

# MOBIAK<sup>®</sup> *press*

THE MOBIAK EXECUTIVES JOURNAL

*Farewell...*

*Emmanouel Svourakis  
(1939 - 2020)*



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**MOBIAK<sup>®</sup>press**  
ΕΦΗΜΕΡΙΔΑ MOBIAKPRESS

DISTRIBUTED FREE OF CHARGE

**Founder:**

**Manolis Svourakis (Senior)**  
1939 - 2020

**1st year of publication of MOBIAKpress: 2009**

**Publisher - Manager**

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**Distribution:**

**MOBIAKpress Journal is available at the following locations:**

- At MOBIAK Central Branches of the Prefecture of Chania
- In the Sales Departments of the Group
- Through our external sales representatives
- At the Distribution Centers in Greece



# EDITORIAL

BY MANOLIS SVOURAKIS  
CHAIRMAN & MANAGING DIRECTOR  
OF MOBIAK



People do not die  
unless we forget them...

**R**ecently I experienced a great loss. I lost my best friend, a partner, a mentor... I lost my father. Some things in life happen without any explanation and without cause. Like losing loved ones; things like that just happen and this doesn't mean we're ready for what's to come.

People who leave this world, in fact, never leave our lives. They are always there through the memories, good or bad, to stand out and leave us at the end with a sweet smile. Everything is in our mind, everything is in our heart forever. The memories, the moments, the love.

Many people claim - and I agree - that we have to leave the past behind and move on, but moving on does not mean forgetting. **Because the truth is that people only die when we forget them.** But how can one forget someone loved? Those who were truly loved always stay inside us. Love is not lost. Though it cannot be touched, it exists, because love does not die. And if the one you loved is gone, that person holds a place in your heart forever.

Only when we allow so, when we stop talking about them, remembering them, memorizing them, can someone leave our lives.

Otherwise they are there, somewhere, near us. They see and watch us from above.

When we have to make a decision, when we achieve something. Many times we even try to achieve something to make them proud of us, because we feel their presence.

**As long as our soul remembers their name, they are with us. They are by our side and hold our hands... We shall keep trying, all together, to achieve the goals that the Founder of our company planned to implement and did not have the time to do so.**

**To make him proud up there!**





# New Catalogue | New Age!

In the last edition of MOBIAKpress, there was a brief reference to the new catalogue of our company and the 11 issues it consists of. After these first months of its release, it is an opportunity to say a few more words.

In **this Luxurious New Catalogues Pack**, MOBIAK ensured to strengthen the character of the "Super Market Firefighting Equipment", as nearly 2,000 product codes currently offer a variety greater than ever before. **From the smallest part to the most specialized type of fire extinguisher and from the most original Gadget to the most special type of Fire nest, MOBIAK Partners have now access to everything they need through directly available stock.**

The Great Diversification of the New MOBIAK Catalogue, however, concerns the upgrading in the field of Fixed Systems, as well as of the broader support in the Technical Part. **Holding Certificates for all Systems in its name, MOBIAK** can now proudly include in its Catalogues the following:

- Fixed systems **HFC-227ea (TALOS)**, **FK-5-1-12**, **IG (THESEUS)**, **IG (MINOAS)** All certified per **VDS**
- Fixed Kitchen Systems; All certified per **LPCB (Alexander The Great)** and **ANPI (MOBIAK DIAS)**
- Fire Extinguishing Assemblies certified per **UL**, Water Supply Network Components (UL/FM) and Certified Sprinklers
- Aerosol **Generators** Certified per **UL**
- Full Range of Certified Fire Nests, Reels, Fluorescent Signs etc.

In order to ensure the best possible support of all the above, we also made sure to invest in:

- **Provision of Hydraulic Calculations**
- **Establishment of an Installers Team (to support our partners)**
- **A manpower of tenths of engineers**
- **New Facilities (with the most recent one being the 300 bar bottling line at the Chania factory)**

Responding to the ever-increasing demands of the time, and backed by its experience of exporting to more than **72** countries, MOBIAK remains a leading company in our country, equipped with a new catalogue that can fully meet your requirements for any project. However, the investments and the renewal of our catalogue are not limited to the above. In the near future, you can expect new surprises both in terms of Fire Extinguisher Models and in Fixed System certifications!

*In this Luxury New Catalogues Package, MOBIAK ensured to reinforce the "Super Market Firefighting Equipment" nature*



BY **MANOS STEFANOIANNIS**  
El. Engineer & Computer Engineer  
Head of the Fire Fighting Equipment Sales Department

# British Standards Institution BSI

BY MAGDA CHARALAMPAKI

MSc in Chemistry

Head of Quality Department, Fire Fighting Equipment

## History

In 1901 the institution currently known as the British Standards Institution or BSI was established as a result of the participation of the British ICE Institutions, the Institute of Mechanical Engineering, the Institute of Marine Architects and the Institute of Iron and Steel and the Electrical Engineering Institute which joined the following year. The original BSI Committee convened for the first time on the day Queen Victoria died on 22 January 1901.

The man behind all this was Sir John Wolfe-Barry - the man who designed the London Tower Bridge and a recognized leader in the British industry. Sir John (who was dubbed in 1897) designed several bridges in London, including the Blackfriars Bridge, and completed the iconic Tower Bridge. He also worked on a large part of the London Underground and on many railway and dock projects in the UK and abroad.

Wolfe Barry played a prominent role in the development of industrial standardization, urging the ICE Council to set up a committee focusing on standards for iron and steel.

**BSI was the first National Standards Institution in the world.** One of the first standards it published was on tram steel sections.

## Milestones from its Establishment till Now

### 1914 - 1945: Standardization expands

During the 1920s, standardization spread to Canada, Australia, South Africa and New Zealand. Interest was also demonstrated in the USA and Germany.

### 1946 - 1975 International Consumer

**Consolidation and Concerns** Standards were published on issues such as air pollution control, nuclear energy, safety paints for use in industry, schools and office furniture and the transport of live animals by air.

### 1975 - 2000: Management Systems Standards

During this period, the BSI has helped shape many of the global standards of management systems, including the three most widely adopted ones concerning quality, the environment and health and safety. During this period the BSI also began its international expansion.



*The man behind it all was Sir John Wolfe Barry - the man who designed the Tower Bridge in London and a recognized leader in the British industry*



### 2000 - Today:

The BSI significantly increases its Global Footprint and Service Offering

The BSI invested in new Business Sectors, new offices and created new partnerships

## Quality Marking

The BSI Quality Mark is the Kitemark™.

Kitemark was first registered by BSI on June 12, 1903 - the same year that Harley Davidson, Crayola crayons and Tour de France were born! Originally known as the British Standard Mark, it has become one of the UK's most important and recognized consumer quality marks.

## BSI Kitemark™ for Products

BSI Kitemark™ is a Quality marking that is owned and implemented by BSI. It is one of the most recognized quality and safety symbols and offers real value to consumers, businesses and procurement practices.

With UKAS accreditation - the benefits include risk reduction, increased customer satisfaction and access to new customers around the world.

The BSI Kitemark is a quality trademark belonging to BSI and was initially used only in the United Kingdom. But now it is recognized all over the world.

## MOBIAK and BSI

MOBIAK is the holder of many certificates from the BSI for a large number of its products. These are:

### • Kitemark

- Portable Fire Extinguishers of all kinds
- Portable fire extinguishers.
- Fire Blankets

### • Marine Equipment Directive

Fire extinguishers for marine use in accordance with the Maritime Equipment Directive (MarED)

### • CoC

Certificates of Conformity for the United Arab Emirates (UAE) for fire extinguishers and fire blankets

# Fixed IG System MINOAS<sup>®</sup> VDS Certified

BY **STRATOS KORONIS**  
Mechatronics Engineer MSc,  
Exports Department, Fire Fighting  
Equipment

IG - 541

IG - 55

IG - 100

IG - 01

**D**ear partners.  
In the context of the Qualitative Upgrade of the Fixed Extinguishing Systems and per the information already provided over the previous period, our Company

proceeded to the **VdS Certification** of Systems **IG - 541, IG - 55, IG - 100 & IG - 01**. These Systems are already successfully available in both the Greek and the Foreign Market under the Trade Name "MINOAS" IG Mixture is an extinguishing agent used for the total flooding and protection of facilities and assets in the event of a fire. Depending on its chemical composition the IG mixture is divided into the following Categories

- **IG - 541** consisting of Nitrogen, Argon and Carbon Dioxide
- **IG - 55** consisting of Argon and Nitrogen
- **IG - 100** consisting of Nitrogen
- **IG - 01** consisting of Argon



*The System  
is mainly  
installed  
where there  
are electrical  
installations  
or sensitive  
electronic  
equipment  
serving critical  
functions*



**The mixture is neither corrosive or electrically conductive and therefore do not cause any** short circuit or residual damage to sensitive components. It is colorless, odorless and inert in gaseous form at room temperature. Its molecules consist of Nitrogen, Argon and Carbon Dioxide (IG541). The IG mixture reduces the oxygen concentration in the space, thereby interrupting the combustion process. The IG mixing system operates safely at temperatures from -20 °C to 65.6 °C.

The IG mixture Fire Extinguishing System is a Class A, B and C fire suppression system which is particularly useful for suppressing fires in areas where a non-conductive electrical medium is required, or when the hazard is located in a residential area (with human presence) and requires a non-toxic fire extinguishing agent.

Moreover, the IG mixture Firefighting System is intended for the prevention or extinguishing of fires in situations where conventional extinguishing materials such as water, dry powder and Carbon dioxide are unacceptable as they can cause collateral damages, significantly interrupt the proper operation of the businesses under protection, or pose a safety risk.

**The system is mainly installed where there are electrical installations or sensitive electronic equipment** serving critical functions, the loss of which would imply both equipment value costs and costs of disrupting the smooth operation of businesses. Other applications include sites that contain sensitive or valuable materials such as museums, libraries and historical monuments.

The most appropriate applications for the installation of IG mixture systems are Computer Rooms, Telecommunication Equipment rooms (Server Rooms), Data Centers, Electronic Production Facilities, Data Centers, etc. Other application examples include Leisure yachts engines, Petrochemical Products Facilities, Chemicals Storage Areas and other industrial applications.





## *The VdS Certified IG "MINOAS" Extinguishing System Complements the Wide Range of Certified Systems of MOBIAK*

The IG Mixture is stored in Liquid Form in 200Bar or 300Bar Cylinders depending on the requirement of each Project - the Capacities of the Cylinders are 13.9m<sup>3</sup> (68Lt Cylinder), 16.4m<sup>3</sup> (80Lt Cylinder), 28.7m<sup>3</sup> (140Lt Cylinder) at 200Bar Filling Pressure while 300Bar Pressure Cylinders are available in capacities of 24.6m<sup>3</sup> (80Lt Cylinder) and 43.1m<sup>3</sup> (140Lt Cylinder).

In Automatic Operation the System is activated by pairs of Smoke and Heat Detectors which are connected to a Fire Detection / Extinguishing Panel - the Panel activates the Extinguishing Output resulting in the Electrical Activation of the Master Cylinder of the System which subsequently activates pneumatically the remaining cylinders (Slave Cylinders) of the System - in Manual Operation the User can Activate the System **a)** Mechanically using the Manual Activation Mechanism (Handle) of the Master Cylinder, **b)** Electrically pressing the Electric Manual Activation Pushbutton. The extinguisher, still in liquid state at this point, is expelled through the pipeline to the discharge nozzles where it evaporates and directly and efficiently floods the area protected.

For the smooth release of the Material, the system features a Steady Flow and Pressure Release Regulator at 60Bar and specially designed nozzles made of brass. Manometers with a Pressure Switch provide continuous indication of the pressure level on the Cylinder to ensure user information in case of Loss of Pressure. In case of installation of 2 or more Cylinders, there is provision of Manifolds having an 100Bar Operating Pressure, as well as Hoses **a)** for connecting the Cylinders to each other and **b)** for Material discharge. Also, the necessary Return Valves which are placed before the connection to the Manifold are available. Optionally, a Manifold Pressure Release Valve and Pressure and Flow Detection Switch are also available.

*System filling is performed at MOBIAK Facilities at Chania, following a New Investment of the Company in a Bottling line with a bottling capacity of up to 300bar, An extensive tribute of the New Investment is provided on page 24 of this Issue.*



### **Shutters**

### **IG "MINOAS" System Advantages**

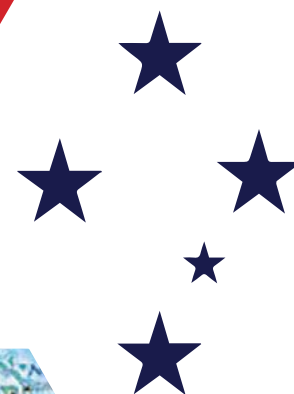
- **Environmentally safe**, with no impact on the ozone layer or greenhouse effects
- Excellent cost/performance **ratio**
- **Robust construction**, relatively low maintenance costs
- **Rapid depressurization - Extinguishing**
- **Safe for use** in places with human presence
- **No post-application residues** non-corrosive or electrically conductive
- **Simple design**. Hydraulic calculations are available upon request using VDS software.
- Ability to implement **Multi-zone Protection Systems**

In summary, the VDS-certified IG "MINOAS" System complements the wide range of Certified Systems of MOBIAK in order to offer you a highly professional and environmentally friendly solution both for the Protection of Sensitive Electronic Equipment and for Fire classes A, B, C.

**It is noted that our Company avails a Hydraulic Calculation Program, which is available free of charge solely upon placement of an Order.**

# MOBIAK in Australia and New Zealand

BY KOSTAS PAPATHANASIOU  
Environmental engineer  
Exports Department, Fire Fighting Equipment



*Our objective is to continuously evolve and promote our products throughout the Globe*

**F**or 17 years MOBIAK has been very successful in the Export of Fire Extinguishing and Medical Equipment abroad, having so far managed to export to more than **72 countries** worldwide. Our objective is to continuously evolve and promote our products throughout the Globe. One of our recent ventures is the introduction of our products in Australia and New Zealand!

Each market has different requirements and each time we have to adapt to the requirements of each market. In particular, for the Australian market and consequently the New Zealand market (since the exact same laws and requirements apply), our primary objective in order to be able to promote our products there is to obtain the required certifications. These certificates are issued by the competent Australian institution and our products should be in line with the laws of the Australian market.

**For Fire Extinguishers and Systems which are also our Main Activity Domain, we need AS / NZS 1841.1: 2007 Certification.**

We are currently in the process of obtaining this certification for the Australian range of our fire extinguishers and it shall be available in the near future.

Soon, we shall avail the certifications required and we have already performed all the necessary actions and moves for the successful import of MOBIAK in the markets of Australia and New Zealand.

Despite the difficult conditions caused by the pandemic of COVID-19 that has hit (and continues to hit) the world, **MOBIAK invests in new markets and continues to grow.**

Hence, we are preparing for another transatlantic journey, with a different destination this time, and we will soon be exploring another part of the world!



# The vital role of the internet in the Covid-19 era

## Our first contact with Covid-19 in Greece was through the Internet...

BY EVI BALLA

Marketing Diploma

Department of Exports, Fire Fighting Equipment/Administrative Support

**B**efore circulating over the rest of Mass Media, the first reports started at the end of 2019 mainly on Social Media (Facebook, Tweeter, Instagram) The issue began to occupy an increasing proportion of the news, until the World Health Organization announced that it was a pandemic in early March and while dispersion in the countries was in progress. In our country the measures to deal with the dispersion were taken very early, with the most notable one being the Lock Down.

So, we stayed at home. We minimized our travels and stopped contacting our loved ones...

But how does everyday life go on when all the elements that make it up are... different?

**This is how an unprecedented trial and challenge started which involved- and still involves - the entire planet!**

And that is when the internet quickly prevailed everywhere, simply helping us... with everything!

The use of the medium skyrocketed both in terms of connection duration and in terms of the number of new users. We all know in our immediate environment older people who started in the middle of quarantine, to communicate with their loved ones through ... video calls.

Something they probably never imagined!

Through the internet we kept our daily activities going - at least to a great extent... We were informed, did our shopping, received education, we were working, we did our payments and got paid, we had fun, we shared, we supported, we had arguments, we were worried, we played, we felt, we saw each other... we did everything!

Everything was there ... and those who had the right internet speed were the lucky ones!! The rest rushed to upgrade their service, as many of the above activities were in real time and the need for fast internet was more essential than ever.

At the same time, internet service companies worked fast and efficiently to meet the need that was created so unexpectedly and finally managed to keep alive and going what was possibly our only connecting link with the pre-Covid-19 everyday life.

The threat may have frightened and isolated us and the global challenge for humanity may continue to exist, but let's acknowledge the impressive potential of man to find alternatives, to adapt and to continue to function daily, using all means available.

And let's try to focus on the important advantages of this most "above the line" mass Medium.

# MOBIAK in China

BY DIMITRIS MARAGOUDAKIS

Production & Administration Engineer

Department of Imports, Fire Fighting Equipment Department

## The Quality Control Team is growing

In the context of the continuous development and upgrading of its products, MOBIAK further strengthened the quality control team at its facilities in China, recruiting two new and highly qualified quality inspectors. The objective of our company and of the executives in question was and shall continue to be the research, selection, procurement and control of raw materials and of the final product.

The presence of the team both in the selection of excellent raw materials and in the production process ensures high quality, a fact which is now recognized globally.

Demonstrating exceptional zeal and devoted to the goal that has always been to upgrade quality, the team of Mobiak in China, now consisting of four people, is ready to fulfill our every requirement overcoming any possible difficulties.

We therefore welcome the new members, Terry and Jessica, and wish for our cooperation to be mutually prosperous and help in the objectives of our company.



