team members!

While 18th July is "Mandela Day", Team Embrace strives to make every day a Mandela Day and to this end embarked on a number of projects, making a difference in the lives of many. One such initiative was "The Photo Project", and we humbly share our experience with you.

For more news and information on what is happening at ACS-Embrace, we invite you to connect with and follow us on our social media platforms.

Seanette



Inside this issue

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Left: Ian Foster—Sales & Marketing Director

Embrace Data Driven Decision Making!

First there was financial reporting, followed by sustainability reporting, and now all the TALK is about integrated reporting, which is set to become the method used by companies around the world to report on their performance.

The purpose of the integrated report is to communicate a clear, concise, integrated story about the company, who it is, what it does and how it creates value. The Integrated Report explains the company's strategy, opportunities and risks, business model and governance, and its performance against strategic objectives in a way that gives stakeholders a holistic view of the company and its future.

While financial reporting tells an important portion of the story of any organisation, the real power of an integrated ERP system lies in allowing for the flow and interaction of information from all areas of the business. Integrated reporting aims to give a holistic view of the organisation - by putting its performance, business model and strategy in the context of its material, social and environmental issues – in other words, paints a picture of the business in its true reality.

The general ledger and financial statements form the foundation of the financial information incorporated into the Integrated Report and so it is no surprise that the solid, stable and functionally rich Embrace **General Ledger** forms the financial cornerstone of the fully integrated ERP software suite.

The dynamic Embrace **Financial Statement Report Writer** enables the creation of custom financial statements that conform to the latest IFRS, Tax and Legislative requirements, supports statutory financial reporting requirements and includes detailed information to align to VAT IT14SD returns.

With enterprise-wide financial recording the integrated General Ledger module provides analysis and reporting

from every area of the business and combined with online enquiries and drill down functionality, Embrace delivers a powerful platform for informed and enlightened decision making!

With enhanced visualisations using Cognos, QlikView or any other Business Intelligence (BI) tools, the wealth of information available forms the foundation for data-driven decision making, enabling business leaders to act swiftly to capitalise on opportunities, optimise performance and mitigate risk.

Designed to manage an unlimited number of charts of accounts and to integrate information from all operational business units, the secured system allows for budgets, integrated financial transactions and authorisation over journal processing. User defined journal templates ensures enhanced accuracy of financial transactions whilst the Embrace system provides extensive control over user access to confidential information.

Designed for ease of use, the system supports automated inter-branch, inter-company, as well as consolidated transactions, and to mitigate system risk access to the sub ledger transactional framework is limited. **Workflow** control and complete audit logging ensures the integrity of financial information within the Embrace environment.



Did You Know?

The Embrace end-to-end ERP package includes a stable and fully integrated Financial Suite of modules.

Modules Include:

● **General Ledger** - enables enterprise-wide financial recording, analysis and reporting from every area of the business, to facilitate the management of corporate performance and monitor return on investment

● **Accounts Payable** - ensures close relationships with suppliers and helps to improve cash flow

● **Accounts Receivable** - meets the needs of all trading enterprises, supporting sales, service and customer relationship management, while providing excellent control and functionality to the debtors department

● **Multi-Currency** - seamless transactions in any number of currencies ensures your competitive edge in a global economy

● **Cash Book** - caters for multiple bank accounts and for multiple organisations in multiple currencies and enables the effective, efficient and optimal use of funds

● **Cashier Receipting** - enables cashiers to receive payments for cash sales at the cashier desk

● **Asset Management** - provides a complete 360° view into every aspect of the asset lifecycle



In today's global economic landscape, **profit should know no borders!** Embrace enables organisations to actively participate in worldwide trade, take advantage of the reach of the global economy and the adoption of online trading. **Multicurrency** functionality is available across all Embrace modules, as the sophisticated multicurrency management system seamlessly forms part of all foreign currency transactions. The ability to trade in any number of currencies ensures your competitive edge in the global economy!

The Embrace **Cash Management** functions enables effective, efficient and optimal use of funds within the organisation, with enterprise-wide visibility into budgeted cash inflows and outflows from all areas of the business. This information delivers insight into risk management, effective capital use and provides a wealth of information that can be analysed and acted upon to ensure the most profitable use of working capital. Organisations and Financial Officers are empowered with real-time financial information and valuable insight into the status and management of all financial assets.

