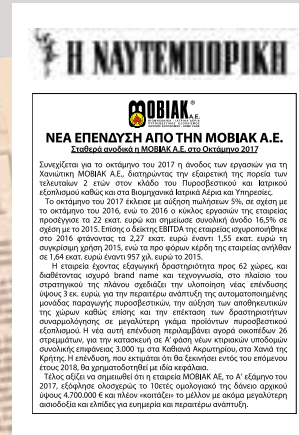
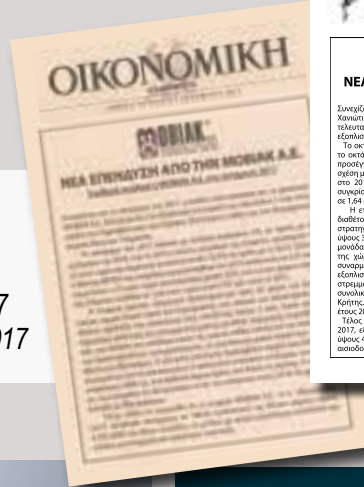




Have a nice..
.. Autumn!



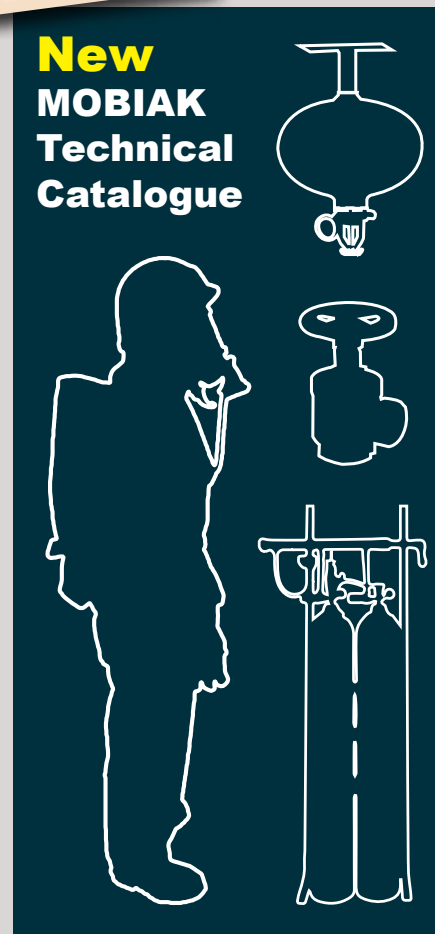
New investment by MOBIAK

Republished Article from the 'Kathimerini' newspaper 02/10/2017
Republished Article from the 'Naftemporiki' newspaper 05/10/2017

Exports Department



New MOBIAK Technical Catalogue



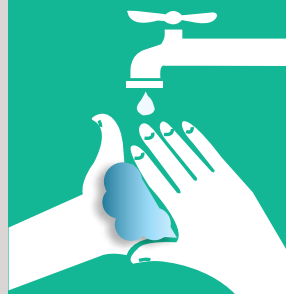
New LPCB Approved Fire Suppression Systems



Heated Electric Pads & Blankets



Infections & Viruses. How are they transmitted at school?



New Products & Solutions



How to gain from your customer complaints



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By **Manolis Svourakis**
CHAIRMAN & CEO OWNER OF MOBIAK S.A.

EDITORIAL

Work is a means of survival, essential to improving our quality of life and the formation of a rounded personality. But it can also be painful and is often exhausting. Times are tough, but there are some things that you should never sacrifice for your job, including your health. Under no circumstances should you neglect your health.

Increased anxiety and stress caused by the obligations of life is definitely not the best thing for physical and spiritual health. Whatever profession you choose, it is not going to allow you to escape from work-related stress. In small doses, stress is a “good thing”. It energises you, it gives you the motivation to face the challenges. But chronic and intense stress seriously affects both physical & psychological health.

It is now well proven that stress can lead to depression and increases in body weight, as well as other psychological disorders. Everything in moderation, as our ancient ancestors so wisely said. This is a principle to live by, and it applies all things in life. I do not mean that you need to start shirking your responsibilities in order to control your anxiety - but it is possible to adjust your schedule to a level where your body can safely endure it, both physically and intellectually. When work is properly scheduled and the schedule is faithfully followed, then overall stress can be eliminated to a significant extent.

On the other hand, when your schedule is overloaded, you are not going to be able to keep up. As a result, there will always be something left unfinished, which will present you with stressful situations that may cumulatively be seriously damaging to your health, both physically and psychologically.

It is a fact that, due to work overload or bad planning, we often take work home because we don't have the time to handle it at work. If this is an exceptional occurrence, then there is no problem.

But if this is the rule then there is definitely a problem. Make sure you take some time for yourself. Take some exercise, go for a walk, or make time for any other recreational activity you may be interested in.

If you have to finish off an important piece of work from home, this is not of itself a bad thing. But this should not become the rule, only an exception.

Because if this is the norm, it automatically reflects an inability to assume the obligations or perform duties of the job within the prescribed time. Yes, on the one hand that is how the job “gets done”, even if it's done from home, but on the other it is done at a cost to ourselves and to our health. When we use our personal time for work, we do not allow our body and mind to rest. And this puts a strain on our health as a result.

We should also never neglect our families. It is a very common phenomenon for people to neglect their families because of work. As a matter of fact, the most common way of thinking or excuse that always comes to mind here is that we are working so hard, for so many hours, in order that our families and our children will want for nothing. But the only thing achieved by this is that they are forced to miss out on the most important and irreplaceable thing - us, ourselves. This is because when you work long and unpredictable hours, de facto you cannot spend time, or perhaps it is better to say ‘quality time’, with your partner and your children.

There is no doubt that everyone should try as hard as possible to succeed at work, and to give their best self to the job they do. Work is an important part of our identity - but we must not forget that it does not define us completely. Having a personal identity outside of work is more than just for entertainment purposes. It usually helps us to relieve stress, and to realise our potential as individuals.

Work means creation, it is a means of survival, it is essential to the improvement of our quality of life, and to a well-rounded identity. It be claimed that work anxiety can act as the internal alarm system of your body.

In other words, it is a means of indicating when we need to be careful or take action. If the feeling of anxiety is temporary, there is no cause for concern. However, where work anxiety becomes the rule (and not the exception), one should review issues and factors that create it, because the negative effects on our lives will be inevitable.

WORK

I repeat, ‘Moderation in all things’, & I'd like to close by saying greetings and best wishes to all for a good, creative autumn season. And of course, my warmest wishes this year go to all our children, in the hope that they will enjoy another productive school year!



By **Maria Nikoloudaki**
Head of the Accounting Department

New investment by MOBIAK

MOBIAK sees steady growth in the eighth quarter of 2017

Over the first eight months of 2017, MOBIAK has maintained its outstanding track record of the past 2 years in fire protection and medical equipment sectors, as well as in the industrial and medical gas and services sectors.

The 2017 eight-month period closed with sales growth of 5% compared to the same eight-month period in 2016, while in 2016 the company's turnover reached € 22 million, amounting to a total increase of 16.5% over 2015. Also, the EBITDA of the company strengthened in 2016 to reach €2.27 million compared to €1.55 million in the comparative fiscal year of 2015, while the company's pre-tax profits amounted to € 1.64 million against €957 thousand in 2015.

The article was published in the newspapers “Kathimerini” & “Naftemporiki”

*Kathimerini - Athens,
Sunday 1 October 2017*



*Naftemporiki, Thursday 5
October 2017*

The company, with export activity in 62 countries, a strong brand name and substantial technical know-how, plans to carry out new investment plans amounting to €3 million for the further development of the automated fire extinguisher facility, increase of its storage facilities, as well as the expansion of its assembly activities to cover a wider range of firefighting equipment products.

This new investment includes the purchase of plots of land amounting to 26,000 m², for the construction of the first phase of the new 3,000m² building infrastructure facilities in Kathiana, Akrotiri, Chania, Crete. The investment project, on which works are expected to start next year (2018), will be financed by its own funds.

Finally, it should be noted that MOBIAK SA, in the first half of 2017, fully repaid its 10-year bond loan, which initially amounted to € 4,700,000 and is now looking forward to the future with even greater optimism and hopes for prosperity and further growth.