**The first person from the left is Shandy, the head of the team for the last 15 years.**

**The next persons are the following: Joycy, Jessica and Terry, who complete the GEM FIRE inspection team.**

# MOBIAK welcomes WMS



*The New Distribution Center of Attica (Central, Southern Greece and Islands) shall be the first to apply the Warehouse Manager System*

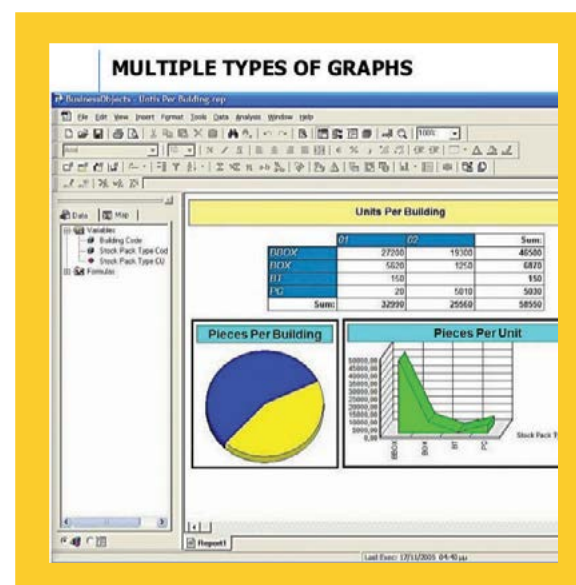
In the context of reorganization of the Attica Distribution Center (Central, Southern Greece and Islands), MOBIAK recently proceeded to the acquisition of a new warehouse having twice the storage capacity compared to the previous one. This investment is a milestone for the company and is the beginning of a general restructuring of all distribution centers (Thessaloniki, Heraklion, Chania) including the renewal of the proprietary fleet of vehicles.

The New Distribution Center of Attica (Central, Southern Greece and Islands) shall be the first to implement the company's Warehouse Manager System. MOBIAK has chosen as its strategic partner in this very important step a recognized company that is a leading warehouse management software supplier (WMS) in Europe. It has a global presence with offices in the USA, Canada, Poland, Romania, Cyprus, Israel and Turkey and an extensive network of partners with strong local support in almost all countries.

The setup and configuration of WMS has already started and three teams are working on it, the MOBIAK team in Attica and Chania, the WMS team in Athens and the Softone team in Chania and Athens. The objective is to have the configuration completed within the next two months and the WMS to start working by the end of October 2020.

What WMS essentially achieves is to map the warehouse and geographically determine the location of each product (runway, horizontal rack, vertical rack). No product shall be able to be transported internally to the warehouse either to a customer or to another warehouse if such transit has not already been registered in WMS through the RF terminals availed by each user.

BY **LEFTERI KYRALAKIS**  
Production & Administration Engineer MSc  
Head of Production of Firefighting Equipment /  
Head of Firefighting Equipment Imports



Some of the advantages of using an advanced Warehouse Management System are the following:

- **Better Customer Service.** Elimination of errors in orders preparation and minimization of their lead times.
- **Productivity increase.** The productivity of the team increases vertically, automating the operation of the warehouse.
- **Reduction of Operating Costs.** The cost of managing the warehouse is reduced considerably, creating a homogeneous computing environment for all operations.
- **Best Stock Management.**
- **Immediate Export of cumulative reports and data**



*The setup and configuration of WMS has already started and three teams are working on it, the MOBIAK team in Attica and Chania, the WMS team in Athens and the Softone team in Chania and Athens.*



# MOBLAK Expansion Strategies from its inception to date

***It is well known that all companies, which want to strengthen their capacity and influence in the field in which they operate, use different types of development strategies to meet their expectations.***

On the one hand, one of the strategies mentioned above is Diversification, which allows the company to add business areas, different from those already in existence, making it a constantly evolving and developing organization. This type of strategy was also selected by MOBIAK, which was established in 1977 by Mr. Emmanouel Svourakis focusing initially on the production of Acetylene. Subsequently, in 1986, the company expanded in the field of sales and bottling of Industrial and Medical Gases with the creation of the MOBIAKGAS Department, but also in the marketing of Firefighting Equipment under the name MOBIAKFIRE. A few years later, specifically in 2001, the MOBIAKCARE department was created, which included the Trade in Medical Equipment - Orthopedic Products and Home Care Products.

Finally, the company has recently established the MOBIAKTRAINERS department which includes Training and Seminars by qualified personnel on Extinguishing Systems and other innovative Products.

Therefore, from the above brief historical review of the company it is easily understood that it has utilized the aforementioned diversification strategy to the maximum.

BY **MATINA GKATZIA**  
Economics and  
Management Engineer  
Exports Department, Fire  
Fighting Equipment

On the other hand, MOBIAK has selected another development strategy, that of Internationalization. With the implementation of the latter, it **managed to establish itself on a global level.**

In 2006 the company had already started exporting its products to 5 countries, and to date, just a few years after this venture, it has managed to expand to more than 72 countries around the world, having a significant role and a strong presence.

In conclusion, the selection of the above development strategies and the best possible way to implement them in combination with the excellent quality of the products, the competitive prices and the highly trained staff resulted in **MOBIAK being the largest producer and exporter of its industry in Southeastern Europe**, but also one of the largest companies in the world, despite the difficulties faced by both the market and the industry in recent years.



# Electrical Panel Extinguishing Systems

BY LEFTERIS AGGELIS

Production & Administration Engineer  
Sales Department, Fire Fighting Equipment

*Previous research has shown that most fires in buildings and industrial installations are largely caused by electrical equipment, in particular cables and electrical panels. Electrical cables help to spread the fire very quickly, while the smoke and gases produced during combustion often cause more damage than the fire itself. In fire protection, the objective is not to extinguish a fire that has already gained in dimensions, but to prevent a fire before it occurs, or to extinguish it before it becomes uncontrollable.*

**FOR THIS REASON, MOBIAK OFFERS 3 DIFFERENT FIRE EXTINGUISHING  
AND ELECTRICAL PANELS PROTECTION SYSTEMS**

## **FIDIAS Automatic Extinguishing System:** FIDIAS®

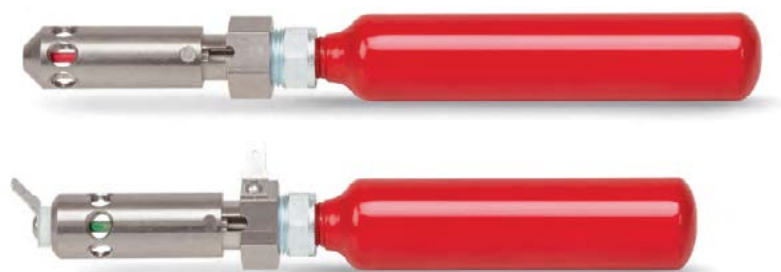
This is essentially a hose with a suitable amount of extinguishing material.

The HFC-227 extinguishing material is used to replace Halon 1301 with highly satisfactory results. It is odorless, colorless, electrically non-conductive which provides top fire protection for sensitive electronic equipment such as panel rooms, telecommunication station installations, industrial processing control rooms, etc. System activation occurs at 105°C while the available pipe sizes range from 1 to 6 meters covering an area from 0.35 m<sup>3</sup> to 3.45 m<sup>3</sup>. The main advantages of the system are its long service life (up to 10 years), the very simple installation and the zero maintenance required. It is therefore a very economical and fast option for the protection of electrical panels that can be installed by a single user.



## **Automatic AMFE Extinguishing System:**

This is essentially a miniature extinguisher featuring on one end a sprinkler 360° which is available at 3 different temperatures of 63°C, 79°C and 93°C. In this case, NOVEC is used as the extinguishing medium, while the available bottle sizes are 24, 72, 120, 241, 360 and 603ml and cover a volume of 0.04m<sup>3</sup> to 1.61 m<sup>3</sup>. As soon as the temperature is reached, the sprinkler breaks and the extinguishing material spreads throughout the panel. Also the AMFE automatic extinguishing system has the ability of providing a warning and can be connected to a monitoring system through contacts for digital signal reading. This is performed through contacts offered in the S-AMFE series, while the R-AMFE series enables remote system activation via a current signal, which causes a rapid and precise increase of the temperature in the lamp.



## Automatic extinguishing system with pneumatic pipe:

This is a large-scale extinguishing system for electrical panels. The detection in this case is performed through a special flexible heat pipe which runs through the entire length and width of the panel passing through all the sensitive parts of a possible fire. The pneumatic pipe has a rupture temperature of 110°C while HFC-227, FK-5-1-12 as well as carbon dioxide can be used as the extinguishing material.

The system is divided into 2 categories: DIRECT and INDIRECT while the differences between these 2 systems lie in the method through which the system is released during activation.

In the case of the DIRECT system, the release is performed directly by the pneumatic tube itself at its point of rupture, releasing the extinguishing material.

In the case of the INDIRECT system, the system includes a piping network while the discharge during activation is performed through nozzles on the panel. A major difference between the 2 systems is that in the case of indirect activation, the user can remotely activate the system manually via a pushbutton. Substantially the pushbutton pops the pneumatic tube and the extinguishing agent diffuses from the piping via the nozzles in the area of the panel, while in both 2 cases a pressure switch can be connected allowing a signal output during system activation.

For the best possible support of all the above, our technical department undertakes the complete installation and turn-key delivery of the systems on your behalf!

**Consult and Trust MOBIAK!**

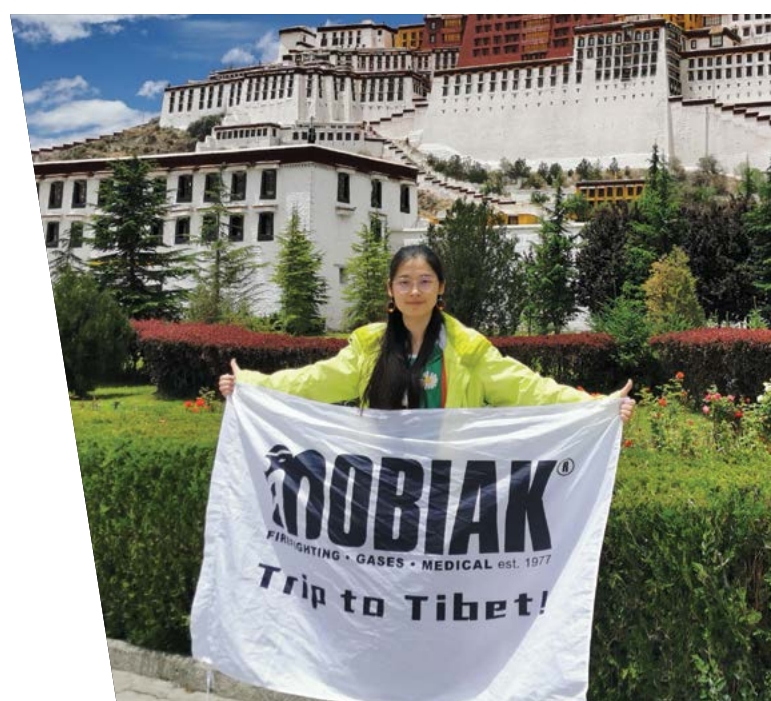


***In fire protection, the objective is not to extinguish a fire that has already gained in dimensions, but to prevent a fire before it occurs, or to extinguish it before it becomes uncontrollable.***

# MOBIAK in Tibet

Members of the MOBIAK team met in Tibet at **Potala Palace**.

Potala Palace was the primary residence of the Dalai Lama. It is located in Lhasa, Tibet. Today it houses a Museum and since 1994 it has been declared a UNESCO World Heritage Site.





# Upgrade of MOBIAK Fire Extinguishers for the Greek Market



BY **GIANNIS GKIOUMES**  
Environmental engineer  
Quality Department,  
Fire Fighting Equipment

Up to now, MOBIAK has followed the principle of listing on the Label of each Fire extinguisher traded in Greece, the minimum Fire Fighting Capability per capacity according to EN3-7. Below follows a table listing the minimum extinguishing capacities required per carbon dioxide Fire Extinguisher per capacity:

Extinguishing capacity for Fire Category B	Fire extinguisher filling in Kg
21B	2
34B	2
55B	5 , 2
70B	5 , 2
89B	5 , 2
113B	5 , 2
144B	5 , 2
183B	5 , 2
233B	5 , 2

Respectively, however, it is indicated on the label of each, respective fire extinguisher the Fire Fighting Capacity that the specific fire extinguisher has achieved in various laboratories accredited for test as per EN3-7 standard as follows:

- MIRTEC - EBETAM (Greece)
- APRAGAZ (Belgium)
- ANPI (Belgium)
- BSI (England)
- MPA Dresden (Germany)



The competition erroneously considered this practice as a weakness, deliberately creating confusion that the fire extinguishers produced by MOBIAK have a lower extinguishing capacity than those that can be found on the market. For this reason, all the labels installed on the Fire Extinguishers of MOBIAK shall be gradually replaced and shall now have the following format at the respective points:

## ΠΥΡΟΣΒΕΣΤΗΡΑΣ / FIRE EXTINGUISHER

2Kg ΔΙΟΞΕΙΔΙΟ ΤΟΥ ΑΝΘΡΑΚΑ / CARBON DIOXIDE CO<sub>2</sub>  
34B

Ο ΠΥΡΟΣΒΕΣΤΗΡΑΣ ΕΙΝΑΙ ΠΙΣΤΟΠΟΙΗΜΕΝΟΣ ΣΥΜΦΩΝΑ ΜΕ ΤΟ BS EN3  
THIS FIRE EXTINGUISHER IS CERTIFIED ACCORDING TO BS EN3.

Αρ. Πιστοπ. / Approval Number: MIRTEC1-00-1400CER33.2072000445 (MIRTEC), KM 705999 (BSI)

ΚΩΔ. ΠΥΡ/ΡΑ / TYPE:  
MBK06-020CA-P1D

*The above label shall now be placed on the 2kg CO<sub>2</sub> front output product with code MBK06 - 020CA - P1D*

A characteristic of the new labels is that now all EN3-7 certification numbers received by each fire extinguisher by the respective body shall be indicated.

Similar actions shall be performed for all portable fire extinguishers produced and traded by our company, reversing to our benefit the impression created by our competitors to the professionals of the fire fighting domain. MOBIAK continues to invest in quality and systematically demonstrates that all products manufactured or handled by our company, **are quality products, Certified for their effectiveness by more than 1 Institution** without calculating and transferring this cost of additional and not required testing to our customers, giving them confidence in the products supplied by our company.

Below follows an example regarding the labels of the fire extinguishers currently traded by our company:

## ΠΥΡΟΣΒΕΣΤΗΡΑΣ / FIRE EXTINGUISHER

2Kg ΔΙΟΞΕΙΔΙΟΥ ΤΟΥ ΑΝΘΡΑΚΑ / CARBON DIOXIDE CO<sub>2</sub>  
ΕΛΑΧΙΣΤΗ ΚΑΤΑΣΒΕΣΤΙΚΗ ΙΚΑΝΟΤΗΤΑ / MIN. EXTINGUISHING RATE  
21B

Ο ΠΥΡΟΣΒΕΣΤΗΡΑΣ ΕΙΝΑΙ ΠΙΣΤΟΠΟΙΗΜΕΝΟΣ ΣΥΜΦΩΝΑ ΜΕ ΤΟ EN3 /  
THE FIRE EXTINGUISHER IS CERTIFIED ACCORDING TO EN3 (Αρ. Πιστοπ. / Approval Number: EX-C-183Rev.1/EN3/B/03/11)  
ΑΝΩΤΕΡΕΣ ΕΠΙΤΕΥΧΟΝΣΕΙΣ ΚΑΤΑΣΒΕΣΤΙΚΕΣ / HIGHEST FIRE RATINGS ACHIEVED 34B,

KX11-532-AO / KX11-532-AOR

*A characteristic of the new labels is that now all EN3-7 certification numbers received by each fire extinguisher by the respective body shall be indicated.*

*The Top Label is installed on 2kg CO<sub>2</sub> front or side output product with Code MBK06 - 020CA - P1D*



# PRODUCTS DEVELOPMENT

## The Case of Fire Extinguishers with Internal Vial

BY BAGGELIS KARTERIS  
Mechanical Engineer  
Quality Department, Fire Fighting  
Equipment

Let's examine as a case study the Fire Extinguisher and Fire Extinguishing Systems being a key product for Fire Protection in Industries, Enterprises, Warehouses, Houses and Maritime.

At MOBIAK, fire extinguishers are a product of specialization in terms of their quality and immediate effectiveness. Special attention is paid both to extinguishing a fire and to the safety of the user. **This product is developed and evolving so as to meet the new requirements of the consumer public.**

One of the dominant and evolving fire extinguishing products on the market is the fire extinguishers with an internal vial (striker). Since the beginning of the sale of this type of fire extinguisher by our company, its form has evolved to improve its functionality and efficiency in extinguishing fires from cooking oils (Models: MBK13-060ABF-P1L, MBK13-090ABF-P1L). A more sophisticated version of it has recently been approved and certified. For this type of fire extinguisher in the water-based extinguishers category (models: MBK13-060BSX-P1L, MBK13-090BSX-P1L) there has been addition and improvement of parts related to its functionality in its assembly.

### IN BRIEF:

1. The modification of the Paphilla Point and the modification of its rupture point to a more sensitive setting.
2. The redesign of the Transport Handle on the Fire Extinguisher shutter applying a more ergonomic design for Optimum Transport. In addition, the holding point of the Handle was redesigned for improved retention on the Shutter body.
3. Addition of a propellant gas supply pipe on the surface of the extinguishing medium, inside the fire extinguisher.
4. Improved through laser engraving the indications on the internal vial. Also, addition of an O-ring to the vial to improve sealing.
5. More robust construction of the siphon tube compared to the original version.
6. Addition of black color for shutter plating.

In Fire Extinguishers with internal vial of Water-based material, the technology of rapid refilling with extinguishing material has been developed.

*The existence and course of a business is inextricably linked to the course of its products. As long as a manufacturing company develops, the products it manufactures must follow the same course.*

A technology that enables faster and more efficient control / refill. There is only addition of the amount of water and a plastic vial with the appropriate foam content for capacities of 6Lt and 9Lt is installed. This new innovation has been certified for fire extinguishers MBK13-060BSX-P1L, MBK13-090BSX-P1L.

Another product that has evolved from the category of carbon dioxide fire extinguishers is the 2kg CO<sub>2</sub> content of iron alloy with a side outlet. The spraying funnel of the Fire Extinguisher was upgraded. The funnel was studied and designed so that the operator can guide it with his hands without the funnel handle freezing during the operation of the Fire extinguisher. This ensures targeted extinguishing by the user at the base of the fire.

The development and evolution of the fire extinguishers is the main concern of the Fire Fighting Equipment Department of our Company in order to provide the consumer with a quality and safe product.



# IMPLEMENTATION OF STORES' FIRE SAFETY THROUGH THE IMPOSITION OF FINES

BY GEORGIOS  
THEODORAKIS  
Mechanical Engineer  
Fire Protection Store Manager

*New fines, as well as a new way of calculating them, have been in force for some time now, as regards fire safety measures in public and private areas.*

The Fire Safety system is very important for public and private spaces where people gather mainly to protect their life in the event of an accident or even of a deliberate action that will result in a fire.

A Joint Ministerial Decision (Government Gazette 2233 / B / 11-6-2020) includes a specific Fire Brigade provision which includes fines that can reach up to 5,000 euros.