Embrace provides the tools required to actively manage the supply chain, measure supplier performance and be more strategic with your procurement strategy. Successful companies are lowering their cost of business by implementing streamlined and controlled processes. Tightly integrated with the Procurement and Inventory modules, Embrace **Accounts Payable** ensures essential controls for procurement, by tracking against budgets and enforcing workflow authorised transactions. A comprehensive **Return to Supplier** and **Claims** handling system ensures quality supply that in turn results in quality service delivery.

Disciplines and controls ensure that payments are accurately processed, though **EFT interfaces**, directly with the banks. System access is tightly

managed and relevant functions are accessible to authorised users only. Embrace keeps a full audit of every change on the master files and additional workflow authorisations are required before system changes become effective.

A streamlined cash collection process ensures that cash outstanding is kept to a minimum, reducing bad debt, reducing days of sales outstanding (DSO) and improving valued customer relationships.

Designed to cater for the needs of all trading enterprises, **Embrace Accounts Receivable** simplifies processes, including cash application and credit management. Combined with the functionally rich, fully integrated **Customer Relationship Management** module, Embrace provides excellent control from the sales floor right through to the debtors and customer service departments.

"Cash is King!" and a business's cash flow is often cited as a key factor in its potential for long-term success. The powerful Embrace **Cashier Receipting** system enables cashiers to process and receive payments for cash sales directly at the cashier desk. The integrated **Point of Sale** system includes a number of different account payment options and payment methods, including loyalty programs. Cashiers have seamless access to back office systems for validation of account information, real-time credit updates and the ability to enquire on and update sales, service and debtors information directly from the shop floor.

Conversely, with the growth in online and electronic trading, the **Casual Customer** feature in Embrace is ideal for tracking customer information to enable additional sales analysis on market penetration and customer profiles. In this connected age, with the Internet of Things (IoT), many new customers are actively seeking to find alternatives to face-to-face engagement. Embrace provides the tools to track,

manage and analyse these trends, presenting organisations with strategic insight and the information to assist in adapting to these market changes.

The Embrace **Cashbook** is packed with out-of-the-box functionality that will cater for multiple bank accounts and multiple organisations in multiple currencies. Cash Management enquiries and integrated electronic fund transfers effectively and actively manage the cash profile of organisations. With online reconciliations and integrated bank statement downloads, Embrace ensures that the daily management of cash is handled with ease, and together with cash flow forecasting, provides long term visibility.

Turning operating assets into profits is key - for management and shareholders alike! With huge sums of working capital tied up in a wide range of asset classes, the efficient management of both operating and non-operating assets plays a critical role in the overall success of the enterprise.

The integrated Embrace **Enterprise Asset Management** functionality delivers a complete 360° view of every aspect of the asset during its lifecycle, from requisition, acquisition, revenue generation, servicing and maintenance, relocations, through to asset disposals, providing Financial Officers with critical information to effectively manage this core area. A powerful "What If" simulator enables them to assess the impact of asset revaluations on the financial performance and the impact on the organisation.

The **Embrace Financial Suite** provides Financial Officers with complete control and visibility, empowering the organisation to manage financial risks, ensure accurate record keeping and present timely and insightful analysis on the financial wellbeing of the organisation. Providing this information for incorporation into the Integrated Report enables organisations to promote greater collaboration within their teams and embrace data driven decision-making!

Partner TALK - Embrace Business Intelligence Seminar

ACS-Embrace and Decision Inc. recently hosted a Business Intelligence (BI) Seminar at the Johannesburg Country Club.

The latest trends in Business Intelligence for 2017 were discussed, as well as best practices in the discovery, interpretation and communication of meaningful patterns in data.

We looked in more detail at self-service analytics and how BI solutions integrate seamlessly with the Embrace ERP system. These cutting edge solutions

use drag-and-drop creation to produce smart, interactive data visualisations to better understand your data capability.

The Advanced Analytics team demonstrated how analytics have evolved from standard reports to predictive modelling and forecasting and how advanced analytics are being used in the real world.

To find out more about how you can unlock the information in your ERP system, and see the whole story that lives within your data, contact us today!



