



AURA GROUP

Comprehensive Departmental Procedure Manuals for Aura Group

Introduction:

This document outlines the comprehensive departmental procedure manuals for Aura Group, covering various aspects of the organization's operations. These manuals provide a detailed overview of the procedures and strategies adopted by each department to ensure efficient functioning and alignment with the company's goals and objectives.

1. Finance Department:

1.1 Financial Services: Orientations and Financial Strategy

1.2 Accounting Services:

- a) Accounting Section: Daily Accounting and Financial Statements
- b) Quality Control of Documents and Tax Accounting

1.3 Operations Services: Stock and Cash Management

- Operations Managers
- Treasurer
- Operations Executives

2. RHM (Human Resources Management) Department:

2.1 Human Resource Management Services:

- Employee Alignment with Company Vision and Mission,
- Quotation Management,
- Absence and Attendance Management,
- Logistics and Substitution,
- Contract Drafting and Salary Management,
- Employee Discipline and Stakeholder Relations.

2.2 Legal Services:

- Risk Management and Dispute Resolution
- Legal Consultation and Defense



- Business Contract Drafting

2.3 Public Relations Services:

- Employee-Employer Relations
- Government-Company Relations
- Client-Company Relations
- Ministry of Solidarity and Compassion Relations

3. Vision, Mission, Objective, and Goal Monitoring and Evaluation Department:

3.1 Objective Setting:

- Collaborative Objective Creation with General Management and Sector Coordinators
- Objective Monitoring and Procedure Alignment

3.2 Evaluation and Coordination:

- Daily, Weekly, and Monthly Meeting Organization
- Aura Group Secretariat Management
- Archiving and Correspondence Guidance

3.3 Employee-Employer Relations:

- Employee-Employer Objective Alignment

4. IT (Information Technologies) Department:

4.1 Information Technology Services:

- Software Development for Management and Accounting
- Website and Social Media Creation
- Computer Maintenance and Data Management
- Electronic Filing and Database Management

4.2 Marketing, Publicity, Design, and Communication Services:

- Advertisement Creation and Design
- Correspondence Drafting
- Company Journal Publication
- National and International Business News Monitoring
- Market Studies and Price Determination
- Customer Management and Quality Studies

5. Commercial Department:

5.1 Product Purchase Management

5.2 Stock Management and Sales Counters

5.3 Customer Retention and Engagement

6. Health, Animal, and Agriculture Management Department:

6.1 Aura Health Care Services (Managed by Dr.MIKAZA Chamy):

- Employee Health Care Services
- Risk, Disease, Accident, and Insurance Management
- Sick Leave Management

6.2 Animal health and Agriculture Management by Dr.NIMBONA Constantin

7. Property Management and Real Estate Construction Department:

7.1 Property Management:

- Management of Built and Unbuilt Properties
- Other Real Estate Management

7.2 Construction and Architecture Services:

- Immovable Property Construction and Architecture

8. **Security Department:** - Management of Assets Entering and Leaving Premises

- Asset and Personnel Management within Company Premises.