## Fines Categories - Calculations

The fines are calculated on the basis of the above tables

**TABLE 5:**  
CLASSIFICATION OF BUSINESSES - FACILITIES AND EXERCISED  
ACTIVITIES IN FIRE RISK CATEGORIES

USAGE OF BUILDING – BUSINESS – FACILITY – ACTIVITY	CATEGORY A (Low risk level)	CATEGORY B (Medium risk level)	CATEGORY C (High risk level)
TEMPORARY STAY	<100 beds	100-300 beds	> 300 beds
EDUCATION	Schools that do not fall into categories B and C	• Schools for people with disabilities • Nurseries • ≥ 4 floors • Multi-storey buildings > 1500 sq.m.	• >23 m. • Underground with f.d. > 150 people
OFFICES	Offices that do not fall under categories B and C	• > 2500 sq.m. • > 200 persons f.d.	> 23m.
COMMERCE	• <1000 sq.m. • Outdoor shops	• 1000 sq.m. - 2500 sq.m. • High-risk stores ≤ 750 sq.m.	• > 2500sq.m. • Underground with f.d. > 150 people • High risk stores > 750 sq.m.
PUBLIC GATHERING	• ≤ 150 persons f.d. • Outdoor Areas • Outdoor sports facilities with f.d. > 2000 spectators • Indoor sports facilities with f.d. < 1000 spectators	• > 150 persons f.d. • Closed sports facilities f.d. > 1000 spectators • Museums, galleries > 1,500 sq.m.	• Entertainment centers • Theaters and performance venues • Cinemas • Exhibition Centers > 3500 sq.m. • Underground with f.d. > 150 people
HEALTH AND SOCIAL WELFARE	Health and Social Welfare Buildings not falling under categories B and C.	• Category E1 <500 sq.m. • Categories E2> 3000 sq.m. or f.d. > 200 people • Category E3 > 100 beds	• Category E1 > 500 sq.m. • Categories E1, E2, E3> 23 m. Height • Underground category E3 with f.d. > 150 people
CORRECTION	Correction facilities that do not fall under categories B and C.	• > 150 persons f.d. • > 15m height	> 3,500 sq.m.
CAR PARKING	Car Parking Lots that do not fall into categories B and C	Underground spaces > 15 m height	Underground areas > 300 sq.m.

**TABLE 1**  
VIOLATIONS AND FINE AMOUNT BASIS (FB) IN MEASURES, MEANS AND  
ACTIVE FIRE PROTECTION SYSTEMS

VIOLATION CODE	MEASURES, MEANS AND ACTIVE FIRE PROTECTION SYSTEMS	VIOLATIONS AND FINE AMOUNT BASIS (FB) (in Euros)		
		LACK OF FACILITY - INSTALLATION	NEGLIGENT OPERATION - MAINTENANCE/ OMISSIONS	SPECIFICATIONS INCOMPATIBILITY
		A	S	P
<b>Portable and other fire protection means</b>				
1	Fire extinguishers (portable - wheeled - ceiling)	200	100	100
2	SIMPLE WATER SUPPLY NETWORK	200	100	100
3	Autonomous smoke detector	150	100	100
4	Simple detector and/or gas fuel/flammable liquid cut-off device	200	100	100
5	Foaming agents	350	200	100
6	Special fire-fighting tools and instruments station	250	150	100
6.1	Full breathing apparatus at a tool station	400	200	200
7	Manual cooling system	400	200	100
<b>Permanent fire protection systems</b>				
8	Automatic fire detection system	700	300	200
9	MANUAL FIRE ALARM SYSTEM	300	150	100
10	Automatic gas fuel / flammable liquids detection system	400	200	100
11	Automatic water fire extinguishing system (water sprinklers)	2000	700	400
12	Other automatic fire extinguishing systems (using powder, foam, carbon dioxide, gases, concentrated aerosol, etc.)	800	300	300
13	Permanent Water Supply Fire Extinguishing Network	1500	600	400
14	Local Extinguishing System	100	200	150
15	Foaming systems	100	200	150
<b>Preventive and specific fire protection measures</b>				
16	Security lighting	200	100	100
17	Safety marking	200	100	100
18	Escape plans	300	100	100
13	Preventive protection measures according to the use of the building/facility	150 (for each preventive measure omission)		

**TABLE 3**  
VIOLATIONS AND FINE AMOUNT BASIS (FB) DUE TO NON-COMPLIANCE WITH  
ADMINISTRATIVE PROCEDURES

VIOLATION CODE	ADMINISTRATIVE PROCEDURES	FINE AMOUNT BASIS (FB) (IN EUROS)
TD-1	Absence of an approved/archived study of active fire protection / Inspection reports (and/or floor plans), and/or validated technical descriptions of permanent systems, if requested	350
TD-2	Failure to comply with the approved/archived active fire protection study (Document and/or floor plans) and/or validated technical descriptions of permanent systems	200
TD-3	No existence of (active) fire protection certificate, if required	300
TD-4	Absence of a control book for the maintenance and proper operation of active fire protection means, if required	150
TD-5	Failure to keep a control book of maintenance and proper operation of the active fire protection means	100
TD-6	Absence of required documents and supporting documents in an file at the headquarters of the company - facility (i.e. in the context of the notification of the operation of economic activities)	200
TD-7	Refusal or obstruction of control to the control bodies by the owner - operator of the business - facility	300
TD-8	Issuance of inaccurate data, documents, etc.	250

**TABLE 2<sup>(1)</sup>**  
VIOLATIONS AND FINE AMOUNT BASIS (FB) IN ELEMENTS OF STRUCTURAL  
FIRE PROTECTION OF FIRE EXTINGUISHING AND SPECIAL PROVISIONS

VIOLATION CODE	STRUCTURAL FIRE PROTECTION ELEMENT	FINE AMOUNT BASIS (FB) (in Euros)
D-1	Failure to comply with the required fire resistance index	1000
D-2	Failure to comply with fire compartment partitioning (required maximum fire compartment area or volume)	1000
D-3	Failure to comply with fire compartment partitioning of hazardous areas or buildings (interior walls) using fireproof roller shutters or fire curtains	500
D-4	Failure to comply with required exits/final emergency exits	500
D-5	Failure to comply with specifications of final emergency exits, such as height, width and direction, compliance with the required distance between them, etc.	300
D-6	Non-compliance with the required horizontal and / or vertical escape routes (with fire protection or not, limit of actual unprotected escape route)	400
D-7	Failure to comply with the specifications of horizontal and / or vertical escape routes, such as height, step width, etc.	250
D-8	Non-compliance with maximum dead end length	300

(1) In passive fire protection violations affecting the elements of active fire protection in buildings - installations included in p.d. 41/2018 (A 80) and p.d. 71/1988 (A 32), the amounts of fines of the category of violations A (absence of facility - installation) of Table 1 are imposed for the respective means and systems of active fire protection, which is affected by the lack of resistance to passive fire protection violation.

The areas are classified into: Low (Category A), Medium (Category B) and High Risk (Category C) and each of them has a different coefficient which multiplies each fine imposed.

At the same time, there are different categories in which each area is classified according to its type of use, such as trade, office, hospital, etc. and its capacity, while at the same time the types of fire safety violations are also categorized.

All these data, complete the above formula: (Fine) = (BP1 + BP2 +... BPv) \* SB (where BP: Fine Base and SB: Weight factor, calculated as a function of the Risk category).

Example A catering store with a surface of 600 sq.m. which accommodates less than 150 people, is found not to have installed fire extinguishers (violation 1) and does not comply with emergency entrances / exits provisions (violation 2). This store, due to its size and capacity, falls under Risk Category A (Low Risk), hence the fine weight factor shall be 1.

Therefore, its two violations are priced at EUR 200 and EUR 500, respectively:  $P = [EUR\ 200\ (violation\ 1) + EUR\ 500\ (violation\ 2)] * 1\ (weight\ factor) = EUR\ 700$ . This fine must be paid within 15 days and in case of default exceeding 30 days, the fine is then collected through the Tax Office.

As it is understood, steps are taken to organize companies, even in this way of imposing fines, in order to render stores safer.



**The areas are classified into: Low (Category A), Medium (Category B) and High Risk (Category C) and each of them has a different coefficient which multiplies each fine imposed.**

## Digital upgrade of the Company "Pyroprostasia"

### Member of the MOBIAK GROUP

BY ANTONIS GEZEPIS

BSc in Applied Informatics in Administration & Economy  
Marketing Department

*As MOBIAK Group grows, the Group's Subsidiary Companies are also on the same growth trajectory. More specifically, PYROPROSTASIA Designs & Installations Ltd. just recently completed a number of important projects and installations of high standards in the broader region of Chania.*

*The need of the market to inform engineers on the new certified systems and the provision of information by experienced people who are well versed in large scale installations has lead us to the creation of a website offering just that. A **reference point for complete guidance in the implementation of** even the most demanding Fire Safety study.*

You can also visit the site of PYROPROTASIA at  
**[pyroprostasia-chania.gr](http://pyroprostasia-chania.gr)**



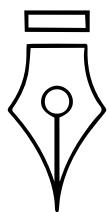
*On a brief review, PYROPROSTASIA was established in 1987 and is one of the oldest firefighting equipment companies in Chania. In 2002 it was acquired by MOBIAK and became a member of the Group. Today, PYROPROSTASIA LTD is an innovative company in the Fire Safety domain. It provides complete solutions offering specialized Services and High Quality Products and Systems.*





# The Role of Communication in Sales

*First, provide the customer with all the information needed to decide. In general, customers want to feel confident about their choices.*



BY MANOLIS STAVROULAKIS  
Fire Fighting  
Equipment Sales Department  
of Greece

In a sale, the way we communicate with the customer is very important.

Try to secure the sale without becoming burdensome.

Many times, aggression causes the opposite results and becomes manipulative towards the customer, while it creates negative feelings for the seller (and the business) and displays despair for the increase of the turnover.

Certainly, a sale must be closed in a short period of time and under conditions that are favorable for both parties, so that the customer immediately consumes the product desired and the company makes sales.

**But how is it possible to achieve a sale without pressuring the consumer?**

First, provide the customer with all the information needed to decide. In general, customers want to feel confident about their choices. The best technique for this is to present the pros and cons of your product and let the customer process the information and - of course - compare your offer with another of the competition. Properly structuring the product / service with the appropriate competitive advantage, support and price, allows you not to avoid the comparison with the competition, but to seek it!

Moreover, the detailed and clear presentation of the advantages of the product removes every second thoughts.

We must not forget that customers usually procrastinate for a variety of reasons, mainly financial, priorities or doubts. Try to make the buyer feel that the purchase was made at his/her own wish and it is something that is really needed and not because something that just must be purchased.

If the customer understands the usefulness of the purchase he/she shall proceed to it today, not tomorrow.

Concluding, try to make the customer feel familiar with you, being the person serving them, and not a faceless machine.



*Certainly a sale must be closed in a short time and with conditions that favor both parties*



BY NATASSA TZEVELEKOU  
Economist BSc.  
Department of Exports, Fire Fighting  
Equipment Administrative Support

# The business decision-making process



*"A pessimist sees difficulties in every opportunity.  
An optimist sees opportunities in every difficulty"*

*Winston Churchill*

**D**ecision making is the process of choosing between several alternative proposals in order to achieve the best result both in the short and long run for the sustainability and growth of an enterprise. However, making the right decisions requires experience, knowledge, skills and the ability to combine different information.

Depending on the levels of hierarchy in a business, decisions are divided into strategic, tactical or administrative and operational. Strategic decisions are primarily the subject of senior management as the latter has a more general overview of the whole business and is able to provide more effective opinion. The tactical or administrative decisions usually concern branch or department managers, and operational decisions are taken by the lower level and relate to day-to-day activities and how they are conducted.

The conditions under which decisions are made are conditions of certainty, uncertainty and risk. In view of the complexity and developments that characterize an undertaking and the environment in which it operates, it is worth noting that undertakings often operate in conditions of uncertainty and risk.

Under certainty circumstances, the results of a decision are known in advance. An example of this is the relationship between the production of a commodity and the level of stocks of the components used for its production. In risk conditions, uncertainty is described in the form of probability, and while no accurate information is available, it is possible to use techniques and choose the results that best suit the occasion.

In the event that an executive cannot predict the outcome of a decision, this may be due to the following reasons:

**1) There are many variables in the situation**

**2) There are a few variables but not enough knowledge about them**

**3) There are many variables and little knowledge about them.**

All of the above elements render an assessment of the outcome of the decision materially impossible. But what are the steps for making a decision?



## • Identification of the problem

or an opportunity for which a decision should be taken. The analysis of the situation requires an understanding of the external reality (control of the external environment) and an internal analysis - Swot (strengths and weaknesses of a company)

## • Definition of the Problem

which requires a clear and detailed wording in order to analyze the current and desirable situations (if there is a difference, this means that a problem has been identified)

## • Finding Alternative Solutions

(brainstorming is a technique often used with a small group of employees to formulate several alternatives in a short period of time)

## • Evaluation of Alternative Decisions

In order to evaluate the alternatives, management must ask 3 questions:

- 1) Are there any undesirable effects?
- 2) Is the objective achieved
- 3) Can the Company afford this solution?

## • Trial or full implementation

No matter how much we try to organize a business at the level of decisions, there will always be room for a wrong decision. This is due to the perception and ability of the executive of an undertaking, as well as the mental map he has developed over time.

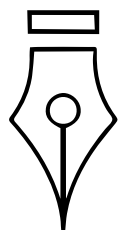
It is therefore important for complex and serious problems to gather as much information as possible and to evaluate the alternatives correctly.

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Patrick J. Montana and Bruce H. Charnov

# THE "GREEN" HYDROGEN AMBITION

BY EFI MANAROLAKI  
MSc in Chemistry  
Gas Department



***Despite the fact that the production of hydrogen as an urban gas started 227 years ago, its launch in the gas industry is much more recent and can be traced back to around 1902.***

**H**ydrogen is the simplest element. A hydrogen atom is made up of a single proton and an electron. It is also the most abundant element in the universe. Despite its simplicity and abundance, hydrogen does not naturally appear in gaseous form on Earth - it is always combined with other elements. On Earth, the use of hydrogen as an energy source began 227 years ago. Natural gas combustion is considered to be the cleanest alternative to coal for electricity generation. However, as a fossil fuel, it generates carbon dioxide emissions that contribute to global warming. Thus, the next energy transition would be the search for a replacement of carbon and this is the goal that lead to the promotion of hydrogen as a fuel gas. Hydrogen is also found in many organic compounds, in particular in hydrocarbons which constitute many of our fuels, such as gasoline, natural gas, methanol and propane. Hydrogen can be separated from hydrocarbons with the application of heat - a process known as reforming. Currently, most hydrogen molecules are thus produced from natural gas. Some algae and bacteria, which use sunlight as an energy source, also emit hydrogen under certain conditions. Despite the fact that the production of hydrogen as an urban gas started 227 years ago, its launch in the gas industry is much more recent and can be traced back to around 1902. All it took was this first start and since then Hydrogen has been established at the top of industrial gases next to Oxygen and Nitrogen. Industrial gas companies continue to supply large quantities of hydrogen through on-site pipeline operations at oil and gas refineries. The evolution of gas in the industry over the last decade has somewhat slowed the demand for oil, and as a result the need for large volumes of hydrogen production is continuously growing. Other major applications of hydrogen, although in much smaller volumes, are metallurgy, glassware, electronics, aerospace and food hydrogenation. More specifically, the glass sector is the main industry that uses hydrogen as a protective atmosphere in the manufacture of glass.

Although glass production dates back to antiquity, in many ways it reflects the same basic processes today. A commercial glass manufacturing line comprises a series of steps starting when a mixture of fine-grained ingredients, sand, sodium carbonate, limestone, dolomite and some other secondary elements are combined and melt to form molten glass, in a furnace at a temperature of 1500°C. The vast majority of furnaces used for the above process consume huge amounts of natural gas and air. The next stages of refining and homogenization are performed in separate steps that require extremely high temperatures. This continuous melting process can take up to 50 hours to create a good quality glass without bubbles. Here, with the necessary use of nitrogen and hydrogen, the liquid glass floats on a melted tin bath, as it hardens and its thickness and weight is adjusted. With regard to metals and construction applications, hydrogen heat treatment is used in transport industries such as aircrafts, automobiles and transport equipment. In the atmosphere of the heat treatment furnace, hydrogen reacts with oxygen to produce a luminous finish on steel parts. The melting of silicon, industrial diamonds and the fusion of lamps also use hydrogen in the manufacturing process.

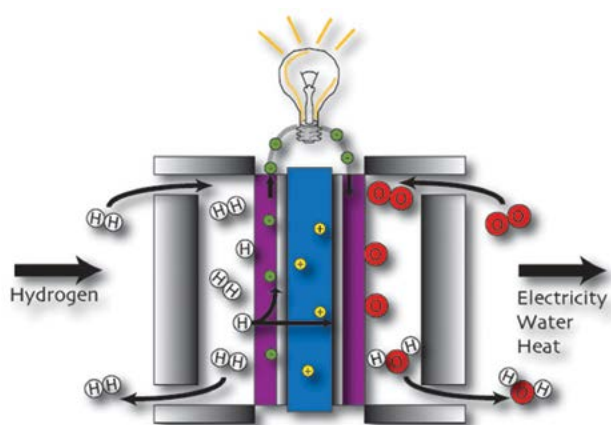




## A New Universe with the presence of hydrogen

Mapping a new hydrogen universe based on its growing role as an energy or fuel source is perhaps one of the most promising areas for the hydrogen markets. Hydrogen has high energy content, but an engine that burns pure hydrogen produces almost no pollution! This resulted in it being described as the fuel of the future. Hydrogen fuel cells made their appearance and are fueling electric transmission systems, producing a single pure by-product - pure water! Hydrogen as a fuel does not contain any carbon atoms, hence it does not emit carbon dioxide or other greenhouse gases, with the result being that hydrogen fuel cell technologies are used globally in portable, fixed and movable applications. Hydrogen fuel cells have a broad range of applications for use almost anytime and anywhere there was prior powering by electrical sources or fossil fuels. Research has shown that Hydrogen and fuel cells can enable a more resilient and secure energy future by providing benefits to many business sectors.