Embrace Clients use Embrace Financial Management to:

- Make informed, data driven strategic decisions with access to up-to-the-minute reports that represent individual business units as well as overall performance
- Drive strategy and growth with effective strategy management, budgeting, planning and stakeholder communication
- Provide excellence in finance operation with efficient treasury management, working capital optimisation, new acquisition integration and fast daily, month-end or period close
- Ensure compliance and mitigate risk with efficient process controls, risk management, accounting and tax compliance and comprehensive audit support
- Promote excellence in corporate operations through strategic sourcing and procurement, process workflows and transparency.
- Improve cash flow and cash management with efficient financial supply chain management
- Save time and administrative resources, improve customer responsiveness and boost profitability

The Capital Equipment Group (CEG) directs business

Embrace enables The CEG Group to:

- Manage assets in excess of R16 billion
- Process 300 000 invoices per annum
- Report on turnover in excess of R4 billion
- Manage multiple companies and divisions



The Company

Invicta Holdings is a South African based investment holding and management company, operating since 1989 and is the only JSE listed company to achieve Top 100 Performers status for 20 consecutive years - and be ranked in the elite Top 20 Companies!

The company currently manages assets in excess of R16bn and subsidiaries include the leading distributors of capital equipment, spare parts and engineering consumables in Southern Africa.

Invicta Bearings implemented Embrace in 1987, being only the second Embrace client, and has since been consolidated into BMG.

The Capital Equipment Group (CEG) is a division of Invicta Holdings Ltd headed by Tony Sinclair, CEO, which consists of local and international companies and divisions focusing on the importation and distribution of Capital Equipment with a distribution network of over 152 outlets which operate in the supply of agricultural, construction and forklift equipment with a strong spare parts base. CEG has adopted Embrace as the preferred ERP System in order to manage their dealer network and after sales support operations.

"For the past 30 years we have partnered with ACS-Embrace to meet the challenges of a rapidly changing business and ERP environment and to remain competitive within our industry.

During this time CEG has acquired various companies and grown in leaps and bounds. We have added companies and users to Embrace easily, with the new company's being fully operational within short lead times," states Tony Sinclair, CEO, CEG Group.

The Challenge

Evolving business model with intense IT and information needs

The CEG Group is hardly what one would call a single process company! In a company of this size, and with such a wide array of processes, keeping IT and ERP costs in check is obviously of utmost importance.

In line with the CEG Group strategy, their ERP solution needs to cater for multiple diverse companies and divisions; be robust, flexible, scalable, customisable and able to meet evolving business requirements and rapid company growth; be easy to use with minimal training requirements; accommodate new acquisitions quickly, easily and cost-effectively, enabling them to be integrated into the Group; and support expansion into other countries as the Group seeks diversification of their geographic footprint.

The Solution

A fully integrated, single, real-time system

To ensure a stable and cost-effective operation, the CEG Group relies on the Embrace end-to-end ERP solution, with all companies and divisions running on a central server, with a single data base.

"Embrace has proven to be the right choice for controlling costs, optimising the use of people, maximising revenue and making investment decisions that help grow the company!" - states Geoff Balshaw, CFO, CEG Group.

CEG uses almost all the Embrace ERP modules, including accounting, asset management, inventory management, WMS, supply chain, sales, distribution, rental & hire, service, maintenance contracts and OBDC solutions, throughout the group. All the modules are tightly integrated, delivering the most comprehensive, reliable, real-time data at the fastest processing speeds available.

440 Concurrent Embrace user licenses supports 640 end users, across 8 different companies, as well as 268 dealers. "The Embrace licensing model is extremely cost-effective! New acquisitions can be added to the system without affecting the license cost," explains Geoff Balshaw, CFO CEG Group

Cradle to the grave management of all rental assets

Tracking of rental equipment, availability, usage capturing and monthly invoicing is efficient with Embrace! The integrated solution tracks depreciation and has enabled CEG to review the performance and profitability of their entire fleet as well as individual machines. All assets are managed from acquisition, through the rental process, swaps and service requirements, through to disposal.

Grow revenue by increasing volumes sold at optimised pricing

The Embrace shipping and costing modules are extremely powerful, with unlimited costing methods and pricing scenarios. CEG are able to add actual as well as provisional costs to allow for accurate landed cost calculations - which affects the selling price and the bottom line! Each company is able to select and set their own costing methods and the price breaks that best fit their industry, e.g. Standard, Average or FIFO.

Purchase orders are uploaded into foreign suppliers systems preventing dual capturing of data and errors. The ability to have multiple suppliers, with their pricing loaded onto products, enables CEG to select the best possible pricing for their orders, while the tracking of supplier performance ensures accurate lead times and superior customer service.