By **Magda Haralambaki**
Chemist MSc, Quality Assurance Department

International Standard ISO 9001

ISO 9001 is the most widely-used and recognised International Quality Management Standard. It pertains to all categories of companies, regardless of the type, size, product or service provided. The standard reflects the requirements for systematic control of a company's operations to ensure that the customer's needs and requirements are met. The fifth edition of ISO 9001: 2015 brings about significant changes, of which the most important are in the following fields:

- Risk management
- Management of changes
- Business environment
- Technical know-how
- Quality targets

The implementation and certification of the quality management system is aimed at:

- Enhancing the reputation of the business by ensuring customer confidence
- Creating opportunities for penetration into international markets as the image and credibility of the business grows
- Reducing production costs due to optimised use of resources and better time management
- Improving employee awareness of quality management
- Continuous improvement of processes based on the application of objective monitoring and measurement mechanisms, therefore leading to the upgrading of the company's processes in order to generate added value
- Creating competitive advantage

Management Responsibility

Assignment, communication and understanding of responsibilities, areas of competence and roles within the organisation. Top management executives must demonstrate leadership qualities and commitment, taking responsibility for:

- Identifying threats and opportunities in the organisation's operation
- Implementing and ensuring the effectiveness of the Quality Management System
- Developing quality policy and defining objectives that are appropriate to the organisation's strategy and framework
- Communicating policy and ensuring that it is understandable and effectively implemented within the organisation
- Ensuring the integration of Quality Management System requirements into the operational processes of the organisation

- Promoting a process approach and risk-based thinking
- Securing the availability of the necessary resources
- Ensuring that the desired outcomes of the Quality Management System are achieved
- Supporting staff and others to ensure the effectiveness of the Quality Management System

Examples of Measurement and Performance Indicators/Percentage achievement of targets over a specified period of time, by department of the organisation.



Management

- Return On Investment (ROI)
- Investment completion rate.
- Profit margin.

Sales

- Customer satisfaction indicator.
- Complaints index (in relation to volume of sales or production output or turnover).

Human Resource Management

- Employee turnover rate
- Employee training indicator
- Employee satisfaction indicators
- Staff allocation plans

Accounting Department

- Resource tracking indicators.
- Equipment performance indicators.
- Packaging, storage and maintenance costs.
- Transport cost indicator.
- Maintenance cost indicator.

Production/Services Departments

- Production indicators (e.g., production process times in relation to production volumes, down times/causes of down times, equipment productivity, etc.)

Quality Management

- Completion percentage of internal inspections carried out on an annual basis.
- Repeated non-compliance indicator of internal inspections.



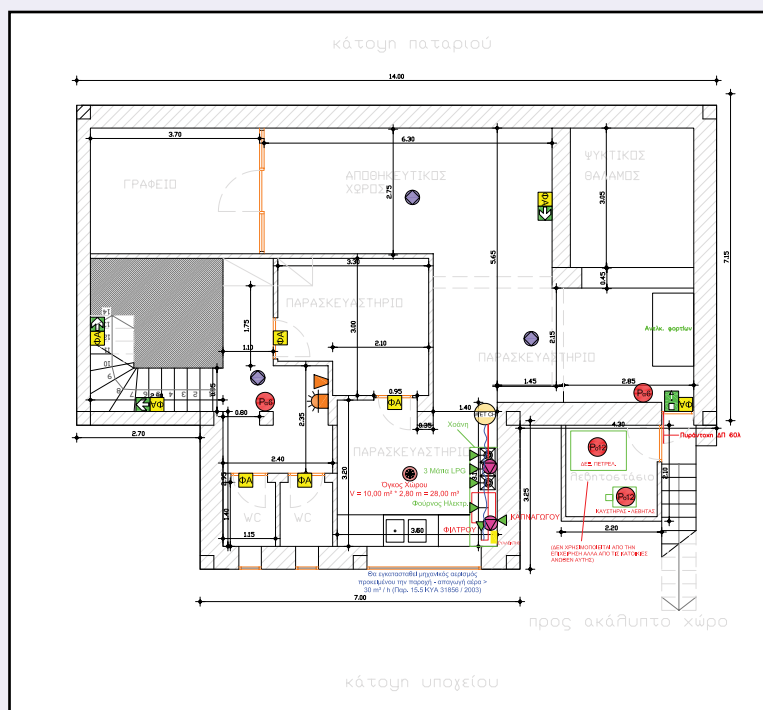
By **Georgios Theodorakis**
Mechanical Engineer, Fire Protection Department

Area Fire Protection

The fire protection of a specific area is distinguished as passive or active.

Passive fire protection, also known as structural fire protection, includes the structural requirements of the building depending on its capacity to avoid a fire breaking out on the one hand, and, on the other, to limit the spread of fire within the building, as well as achieving a satisfactory degree of fire resistance in the various structural elements of the building. At the same time arrangements must be made to provide for the necessary escape routes for the safe evacuation of the building in the event of a fire.

Active fire protection includes all the suppression or active fire protection measures required on breakout and during a fire. Active fire protection includes all the electro-mechanical equipment necessary to extinguish the fire either by manual intervention or by systems that are automatically activated when a fire occurs.



More specifically, passive fire protection includes:

- The design of the escape routes required for the particular building in relation to the estimated population of the building, which is proportional to the surface area and usage of the building.
- The calculation of the required risk exits but also their width in relation to the theoretical population.
- Safety lighting and marking of escape routes as appropriate.
- Division of the building into fire compartments, i.e. in sections that are hermetically separated from adjacent sections with a specified fire resistance index.
- Ensuring maximum alternative escape routes within permissible limits.

Lastly, active fire protection includes:

- Manual alarm systems that are mandatory in certain categories of buildings, consisting of alarm buttons (fire alarms) and flashing lights and sirens placed in appropriate positions.
- Fire detection achieved by installation of an automatic fire detection system, which includes detectors, the fire alarm control panel, cables, repeater lights, alarm sirens, etc.,

Detectors are primarily designed to detect smoke or temperature, mainly in high-risk locations, i.e. those in which, due to their nature, fires may potentially break out.

- Permanent Water Supply Network, which are mandatory in certain categories of buildings and consists of water storage tanks or other water sources, fire extinguishing pumps (where required), the automation panel, pressure regulators (firefighting units) where required, pipe system network, and fire cabinets.

- Automatic Fire Extinguishing System, which involves the installation of an automatic sprinkler system, which must include the following:

- Water tank
- Connection of tank with an inexhaustible water source
- Fire pumps where required.

Pipes of suitable diameters with the necessary valves, metering devices and water flow detector connected to the building alarm system.



- Sprinkler heads
- Fire extinguishers, in each building. Depending on building usage in different areas, the installation of fire extinguishers is mandatory. We can make a distinction between automatic and manual fire extinguishers of appropriate type.

The positioning of fire extinguishers is determined by either the surface area of the space, or by the maximum distance that the fire extinguisher must have from the most remote position within the space in question.

- Fire station (types A and B), which consist of a special cabinet that contains specific tools according to type.
- Active fire protection includes formation of fire protection teams within the building (where necessary), as well as training of the teams to deal with fires should they break out and to take prompt action to extinguish them.