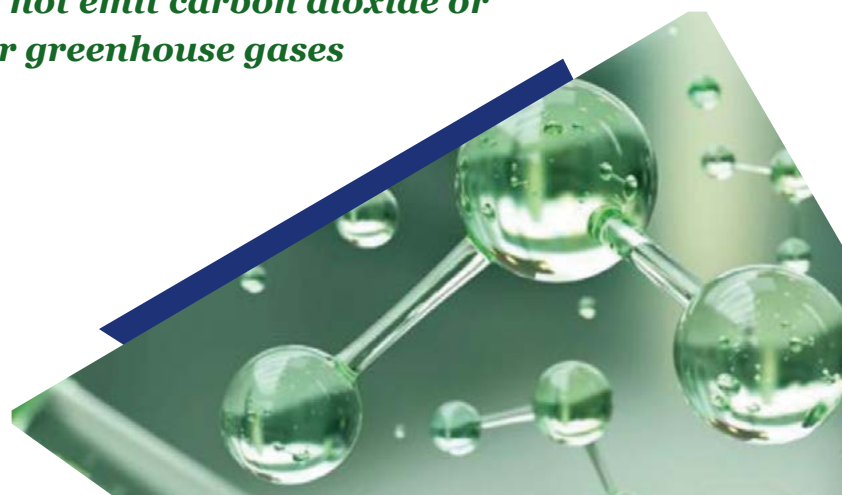
A fuel cell combines hydrogen and oxygen to generate electricity, heat and water. Fuel cells are often compared to batteries. They both convert the energy generated by a chemical reaction into usable electrical power. However, the fuel cell will generate electricity as long as it is supplied with hydrogen fuel, without this ever losing its load. Unlike batteries, fuel cells do not have a "memory effect" when refueling. Maintenance of fuel cells is simple as there are few moving parts in the system. Fuel cells are a promising technology for use as a source of heat and electricity for buildings and as a source of electricity for electrical engines that propel vehicles.



Fuel cells work best with pure hydrogen. But fuels like natural gas, methanol or even gasoline can be reformulated to produce the hydrogen needed for fuel cells. Some fuel cells can even be fed directly with methanol without the use of a reformer. In addition, a fixed fuel cell the size of an air conditioning unit suffices to power an entire house. Hydrogen fuel cells already supply thousands of homes in Japan and are being used in the United States. In the future, hydrogen could also be integrated into the electricity sector as an important operator. An energy operator moves and provides energy in a usable form to consumers. Renewable energy sources, such as the sun and wind, cannot generate energy all the time. Since hydrogen can be produced wherever there is water and a source of power, fuel production can be distributed and does not need to depend on the power grid.

***Hydrogen has high energy content, but an engine that burns pure hydrogen produces almost no pollution!***

***Hydrogen as a fuel does not contain any carbon atoms, so it does not emit carbon dioxide or other greenhouse gases***



# Environment + Paper

*The environment and its protection is an obligation of all of us and everyone, individually or in groups, must do their duty in this regard.*

BY NEKTARIA PSEGIANNAKI  
Graphic Designer / Marketing Department



*As for the acquisition of raw material, mainly wood, the paper manufacturers themselves soon saw the problem and in due time started the immediate reforestation of the growing areas.*



**A**ny researches stating that paper production destroys forests simply lack information. This lack of information is not only the fault of the citizens who convey this view, but a large part of the responsibility lies with the paper industry, which, while investing huge sums to improve paper production processes, in order to deliver perfect paper to consumers, and to use more and more old paper for recycling, they have not invested enough in communicating and informing citizens on what they have achieved in a relatively short period of time (approximately 25 years).

To better understand the problem, it is necessary to analyze it into the two main processes that a paper industry goes through in the production of a sheet of paper.



One process is to obtain its raw material, which is wood or old used paper (recycling).

The other procedure is that of paper production. This requires a lot of water, a lot of energy and a small proportion of other factors that are, by their nature, not environmentally burdensome.

As for the acquisition of raw material, mainly wood, the paper manufacturers themselves soon saw the problem and in due time started the immediate reforestation of the growing areas.

Through serious, responsible and state-controlled work, Northern Europe, North America and Canada have managed to have more land covered by forests than a century ago.

This impressive development was assisted by the central institutionalization which imposed on the **paper industry the increased annual use of used paper for recycling** as a raw material. This arrangement gradually reduced the cutting of trees, but kept the Paper Industry alive.

It is no coincidence that the latest measurements show that 54% of the global use of raw materials for paper-making comes from **Recycling**, while at the same time 1.3 trees are planted for each tree cut for paper production.

The important fact is that recycling has offered a lot, but it quickly reaches its limits. Already finding and collecting papers for this purpose is very expensive and difficult compared to the immediate past. The simple but complex process of making paper from an ecological and environmental point of view has also been greatly improved.

Great efforts began in the late 1970s and early 1980s, when under the massive pressure of environmental organizations and citizens, the relevant legislation began to change, imposing a gradual reduction of pollutants to water and air, but at the same time the reduction of the quantities of energy needed for production, mainly of bleached paper towels and paper products.

Thus, the paper industry has invested enormous sums in the purification of the water it uses before returning to nature, as well as the exhaust gases it releases into the atmosphere.

**My view is that the environment and forests are not endangered by paper industry, paper and printed material produced from it, or any forms of exploitation of this precious human good for millennia. Let the problem be sought in logging for other applications and uses or even worse in the arson actions.**



# Risk for extensive fires

**T**he summer and autumn months in our country are always characterized by a high risk of fire as the climatic conditions are unfortunately conducive to this.

We all need to be vigilant and very careful this time of the year so as not to lead to a fire by our actions or omissions.

However, this year, more than any other year, we should be even more careful, because according to a report by the CNN Greece news agency (published on 03/06/2020), the European Union, through the Commissioner for Crisis Management, Janez Lenartžic, informed that "This year the fire season is expected to be above the normal average, in terms of the number of fires and incinerated areas in Europe", referring specifically to the "dangerous" period from June to September.

These fears are well-founded as they stem from the very dry climate conditions that have prevailed throughout the European continent since the spring and have resulted in forest fires since May in countries such as Portugal and Italy, but also in Sweden and the north France, according to data distributed by the European Forest Fire Information System (EFFIS). All these elements are ringing an alarm bell for all of us and should keep us vigilant during the Autumn months when the climatic conditions continue to favor the presence of fires.

In our country, the fire-fighting season typically begins in June and ends in mid or late October (this year it started on May 1 and ends on October 31) with most fires occurring during the dry summer season and early autumn.

It is therefore the responsibility of each of us individually and collectively, to be twice as careful during this period of the year and to do our best not to contribute with our actions or omissions in the occurrence of fires.

We have a responsibility to our fellow human beings and to the next generations to do our best so that there are no more disasters like the one in Mati two years ago, at the end of July 2018, where 102 human lives were lost. Memories are still fresh and must act as an element keeping us alert and prepared.



## Some information for the present period

BY ALEXANDROS BOLANIS

Economist

Sales Department, Fire Fighting Equipment



*We all need to be vigilant and very careful this time of the year so as not to lead to a fire by our actions or omissions.*



*In our country, the fire-fighting season typically begins in June and ends in mid or late October (this year it started on May 1 and ends on October 31) with most fires occurring during the dry summer season and early autumn"*





## New Bottling Line at MOBIAK Facilities with 300 Bar Filling Capability

Since the ban on the use of Halon and subsequently, INERGEN extinguishing systems are constantly gaining ground. The most common type among INERGEN extinguishing systems is IG 541, a mixture of inert gases consisting of 52% Nitrogen, 40% Argon and 8% Carbon dioxide.

The choice of INERGEN extinguishing systems is due to the effectiveness of the "material" in extinguishing and the prevention of the resurgence of fire. INERGEN has advantages that make it unique in the area of fire fighting. The primary one is that its use is safe even in areas with human presence. Even when the system is activated, it provides enough time for staff working in the area to evacuate the relevant site. Medical studies have shown that INERGEN maintains blood oxygen levels at normal levels, thus not affecting heart and brain function, at least for the minimum time needed for safe evacuation.



Furthermore, the INERGEN mixture does not affect the ozone layer and does not contribute to global warming, since it consists of gases already present in the ambient air.

The INERGEN extinguishing material operating principle is based on oxygen displacement; by means of reducing the percentage of oxygen in the space, the fire cannot breathe.

As a clean and electrically non-conductive material, it is suitable for areas with electrical equipment or in areas with objects - equipment of great value. Examples of installations include:

- Computer Rooms (Server, Central Units, etc.)
- Airport Control Towers, METRO, etc.
- Central Production Control Units
- Special - Clean Rooms
- Telecommunications
- Museums etc.

Recognizing the current trends and the growing market demand, and in particular for INERGEN 300 bar cylinders, in order to cover the required quantity using less space, MOBIAK proceeded to install a new bottling plant. The new unit is capable of bottling inert gases and mixtures thereof at 300 bar.

The installation of the new unit was completed in February 2020. The new unit was created and installed as per specifications that served the needs of MOBIAK. The existing bottling facility was merged with the new one. The plant has opened new possibilities and facilities to the production since it is now possible to achieve bottling from a single cylinder up to an entire ramp of cylinders.



*The INERGEN mixture does not affect the ozone layer and does not contribute to global warming, since it consists of gases already present in the ambient air.*



BY ARGYRO SCHOLINAKI  
MSc in Chemistry  
Head of Gas Department



In addition to filling our own Certified Systems, it was also provisioned to fill cylinders bearing different types of shutters and related to cylinders that are introduced for re-checking and retreading at the certified Re-inspection Center of MOBIAK. Therefore, with the new unit, we can provide integrated solutions across the range of INERGEN extinguishing systems.



## Radical upgrade of the Attica Distribution Center (Central, Southern Greece and Islands)

### New Warehouse Management System (WMS)

BY ANTONIS PANTELIDAKIS  
Business Administration  
Head of Attica Distribution Center

**MOBIAK**, following the Modern Rate of Development, invests in a new Warehouse Management System (**WMS**) which can monitor the flow of goods and information from the Supplier to the final Recipient.

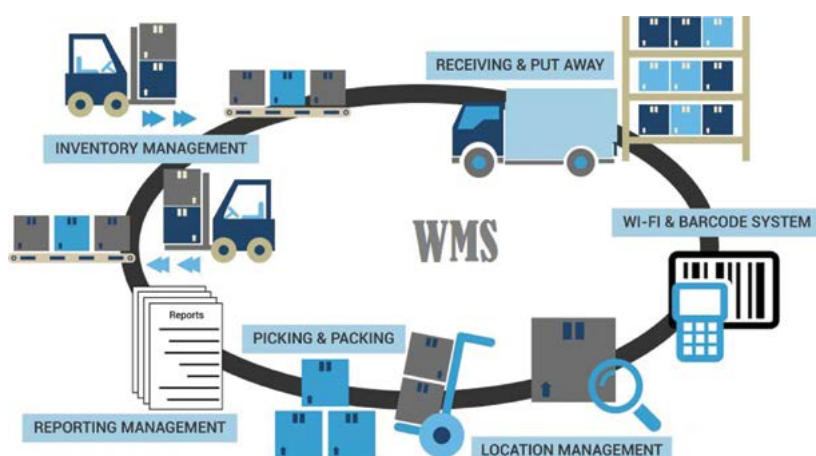
As extensively mentioned in a previous article, the New WMS System shall be initially installed in the New private Warehouse - Distribution Center in Aspropyrgos and then in the other Distribution Centers of MOBIAK.

#### Some of the benefits of WMS are:

- Improved Reception Management
- Improved Storage - Transit Management
- Improved Picking Management
- Improved Stock and Batch Management (Traceability)
- Improved and Precise Knowledge of the Stock with all its Characteristics and its Location in the Warehouse
- Improved Inventory Management

In the near future, MOBIAK Personnel shall start training in the use of Wireless Terminals (RF).

Through the application of the above system, there is complete registration and control of the Warehouse resulting in better and faster service of our Company's customer orders.





# Chania Distribution Center

## *History - Evolution*



*One of the core principles of MOBIAK is to always respect and provide direct customer service.*



BY STATHIS PAFITIS AND VOULA PETAKAKIS  
Chania Distribution Center

**I**n 1977 MOBIAK commenced the production and bottling of acetylene and a little later the bottling of oxygen which was distributed using its own means of transport (tanker) throughout Crete. **Its continuous development, such as its entry into the market of firefighting products, or bottling and consumption of liquids and gases in 1986, as well as its involvement in the market in the field of medical equipment - orthopedics and products of Home Care, create the need for a modern distributions center at the company's headquarters at Kathiana of Akroterio.** One of the basic principles of MOBIAK is to always respect and provide direct customer service. As a result, the company was lead to the purchase of privately owned trucks in order to meet their needs in Crete, Athens and Thessaloniki. Today, the Chania Distribution Center has at its disposal a tanker truck for the distribution of Medical Oxygen and Nitrogen throughout Crete. Three trucks operating on a daily basis to meet the needs of the Heraklion warehouse (Prefecture of Heraklion - Lassithi), at the retail branches (Group Companies) Pyroprostasia and PYROMEDICAL available in Chania, as well as in individual wholesale distributions and large hotels in Eastern and Western Crete. Finally, in order to meet its needs in the Aspropyrgos Warehouses of Athens and Kalochori of Thessaloniki, it has scheduled itineraries on a weekly basis every Monday in Athens and Wednesday in Athens - Thessaloniki, using its total of two owned towed trucks.

**Following the Technological Advancements and the Development of the Company, we constantly improve the level of provisions and we reserve for new upgrades, with our New Facilities that a re under full progress.**





# Management of changes in post-COVID - 19 era

## The Change Management Method Necessity



BY MAIRI NIKOLOUDAKI  
Economist  
Head of Accounting

In the post-Covid era, the adaptation of the Enterprises to the rapidly changing environment and the adoption of Change Management methods is now considered necessary.

The concept of Change Management is familiar to most businesses nowadays. Nevertheless, its implementation is becoming even more important due to the current changes we are experiencing worldwide.

How each company manages any change and how successfully it can achieve this, varies as this depends on the nature of its activities, the type of change and ultimately the human resources composing it. Change management is in essence the implementation of a well-structured process and of respective tools designed to give individuals or groups the ability to move from one existing situation to another, achieving the desired result. When the change management is carried out correctly, the employees themselves feel a commitment towards the company and the whole process and it is observed that they work collectively towards the joint goal achievement.

The culture of each company, i.e. all the values followed by its members, is particularly important, as it is directly related to the financial results, but also to its overall viability. Thus, any company facing changes both in its internal and external environment is invited to identify in due time the need for change and to immediately adopt the appropriate action plans in order to gain the lead in maintaining a comparative advantage.

Every change, no matter how difficult it may be, offers its leader the opportunity to transform his leadership strategies to new, more progressive ones. **According to the theory of Kurt Lewis, the founder of social psychology, there is an internal dynamic trend in every business that affects its functioning.**

Following the "Unfreeze, Change, Refreeze" model, every organizational change is characterized as a process that goes through 3 main stages.

The First Stage is that of "**Unfreeze**" where the disturbance of the existing situation is presented and an obvious gap is created between the existing situation and the desired one. The immediate result is a review of what is happening so far and, above all, an understanding of the need for change.

Then follows the "**Change**" stage which is essentially the transitional period until the change comes. Many times, at this stage, what is happening up to that point is being questioned and everyone is called upon to adopt new codes of communication and behavior, while at the same time new structures and procedures are being applied. The immediate result of the above is to push of the executives from their existing position, in the so-called "Comfort zone" in which they are likely to show tension and a general climate of unrest.

Ultimately, "**Re-freezing**" takes place

, that is, adapting to a new order of things. At this point, the change has taken shape and has started to be established - whether small or large - resulting in the restoration of the calmness and smooth flow in the operation of the company. This is achieved through various means such as communication, rewarding success, commitment of leadership and proper training.

What is crucial for organizations, based on the model of K. Lewis, is homeostasis, i.e. the tendency of every business, when called upon to cope with a change, to return to its original point of equilibrium.

It therefore proposes that this point of equilibrium must be moved elsewhere (defrost - change) and then be firmly stabilized (change - re-freeze) in order for the organizational change to be successful.



# Business Extroversion

BY GEORGIOS CHOUDALAKIS

Computer Engineer

Department of Medical Equipment Exports

**U**ndoubtedly, the economic crisis and the recession experienced by our country in recent years have affected almost all sectors of economic activity.

At the same time, however, with the collapse of the Greek economy experienced over the last years, the wrong standards on which the artificial economic prosperity of the previous years had been built were revealed. Greece did not try to develop the sectors where it had competitive advantages and to benefit from the modern globalized economy but relied on external borrowing and the internal consumption of mainly imported products which constantly worsened the current transactions balance.

Despite these deadlocks, the economic crisis may be the starting point for a new era for the Greek economy on the basis of healthy growth, through the production of high-quality products capable of facing and overcoming international competition. Thus, the way currently lies in foreign markets and therefore the strategy of business extroversion is an urgent need for Greek companies.

Indeed, many companies in their efforts to address the reduction of sales in the domestic market, which resulted from the decrease in consumption, turned to foreign markets and took advantage of the business opportunities that existed in those markets. Similar strategies can be followed by other companies so as to boost their size or even to ensure their survival, but also to contribute to the recovery of the Greek economy.



*... many companies in their attempt to cope with the decrease in their sales in the domestic market, which resulted from the decrease in consumption, turned to foreign markets*

Despite the fact that Greek exporters encounter a number of problems at national and international level, the business extroversion strategy is a catalyst for the restructuring of the Greek economy and its return to a trajectory of growth. It is now well established in businesses that exports, which used to be a rather small part of their activity, must now cover most of their production in order to ensure long-term growth and profitability. Innovation, targeted marketing and quality differentiation can establish Greek products on international markets, lead to a surplus of Current Transactions Balance and help businesses to break free from domestic demand fluctuations.

It is understood, however, that the organized strategy of business extroversion is not an activity of temporary benefits but a significant prospect for the future development of the Greek economy and its survival in the context of international competition. To this end, a change in the country's productive fabric and an extension of existing activities are necessary to better align with the global demand for goods and services. It is certainly not an easy option and requires considerable effort, but it is a good opportunity for Greek companies to manage the recession and enter a long-term growth trajectory.

**In the context of the above, the exports of the Medical Department managed to achieve a remarkable course, marking a fourfold increase in sales** in the last 2 years and a rather impressive sales network which now includes over 65 partners in the Balkans, Central Europe and Middle Eastern countries with recent additions to the highly demanding and competitive markets of Belgium and Italy.



# Live the Dream!

*The Expansion to Kathiana, Akroterio is progressing fast...*

BY ANTONIS GEZEPIS  
BSc in Applied Informatics in  
Administration & Economy.  
Marketing Department

**A**s stated in a previous announcement, a large-scale renovation of the existing and new premises of MOBIAK will take place at the company's headquarters in Chania.