"With complete visibility and access to real-time information, Embrace enables us to optimise and improve gross margins through improved sourcing of products and careful product mix management!" - states Balshaw.

WMS

With seamless integration, implementing new Embrace modules is relatively easy. CEG recently implemented the Embrace WMS (Warehouse Management System), which is now fully operational and has enabled CEG to manage their picking priorities and queues to suit their delivery deadlines.

The Benefits

Contain IT costs, minimal hardware requirements and 100% uptime

Embrace is robust, reliable and with minimal hardware and bandwidth requirements, is extremely cost-effective to run! The software is flexible and scalable to accommodate CEG's rapid growth, with the breadth of function to cater for new businesses and processes.

"Where we have unique requirements, Embrace is really easy and economical to customise, ensuring we have an exact fit for all our processes," adds Balshaw.

Dealers “self-service” their Stock Ordering and Warranty claims

“CEG dealers “self-service” their Stock Ordering and Warranty claims with the Embrace ERP system, streamlining the management of the dealer Network,” explains Sinclair.

To further streamline the process, CEG dealers are able to access Embrace through the web, view the parts catalogue and place their orders on-line, directly into Embrace. Embrace then sends an email response to the dealer, thanking them and confirming their order number. There is minimal human intervention, which has significantly improved accuracy and reduced the cost and time of order processing!

Another huge benefit to the dealers is that they are able to submit and track their warranty claims on-line, ensuring fast, satisfying warranty management service, while at the same time, minimising administrative costs.

“By linking processes and information from claims, parts return and supplier recovery we ensure a seamless flow of information, which improves our reporting capabilities, drives new efficiencies and enables us to better serve our dealers,” adds Balshaw.

Fleet maintenance - of the entire CEG Group – comprehensive, consolidated and controlled

CEG has real-time visibility into every aspect of their entire fleet, including operating expenses, warranties, parts installations, service histories and location changes, giving the company complete control. All the different types of service jobs carried out within the Group are supported in Embrace, including Warranty jobs, which are tightly integrated into the Warranty module. Serialised items are tracked and monitored throughout the system. Future planned servicing requirements of the fleet are also tracked and monitored, maximising equipment availability and operational efficiency!

Parts Replenishment

Given the broad array of heavy machinery and other equipment the CEG Group provides and supports, the company maintains a huge parts inventory. The company's inventory management, sales and service teams have complete visibility of current inventory status, how inventory items turn over, and the availability of items.

“CEG’s parts stock replenishment has been automated ensuring excellent stock fills and low excess stock levels. Along with a superior level of technical service and support, we are able to add value to our customers by providing them with unrivalled availability of product from the significant inventories we hold,” explains Sinclair.

Support multiple currencies and sites with ease

As a lot of inventory is shipped to Africa, CEG uses Embrace Foreign Inventory, Cash Book, Debtors and Multi-Currency. Doing business in foreign currencies across all operational modules requires minimal setup. Embrace handles currency exchanges as well as the valuing of assets recorded in multiple values.



To ensure an accurate financial snapshot, the company maintains multiple general ledgers in multiple currencies.

Complete control and visibility throughout the business

Embrace enforces better control, streamlines processes throughout the Group and reduces risk! One of the most significant benefits of Embrace is the level of visibility and data integrity the system delivers. The business is able to access meaningful data at a glance, with the option to drill down into the source transaction or document for any enquiry, saving a lot of time and making managing the business simple. Management is able to monitor performance, be proactive and make strategic business decisions.

Embrace change, growth and new acquisitions effortlessly

As the company has grown and business models have changed, Embrace has evolved and adapted to meet all of the CEG Group's new business requirements. The scalability, agility and flexibility of the software has played a critical role in catering for the company growth. Adding new acquisitions, regardless of what software they are using, takes between 30 and 60 days, depending on the number of users being added and their training requirements. This helps ensure the stabilisation of new acquisitions in a very short period.

“Embrace – with the right team - is quick and easy to implement, move new acquisitions over to, as well as to upgrade. The software is intuitive and user-friendly, making it very easy to train new staff to perform their job functions,” explains Balshaw.

In order to manage multiple different companies, CEG has implemented templates for General Ledger, Product Categories, Customer, Supplier, Cashbook, etc. that ensures all companies operate within specified frameworks, enabling reporting and management accounts to be uniform.