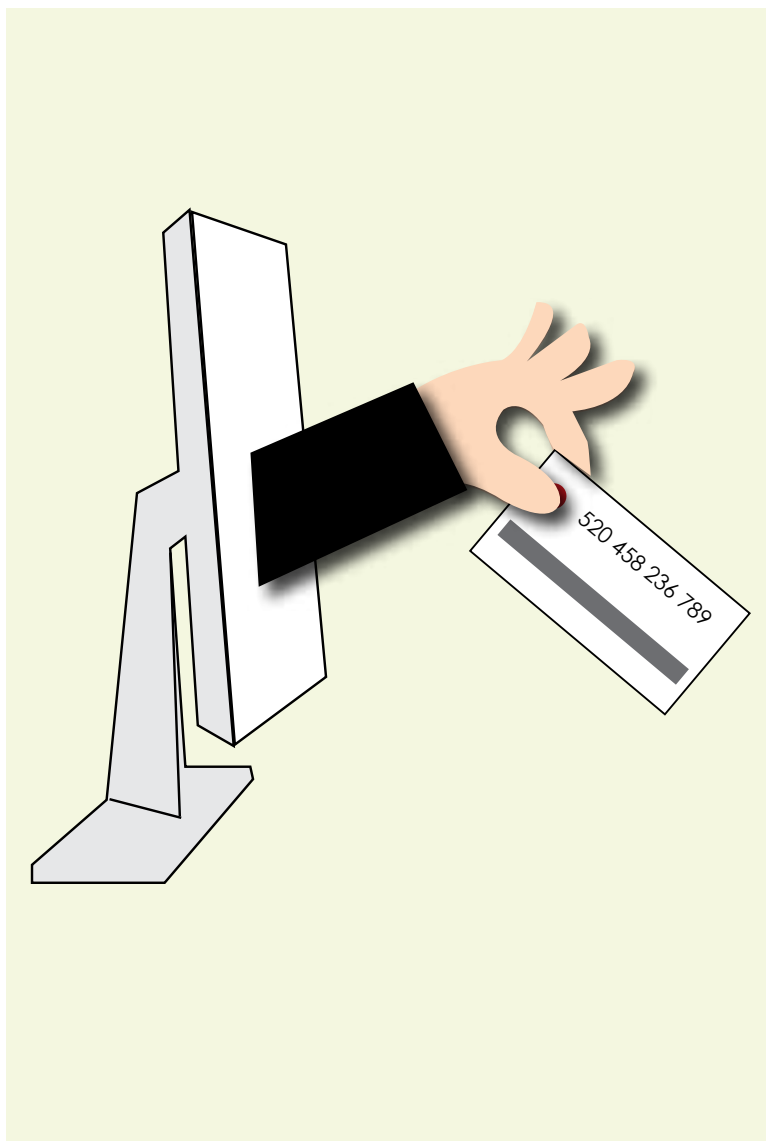
By **Manolis Stavroulakis**
Sales Department, MOBIAX Fire

Sales Processing

A properly-established sales process can bring significant changes to your business. However, changes are sometimes treated with suspicion by some people.

Administrative Support

As with any proposed change, professional sales staff will carefully monitor the situation to see the extent to which a new process has been effectively implemented by the company. Business owners should ensure that everyone is involved in these processes.



Customize your sales process to suit your customers.

The sales process should match your customers' buying processes: small and medium-sized businesses sell to medium-sized or large companies, small to medium-sized businesses sell to other small and medium-sized businesses, and small to medium-sized businesses also sell to consumers. In general, the more complex the sales, the more steps the sales cycle has. These models need to be tailored to meet the unique needs of your customers and your own company.

Adopting a clearly-defined approach

Implementing new sales processes is not an unambiguous activity. Their implementation should be carried out in stages. To help make implementation easier, follow these steps: research, implement, evaluate, optimise, and provide ongoing administrative support.

Step 1: Research

Talk to customers, and integrate the elements that have worked well for your top sales staff into your processes.

Step 2: Implementation

Document your customised sales processes in writing, customise any templates and forms that you want your sales people to use, and offer appropriate compensation to encourage the adoption of new sales processes.

Step 3: Evaluation

Take into account the advantages and disadvantages of your sales processes by obtaining direct feedback from your customers. For example, has customer satisfaction increased following the implementation of new sales processes? Are customers willing to act as intermediaries? Have new opportunities been created? Are repeat purchases being made?



Step 4: Optimisation

The sales process you use should be a dynamic, ever-changing tool that reflects customer buying habits, as well as the development of your staff and the traditions of your company. Look for the trends and indicators in the measurement of your sales process data, and consider the possibility of periodic reviews of the process to improve it as needed.

Step 5: Provision of Continuous Support

In the beginning, a specific sales process can create uncertainty and additional workload, and employees may be inclined to keep a close watch on the administration for any signs of relaxation of compliance with the new process. The business owner and the sales manager (who may often be the same person) must support and reinforce the process at every opportunity.



By **Sophia Psyllaki**
Sales Department, MOBIAX Fire

How to gain from your customer complaints

It is commonly accepted that the market today faces a very tight financial situation, but this does not mean that customers will ever stop buying altogether. Perhaps they will not buy so frequently, perhaps they will buy in smaller quantities and with greater care, but they will continue to search, albeit more cautiously, for the products and services that can meet their needs.

It is a fact that most of your customers will say nothing to you when they are unhappy with the treatment they have received. But they will tell all their friends, and at the same time they won't give you a second chance to remedy the mistake that was made on their first visit, and you will lose not only prospective customers, but the people under their influence as well. The negative side of the well-known 'word-of-mouth' method of communication can be catastrophic, and unfortunately 'bad tidings', as our people say, travel fast!

When a customer presents us with a complaint, then we are given the opportunity either to resolve the problem and make our business shine in the eyes of the customer, or to fail to do the right thing and disappoint the customer. You might wonder what it is that makes complaint-handling so important, perhaps even more important than regular, everyday customer service.

Complaints Handling as an Investment

The return on investment in handling complaints varies from sector to sector. In general, one can say that it is an investment which is worthwhile under certain circumstances, as long as the following basic rules are followed:

- **Train your staff to react in the same way as you yourself would when hearing to a complaint.** The staff often have the impression that they are doing much more than they have been asked to do - a feeling that grows even stronger when they find themselves in a position where they have to try to absorb the cost of handling a complaint. They may try to avoid the question, which in the end may worsen the situation.

- **Listen to the customer and thank him for raising the issue with you.** Keeping cool, calm and collected is essential, so that you can actually hear what the customer is trying to say. You should encourage and then reward your customers for expressing their complaints. Don't forget that nine out of ten unhappy customers will, when they receive the proper service, return to the store and continue to purchase from you. At the same time studies indicate that this is the best way to prevent an unhappy customer from leaving the store and potentially expressing their dissatisfaction to a lot of other people.

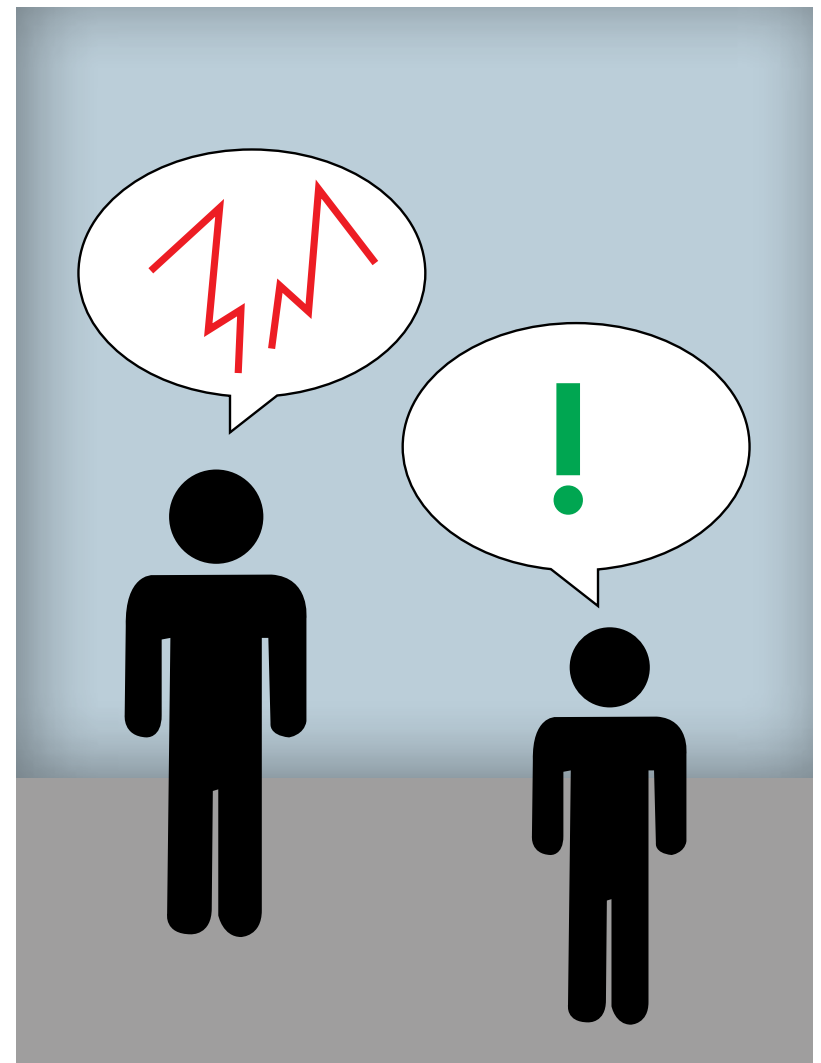
- **Avoid the familiar game of attributing blame elsewhere.** The customer isn't really interested in who might be at fault. It's so easy for an experienced employee, when caught up in a complaint handling situation, to use excuses such as 'we have staff shortages' or 'the employee is new, they haven't had the chance to learn the product range yet'!