**It is with great pride that we inform that the works has started and progress intensively marking progress on a daily basis!**

MOBIAK, in expanding its facilities including the construction of new buildings, shall house an additional modern robotic line for the assembly of fire-fighting equipment, as well as a new line for the automatic packaging of products and the palletizing of orders.

In addition, there shall be ability for customized packaging / palletizing depending on the quantities.

In these new Building Infrastructures with a total surface area of 3,000m<sup>2</sup> there shall also be addition of Distribution Center and Product Storage Area.

At the same time, modern training centers, an event center and a conference room shall be housed.

**This investment brings MOBIAK even closer to the elite of the world, which was a dream of the Founder and visionary of the company.**





# Tribute:

## Emmanuel Emm. Svourakis (senior)

*Manolis Svourakis (Founder of the MOBIAK Group), who "passed away" on 9/5/2020 at the age of 81, was one of the most successful self-made entrepreneurs not only in Chania, but in Crete in general.*

**B**eing a restless mind from a very young age and descended from a poor family, set a goal in his life, the next generation of Svourakis would live better days and achieved this in an impressive way, grace to his ingenuity, his courage, hard work, but also the exploitation of specific business opportunities, which the 81year old man from Kissamos (born in 1939 in Anoskeli) managed to "identify". Years ago, Mr. Svourakis decided to write his autobiography. A book entitled "**Emmanouil Svourakis: Memories of a life time**", a revealing, moving, interesting recount, in which the Founder of MOBIAK talks, without "wrap-rounds", about his entire life!

Below follow some characteristic excerpts...

**"It is important to know that nothing in life is accidental and that hard work, honesty and self-confidence always bring good results."** notes in the preface of his book Mr. Svourakis.

*"From the age of 13 it seemed that I had a tendency to become an entrepreneur, and this because even from that age I have been interested in small business. But my parents, both religious, wanted to send me to the **Seminary**, which was located in the **Monastery of the Holy Trinity** at Akrotiri, Chania (the only one in Crete at that time), to become a priest, something I did not want. So I finished the elementary school in the area of **Nea Chora** with grade Excellent. I then passed the exams at the Seminary School at the request of my parents and received a scholarship (free study). However, I did not like the isolation and the way of life at the School and I wanted to leave right from the 1<sup>st</sup> year of study. I was a good student but at the same time... a nuisance. I would not let my classmates to study, I teased people in the church (we went to church 3 times a day), in the classroom, in the resting areas (there were about 50 people in the same room), I teased everyone...everywhere! I was always naughty despite the calls of my teachers and this because I wanted to leave the School. I finished the 2nd grade of high school and at the beginning of the school year of the 3rd grade of high school (at the age of 15) during an out-of-hand incident with a classmate of mine (I hit him - something that is not appropriate for students of the Seminary) they decided they had enough of me - the teachers summoned me before the Ecclesiastical Council (including the late elder **Ireneos Galanakis**) and decided to notify me that I was expelled from the School. **Not only did they expel me from the School, but from all high schools of Crete!**" recalls Mr. Svourakis.*



Emm. Svourakis at a young age

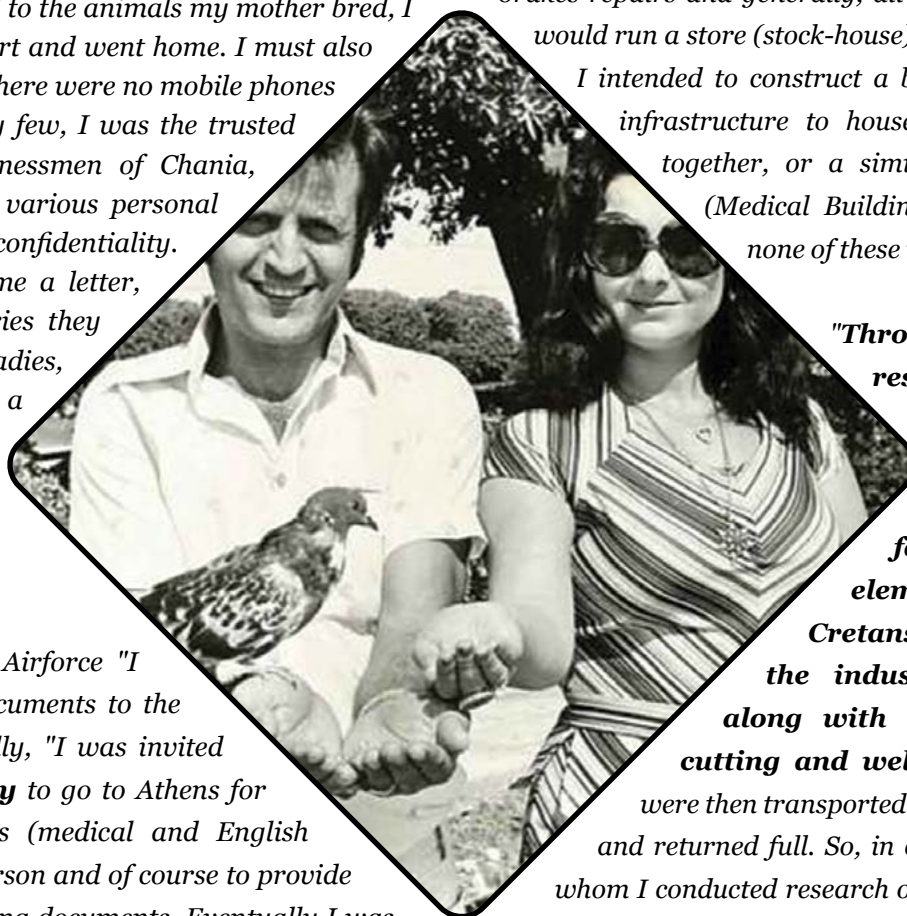
***From the age of 13 it seemed that I had a tendency to become an entrepreneur, and this because even from that age I have been interested in small business***

"... During my high school years, I was working on Sundays (without anyone asking me to) - I was selling buns outside the churches on a bicycle that I had bought with my own money, while in the summers I was selling boiled corn on the beaches because I saw that my family still needed it. Not only did I sell the corn, but I also had to buy it. I got up very early in the morning, I went to the public market, bought them, put them in a cart that I had at that time, took them home, boiled them and at 10:00 in the morning I had to go out barefoot on the beaches to sell them.

I assure you that it was a very profitable business."

"... At the same time, while I was in the public market, I was collecting discarded (scrap) watermelons, tomatoes, zucchini and

all other vegetables were fed to the animals my mother bred, I would put them all in the cart and went home. I must also add that, since at that time there were no mobile phones and the landlines were very few, I was the trusted carrier of many rich businessmen of Chania, performing on their behalf various personal tasks that required absolute confidentiality. They would call me, give me a letter, package, gift or the groceries they wanted to send to various ladies, and in return I would get a good reward. "



## Canada

"After serving my term in Airforce "I submitted the necessary documents to the Canadian Embassy"... Finally, "I was invited by the **Canadian Embassy** to go to Athens for the necessary examinations (medical and English language), to meet me in person and of course to provide them with all other supporting documents. Eventually I was notified that I was able to immigrate to Montreal, Canada. On 29 September **1962** (Saturday) with tickets on credit and \$ 100 in my pocket, I boarded the plane for the long journey and arrived at the Montreal airport at 23:00 (Dorval, Pierre Elliott Trudeau as it is currently called). From then on, my great torment started... because firstly I had no relatives to host me and no place to stay, secondly the money I had at my disposal would only last a few days and thirdly the clothing of Greece did not fit the prevailing weather conditions in Canada. **September - early October in Canada means Winter.**"

"... In the evenings I went to a state English school (free of charge) to improve my English because without excellent knowledge of the language I could not make progress, since my purpose was to become an entrepreneur. Over time, I took an exam at the Canadian Ministry of Industry and obtained my degree in Electrical Engineering, and I immediately registered as a member of the Electricians Association, which opened the way for good work."

## The Return to Greece

Mr. Svourakis describes how he met and married his wife, talks about the "arrival" of his two children and refers to his return to his homeland in 1976, after 14 years in Canada.

"After we have settled, we had to invest the money we brought from Canada to a company, which would be profitable, if possible original for Chania and, why not, for the entire island of Crete. I had a lot of ideas and thoughts on my mind for years before I returned to Greece intending to implement them in Chania, such as the construction of a mini craftsmen park, where I would host workshops such as mills, body shops, electrical shops, tire repairs, brakes repairs and generally, all matters related to cars and I would run a store (stock-house) to sell them spare parts. Also, I intended to construct a building with the appropriate infrastructure to house all the lawyers of Chania together, or a similar building for the doctors (Medical Building), same as in Canada. But none of these ideas have been implemented."

"Through discussions and research conducted throughout Crete, I found that there was no oxygen production factory, this important element for the health of the Cretans, but also necessary for the industry - handicrafts since along with acetylene it is used for cutting and welding metals. The cylinders were then transported empty to Athens at a huge cost and returned full. So, in cooperation with experts with whom I conducted research on this investment, I concluded that there is a great interest in proceeding with this venture - I contacted the Hospitals, Clinics and the Naval Station of Crete in order to find out the prices at which they bought from Athens, as well as their consumption - the conclusion was easy... **this investment had to go ahead.**"



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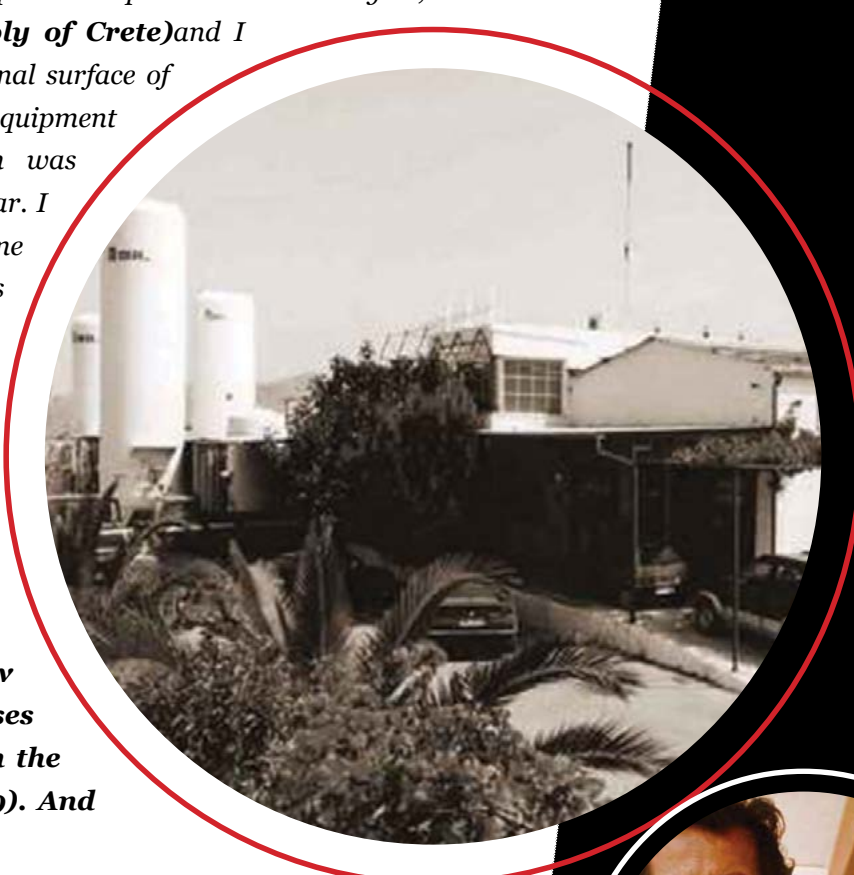
"At the same time, a survey was carried out for the purchase of land and mechanical equipment and thus in April 1977 the general partnership was established and a plot of 4,500 sq.m. was purchased at Kathiana, Akroterio, as well as the mechanical equipment from Milan, Italy for the production and bottling of acetylene in buildings of 800 sq.m. (I started primarily with the production of acetylene because the machines were ready to be delivered). The first customers were the Naval Station of Crete and all the Cretan handicrafts where the product was needed".

"... So, in March 1981, I converted the general partnership to a societe anonyme, which I named **MOBIAK S.A. (Industrial Gases Monopoly of Crete)** and I extended the building facilities with an additional surface of 1,200 sq.m. At the same time, the mechanical equipment for the production and bottling of oxygen was purchased and installed in May of the same year. I named the company as such because, on the one hand, it was indeed a monopoly in Crete in terms of its kind, and on the other hand, in those years the monopoly was supported by the State (subsidies, investment programs, etc.). But in 1999, the monopoly ceased to be supported - on the contrary. It was a challenge. So the word "Monopoly" had to be changed without changing the trade name **MOBIAK** as everyone knew the company by that name. I changed the name into ( **Μονάδα Βιομηχανικών Ιατρικών Αερίων Κρήτης** (Industrial-Medical Gases Unit of Crete) and published the name in the Government Gazette (GG 9074/12-11-1999). And it remains as such to this day."

The rest is more or less known. Since then, the Svorakis family, with the significant contribution of Manolis Svorakis (junior), expanded the business activities of MOBIAK Group (PYROMEDICAL LTD, PYROPROSTASIA LTD, GEM) with Mr. Svorakis pointing out in his autobiography that "Considering the special role of the companies I have created under the umbrella of MOBIAK Group, in the sensitive sectors of firefighting, gas and medical equipment, but also in response to the trust of our partners, I promise to continue the efforts for continuous upgrading of our products and services"

As he, himself, mentions for his autobiography

"...In the admittedly difficult economic period we live in, this book can and should become a guide to success for people who have dreams, love and passion for work."



I changed the name into **Μονάδα Βιομηχανικών Ιατρικών Αερίων Κρήτης** (Industrial-Medical Gases Unit of Crete) and published the name in the Government Gazette (GG 9074/12-11-1999). And it remains as such to this day



# MOBIAK Showroom in Indonesia!

## Our Exclusive dealer



BY MICHAEL KAPETANAKIS  
Electrical Engineer & Computer Engineer  
Exports Department, Fire Fighting Equipment



*Our exclusive dealer  
in Indonesia sent photographic  
material from the brand new Showroom  
built in **Jakarta**.*

*A highly qualitative and honest cooperation from both  
sides is best achieved by opening up the prospects for  
further growth in the Indonesian and Southeastern Asian  
markets in general.*

***Linda and Hindra should be considered not only partners  
but also friends of the entire MOBIAK family!***

*PS: More about this collaboration and the unprecedented expression  
of their love for MOBIAK shall be provided  
in the next issue.*

***Linda and Hindra should be  
considered not only partners  
but also friends of the entire  
MOBIAK family!***



# International Commercial Terms (Incoterms®)

BY **FILIPPOS CHRISTODOULAKIS**  
Organization and Business Administration BSc.  
Head of Medical Equipment Import

***Incoterm® is registered by the International Chamber of Commerce***

The International Commercial Terms (better known as Incoterms® from the English abbreviation for International Commercial Terms) are coded commercial terms established by the International Chamber of Commerce (ICC) and relate to the transport of goods. These commercial terms are grouped in such a way that each group clearly identifies who (the buyer or the seller) is responsible for the transport of goods from the consignor to the consignee, the place of receipt and the place of delivery, as well as who shall pay the costs incurred at each stage of the transport.

They are widely accepted by governments, customs and judicial authorities, but also by traders, as they are applied both locally and internationally. The aim of their adoption is to be interpreted in the same way by everyone, limiting misinterpretations between countries. The first introduction of Incoterms® was held in 1936 and from 1 January 2020 there was enforcement of the latest version of Incoterms® which constitutes a continuation of the issue of Incoterms 2010, which it replaces.

Term Incoterm® is patented by the International Chamber of Commerce. The new version of 2020 further clarifies the different terms and the most important change of the new version is the replacement of the term DAT (Delivered at Terminal) by the term DPU (Delivered at Place Unloaded).

What are they and what they mean:

## **EXW (Ex Works):**

From the factory... designated place (For each means of transport)

The sole responsibility of the seller is provide the goods to the buyer at his premises, in a package suitable for transport.

The buyer assumes all costs and risks of transport, from the departure from the factory to the place of destination. The term EXW represents the minimum liability of the seller.



***Incoterms®  
are widely  
accepted by  
governments,  
customs  
and judicial  
authorities  
as well as by  
consumers, as  
they apply both  
locally and  
internationally***

## **FCA (Free Carrier):**

Free to the carrier... designated place (For each means of transport)

Delivery takes place at the seller's premises, the seller is responsible for loading the goods, in appropriate packaging, on the buyer's vehicle. Export clearance is borne by the seller.

The purchaser selects the means of transport and the carrier with whom to conclude the transport contract and undertakes the payment of the principal carriage. The transfer of costs and risks takes place at the time the carrier takes over the goods. The parties must agree on the place of delivery of the goods (carrier terminal or vendor premises)

## **FAS (Free Alongside Ship):**

Free alongside the... named port of loading (For sea transport)

The seller's obligations are fulfilled when the goods are cleared on the side of the ship at the pier at the agreed loading port.

From this point on, the buyer assumes all costs and risks of loss or damage as soon as the goods are delivered alongside the ship. The buyer appoints the carrier, undertakes the contract of transport and pays the fare.

## **FOB (Free On Board):**

Free on... named port of loading (For sea transport)

The Seller must dispose of the goods at the port of loading that has been designated, on the ship selected by the buyer and complete all customs export procedures, if any.

With an FOB-type contract, the seller completes the delivery obligation when the goods are on board the ship at the port of loading, from where, in case of consecutive sales, the seller receives the goods delivered for transport to the place of destination defined and mentioned in the sales contract.

The Buyer selects the ship, pays the fare and insurance and attends the formalities upon arrival. He also assumes all costs and risks of possible loss or damage of the goods from the moment they are delivered



[illegible]





However, the latter has no obligation to perform import customs clearance.

The Buyer must pay for the goods as provided for in the sales contract and receive the goods as soon as they are delivered.

**DPU (Delivered at Place Unloaded):** Deliverable for unloading... designated place of destination, different from the "terminal" (For each means of transport).

The Seller must deliver the goods by placing them at the disposal of the buyer at the agreed location at the place of destination, at a specific date or within an agreed deadline. The seller must at his own expense enter into a contract for the carriage of goods to that place and unload the goods from the means of transport arriving there. The seller has no obligation towards the buyer to conclude an insurance policy. However, he must provide the buyer, at his own expense, with the relevant document (CMR, B / L, AWB) which allows the buyer to receive the goods. The term Incoterm® DPU obliges the seller to clear the goods for export. However, the latter has no obligation to perform import customs clearance.