Setting user access for the various companies in Embrace is simple, ensuring each company operates individually without access to one another's information. Menus and screens are easily configured to suit the end users job roles, and these are cloned when new users join the group.

“The number of different businesses you can put onto 1 package, is incredible! It’s just a case of adding new companies!” – states Balshaw.

Accurately consolidate group information for ease of reporting

Embrace caters for the financial accounts and statements of the different companies and divisions throughout the Group. Information can be extracted at any level, in the format required, allowing for easy consolidation which is critical when preparing financial statements, investor reports and annual reports.

“We are able to consolidate all financial data and reporting across the Group and because of the integrity of the data, we balance!” adds Balshaw.

Embrace informed data driven decisions

Embrace enables instantaneous access to a comprehensive and reliable real-time set of financial and performance data. The sophisticated reporting tools in Embrace empower divisional managers to make quick and informed decisions that help maintain their competitive advantage in their respective markets.

To further enhance the reporting capabilities of Embrace, the Cognos suite of business intelligence tools have been tightly integrated into the system. By leveraging the information uploaded from Embrace, CEG management are able to assess the impact of assumptions and business performance in multiple dimensions.

“ Embrace has been instrumental in assisting us to maximise growth, improve efficiencies, generate cash and improve returns on capital from our businesses, ” concludes Balshaw.

FAQ

Q: Am I able to import my Bank Statement into the Cash Book, and if so, how?

A: Embrace cashbook includes the ability to map and import your electronic Bank Statements directly into Embrace. Imports can be taken from your bank and uploaded into the EMBRACE.SHARE environment. The Cashbook reconciliation program allows users to import these bank statements and keep them archived for reference. The new auto matching feature based on transaction dates, amount and reference, streamlines your entire cashbook processing. Automated updates are processed for Debtors deposits with Debtors' payments being receipted and updated directly for allocation in the Debtors module.

Q: How do I manage Customer Returns for Credit using Authorisations?

A: Workflow has been introduced into the Customer Returns process, to ensure that a Credit Note can only be actioned if a Collection Note has been authorised at the start of the returns process.

This process provides control and prevents unauthorised returns whilst ensuring returns policies are managed correctly, according to your specified internal approval requirements.

The Embrace Workflow for Collection Note approvals allows you to define your own business rules regarding how and when Credit Notes can be processed.

Client TALK - Celebrating Significant Milestones

The CEG Group and ACS-Embrace celebrate a 30 year win-win partnership!



From left to right: Back Row: Llewelyn Bricknell, Craig Barnard, Geoff Balshaw, Tony Sinclair and Ross Collard
From left to right: Front Row: Steve Wookey and Charmaine Kidd

Valley Irrigation celebrates 20 years of optimising Embrace for continued growth!



From left to right: Emile Van der Merwe, Viv Wright, Marleen Willemsse, Sherman Wilson, Hector Short, Gert Van der Werff and Marcel Kitay

Belting Supply Services Embrace 10 years of increased operational efficiency!



From left to right: Viv Wright, Tanya Henderson, Mark Knight, Piet Swanepoel, Marcel, Kitay, Frieda du Plessis and Mary Jones

Team Embrace TALK

Over the past few months we have seen a few new faces, as Team Embrace continues to expand and grow. We take great pleasure in **welcoming** and introducing our newest team members and wish them a long, happy and successful career at ACS-Embrace:

Daniel Gloyne joins our R&D Team as a UI & Multi-media Designer and is really excited about his new challenge.

Daniel studied at the Vega School of Branding where he obtained his degree in Multimedia Design and, in 2013, won the pencil achievement award for "best multimedia designer". After graduating he joined a large international ecommerce and marketing agency, where he worked, as a team leader, on the UI and UX for various brands.

Daniel has a strong passion for all things design, and in his spare time enjoys photography, playing Xbox One and eating out – he considers himself a "foodie"!



Kholofelo Mbatha joins our R&D Team as a Programmer.

From WITS University to ACS-Embrace, Kholofelo brings a contagious smile, some innovative ideas and a Bachelor's Degree (Hons) in Computational and Applied Mathematics; Computer Science. He has a flair for languages and speaks fluent English, IsiZulu, Northern Sotho and SeSotho.

A gentle giant, with a big heart, Kholofelo enjoys sharing his knowledge and assisting underprivileged pupils in secondary schools, advising them about higher education opportunities. He also works as a volunteer teacher, assisting Grade 10, 11 and 12 learners with Mathematics, Physical Sciences and Life Sciences.