- **Ask customers who are expressing dissatisfaction what it is that they really looking for, what they would like to happen next.** The solution to the problem is often far simpler and far less costly than anything you might have in mind.

- **Move quickly, so that you can resolve the problem as quickly as possible** and remain as calm as possible while you are in contact with the customer.

- **Compensate unhappy customers generously.** Do everything within your power, and perhaps even go above and beyond the usual guidelines, in order to satisfy a customer that has been mishandled. The policies of recent years have changed and non-payment for the wrong products tends not to be enough anymore. When customers believe that you really care about them, they turn out to be among the most loyal to the company.

- **Recheck that all the necessary actions have been taken to resolve the problem.** Find out whether all the instructions you have given to your people on managing a crisis situation with a customer have been met without any deviation



A Guide for Professionals

The aims of professional complaint management are basically not to lose dissatisfied customers and to help spread a positive image of the company. A complaints management system should be set up, the key elements of which are:

- Prompting to express complaints
- Proper reception of complaints
- Complaints processing
- Complaints reporting
- Evaluation and utilisation of complaints
- Continuous improvement of procedures



By Manos Stefanogiannis
Sales Department, MOBIAK Fire

‘Word-of-mouth’ Advertising The consumers’ preferred Choice

Have you ever chosen to visit a particular doctor for a specific problem just because you saw their advertisement on TV or on the Internet? Have you ever chosen to buy a car or a mobile phone just because you were impressed by the advertising? Or, on the other hand, how often have you asked for the opinion of relatives, friends, colleagues... which in fact amounts to asking them to advertise a product or service. If you prefer the second approach, then you are also a fan of “word-of-mouth” advertising.

Word-of-mouth advertising has always had a leading role in the world of communications and public relations because it involves what is missing in all other types of advertising: mutual trust. A recent global survey of 58 countries, involving more than 29,000 consumers, confirmed that word-of-mouth advertising still holds first place here.

According to the data, 84% of consumers all around the world say they put more trust in friends and family than in all other advertising media, a percentage that has increased by 6 percentage points since 2007.

Corporate advertising became the second most trusted medium, with 69%, compared to 60% and 4th place in 2007. Undoubtedly, new communication platforms have strengthened their profiles, to some extent leaving behind traditional media such as television, magazines and newspapers. Television is in third place among consumer preferences, with 62%, compared to 56% in 2007. Magazines followed this trend, reaching 60%, from 56% in 2007. Newspapers seem to be steadily losing ground, with a 2 percentage point drop to 61%, from 63% in 2007.

A significant increase of 7 percentage points was recorded by e-mail advertising, which consumers have asked for, with a percentage of 56%. As far as other forms of online advertising are concerned, it appears that almost half of consumers (48%) put their trust in search engine ads, online video ads, and social networking sites. Furthermore, the percentage of those who trust online banners also rose from 26% in 2007 to 42%. Lastly, almost 4 out of 10 consumers (37%) appear to have confidence in mobile messaging ads.

47% of respondents in this global survey agreed that humorous ads are the ones that have the greatest impact on consumers, while realistic situations with which the consumer can identify have a similar impact, (with a difference of 1 percentage point). Lastly, 38% of advertisements that appear to have significant impact have family, social values and health-related content, while ads with sexual content score at 14%.



By Myrto Koumi,
Creative Department

The Power of Promotion & Advertising

The promotion of a business through its positive brand identity is the holy grail.

Development and continuous investment of a business in advertising will contribute to establishing the uniqueness of its brand image. Companies that are oriented in this direction are more profitable and will tend to survive in times of crisis, which is evidence of their sensitivity and understanding of this entire field of study, which ultimately able to bring positive results to the business.

It is no coincidence that some of the world's largest companies spend millions on creating a distinctive and special logo or on redesigning it.

The development of a business comes through its marketing operations. Many businesses in Greece, when they hear the word ‘marketing’, will tend to make negative associations, with the result that this profession can be described as ‘misunderstood’.

Only 24.2% of businesses in Greece are aware of the importance of marketing, let alone social media.



Social media can help you stay in touch with customers by answering their questions, showing them your interest in them and your desire to provide the support they are looking for. This is what differentiates you from the competition, what can improve your brand recognition, giving the image of your business a true human voice. The result of this is an increase of your customers' confidence in you as they follow your progress online, knowing you are there for them. Social media will get you real customer feedback instantaneously. Particularly if you are a company promoting your products. For example, it's a great way to promote a new product. You can, of course, also increase the interest of prospective customers via your website, or by sending promotional leaflets to existing customers.

This form of promotion of your business showcases an objective and trustworthy brand image, through which you can communicate the commitment you have to your business and your customers.



By Alexandros Bolanis
Sales Department, MOBIAK Fire

The 3 Basic Marketing Techniques to Increase Your Sales

How many ways do you think there are to increase your sales? Most people think that there may be dozens, or more. But in fact there are only three!

This article will look at the three individual ways in which to increase your sales. These are:

- Get more customers
- Increase the size of the average transaction with each customer
- Increase the number of transactions with each of your customers

To better understand how these three courses of action work, let's look at an example:

Say for example, your business has 100 customers.
Each customer leaves an average of €50 every time they buy something from you.
If we now consider that each customer visits you on average four times a year, then this gives us:

$$100 \times 50 \times 4 = 20.000 \text{ € annual revenue}$$

Now note the following:
Increasing each of these three parameters by only 10% gives us the following:

$$110 \times 55 \times 4,4 = 26.620 \text{ €}$$

i.e. a 33.1% increase in revenue.

Thinking geometrically...

Number of Customers: 100	($\times 10\% = 110$)
\times	
Avg. amount per transaction: 50€	($\times 10\% = 55\text{€}$)
\times	
Avg. Visits p.a.: 4 visits	($\times 10\% = 4,4$)
<hr/>	
=20.000€	=26.620€
<hr/>	
10% raise	33,1% increase in turnover

The figures multiply between each other ‘geometrically’. Think about how difficult it is to raise an extra 20,000 euros trying only to attract more customers. But most businesses think “linearly”, looking only to increase their customers, rather than geometrically, putting the other two parameters into the mix.

To achieve a satisfactory increase in your business revenue, you need to use all of these three approaches at the same time.

1st method: Get more customers

If you attract more customers, you also increase your revenue. This is the approach most businesses take, in the belief that this is the only way to increase their revenue. But this is not entirely correct. Here we are talking about customers you don't have. Surveys have shown that it costs 5 times more for a business to acquire a new customer than to make an existing one buy again. To win over new customers, you need to increase interest in your business, and then convince them of how effective your products are. Here you have to identify who you are addressing to, create the right messages and then choose the right ‘medium’ to communicate your message.

2nd method: Increase the size of the average transaction with each customer

Increasing the average transaction with each customer means that every customer entering your shop or service center will leave you more money with each purchase. It's the question they ask you in catering establishments - ‘Would you like drinks with your order?’. At this point they are trying to make you spend more money by buying additional products. Another way is to sell more product than the customer usually buys at a better price. For example, when supermarkets make ‘2 for the price of 1’ offers. This strategy works equally well as far as services are concerned. You can put together package deals that offer your services at a better price.

3rd method: Increase the number of transactions with each of your customers

This means increasing recurring sales to your customers, that is, encouraging them to visit your business more often. Here the key is continuous follow-ups. Never assume that your customers are willing to visit you in order to buy your products and services. If you are not prominent in their minds, they are more than likely to choose the next store they see in front of them. By increasing repeat sales, you are significantly increasing your business revenue, and therefore your own profit.

By combining these three approaches, which essentially represent an integrated strategic marketing plan, you will be able to significantly increase revenue in your business.

The next step

For your part, what you can do next is, first of all, to start keeping records of all your customers.

- See how much each of them spends on average, and identify average repeat sales.
- Identify which products and services they use most often.
- Find out which additional products you can sell in addition and suggest new solutions.

Above all, however, take advantage of the time people spend inside your shop or service center. You can't take anything for granted these days. Your customers are the most important ‘asset’ your business has, and you should never forget it!

By **Michalis Kapetanakis**
Electrical Engineer & Computer Engineer, Exports Department, MOBIAK Fire

Vietnam Exhibition

For the first time in its history, MOBIAK participated in the SECURETECH 2017 (Fire Safety & Rescue Vietnam) international exhibition in Ho Chi Minh City, Vietnam.