The Buyer must receive the goods as soon as they are delivered and pay their price as provided for in the sales contract. The buyer must also inform the seller of the need to provide him with any information about the insurance required for the export, import and transport of the goods to their final destination. This rule and Incoterms® term was created specifically for the transport of containers. It is also appropriate to apply for maritime transport by conventional means of transport when the seller wishes to retain the ship's unloading risks at the port of destination. In this case, it is necessary to specify the place of delivery / unloading (dock, elevator platform, etc.).

**DDP (Delivered Duty Paid):**

Deliverable with duty paid... designated place of destination

(For each means of transport).

The seller undertakes with this condition the maximum obligation, the transfer of costs and risks takes place upon delivery to the buyer's site.



***The correct choice of Incoterms® 2020 combines the costs of transporting and delivering the product with the costs of reducing the risk of injury or loss, which are key components that are included in the final cost of the product. The better these aspects are managed, the greater the benefit for the seller or the buyer.***

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He also bears the responsibility of import customs clearance.

The buyer shall receive at the agreed destination site and pay the unloading costs. The buyer must also notify the seller and to ask any information necessary concerning insurance in order to export, import or forward the goods to their final destination.

If the parties wish to exclude certain expenses from the seller's obligations, expenses arising from the importation of the goods, this must be specified. For example: "Deliverable duty paid, VAT unpaid (DDP, VAT unpaid)".

Where the parties incorporate in the sale contract a clause of Incoterms® there must always be explicit reference to the current version of Incoterms® 2020, indicating: the selected term of Incoterms®, the port or the designated place, followed by the words "Incoterms® 2020" Example CIF Shanghai Incoterms® 2020 or DAP Aspropyrgos - location Schineza Incoterms® 2020

The choice of the appropriate Incoterm for each transaction is a matter of commercial negotiation between the buyer and the seller and the chosen term must be appropriate for both the goods to be transported and the means of transport.

The choice must be made according to the organizing capabilities of the parties, the means of transport to be used, the nature and sensitivity of the product, the degree of service that the seller wishes to offer to the buyer, the buyer's creditworthiness towards the seller and the transport means or even in accordance with common market practices, the competition and what the relevant industry offers.

**The correct choice of Incoterms® 2020 combines the costs of transporting and delivering the product with the costs of reducing the risk of loss or damage, which are key components included in the final cost of the product. The better these are managed, the greater the benefit for the seller or the buyer.**

# The MOBIAK project in Africa

BY CHRISTOS STAVRIDIS  
Production & Administration Engineer  
Exports Department,  
Fire Fighting Equipment

## The Importance of Developing New Solutions in Underdeveloped Markets

**D**espite the current trend in the development of human health and safety, the statistics unfortunately show that the fire protection sector is relatively underdeveloped on a global scale, and this is even more evident in underdeveloped countries with weak economies, such as countries of the African continent where there is a high risk of fires.

Particularly interesting is the fact that modern research shows that most of the fires in the world are caused every year in Africa and more specifically in sub-Saharan Africa, and therefore the fire protection market in Africa is in constant growth with increasing demand every year as expanding industries and services have led to enormous demand across many sectors.

Thus, MOBIAK, having the experience of investing in new markets, has as its main objective the creation of a select distribution network of strategic partners in the African countries, always having in mind the social responsibility and in full compliance with the regulations of each country. MOBIAK always aims to develop innovative services and products, tailored to the needs of the countries in which these are to be promoted, always following European and global quality standards.

### In recent years, our priority has been:

- A) The constant search for new strategic partners with whom we can share our common objective,
- B) participation in all types of safety reports, with the aim of promoting and transmitting the modern solutions we offer worldwide.

What we have achieved so far and what our next objectives are:

- We have created a network of strategic partners in more than 25 African countries (Morocco, Tunisia, Mauritania, Libya, Cote d' Ivoire, Congo, etc.)
- Expansion of the Exclusive Partners Network,
- Implementation of our know-how through the application of specific methodologies
- Recruitment of a New Export Manager for the African Market.

Our ultimate goal is not simply to promote innovative solutions in the African market, but rather to build strong foundations for the future of these markets, in order to pass on our vision of the importance of security. We hope that through our work we will be able to change the structure of these markets as a culture and that everyone will follow our vision for the overall quality of fire safety products and services.

*We continue our actions dynamically, investing in the Quality and Value of Human Security, which is our primary concern.*



# New Partnership

## MOBIAK - PHILIPS RESPIRONICS

BY MAKIS GIANNOPOULOS  
El. Engineer & Computer Engineer  
Department of Medical Equipment Exports

MOBIAK is particularly pleased to announce the commencement of its cooperation with one of the largest manufacturers in the Oxygen therapy department, **Philips Respironics**. It is a global colossus distinguished for its continuous and uninterrupted efforts to provide solutions to improve patients' health. It is widely accepted that Philips Respironics, having its innovation in mind, provides the Global market with leading products in the field of Health such as oxygen therapy, nebulization devices, etc.

MOBIAK, being faithful to its philosophy and having a high sense of responsibility towards the Health sector, had, has and shall continue to have the obligation to conclude agreements of similar size and range, with the sole aim of providing better and more qualitative services to its partners.

At this point, it is considered imperative to note that this partnership is not limited to the conclusion of an agreement but also extends to the undertaking by **MOBIAK** of the certified service of the company's Oxygen therapy and Nebulization products of **Philips**.

At this point, it would be a great omission on our part not to reference our partners on whose side we seek to be on a daily basis, regardless of the costs, something that they reciprocate to the maximum extent by giving us the satisfaction and energy to continue investing in Quality.

# PHILIPS

## EU Support Packages

### In the Pandemic Era

BY EFI ANDREADAKI  
Accounting and Finance  
Accounting Department

Since the current Global Pandemic started in December 2019, we count currently hundreds of thousands of deaths. Unfortunately, Europe could not remain unaffected either, as Member States such as Italy, France and Spain seem to have been unable to respond effectively to the Covid - 19 virus. In fact, they are among the top ten countries with the highest number of deaths.

The EU recognizing the deterioration of the disease, tried through support packages to help the affected countries using the Emergency Response Coordination Center and the rescEU program and managed to create a common European medical reserve which was first hosted in Germany and Romania and then distributed and other Member States. The Medical Reserve constituted a means of support for the existing Medical and Laboratory Equipment as well as for the existing consumer consumables such as masks and sanitizer fluids. The European Union also fully covered the costs of supplies, transport and maintenance necessary for medical equipment.

Furthermore, within the framework of the European Union civil protection, there was implementation of the repatriation plan of citizens located outside Europe. Through this action, half a million people managed to return to their country.

This was made possible by covering 75% of their transport costs through EU funds.

Attending global current affairs, it is understood that efforts are being made by many countries, notably the EU to maintain a low proportion of people infected with Covid - 19. Although this effort is particularly important and necessary, it is unfortunately inadequate if personal responsibility is lacking. Each of us should strive individually to contribute to this overall effort in order to achieve a meaningful result. **We should all develop a sense of responsibility and try to protect ourselves and those around us.**





# COVID-19 and Economy

BY FONTAS MANAROLIS

Electrical Engineer & Computer Engineer,  
Exports Department, Fire Fighting Equipment

“

*It is clear that the effects of COVID-19 are propagating and function like a domino, where the losses in one sector of the economy affect the other sectors and ultimately the state itself and society as a whole.*

”

**C** OVID-19 in addition to the health crisis it has caused, it is already hampering both the Greek and the European economy in its entirety.

Concerning its impact on the Greek economy, there are a number of scenarios that lead to similar results. These include the contraction of GDP, the rise in unemployment, the decrease in imports and exports, the increase in the public deficit and the increase in private and public debt.

In our country, the reduction of revenues from key sectors of the economy such as exports, tourism and shipping is expected to contribute substantially to the general recess. The shrinking of exports will adversely affect the trade balance with all that this entails (suffocation of export-oriented businesses and job losses). Similar results are expected from the contraction of tourism, while the State itself will be burdened by the loss of tax revenue and the need to increase government spending on social benefits, subsidies and tax relief.

The decrease in GDP is expected to affect domestic demand, something that will be reflected in the decrease in consumption.

It is clear that the effects of COVID-19 are propagating and function like a domino, where the losses in one sector of the economy affect the other sectors and ultimately the state itself and society as a whole. The recovery mechanism approved by the European Union is intended to help the economies of its Member States to recover, but not directly and provided that the pandemic is brought under control.



# BASIC PRINCIPLES OF CUSTOMER SERVICE

BY **SOFIA PSYLLAKI**  
El. Engineer & Computer Engineer  
Dept. of Sales, Fire Fighting Equipment

*Businesses of products and services do not have the "luxury" to drive away and displease their customers.*

**E**specially in the current market conditions, the right phone service skills are one of the cornerstones of any business and this is easy to understand.

A large part of the positive or negative image that customers have of a business is due to the telephone service they receive from it. In addition, a significant proportion of the prospect customers of a business end up becoming customers because its employees have used their telephone skills effectively to provide them with the right service. In other words, the right phone service can make a business thrive!

## SPEED AND ACCURACY

### 1: SPEED

Speed (or response rate) appears in almost all studies as a determinant of service quality. According to many surveys, the response rate has the highest impact on both customer satisfaction (fast response) and dissatisfaction (slow response).

Hence, if you want to improve your services, the rate of response is a good place to start. You can observe different types of speed in the service, such as:

- **The First Response Time:** That is, how quickly a customer receives a response to their request. This does not mean that his request is satisfied immediately, but it is the first sign that the customer has received the required attention.
- **Time of resolution of a Request:** That is, the time required to satisfy the customer's request. As expected, the shorter this time, the more satisfied the customer is with you and this has a positive impact on the overall image of your business.

The speed of customer service is influenced by the skills of the employees: The more one employee knows, the fewer questions the customer will need to ask and the sooner the request will be resolved. The continuous training of employees therefore increases the overall rate of response to your business.

### 2: ACCURACY

In addition to speed, the information provided to customers must also be correct. Accuracy may not directly increase customer satisfaction, but lack thereof will certainly increase customer dissatisfaction.

Factors affecting accuracy are:

1. **Training:** Training is crucial in order to improve accuracy, as it expands employees' knowledge of the company's services and products, making them more efficient.
2. **Teamwork:** Service is a group process. To solve a problem, you may often need the help of your colleagues. Therefore the quality of this internal communication is largely based on the relationships between team members.

At the same time, make sure that the people in the business who are in the first line of service of your customers meet the following requirements:



- **Responsibility:** It is important to identify and clarify who is responsible for answering the phone, so as to avoid confusion and chaos.
- **Greeting:** It's much more than a simple "hello". The greeting should be used to warmly welcome existing and prospect customers.
- **Correct Approach:** It is not so much what you say that matters, but how you say it. It is essential to provide your customers with important information, but it is even more important to meet their needs.
- **Waiting:** Establish a customer-friendly way to place customers on hold, without offending them and most importantly, without wasting their time.
- **Transfer of the Call:** Don't let customers hang up by waiting for you to connect them with someone else. Inform them when and why you need to connect them with another employee.
- **Reception and Forwarding of Messages:** Identify the information required in order to acquire a correct and complete message from or for a customer, and how to gather all the necessary information for messages concerning other employees.
- **Dissatisfied Customer Handling:** It is very important that employees keep their composure when talking to a dissatisfied customer and make sure to focus on finding a mutually acceptable solution to their problem.
- **Handling Difficult Questions:** Identify in advance how much information you wish to provide and define where customer's handling should be undertaken by someone with more experience or knowledge.

The above is of course only a part of the "puzzle" that composes a correct and complete customer experience. This includes, of course, the quality of the products / services, the service / support, the management of difficult situations and much more.



# Hygiene and Protection Products for COVID - 19

*The COVID-19 Pandemic has led to an increase in the smuggling of masks, sanitizers and other Medical Products of poor quality or counterfeit products, which may endanger their users, the UN warns.*

**O**rganized crime groups, taking advantage of the fear and uncertainty surrounding the new coronavirus, specialized in the smuggling of this equipment, benefiting from the increase in demand and the lack of supplies, as pointed out by a report published today by the UN Office against Drugs and Crime. This UN agency notes that it expects these criminals to focus on the smuggling of vaccines against COVID-19 once they are produced.

An international operation, coordinated by Interpol in 90 countries and targeting illegal sales of medicines and medical products on the Internet, led to 121 arrests worldwide in March and the seizure of unauthorized and defective masks and more than \$ 14million ( 12 million EUR). This UN agency requested for increased cooperation, strengthening of legal frameworks and sanctions, as well as more specialized training of those working in the medical products sector.

MOBIAK, always faithful to its philosophy of providing you **with the highest quality items on the market at the most competitive prices**, informs you that it can supply you with the following certified and approved Health and Protection products.

OXYMETERS



LIQUID SANITISERS



INFRARED THERMOMETERS





# THE SALE IS CONCLUDED UPON MONEY COLLECTION

*Almost  
all companies  
will experience a  
bad-debt experience and  
may require support in the  
collection of due amounts at some  
point in time.*

## What is Credit

Credit is simply a type of loan that serves the future repayment of the money credited.

In other words, this is an amount money that can be given (credit) and be expected to be received in the future, because the one to whom it was given, may, for example not be able to pay the said amount in this specific time period, but may be able in the future.

## What is a Collection

In accounting, revenue is the amounts collected by a business for its usual business activities, usually the sale of goods and services to customers. Revenue is also referred to as sales or turnover. Some companies have revenue from interest, royalties or other fees.

## What is the collection of claims

Almost all companies will experience a bad-debt experience and may require support in the collection of due amounts at some point in time.

In claims collection, we learn how to find the appropriate method to maximize the amount of revenue collected. The objective is to retrieve the debt in a friendly manner, without the need for costly litigation. In addition, it is considered that a prudent and sensitive approach often yields the best results.

BY VALANTA DANOU  
MARKETING MANAGEMENT BSc.  
Credit Control Department



For example, a payment scheme, for a customer who is having problems with their cash flows, can lead to full debt settlement and maintain a strong working relationship with you.

### Common practice includes the following:

1. Telephone communication and scheduling of the Date of collection or bank transfer.
2. Cash on delivery through courier or through the Transport operator.
3. Debt settlement

When it is not possible to collect the amounts in the above ways, it is possible to ensure the gradual repayment of your claim, by concluding a private agreement with the debtor.

*It is very important that  
the sales of importers and  
wholesalers are Risk Free.  
That is why all parties must  
ensure the collection of amounts  
during the sale, in order to  
ensure "healthy" partnerships  
and "healthy" businesses.*



# New Products Approved by NOM which are Compensated by EOPPY

BY **CHRISTOS VOURVACHAKIS**  
Environmental engineer  
Department of Medical Equipment  
Quality



**A** new range of innovative products concerning the Orthopedics and Respiratory domain were approved by NOM on MOBIAK's behalf.

Products such as:

- Inhalation Chambers
- Digital Infrared Thermometers
- Philips Products
- Prim Products
- Posts
- Gemini wheelchairs

These passed successfully NOM's audit and can be legally marketed. It should be noted that many of these products are also compensated by the organization of EOPPY as all necessary actions were taken in the compensation register of EDAPY to make this possible. The compensation list includes the products of **Philips, Prim** and even the wheelchairs **Gemini** with 41 cm seat.

Through this process and being on a continuous path of development, MOBIAK aims at enriching its list with quality products that are constantly being upgraded and resulting from:

- The selection of correct raw materials
- The identification of products based on new technologies
- Certificate assessments
- On-site inspections and controls of the final product at the Manufacturing facilities by MOBIAK offices in China.

The aim of these actions is to enable new products to meet the expectations of our customers by fully covering all their requirements.



*Through this process and being on a continuous path of development, MOBIAK aims at enriching its list with quality products*





# Companies Budget

BY GIANNIS KASIMATIS  
Economics MSc,  
Accounting Department



One of the key tools in business and organization management is the budget. In most companies it is the accountings register in which all inflows and outflows that a company shall have over a given period of time, usually one year, are recorded. This text shall present the elements that make up a complete budget system of a commercial operational unit

Based on the Greek and international literature, the data compiled that formulate the overall budget are recorded below:

- **Sales budget**

In most companies the regular financial planning (budget) starts with the sales budget. Thus, companies base their entire budget on sales forecasts, also recording the potential market risks. The main sales forecasting methods are the following:

- **Sales trend projection (and other statistical methods)**
- **Analysis of information from sellers**
- **Executive Opinions**

Following one of these methods or by combining methods, a quantitative sales plan is drawn up with the main objective of reducing uncertainty about the company's future revenue, providing information on the development of other budgets and facilitating management control in the sales area

- **Stock purchase cost budget**

Once the Sales Budget has been formed, the company is required to reflect the budget for the purchase of goods for the budgeted year.

The components for budgeting the sales costs of the company are:

- **The Initial Stock**
- **The Budgeted Purchases**
- **The Final Stock.**

It is clarified that the stock purchase cost budget is directly related to the sales budget.

- **Distribution costs Budget**

Distribution cost budgets include expenditure intended to promote the company's products such as advertising, promotional activities and transport costs.

- **Administration operating expenditure budget**

These costs include all the expenses of the company related to the operation of the company, such as telephone, postage, rent, office supplies, various expenses, etc.

- **Financial operating budget**

The financial operating budget includes the company's financial expenses such as long-term liability interest, short-term liability interest and various bank expenses.



*Following one of these methods or a combination of methods, the quantitative sales program is prepared, the main purpose of which is to reduce the uncertainty regarding the future revenue of the company...*

### • Investment plan budget

The investment budget is useful to the company because it enables management to plan the amount of productive factors to be invested in order to meet the needs of consumers, be competitive and ensure its growth.

This budget includes: investments in buildings, machinery, transport equipment, etc.

### • Cash inflows - outflows budget

The objectives set by the financial size budget are:

1. Estimation of short-term and long-term capital needs.
2. Determination of the sources and amount of available funds.
3. Coordination of the financial program with the individual operational action plans of the company.

Following the drafting of the cash budget, the company is able to identify cash surpluses or deficits and the Management of the company is enabled to act proactively and not as a deterrent in the eventual need of short-term borrowing (in case of deficit) or in the possible use of funds for investments (case of surplus).

### • Budgetary statement of results

For the preparation of budgetary results there is usage of all the above programs and plans.