Delene Klopper returns to our Projects Team as a Senior Business Analyst.

Backed by a B.Com Degree in Cost and Management Accounting, Delene has worked in the financial software space for fourteen years. She first joined ACS-Embrace in 2011 as a Financial Business Analyst in the Projects team where she assisted in several big implementations. In 2015 Delene decided to emigrate and moved her sunny smile across to the United Kingdom, where she spent two years implementing ERP software in different companies, throughout the UK.

Returning home, in May this year, with a wealth of experience, Delene was welcomed back to ACS-Embrace! Delene loves Embrace and feels she has come home to her 'family'.



FAQ

Q: Are we able to "securely" process Pro-Forma journals in Embrace?

A: The short answer is "yes you can". Using Pro Forma journals in the General Ledger, journals can be prepared by Accounts Clerks, but not updated to the General Ledger until they have been authorised

The approval can be a simple Approve or Reject indicator by the authoriser, or can be controlled using a more comprehensive workflow approval process, the optional Workflow module. User defined rules determine who needs to approve journal updates before they are posted

Q: We have been running Embrace for many years and would like to purge information from the General Ledger files to improve performance

A: The General Ledger Purge Group (GLP code) allows administrators to define the number of periods for which detailed information needs to be retained

Accounts can be flagged to be either purged or not purged, with options to purge based on when a General Ledger account was last used. Period Totals can be flagged to never be purged or alternatively be purged on the basis of retaining only the current financial year or the current financial year plus a defined number of years

A GLP code allows for the grouping of General Ledger accounts and how far back the accounts themselves, period totals and sub-ledger details are to be purged. Historical data remains available within the General Ledger enquiries

ExpoTALK

ACS-Embrace, will be exhibiting at **The Finance Indaba 2017**

We invite all our clients, partners and prospects to register, using Embrace code **F1820** and be sure to visit us at **Stand 14!**



For the full interview, with Ian Foster, Sales & Marketing Director, on why ACS-Embrace signed on as a silver partner at The Finance Indaba please follow the link:

<http://cfo.co.za/profiles/blogs/finance-indaba-2017-acs-embrace-offers-tailored-erp>

Last Word

"Our human compassion binds us the one to the other - not in pity or patronisingly, but as human beings who have learnt how to turn our common suffering into hope for the future!"

- Nelson Mandela

embraceTALK

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Outreach TALK - We embrace Mandela Day!



Team Embrace received a request from **Ikhwezilokusa Home** (a home for the profoundly disabled), to take photographs of each and every resident, to then print and frame A4 copies and hang them each patient's bed. We believed this project would make a significant difference in bringing a little joy into their lives — by creating a sense of belonging, of being "at home" and having "my own place", apart from bringing some colour and upliftment into the dormitories.

We set out for the Home to take the photos and were met with much excitement. Everybody dressed their best, smiled and posed for us. Over 300 photographs were taken, of which 130 were later printed and framed.

Madiba Day saw the ACS-Embrace Demo room transform into a photo framing workshop as all joined in to assist with the arduous task of framing the photos. Our combined team effort saw the task complete, with the framed photos carefully packed into boxes, well before noon. We set out for De Deur, to deliver the photos to the Ikhwezilokusa Home - and what an incredible and heart-warming welcome we received! As soon as we were recognised, those who could, came rushing out to greet us, asking if we had their picture. "Lemme see"; "Where's mine?" "Can I keep it?".....

The boxes were carried into the reception area and hastily unpacked. One of the residents immediately started sorting them according to dormitories and promptly made off with all the photos for his dorm. We followed, along with all the other dormitory 4 dwellers, armed with a hammer and a box of nails. Clearly there was no time to be wasted! Our "ringleader", Lincoln, proved to be quite a character. He handed out all the photos and meticulously planned where his was to be placed. How could we not oblige? Team Embrace member, Emmanuel, placed the nail in the wall, where requested, and Lincoln's picture was up – and met with a broad, beaming and approving smile!

All the other residents sat on their beds, holding onto their photos, insisting that theirs be hung next.

Emmanuel was extremely cooperative and in no time at all, everybody had their photos hanging above their bed.

For the team, this was one of the most touching projects we have had the privilege to be involved in. While we do a lot for the home, these photos were very personal and every resident was made to feel special, important and valued.

Definitely the most rewarding 67++ minutes!



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