Vietnam is an outstanding emerging market in East Asia with many growth prospects due to its recent rapid industrial and tourism development, combined with characteristic (and tense) trade and political relations with China. On display at the exhibition was the CE/EN3 series of extinguishers (including portable extinguisher models with pressure gauges or inner cylinders, and wheeled models), hose wheels and EN671 fire hose cabinets certified by LPCB, UL certified fire hoses, permanent fire suppression systems, and other products from the Mobiak catalogue range. A Vietnamese language version of our catalogue was available for visitors to our stand.



Our main 'weapons' are quality, international accreditation and our extensive range of products. The overwhelming response of visitors was a clear indication of MOBIAK's market recognition and product differentiation compared to the company's main competitors in this market.



By **Metaxas Drakopoulos**
Production Engineering & Management MSc, Exports Department MOBIAK Fire

MOBIAK sponsorship

The MOBIAK distribution center in Skopje supports motor sports! May victory always be yours!

MOBIAK actively supports driver Slobodan Ivceski (COBE) and wishes him good health and good health in the upcoming races! Mr. Ivceski has been a professional driver for 25 years with many racing successes, claiming the first place this year in the European Championship.

It is an honor for MOBIAK to sponsor Mr Ivceski, and the best of luck!



By **Panos Krikos**
Production Engineering & Management MSc, Exports Department MOBIAK Fire



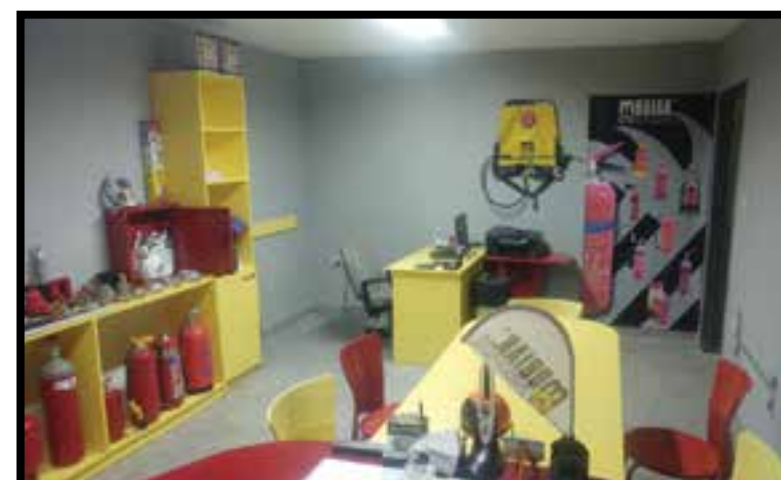
MOBIAK's growth in the French market is backed by new dynamic partnerships and bigger warehousing facilities...

More on this in our next issue!

By **Metaxas Drakopoulos**
Production Engineering & Management MSc, Exports Department MOBIAK Fire

New Showroom in Skopje for MOBIAK SA-MK

Newly-renovated MOBIAK Showroom at its premises in Skopje, where all the latest additions to our catalogue are now on display!



By **Panos Krikos**
Production Engineering & Management MSc, Exports Department MOBIAK Fire

Expansion of our Export Network to the Ivory Coast!



At MOBIAK our detectives
Uncovered a need
Among the bones of elephants
Benches were set up

And on them they have red
Foam fire extinguishers
World-class certified
With chest of coins

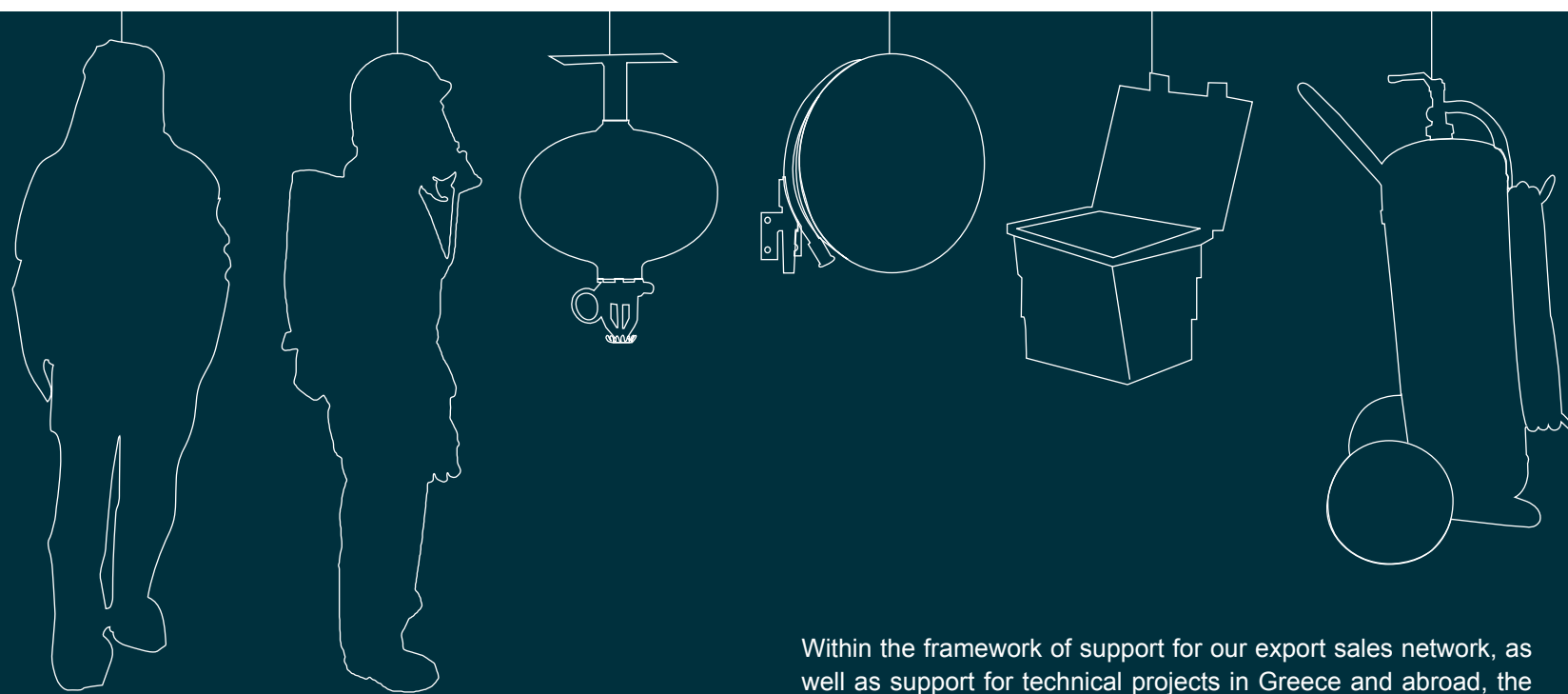
And with just one shot
We found a partner
And made them ours alone
We shook hands

They asked for fire extinguishers
Our greatest systems
And a boat load
Of cylinders on wheels

In Yaya Touré's ancestral home
They're free from fear
We sent them systems

Straight from the future
May our newest customer
Out of Africa
Sell many extinguishers
And collect great riches



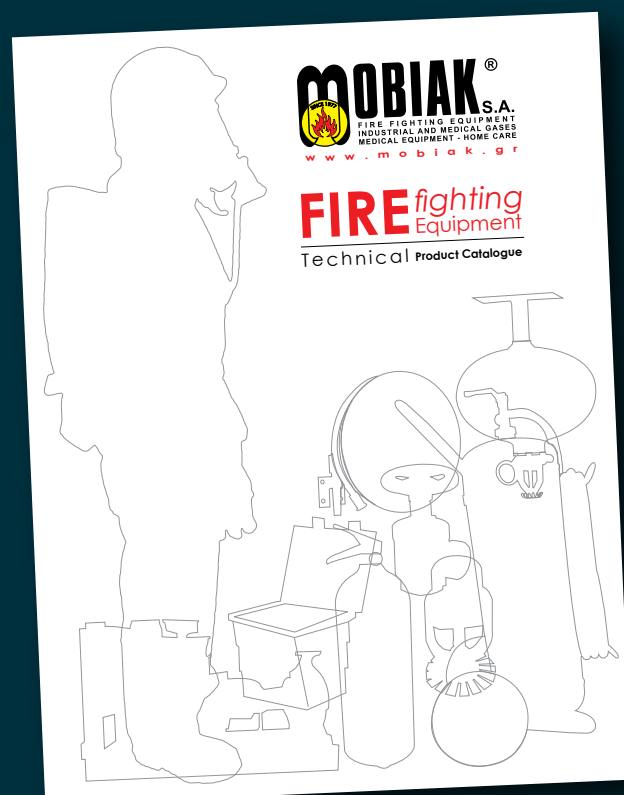


By Stratos Koronis
Mechatronics Engineer MSc, Exports Department, MOBIAK Fire

Within the framework of support for our export sales network, as well as support for technical projects in Greece and abroad, the company has, after months of research, proceeded with publication of our new technical catalogue, which contains our internationally-certified products and systems.