The master budget is a key tool for the operation of the business by the management. Based on this, the management organizes, manages, and controls the course of the business or organization. Important elements for the development of the budgetary system are the wishes of the management of the company and its development costs. Each company selects the scope of its budgetary system taking into account two factors, the volume and quality of information and the costs of developing and maintaining a budgetary system.



*Following the drafting of the cash budget, the company is able to identify cash surpluses or deficits and the Management of the company is enabled to act proactively and not as a deterrent...*



# A NEW EXCLUSIVE PARTNERSHIP IN ROMANIA

BY APOSTOLOS DIAMANTOPOULOS  
Economics MSc,  
Exports Department, Fire Fighting Equipment



**F**ollowing a long presence of MOBIAK in Romania, our Company proceeded to the conclusion of an **Exclusive Cooperation** agreement with a **large fire fighting equipment firm** which holds a leading position in the Fire fighting domain.

The Exclusive Representative of MOBIAK, was established in 2014 and managed in a short period of time to become the largest fire extinguishers service firm in Romania.

In particular, it has a **developing team of over 150 people** and provides Quality Services throughout Romania, using a Fleet of 80 vehicles, **equipped with state of the art service equipment**.

In addition to the **full range of Quality Products** offered by the New Catalogue of MOBIAK, the **Exclusive Representative** has promoted a variety of our Company's products to public and private services, airports, industries, multi-functional spaces and multinational companies.

*On behalf of the Management of MOBIAK we wish a fruitful and long - term cooperation!*

*The Exclusive Representative of MOBIAK, was established in 2014 and managed in a short period of time to become the largest fire extinguishers service firm in Romania.*



# Sponsorship cooperation between MOBIAK and Dimitra Gnafaki

*... on the way to the Tokyo Olympics!*

**M**OBIAK, the largest Production and Export Company in SE Europe, in the field of Fire Extinguishing and Medical Equipment, with an active presence in more than 72 countries, announces the Sponsorship Cooperation with the Panhellenic Athletics Champion in 400 meters hurdles, **Dimitra Gnafaki**, as a **Grand Sponsor**.

This partnership is part of MOBIAK's strategic plan to strengthen Sports as one of the pillars of the Company's Social Responsibility program and shall assist the efforts of the promising Athlete on her way to the Olympic Games in Tokyo.

Mr. Manolis Svourakis Chairman and CEO of MOBIAK noted: **"We welcome Dimitra to the MOBIAK family.**

This sponsorship relationship is based on solid foundations as both our company and Dimitra share three common characteristics. Hard work to maintain their leading role, constant effort for further recognition and fighting spirit to keep on top.

The above features demonstrate a philosophy and a way of thinking and acting that only suits the best. We wish to Dimitra to retain her focus at the Olympic Games in Tokyo and to achieve her goals".

On her part, the Greek champion, holder of the national record K20 in the 400 meters with hurdles, stressed **"It is my great pleasure that in this critical year I will have the support of Mr. Svourakis and the MOBIAK family so that I can be fully committed to achieving my racing goals"**.



BY ANTONIS GKEZEPIS

BSc in Applied Informatics in Administration & Economy  
Marketing Department

## The TUCer team at MOBIAK Central Facilities



**M**OBIAK S.A. hosted at the **Group's Central Facilities** the **TUCer team of the Technical University of Crete**. The young scientists were trained in modern fire-fighting equipment technologies and in particular on vehicle fire-fighting systems.

The Research Team completed its visit with a training fire extinguishing using Portable Fire Extinguishers, while they were also guided in the production of fire extinguishers.

The tour and training was supervised by the **Head of Production and Imports** of the firefighting equipment department of MOBIAK, Mr. **Lefteris Kiralakis**.

*We wish them a successful career!*





# National Producers Register (NPR)

BY VASILIS SIMANDIRAKIS  
Dept. of Medical Equipment Sales of Greece



**T**he Hellenic Recycling Organization (EOAN), within the scope of its responsibilities, shall ensure the organization and compliance with the National Register of Producers (NRP) in which all producers of packaging and other products, which are included in Alternative Management, are compulsorily registered (excluding waste from excavation, construction and demolition activities (AEKK)).

The registration of producers in the register is a prerequisite for the legal exercise of their activity and for their participation in public tenders.

More specifically, the NRP is an operational tool for the systematic monitoring of compliance by packaging and other products producers with the requirements of the applicable legislation on alternative management of the above products.

- **It is noted that the Enterprises may have to contract with more than one Collective Alternative Management Systems (SSED).** Example: a company importing electrotechnical devices should be contracted with an electrical and electronic equipment management SSED, but also a package management SSED (i.e. pressure gauges).
- **Practically, almost all Enterprises that import or produce any kind of Product must be contracted with Packaging SSED,** as all products, even those not available to the final consumer in packaged form, are transported in a secondary (i.e. cardboard boxes) or tertiary packaging.

## Which Enterprises are required to register in the National Register of Producers (NRP)?

[in the context of Law 4496/2017, supplementing and amending Law 2939/2001]

The following must be registered in the National Register of Producers (NRP): (par. 1, art. 4B Law 4496/17 par. 1, art. 2, MD 181504/16 (GG 2454 B / 9-8-16))

**The Packaging Producers**, that is, those "packaging producers" (within the meaning of paragraph 16 of Article 2 of Law 2939/2001, as in force), who:

- Pack products or assign to a third party the packaging of products, in order to place them on the Greek market,
- **Import packaged products with the purpose of distribution in the Greek Market**

- The Producers of Plastic Carrying Bags (that is carrying bags, with or without handle, made of plastic material, which are available to consumers at the point of sale of goods or products), (par. 2, article 4B, Law 2939/2001, as amended by Law 4496/2017 and in force)

## The Manufacturers of Batteries and Accumulators

Any natural or legal person who trades, for the first time and professionally on the market, batteries or accumulators, including those incorporated in appliances or vehicles, irrespective of the sales method used, including remote communication, as defined in existing provisions on the protection of consumers under remote contracts (sales).

(par. 12, Article 2, JMD no. 41624/2057 / E103 / 10 (GG 1625 B / 11-10-2010))

## The Electrical and Electronic Equipment (EEE) Manufacturers, the Vehicle Producers, the Tire Manufacturers, the Lubricant Oils Producers.

## What are the Obligations of a Business?

- It must be registered in the National Register of Producers (NRP) (par. 11, art. 4B, Law 2939 as amended by Law 4496/2017, and in force)
- It is obliged to contract with a Collective Alternative Management System (SSED) (par. 2, art. 4B, Law 2939 as amended by Law 4496/2017, and in force)
- It is obliged to declare the actual quantities of waste handled. (par. 7, art. 4B, Law 2939 as amended by Law 4496/2017, and in force)
- It is obliged to allow the audits decided by the Hellenic Recycling Agency (EOAN) and provide all possible assistance for the smooth and uninterrupted conduct of such audits. (par. 6, art. 19A, Law 2939 as amended by Law 4496/2017, and in force)
- It is obliged to indicate the number of the National Register of Producers of Packaging and other products in its sales documents (par. 14, art. 4B, Law 2939 as amended by Law 4496/2017, and in force), that is, on all issued sales invoices, simplified invoices, cumulative invoices, issued data for retail sale of goods or services (e.g. retail sales receipts), electronic invoices, etc.**
- "Plastic carrying bags manufacturers are required to place on the market the plastic carrying bags marked with the place and date of production and the Number of the National Register of Producers (NRP), in a clear and visible manner on the body of the plastic bag" (par. 1, art.6A, Law 2939 as amended by Law 4496/2017, and in force) as well as serial number.



## What are the penalties for a company that violates the Law on NRP?

**a) The non-registration in the National Register of Producers, carries a fine of 100 to 500 000 €.** (par. 2, art. 20A, Law 2939 as amended by Law 4496/2017).

The Producers who already had an existing activity on the date of publication of the JMD and have not already done so, are already deemed in default (final registration date April 09 2017) and **should be registered immediately**. New businesses must be registered immediately upon commencement of the activity.

**b) The Non-signature of a Contract** with a Collective Alternative Management System (SSED) which **implies the obligation to pay to the SSED institution a financial contribution** for each package or other product placed on the market, carries an administrative fine equal to twice the amount of the financial contributions which the relevant entity would be obliged to pay to the SSED during the period of the infringement (par. 1, art. 20A, Law 2939 as amended by Law 4496/2017, and in force)

**c) The intentional non-declaration to the SSED or to EOAN** of the actual quantities of packaging or other products on the market shall result in an administrative fine between € 500 up to € 1,000,000. (par. 9, art. 20A, Law 2939 as amended by Law 4496/2017, and in force)

In addition to the above, the specific infringement, i.e. the deliberate declaration of erroneous quantities to EOAN, also entails criminal penalties to the infringer: imprisonment of at least one year or a fine of € 10,000 to € 100,000 or both. (par. 3, Article 20, Law 2939/2001, as amended by Law 4496/2017).

**d) the Packaging Manufacturer and the Manufacturer or Operator of other products**, who impedes or in any way avoids the performance of audits decided by EOAN is subject to an administrative fine of EUR 500 to 1,000,000. (par. 10, art. 20A, Law 2939

as amended by Law 4496/2017).

In addition to the above, this violation also leads to the imposition of criminal penalties: imprisonment of at least three months or a fine of 1,000 to 30,000 euros or both.

**... Non-registration in the National Register of Producers leads to the imposition of fine of 100 to 500 000 €**



(par. 4, Article 20, Law 2939/2001, as amended by Law 4496/2017).

**e) The Packaging Manufacturer or the Manufacturer of other Products** that does not indicate an NPR number on the relevant sales documents, is subject to a fine of EUR 100 to 5,000. (par. 4, art. 20A, Law 2939/2001, as amended by Law 4496/2017).

**What are the consequences for a business that only resells products as per Law no. 4496/2017?**

**If an audit shows that there has been reception of products with documents that do not indicate the Producer Registration Number and there is no certificate that the supplier complies with the legislation, the relevant effects of the law apply. The violation of the specific obligation (transit of products of producers not-registered in NRP) results in an administrative fine of between € 500 and € 50,000.**

(par. 3, art. 20A, Law 2939 as amended by Law 4496/2017).

Also, Administrative Sanctions are provided for the trader who uses a plastic bag, since as clearly stated in the law, the non-indication of the information on the plastic bag used by a trader (place, date of production and number of the producer results in an administrative fine of 200 to 5,000 €. (Par. 12, art. 20A, Law 2939 as amended by Law 4496/2017, and in force)

Detailed information and a complete list of legislation can also be found on the website of the Hellenic Recycling Agency [www.eoan.gr/en/content/17/mitroo].



Reference Source:  
Hellenic Recycling  
Organization





# Work Builds Personalities

BY CHRISTOS MICHAS  
Attica Distribution Center  
Dept. Accounting

**W**hat a great a thing is to be working today. To offer your skills where needed, to be rewarded for it, but your greatest reward is the mental gain. So great and so rare at the same time. Hardly in our time, you meet people who work on something they really love. To work means to give one's whole soul to what one loves. To evolve through one's work, to acknowledge one's mistakes and listen carefully to one's colleagues and exchange views. Careful, this does not mean becoming a workaholic. But work with passion, to get the desired result. Both practically and mentally. A success in your work is primarily the greatest reward of the effort you personally made; you worked hard and succeeded. This

is where one begins to feel important, useful to society, optimistic and dreamy. Where one moves forward without fear to conquer success.

But life also holds failures in stock. This is where one should linger more. Because these will lead to subsequent personal and professional success. A person's hard work is an element of his/her personality, which is constantly but not so easily cultivated. It requires patience and perseverance. As long as you are hardworking in your life, you will hardworking at your work. Remember that. **Courage, dignity, knowledge and passion are the most powerful ingredients in the recipe for success.**



## Deliveries amidst the Pandemic by MOBIAK

**I**n March 2020, our country entered a new daily life regime adapted to the new conditions brought by the novel coronavirus. Our Company remained active throughout this period and served all its Customers in all **three sectors**, whether **Fire Fighting, Medical or Orthopedic Equipment**, or in **Gases - Liquid domain**.

MOBIAK received all the necessary precautionary measures defined by the competent authorities (use of mask, gloves, safe distances, etc.) for all of its staff while also continually performed disinfection of its distribution centers.

**These measures continue to be respected as defined by the State but also by the high sense of responsibility held by all those working in MOBIAK.**

The Product Deliveries to our Customers shall continue to be performed with the same safety and speed as before the pandemic.



BY ATHANASIOS BODOSAS  
Head of the Distribution Center of  
Northern Greece and the Balkans

# FRIENDLY CITIES FOR PEOPLE WITH MOBILITY DIFFICULTIES

*Certainly the big cities of the country could emphasize and facilitate the daily life of our fellow human beings with mobility problems.*

BY MAKIS GALANAKIS

Civil Engineer

Medical Equipment Sales Department

**T**he structure of cities such as Attica, Thessaloniki, Heraklion, Patras and Larissa could from time to time help such people in their daily lives according to some standards that exist outside of

Greece.

Below follows a list of some of these countries- cities along with innovations and what each of them offers to our fellow humans.

**The city of Chester England** was awarded the first prize for 2017 for its dedication in ensuring the enjoyment of the city and its beautiful medieval walls by as many people as possible. By making the main tourist areas accessible by wheelchairs, Chester demonstrates that ensuring accessible tourism for all and preserving the historical and cultural heritage can go hand in hand. What is particularly worth mentioning is that not only the public sector, but also the private companies of Chester take part in accessibility initiatives.

**The city of Rotterdam in the Netherlands** engages in a wide range of innovative activities, such as raising awareness in the local community and projects aimed at the special needs of residents with various forms of disability. As the legislation on accessibility in the Netherlands is very comprehensive, Rotterdam deserves special recognition for being able to meet these high quality requirements and integrate accessibility in all city policies.

**The city of Jūrmala in Latvia** impresses with its constant effort to ensure accessibility both for tourists visiting the city's baths and for its local population in the fields of employment, transport and education. Supporting an active lifestyle of people with disabilities and the elderly is at the heart of the city's efforts, offering a wide range of outdoor and fitness activities.

*According to the above examples, Greek cities could highlight their sights and help people with special needs to be able to enjoy their walk through them.*

*Some municipalities in our country, giving a shining example, acquired from MOBIAK the "Sunny" Marine Wheelchair for the convenience of access to the beaches by people with mobility difficulties.*





# Iera Moni of Agia Triada Tzagarolon

*A place with history but also great emotional value for the MOBIAK Family and its Founder.*

**T**he Holy Patriarchal and Stavropegian Monastery of Agia Triada of Tzagaroloi is **one of the most important monasteries of the end of Venetian rule in Crete** with a rich contribution to the history and education of the island. It is located at the foot of the Stavros mountain range, at the “Tzombomylos” site, in the central area of the Cape of Chania.

According to the tradition confirmed by documents from the Venetian archives, it was built by the brothers Jeremiah and Lavrentios Tzagarolous who came from a large Venetian family.

Jeremiah was a great scholar, a friend of the great Patriarch of Alexandria Meletios Pigas and a candidate for the Ecumenical Patriarchate.

At the site of the Agia Triada monastery there was originally a small monastery which belonged to monk Joachim Sofianos and which was in decline after his death. For this reason, the Venetian authorities assigned its reconstruction in 1611 to the monk of the Agia Kyriaki Monastery, Jeremiah Tzagarolos. Jeremiah begun the reconstruction of a large complex which would be continued by his brother Laurentius after his death, around 1634. In 1645 Chania were occupied by the Turks and the construction work that had reached the base of the large dome were halted.

The monastery hosts the chapels of Zoodochos Pigi and Agios Ioannis the Theologian. There is also an exhibition-museum which hosts icons, gold-embroidered vestments, a 12th century scroll, newer manuscripts, books, crosses and other church relics.

The Holy Patriarchal and Stavropegian Monastery of Tzagaroloi is internationally known for the production of excellent quality wine and olive oil. It is open to visitors daily from 8:00 am to sunset and welcomes a large number of people every year. It celebrates on the feast of the Holy Spirit. Its bishop is the Most Reverend Bishop of Dorylaeum Mr. Damaskinos. The Owner of MOBIAK Mr. Svourakis (Junior) donated fire-fighting equipment for the complete Fire Safety of the Monastery of Agia Triada.

**This monastery has a special emotional value for the Svourakis family, because the Founder of MOBIAK, Mr. Svourakis (Senior) was a student of the Agia Triada Monastery and also in this Monastery, his Funeral ceremony was performed.**





# Dedicated to the Founder of MOBIAK

*On 09/05/2020 a great man passed  
away, a well-known businessman  
from Chania*

BY  
**ANASTASIOS  
TSAGARIDIS**  
Seller - Driver  
K. Distribution of Eastern Crete

believe that when such people leave our world, on earth becomes poorer and heaven becomes richer. This is Emmanouil Svourakis, whose business I work for. But let's see who this big man was and how he started, as the deceased's sister, Ioanna Liodaki (Svouraki), who also happens to be my mother-in-law, told me: "From a young age he seemed that he would go very far in life, as it happened. **As an inquisitive spirit, he did not look like us**, my other (older) brother and I were completely obedient to our strict father, he was always different, he was all ideas and dreams, he was lively and reactive to whatever was an obstacle to his goals. He was a lively child and our mother, who had a really soft spot for him, as he was her younger one, you see, she was constantly worried about him. Once he had an accident in a neighborhood well and he cut off the middle finger of his right hand; he used that finger to hit us all on the head as a tease and make fun of us because one of his main traits was that he was teasing and a prankster and turned his accident into a cause to make fun. At the time he was attending high school, he was working to earn his allowance by selling buns which he bought from my husband's bakery who was his brother-in-law, Liodakis Emmanuel. In the summers he sold corn on the beaches, he collected fluff from the lake of Agia, as it was called a kind of reeds used at that time for the manufacture of chairs and he also performed various kinds of errands. From a very young age, he had a business-oriented mind that would reward him later in his life. As soon as he finished high school, he went to Leros where he graduated from the School of Electrical Engineering and immediately afterwards he volunteered for the Air Force. When he returned, he worked in Marathi, Chania, as an electrician in a company where his employer loved him very much. This was also his last job in Chania because in the autumn of 1962 he left for Canada where he worked in various fields, such as electrician at the Canadian PPC, in construction works, at a restaurant, a car workshop, etc. **In 1970, during one of his visits to Greece, he met and married his wife Rena Simandirakis, who stood by his side until the end of his life as a worthy companion** and together they created a wonderful family with two children, Manolis (who took over as his father's son the leadership of MOBIAK) and Georgia. The years passed and my brother lived and worked far away from his family and home, but he always had as his objective to return to Chania. In one of his visits he had bought a plot of land on which he built a building, the construction works of which were supervised by our father and later he purchased another plot where he built the shop and his house. This event and his marriage to Rena, who was from Chania, gave hope to all of us that he would return.

I remember that for our mother who as I said, was particularly fond of him, every year for 14 years, on Christmas and Easter at the festive table where the whole family gathered, she only had one wish!!

May next year our Manolis be with us!! For fourteen years she always worded the same wish with sullen eyes!! And her wish came true as he was also constantly seeking to return to his homeland and thus in 1976 he returned permanently to Chania. He started by opening a car body shop at Markou Botsari street under his house and then the gas company:... This is where his sister's story ends. I, the writer, will remember forever a spring morning of March 2014, just before I was hired by MOBIAK, we had made an appointment at the yachting club at the port of Chania. **As we waited for him, he appeared smiling holding his handbag, with his special appearance, swain and aristocratic!** While talking and drinking our coffee, my wife Liodaki Christina asked him: "But Uncle, most of those who came back from abroad in those years invested their money in the tourism sector or opened commercial stores, is it true that you came to create such a business?" And he replied: "Nice question niece!" I first opened a body shop if you remember, but in my mind I was always looking for the most innovative idea! To create this different one, the one that did not exist on the market until now, and so I came to the decision to establish a gas production and bottling company."

So, this great and intelligent man, after serious search for something innovative on our island, founded company MOBIAK, which is a model for our country and not only. A company which started with the production-bottling of Acetylene, then the production and bottling of Medical and Industrial Oxygen and which later expanded to all kinds of gases and liquids for several applications and in the field of firefighting with great success and with exports to many countries, as well as in the Homecare domain. It should be mentioned that MOBIAK, with its Distribution Centers in Chania, Heraklion, Athens and Thessaloniki, provides approximately 170 employees with an impeccable working environment in high-level working conditions and development opportunities.

For all of us who have known Manolis Svourakis, as a human being, as a relative, as an employer, some of us, perhaps through his work, we will keep him forever in our memory as a great, creative, hardworking, fair man. Charming and aristocratic but at the same time a simple and cheerful man with this spark in his eyes that only distinguishes intelligent people.

I conclude with the phrase that I will always be connected to his presence in this life "nothing is impossible for the one who will try it".

***With honor and respect to your memory...  
your nephew.***

# MOBIAK Attica Distribution Center in Aspropyrgos (Central, Southern and Island Greece)

BY ANDREAS KLARIDOPOULOS

Mechanical Engineer

Fire Fighting Equipment Exports Department



*Continuous  
Upgrade of Services  
and Infrastructure*

**O**ne of the most important moves made at the beginning of 2020 was the purchase of a new, privately owner Warehouse - Distribution Center in Aspropyrgos, with a total area of **7.000m²!** Now the Distribution Center of Attica (Central, Southern and Island Greece) of MOBIAK is **fully operational with the Greatest Structural Benefits**. It provides a number of loading and unloading ramps and a huge storage space.

#### With the Specified Upgrade our Company:

- Doubles the size of the Attica distribution center
- Strengthens the creation of wholesale - hyper-wholesale stocks
- Upgrades its facilities in the most modern way
- Minimizes lead times, with facilities offering multiple loading/unloading ramps, but also a steady increase in the workforce.

The Improvement at the Attica Distribution Center of MOBIAK does not stop here, since, as it will be detailed in another article, a complete Computer Upgrade is in progress with the installation of a modern and powerful **WMS**. With the installation of the WMS and the building infrastructure of the Distribution Center, the speed and the level of service will rise vertically.

**This is what it is desired for our partners too.**



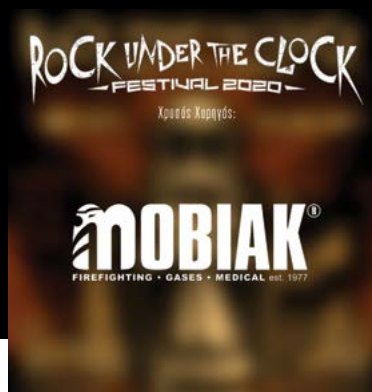


# Rock Under The Clock Festival

*The Rock Under The Clock Festival was held this year on 13 and 14 August at the Theater of Anatoliki Tafros for a two-day anniversary event, celebrating 5 years of presence in the musical events of the city*

**T**he Rock Under The Clock Festival gives local bands the opportunity to play on the same stage with renowned artists from all over Greece and internationally, while through the established Music Workshop at the "Vlissidi" Theater, all Musicians socialize with each other and exchange views, ideas and small musical secrets.

On the other hand, the visitors, during the days of the Festival, have the opportunity to listen to the unique Musical creations of the Music groups and to admire **the Solicitude, Passion and Quality of the Modern Rock Stage.**



MOBIAK was  
the Golden Sponsor  
of the Festival





BY **DIMITRIS TSENDELIEROS**  
Management of Information Systems  
Dept. of Medical Equipment Sales of  
Greece

# Cleaning and Disinfection of Wheelchairs



## Tips - Useful Practices

Proper cleaning and disinfection of a wheelchair is essential to extend its lifespan and keep it new for a longer period of time but it is also necessary to avoid the spread of bacteria and viruses such as COVID-19.

Due to the easy transmission of this virus, the WHO (World Health Organization), has issued some key recommendations to prevent its transmission, such as social distancing, frequent hand washing and intensive cleaning of surfaces and products regularly used. Based on this, it is very important to keep wheelchairs clean and disinfect them properly.

Below follow some guidelines for cleaning your wheelchair on a daily basis and thus preventing the transmission of the virus.

## Cleaning vs. Disinfection

The first thing to remember is that cleaning is not the same as disinfection. Through cleaning, we remove germs and dirt from the surfaces, but we do not necessarily kill all the germs that may be present on the wheelchair. Removing them only reduces the number of germs and the risk of spreading infections.

By disinfecting a wheelchair we kill micro-organisms such as bacteria using mild antiseptic products. This procedure does not necessarily clean dirty surfaces. The killing of germs on the surface after cleaning can further prevent the reduction of infectious diseases.

With this in mind, one should regularly clean the wheelchair and disinfect it using a special disinfectant for the individual surfaces. Such products are labeled as bactericides and viricides.

### Advice and Suggestions for Cleaning a Wheelchair.

- It is important to clean the wheelchair every time you return from a public place such as a supermarket.
- Ensure that all surfaces are rinsed with clean water and dried thoroughly after disinfection. Remember that inappropriate drying of the wheelchair can cause damage. It is always best to clean any part of the wheelchair with a slightly damp cloth.
- Do not use solvents, bleaches, abrasives, composite detergents, wax enamel or sprays.
- Don't forget to disinfect arms, handles and other accessories that are frequently touched by users and carers.

## Critical Wheelchair Cleaning Details

Although it is recommended to clean the entire frame after visiting any public space. There are a number of accessories and components such as cushions, armrests and handles that should be particularly cared for because they are often exposed to viral infection.

• **Front and Rear Wheels:** Wheelchair wheels are in direct contact with the ground and therefore in contact with all kinds of germs. Even if you do not perform daily disinfection, cleaning is recommended every time you return home. Make sure that the disinfectant is safe for use on the wheelchair before application. You can also use soapy water and dry the seat well. Never splash the wheelchair and do not put it in direct contact with water.

• **Handles:** The handles are one of the main sources of infection on a wheelchair, as they usually come into contact with many hands, thus facilitating the transmission of the virus. For this reason, it is necessary to clean them with disinfectant. These products are labeled as bactericides and viricides.

• **Armrests:** The armrest is also a common contact component that must be disinfected, if possible, with one of these surface disinfectants.

• **Joystick and Hand Rims:** When cleaning a wheelchair, do not forget to disinfect the joystick in the case of electric wheelchairs or the controls in the case of manual wheelchairs. These two elements are in full contact with our hands and can gather large amounts of germs.

• **Cushion:** Both the seat cushion and the back cushion are in full contact with our body. Rubbing and sweating can contribute to the accumulation and spread of bacteria. If possible, disinfect with a disinfectant, leave for about 15 minutes and dry with a disposable paper towel or cloth.

If you use other types of support products, such as walking sticks or crutches, you can follow the same recommendations and disinfect areas that often come into contact with your hands, especially when you use them in public places.

# METHODS TO INCREASE DAILY STORE CASH FLOWS THROUGH NON - EOPYY PRODUCTS

**A**fter the blow that the Medical Sector received from the application of Clawback measures to Respiratory and Orthopedic Products, it is now a one-way road for retail stores and importers who want to remain viable, to turn to the development of other sectors that hold a share on the market, other than EOPYY.

The products that have a market share and can increase the profitability - liquidity of a store are the following:

## 1) Personal Protective Equipment for COVID - 19

Protective masks, sanitizers, infrared thermometers and oximeters.

## 2) Rehabilitation Items

MOBIAK has invested in a range of pressure therapy and rehabilitation devices listed below:

**Pressure therapy**, grace to the gentle massage through endogenous pressure, it helps blood circulation and rapid Rehabilitation.

### Therapeutic Indications:

- Chronic Venous Deficiency
- Recovery after Injury
- Chronic edema, due to venous dysfunction
- Lymphatic edema
- Sclerosis of the Veins
- Rheumatic edema
- Precautionary for the Prevention of Thrombosis
- Rehabilitation after the Exercise.

### Aesthetics:

- Favors the detoxification of the body
- Revitalizes and oxygenates tissues, promotes weight loss and firming of muscles.
- Recommended for fighting cellulite
- Relieves pain and treats swelling.
- Revitalizes and tightens the Skin.

LYMPH MASAGE BOOT



## 3) Promotion of services at home

Preliminary sleep study in collaboration with the specialist physician in order to diagnose various diseases such as:

- Sleep apnea and its classification as obstructive or central type
- Sleep disorders in people with respiratory, cardiological, metabolic diseases

## 4) Create a "Sales' Shelf"

The parallel sale of **non-EOPYY** products that are useful in the daily life of a patient such as Oximeters, Pressure gauges, Sleeping Pillows etc. can formulate the "Sales" Shelf within the store and enhance the daily cash flows of the Store.

BY  
NIKOS  
FRANGIOUDAKIS  
Computer Engineer  
Head of Medical Equipment Sales in Greece

PASSIVE TRAINING BICYCLE



ACTIVE-PASSIVE TRAINING BICYCLE



DIGITAL PRESSURE THERAPY PUMP



STATIC DIGITAL BICYCLE





# CORPORATE SOCIAL RESPONSIBILITY

"... Kindly accept our sincerest gratitude for the free refilling of one hundred forty three (143) fire extinguishers for the Fire Fighting Services under our Command"  
**Regional Fire Department of Crete**



"... we sincerely thank you for your positive response to our needs, offering 1 pc. of fireproof door for the House of our Organization at Kareas"  
**The Smile of the Child**



"... we sincerely thank you for responding once again positively to our needs, offering 1 fireproof door for the boiler room of the Kareas house"  
**The Smile of the Child**

"... we sincerely thank you for responding once again positively to our needs by offering to us two 6 kg dry powder fire extinguishers for the House of our Organization at Corfu"  
**The Smile of the Child**

"The Chairman George Tsirakis and the Board of Directors of the Association of Parents and Friends of Autistic People "ANAGENNISI", the children and the parents express our gratitude to company MOBIAK for the fire-fighting equipment offered to the two Supported Living Houses of the association"  
**Association of Parents and Friends of Autistic People "ANAGENNISI"**



"The TUCer team, as a token of gratitude for the contribution of company MOBIAK to the work of our team, delivers to you two masks that we manufactured in collaboration with the Technical University of Crete"  
**TUCer School of Production Engineering and Management, Technical University of Crete**



"... The Splantzia soup kitchen would like to express its gratitude to company MOBIAK for their prompt response and offer for the installation of a fire extinguishing system in the cooking facilities of the soup kitchens in memory of the deceased MOBIAK founder Emmanuel Souvrakis"  
**The Board of Directors of the Splantzia Soup Kitchens**



"...Kindly accept the gratitude of our Diocese for your love offering to the work of our Church (Donation of € 1,500.00) to meet the needs of the General Philanthropic Fund of the Holy Diocese"  
**Holy Diocese of Kydonia and Apokoronos**



"The Holy Diocese of Kydonia and Apokoronos would like to express its gratitude to the family of the deceased, the staff of MOBIAK company, Perogiannis family, MOBIAK of Heraklion, Mr. Glampedakis Emmanouel, the Cultural Association of Kathiana "I Irini", Georgios Georgiou and Son Co., Angelakis and Co. IKE and Dora Kyriakaki for the financial donations in memory of Emmanuel Emm. Souvrakis"  
**Holy Diocese of Kydonia and Apokoronos**



"Following the very successful organization of the 14th Omalos Hillclimb Championship, we would like to express our gratitude for your valuable contribution."  
**A.L.A. CHANIA**



"All the members of the newly established volunteer group S.E.A.D., we feel the need and the obligation to sincerely thank "MOBIAK SA" and to congratulate you personally, Mr. Svorakis, acknowledging your maximum contribution to the warm and positive response of your Company to the request for assistance of our voluntary fire safety team.

**Association of Afidnes Forest Protection Volunteers**



"... We must publicly thank the company MOBIAK SA from Chania, which granted gloves and sanitizers, reusable masks and protective masks to our Association and consequently to our colleagues"

**Union of Police Officers of the Prefecture of Chania**



"... We hereby in the writing of our fathers express the condolences to our Mother Church and ours personally for the passing of our beloved father Emmanuel, a revered Christian, exemplary family man and successful entrepreneur, Founder and Chairman of the Board of Directors of the production and distribution of fire-fighting equipment company MOBIAK SA, who benefited the Ecumenical Patriarchate, through the gratis offer to it of fire extinguishing and fire protection systems, both for the Patriarchal House at Fanari, as well as the Patriarchate Monastery of Prigkiponissoi and the Theological School of Halki"

**Ecumenical Patriarchate of Constantinople**



"We sincerely thank company MOBIAK S.A. for its contribution to our Union, the control and refilling of seventeen (17) portable fire extinguishers for the protection of the staff and facilities of the Central Port Authority of Chania, demonstrating in practice its support to the work carried out by its executives".

**Union of the Coast Guard Western Crete**



"The Board of Directors of Panakroteriakos Sports Club, the Association Thyella-Kaminia and of Leontes sincerely thank company MOBIAK SA and its Chairman Manolis Svorakis for the kind sponsorship of the teams of Akrotiri. The continuous support by MOBIAK S.A. for a number of years, as well as by the Chairman himself for the football club Akroteri, allow us to continue the effort, which he envisioned: To offer to the children of the area "Life lessons" and to the society of Chania, good people and athletes!"

**The BoDs of Panakrotiriakos Sports Club, Thyella - Kaminia Association and Leontes**





# Partner Reward

**MED HOMECARE ATHENS**  
ιατρικός εξοπλισμός  
φροντίδα στο σπίτι

**ΙΑΤΡΙΚΑ-ΟΡΘΟΠΕΔΙΚΑ ΕΙΔΗ**

- ΟΞΥΓΟΝΟΘΕΡΑΠΕΙΑ - ΣΥΣΚΕΥΕΣ ΥΠΝΟΥ
- ΑΝΑΤΟΜΙΚΑ ΥΠΟΔΗΜΑΤΑ
- ΔΙΑΓΝΩΣΤΙΚΕΣ ΣΥΣΚΕΥΕΣ
- ΑΝΑΠΗΡΙΚΑ ΑΜΑΞΙΔΙΑ
- ΝΟΣΟΚΟΜΕΙΑΚΑ ΚΡΕΒΑΤΙΑ
- ΚΑΛΤΣΕΣ - ΚΑΛΣΟΝ ΔΙΑΒΑΘΜΙΣΜΕΝΗΣ ΣΥΜΠΙΕΣΗΣ
- ΑΝΑΤΟΜΙΚΑ ΜΑΞΙΛΑΡΙΑ ΥΠΝΟΥ / ΙΑΤΡΙΚΑ ΑΝΑΛΩΣΙΜΑ

**ΠΩΛΗΣΕΙΣ/ΕΝΟΙΚΙΑΣΕΙΣ**

**Dear Dimitris, we seize this opportunity to thank you for our excellent cooperation all these years and reward you with products worth 500€**

BY NIKOS FRANGIOUDAKIS  
Computer Engineer  
Head of Medical Equipment Sales in Greece

**D**espite all the difficulties of the time, Company **Med Homecare Athens** invests in and prepares a 3<sup>rd</sup> store demonstrating that each big success comes after a long period of hard work in a unique direction and having a clear objective. As from the first day of our cooperation, company **MOBIAK** shall stand by our partner in this project.

**Med Homecare Athens** Medical Equipment Company avails a Certificate as per Ministerial Decision DY8D/G.P. OIK / 1348/2004 certifying the proper distribution of Medical Technical Devices.

It offers a wide variety of products that is constantly renewed, at competitive prices, prompt service and a friendly environment. Its specialized partners propose solutions and provide useful advice on insurance funds to both patients and attending physicians.

Company **Med Homecare Athens**, having years of experience in the field of respiratory equipment (oxygen concentrators, nebulizers, ACPAP and Bipap), can serve even the most demanding cases with the aim of the best possible patient service.

For the individual who is interested in his Health and Well-being, **Med Homecare** can provide a wide range of soft orthopedic, anatomical footwear and all kinds of aids for tired and overworked feet.





## Partner Reward

*Dear Vaso, Dear Jordan,  
we seize this opportunity to  
thank you for our excellent  
cooperation all these  
years and reward you  
with products worth  
500€*

**T**he Fire fighting equipment company "ALFA" **GIANNAKIDIS I.K.E.** is based at its private property at the 3rd km. of Lagkada - Pente Vryson since 2005. It is established in the Refilling of Fire Extinguishers of all types and avails all the required certificates, which ensure the valid and correct operation of the Company. It also has ISO 9001 - 2015 as a Quality Assurance System. Always guided by evolution and investing in equipment, it has the ability to perform Low Pressure Hydraulic Testing and is a Certified Cylinder Re-Control Center.

The Company undertakes, in cooperation with trusted and reliable Mechanical Engineers - Engineers, the issuance of Operating Licenses for Shops, Companies, Hotels, Industrial Buildings and Healthcare related Operatives. It provides High Quality Products and Services, Fire Detection and Extinguishing Equipment, Sale and Installation of Fire Fighting and Water Supply Assemblies, Supply and Installation of Fire Proof Doors.