It is worth noting at this point that the certification of most of the accredited products and systems in our technical catalogue are registered under the MOBIAK name. This fact bears witness to the level of investment (in time & money) that was spent in order to be able to provide our affiliates in Greece and abroad with the most comprehensive range of technical solutions.

The various categories of products and systems are presented in our new catalogue. Let's take a look at some of them.



New range of BSI
Kitemark Certified
Fire Extinguishers



New range of Certified
Water Sprinkler Systems



New range of Automated Ceiling
Mounted Fire Suppression
Systems HFC-227ea



New range of Certified
Fire Suppression Systems



New range of Certified
Roadside Hydrants



New range of Certified
Water Nozzles





By **Stratos Koronis**
Mechatronics Engineer MSc, Exports Department, MOBIAK Fire

Fire Suppression Systems HFC-227ea, NOVEC 1230 & Inertech

MOBIAK proudly presents its new range of LPCB Approved Fire Suppression Systems HFC-227ea, NOVEC 1230 & Inertech (IG-01, IG-100, IG-55, IG-541).

Now, we can also provide turnkey solutions in this category, as well as a full range of fire detection devices, which are specifically approved and fully compliant for use with the above mentioned systems.

LPCB Certified NOVEC 1230 system - designed for use with the 3M (TM) Novec (TM) 1230.

- Designed to optimise the unique features of the Novec 1230
- Due to its lower volatility, pressure of 25bar can be safely exerted in the Novec system.
- Adjustable pressure 25bar
- The valves have twin pressure gauges, allowing multiple orientation.
- The valve outlet cover, cylinder strap and discharge tube are included.
- Pneumatic, manual and electric valve activators incorporating a built-in solenoid.
- Cylinder assembly can be configured for multiple or modular installation
- Full range of cylinders with a capacity of 15 to 180lt



Firetrace
1230



LPCB-certified INERTECH systems

- Suitable choice for critical business areas such as data centers, computer rooms, telecommunication rooms, areas with electrical equipment and other at-risk areas, where rapid protection without water damage is required.
- Inertech systems are ideal for the protection of items such as archives and records, shops, workshops, oil fuel and electrical power generator installations that might otherwise suffer or lead to irreparable damage. The fire suppression gas is dispersed throughout the area and penetrates cabinets and sealed areas, providing full protection.
- There are no aperture control plates.
- Reduction of pipe network size by at least 1.
- Reduced ventilation of the area.



Fire
Suppression
System
IG-541



- No pilot light indicators.
- Optimised for 60 and 120 second discharge
- IG-55, IG-541, IG-100 & IG-01 system availability
- Reduced noise and shaking
- There are no control valves to activate the system in multiple protected areas.
- Choice of 200 ή 300bar systems

LPCB certified HFC-227ea System

The system provides rapid fire suppression within a short discharge time (typically 6 to 10 seconds). With its relatively small size, this system is ideal when weight restrictions apply and the space is of limited size.

- Full range of cylinders with a capacity of 15 to 180lt
- Choice of 25 or 42bar pressure
- The valves have twin pressure gauge shutters, allowing for multiple orientation of the nozzle.
- The valve outlet cover, cylinder strap and discharge tube are included.
- Pneumatic, manual and electric valve activators incorporating a built-in solenoid.
- Cylinder assembly can be configured for multiple or modular installation



Clean
Agent
Chemical
System

Approved fire detection and fire alarm equipment
Fully approved range of detection and alarm products to complement the aforementioned clean agent systems.

- Analogue addressable detectors (optical, multi sensors, ionization and heat detectors)
- Stand mounting, isolator mounting, intelligent assembly mounting
- Intelligent open-area sound system
- Intelligent open-area visual indicator
- Manual call point, waterproof manual call point
- Fire suppression control panels



By Stratos Koronis
Mechatronics Engineer MSc, Exports Department, MOBIAK Fire

Certified Aerosol Generators



The GreenSol Aerosol devices offered by our company, in addition to KIWA certification for EN ISO 9094-1/2 & Directive 94/25/EC (Recreational Craft Directive), have also successfully passed the US ANSI/NFPA 2010 Standard Guideline 'Fixed Aerosol Fire Extinguishing Systems and US Standard ANSI/UL 2775, 'Fixed Condensed Aerosol Extinguishing System Units'.



www.mobiak.gr



Aerosol Generator



EX27228

The extinguishing technology is based on the chemical reaction of solid materials that produce, through the process of combustion, large quantities of a highly effective aerosol that acts chemically and physically to extinguish the fire within a few seconds.

A wide range of user-friendly, self-contained fire detection and extinguishing activation units are available as well as customised units for application in commercial, industrial and military installations.

The smallest generator can protect spaces $\leq 0.2 \text{ m}^3$, while the larger generator model can be used to protect spaces or rooms up to 50 m^3 .

Extremely reliable, safe, high-performance fire extinguishing units, these products have been developed and manufactured to meet the additional requirements of the defence industry. They meet the strictest performance standards and MIL-SPECS required by the defence industry. They are certified according to UL Standard NFPA 10.

The Achilles System

In August 2016, MOBIAK, in collaboration with the world-renowned group of companies JOB Group GmbH, announced its new (UL) certified link temperature sensor (sprinkler-type heat detector with specially-designed link technology).

The thermo-bulb links can be used in almost any area requiring a thermally-activated self-releasing mechanism in case of fire (e.g. Kitchen extractor hoods, fire isolation dampers, smoke ventilation systems, ventilation pipes, etc.)

MOBIAK continues its ongoing program of product and service upgrades, and is now able to announce that the new link temperature sensor will replace the combination bimetallic fuse/fuse detonator base/detector base system, which was used in the trademark ACHILLES kitchen system.



This replacement upgrades the quality of the ACHILLES Professional Kitchen Protection System as follows:

- The new system carries UL certification of the ACHILLES fire detection section (in the previous version using the combination bimetallic fuse/fuse detonator base/detector base, this was not the case)

- Fire detection efficiency & speed are greatly improved - the thermal bulb's response activation time is 105 milliseconds (much faster than the bimetallic fuse response time)

- The total cost of purchase is reduced, since the thermal bulb link is much cheaper than the combination bimetallic fuse/fuse detonator base/detector base system

- Installation costs are reduced since placement is much quicker - the thermal link is placed much faster and easier than the combination bimetallic fuse/fuse detonator base/detector base system

- Maintenance costs are reduced since the thermal link does not need annual replacement (as the bimetallic fuse connection did).

Firefighters' Protective Clothing Solutions

The firefighter's uniform, which is suitable for on-board ship use, consists of the jacket and trousers. They are made of aramid heat-resistant synthetic fibre, and also include the following:

- Explosion-proof flashlight case
- Pocket to hold a small axe
- Stainless steel triangle
- Stainless steel triangle



Protective clothing HYXF-C3

The uniform consists of a jacket and trousers. SOLAS 1974, MSC.36(63), MSC.97(73), MSC.98(73), EN 469 (2005) including A1(2006) and AC (2006).



Size	Height	Chest region	Hips region
L	185cm	144cm	138cm

Limited flame spread (test flame to outer material)	EN 469
Limited flame spread (test flame to lining material)	EN 469
Limited flame spread (test flame to out seam)	EN 469
Heat resistance (180°C)	PASS
Heat transfer (Flame)	EN 469 Level 2
Heat transfer (Radiant heat)	EN 469 Level 2
Residual strength	$\geq 450\text{N}$
Resistance to penetration by liquid chemicals	PASS
Resistance to water penetration, water vapour resistance	EN 469 Level 2
Adjustable suspenders	/
Adjustable belt	/
Built-in air respirator	/



0149059
MBK17 - MED - GLOVES
Fireman Gloves



0149060
MBK17 - MED - BOOTS
Fireman Boots



0131071
MBK17 - HELMET - MED
Fireman Helmet
EN 443:2008
EN 14458:2004
EN 166

The additional personal protective equipment for firefighters (helmet, boots, gloves) are Medi Standard certified.

Fire Hoses

Hoses certified according to EN14540

The standard requires the following indications on the label:

- Manufacturer's name or trademark
- The date and code number of the standard
- The inner diameter
- Maximum operating pressure in MPa (bar - must be 15MPa)
- Date of manufacture
- Minimum temperature if less than -20°C .

They also have the following product characteristics:

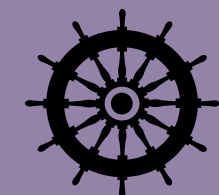
- Internal plastic or rubber waterproof coating
- The outer part is woven from synthetic material, it can be dyed and its surface is as smooth as possible to reduce the effects of friction during use.



EN14540 certified hoses with wheel (MED Guideline). These hoses, in addition to the above, must carry the wheelmark label, manufacturer's identification number and production date (see diagram below).

Together with the certification, the product must be accompanied by MED Guideline certificates:

- Module B approval (1 certificate)
- Other module (C1, D, E or F) - production process or batch controlled.



wheelmark XXXX/YY
(certification body number/year)

Of these, the second certificate also permits use of the mark, which is part of certification category labelling.



By Apostolos Diamandopoulos
Economics MSc, Exports Department, MOBIAX Fire

The Institution of the Volunteer Firefighter

The purpose of the Volunteer Firefighter, as established in our country under Law 1951/1991 'Establishment of Volunteer Firefighters and Other Provisions' (Government Gazette, Series I, No 84) is to strengthen existing fire protection through voluntary involvement of citizens, and to address the fire protection needs within the territory. The objective and mission of the volunteer firefighter is the safety and protection of the lives of citizens and their property and the State against the dangers of fire, floods and other natural disasters. The above mission is exercised within the framework of the powers of the respective Fire Brigade. The job of volunteer firefighter is honorary and unpaid.

THE ESTABLISHMENT OF VOLUNTARY FIRE STATIONS AND BRIGADES

Voluntary fire stations and brigades are established according to Presidential Decree 32/1992 «Organisation and Operation of Voluntary Fire Stations and Brigades» (Government Gazette, Series I, No 15) in municipalities, communities or associations of communities at their request, provided they can provide the necessary premises and appropriate building facilities, as well as satisfying the following conditions:



• Volunteer Fire Station 1st Class is attributed to the above mentioned bodies provided that they have available two (2) fully equipped firefighting vehicles, one (1) portable fire pump and thirty-five (35) volunteer firefighters, of which at least ten (10) must be holders of Category C driving licences or above.

• A voluntary fire brigade (2nd Class) can be formed, provided that they have at least one (1) fire-fighting vehicle, one (1) portable fire pump and twenty (20) volunteer fire fighters, of which seven (7) are drivers with Class C commercial licences or above.

• A Voluntary Fire Brigade is established where the abovementioned bodies have at least ten (10) volunteer firefighters with the appropriate basic portable fire extinguishers as defined in Ministerial Decision 8281 Φ.101.4/17-04-1995 (Government Gazette, Series II, No 291).

The limits to action of the voluntary fire service are determined by a decision of the regional administrative fire brigade commander in whose area they are located.

RESPONSIBILITIES OF VOLUNTARY FIRE STATIONS & BRIGADES

The responsibilities of the Voluntary Fire Stations and Stations always carried out under the guidance and supervision of the Fire Brigade Service in the area of which they are located are:

• The extinguishing of fires, the taking and imposition of preventive measures against the risk caused by their spread, and providing help to rescue those who are at risk therefrom.

• Applying preventive measures to deal with risks and damages caused by floods, collapses, natural disasters and generally by any natural or chemical causes.

• Providing first aid to sufferers from the above causes and ensuring they are promptly transported to hospitals or clinics.

• Control of the implementation of the preventive measures recommended by professional fire services against fire risk in residential buildings, laboratories, industrial and workshop facilities, flammable materials warehouses, crowded public areas and events, hospitals, clinics, treatment facilities and in general where potential dangers arise due to crowds or increased risk of fire. The above control inspections are carried out exclusively by the fire brigade staff serving at the voluntary fire stations, in accordance with the applicable fire protection law

QUALIFICATION

The title of volunteer firefighter can be acquired by people aged 18-55 who are permanent residents in the municipality or the community where the voluntary fire service is located, or in another community or village not more than 10 km from the headquarters of the service where there is the possibility of rapid access to the service if needed. Volunteer firefighters are divided into active (combat) firefighters and drivers of firefighting vehicles. The ratio of active firefighters to drivers is 2:1. Interested parties make applications to the professional fire service where they live, accompanied by the following supporting documents:

• A doctor's certificate from the nearest local hospital or health center to certify their good health.

• Primary school leaving certificate.

• Driving licence (for drivers).

The applications of the interested parties are examined by the regional administrative fire brigade commander in whose area they are to serve, and will select the most qualified applicants.

LOSS OF QUALIFICATION

By decision of the Fire Brigade Commander, for the following causes:

• Health reasons.

• Conviction of a criminal offence.

• For unreasonable refusal to perform the duties assigned to them.

• For negligent performance of their duties.

• Of their own volition.

TRAINING OF VOLUNTEER FIREFIGHTERS

Before taking up active service volunteer firefighters receive training in theoretical and practical subjects at the Fire Service Headquarters or the Fire Brigade School conducted by professional fire service personnel. Basic training takes place over 25 consecutive days for 3 hours a day, i.e. 75 hours in total, in the following subjects:

• Fire Protection & Fire Prevention,

• Firefighting & Rescue Operations,

• First Aid,

• Operation of machinery, pumps, and other equipment.

The basic training curriculum for volunteer firefighters is drawn up by the Fire Service Headquarters and is applicable to all voluntary fire service brigades. Practical ongoing training takes place in the afternoons or at the weekends, when it is possible for volunteer firefighters to observe the sessions.

After completion of the training course, and having been approved by their trainers with regard to the suitability of their conduct and other qualifications, the trainees are provided with a special identity card as evidence of their qualification, and can assume their duties at the Voluntary Fire Station or the Voluntary Fire Brigade where they are to serve. Their specialisation is determined by their performance in the areas indicated on the special identity card. During their initial training and until they complete their performance review, they are cadets. They are then required to work four shifts per month.

After taking up firefighting duties, volunteer firefighters continue to receive training from professional fire brigade personnel either from their home station, or from regional fire service personnel in their local area.



PROMOTION

Volunteer firefighters are promoted to the grades of Chief Firefighter and Fire Warden when they have complete five (5) years of service at each of the above grades.

Promotions are given to volunteer firefighters by decision of the Fire Service Commander after a recommendation from the Voluntary Fire Brigade Commander where they serve. **These volunteer firefighters titles are honorary and unpaid.**

MATERIAL AND PSYCHOLOGICAL REWARDS

For exceptional actions above and beyond the call of duty, volunteer fighters may be awarded the material rewards and recognition given to professional firefighters

INCENTIVES TO JOIN THE VOLUNTEER FIRE SERVICE

• Volunteer firefighters who perform their voluntary service duties for a continuous two-year period, and also have the other required qualifications will be preferred against other candidates who may otherwise have the same qualifications for recruitment to the professional fire service when applications are open. The percentage of vacancies that can be filled by volunteer firefighters is fixed at 20%. This percentage may be increased by decision of the Minister of the Interior.

• Volunteer firefighters are given free entry to public event and sports venues in the local area of the Volunteer Fire Brigade where they serve.

• Volunteer firefighters who complete six (6) months of service during the year receive a 20% deduction on their income tax, up to an amount equaling €300 annually. This amount may be adjusted by decision of the Minister of Finance. Fulfillment of service as above is verified by the volunteer fire brigades where the persons in question are in service, or by professional fire service stations in their local area.

• By joint decision of the Ministers of Finance and the Interior, subject to a recommendation from the Fire Service Commander, one-off compensation may be paid to volunteer personnel in Volunteer Fire Brigades who take part in dealing with major fires or major natural disasters leading to declaration of a state of emergency.



INSURANCE COVERAGE

• In the event of an accident occurring in the course of their mission, volunteer firefighters are covered by their own insurance fund and the accident is considered to have occurred during their main occupation, and for this reason specifically, they are treated under the relevant provisions governing their principal place of employment.

• Hospital and other medical expenses are covered by the state for volunteer firefighters who are uninsured and become hospitalised due to their volunteer duties.



By **Stratos Koronis**
Mechatronics Engineer MSc, Exports Department, MOBIAX Fire

Republished Article

In the previous decade the means used by Greek people to heat their living spaces were primarily petroleum-based heating fuels and only secondly electricity, firewood or liquefied petroleum gas.

In the year 2017, braziers and other heating appliances reminiscent of decades past are making a dynamic comeback, in the style of 'back to the future', as oil-fired heating is fast becoming something we will only be seeing in movies.

It is very important that we are all well-aware of what to do and what not to do if we decided to use a heating appliance.

Do not use a naked flame near open heaters - avoid devices that have visible or exposed incandescent surfaces.

Choose devices that are certified by well-known accreditation institutions, and are in strict compliance with manufacturer's guidelines.

Maintenance should be carried out at least once a year.

Keep heaters at a safe distance of at least 1 meter from flammable materials such as curtains, wooden furniture, rugs and carpets etc., and in no case position a heater on top of a rug or carpet.

Choose a suitable location where there is no danger of the heater being knocked over. It is also forbidden to place heaters on emergency escape routes, and in general in any places where a malfunction of the appliance might cause blocking of exits.

Cleaning liquids for clothes, floors and appliances are often flammable. Do not switch on heating appliances directly after using these fluids, as there may still be fumes in the room. Furthermore, do not place heaters in areas where petrol, other flammable fumes or flammable gases are present.

Fireplace or Wood-burning or Wood Pellet Stoves

Installation should be carried out by technical personnel who possess the necessary technical know-how.

Do not throw flammable liquids such as lighter fluid, alcohol-based liquids etc in order to build up or restart a fire, because this may cause multiple fire sources to flare up at once. This could cause a fire to spread to flammable items much more easily, and you may also injure yourself.

Make sure solid fuel isn't damp.

When you remove the ashes from the fireplace or a wood-burning stove, you should use a metal dustpan and make sure that you don't drop hot cinders on carpets. Never empty ashes into a plastic rubbish bin.

Don't place mirrors over fireplaces or close to a stove, because they are a point of attraction for people who may approach them without noticing how close they are to the flames.



Fireplaces

Prefabricated fireplaces should be properly mounted to make sure they are completely stable. Fireplaces made of other solid construction materials (concrete etc.) must be adequate to the task of supporting the load, with a fire-resistant rating equivalent to at least 3 hours.

A door or other suitable guard should be placed in front of open fireplaces.



Wood-burning stoves

The space should have a volume of at least 15m³, and the stove should be of appropriate dimensions and placement such that air can circulate freely.

If the floor is wooden or made of combustible material, place the stove on a base with minimum thickness of 5 to 10 centimeters, made of fire resistant materials with a minimum fire resistance rating of at least 2 hours (marble, concrete, etc.), so that if burning coals fall from the grate they will not come into contact with combustible materials. This base should extend around the perimeter of the stove for a distance of at least half a meter and the surface should be covered by sheet metal with a thickness of at least 0.62mm. If the distance between the base of the stove and the floor is less than 50mm, then the floor should not be made of wood or any other combustible material.

In any case, the construction should not prevent the free circulation of air. The floor must also be able to bear the weight of the stove. The minimum distance of 1 meter from walls or ceilings made of combustible materials may be reduced if appropriate constructions or materials are applied to walls or ceilings and do not impede the circulation of air.



Petrol and Oil Stoves

They should be checked at regular intervals to insure that pipes and fittings are not leaking fuel onto the floor.

The fuel recommended by the manufacturer should always be used.

The nozzles should be checked - if they are faulty then the fuel tank may overflow.

When you turn off the stove, you should also turn off the supply switch.

Never fill the stove with fuel while it is in operation or is still warm.

Never try to light the stove when there is an excess quantity of fuel in the burner. There is a risk that it may overheat and cause a fire, or even of the fuel tank exploding.

If it operates with electricity then you should be careful when you switch it on and off when you are lighting the stove.

Never leave the electric motor running when the stove is switched off.

Don't place it on rugs or carpets.

There should be a safety mechanism to cut off the supply of fuel if the flame goes out.

Electric Heater

Never use it without a protective metal guard.

Don't place it on rugs or carpets. It could tip over and cause a fire.

Choose appliances that have special fuse and switch off automatically if they are knocked over.

The radiator should be kept at a reasonable distance from curtains, tablecloths etc.

Never use stoves with a visible resistor because, although they are cheaper, they are dangerous.

Switch off the appliance if you leave the room or are going to sleep.

Don't hang clothes, underwear or socks on these appliances to dry. If you leave them on for too long they may catch fire.

The appliance should be at least 1 meter from anything flammable.

Check the condition of the cables regularly. Bare wires and faulty plugs can cause fires.

As far as electrical appliances that involve oil circulation (such as electric radiators) are concerned, it is very important that you do not place articles of clothing or underwear etc, on them to dry. If you leave them for long enough while the appliance is in operation they will catch fire.



Gas Heater

When you light it up after you turn it on: the bottle stopcock and the knob should be in the appropriate position.

When you switch it off, turn off the bottle stopcock and also turn the knob to the corresponding position.

Many types of gas heater are equipped with a special low pressure regulator.

Make sure that the flexible gas supply hose has no kinks in it.

Don't leave the heater on when you are sleeping or when you leave the house.

Keep the heater well away from areas with high humidity and don't use it in bathrooms.

Don't move it from room to room when it's alight.

Don't place the heater near flammable objects, clothes, armchairs, etc.

Don't cover the heater when in operation, and do not hang clothes on it to dry.

Don't position it near furniture, curtains or other combustible material

When you change the canister make sure that the switch is in the closed position, that there are no naked flames burning, and most importantly, don't smoke at the same time.

Certain changes in the installation area may affect the operation of the heater, with unpleasant consequences for your safety.

It is forbidden to install LPG bottles in underground spaces, as well as on ground floors which communicate directly with underground spaces.

If you discover a gas leak, don't light matches, lighters, or switch on electric lights, and quickly extinguish any naked flames. Make sure that the cylinder is properly shut off, ventilate the area well, and call a maintenance engineer immediately.

Fire extinguishers can make a substantial difference in a difficult moment. Dry powder extinguishers are recommended, with a minimum of six (6) kilos suppression capacity 21A-113B-C suitable for fire suppression in the presence of electrical current.

Installation of simple portable fire detectors is recommended, though this is not mandatory under existing fire protection legislation, since an alarm should sound in case of fire.

Similarly, the installation of portable gas detectors is recommended where LPG or natural gas heaters are installed, as are carbon dioxide detectors where heating fuels are used.



By **Georgios Noudalakis**
Exports Department MOBIAC Fire

Rheumatoid Arthritis

A Few Small Tips for Great Relief

Rheumatoid arthritis is an autoimmune disease that afflicts thousands of people, causing pain, stiffness and progressive strain on the joints. Apart from medication, patients can take a number of steps to relieve the symptoms and protect their joints. The desire to give them a try is mostly all you need.

A few words about the illness

Rheumatoid arthritis is a disease in which the immune system turns against the body itself, and specifically against the joints, for reasons we are not aware of. It affects about 2% of the population, women three times more often than men, and usually at the ages of 35 to 55.

Usually, it is the small joints of the hands and feet that become painful, swollen, hot, and stiff due to inflammation. Stiffness is worse in the morning while, in addition to the small joints of the fingers and toes, wrists, elbows, shoulders, knees and ankles may also be affected.

There are often more generalised effects, such as fatigue, low-grade fever, anaemia, and less often nerves, blood vessels, lungs and eyes are affected. Some sufferers present painless hard lumps (rheumatic nodules) in parts of the body that are under pressure e.g. elbows.

The disease is characterised by an unpredictable cycle of relapses and remissions. On a long-term basis and especially without close monitoring and treatment, the joints can become deformed.

Diagnosis and initial treatment

The diagnosis is made by clinical examination and the taking of a detailed medical history. An important element is identification of a specific antibody known as the 'rheumatoid factor' (RF) found in 90% of patients and more rarely in other conditions.

The progress of the disease is monitored by TCR and CRP blood tests, while the condition of the joints can be checked via x-rays.

Treatment by a specialist rheumatologist is always personalised, depending on the gravity of the arthritis and the specificities of each patient.

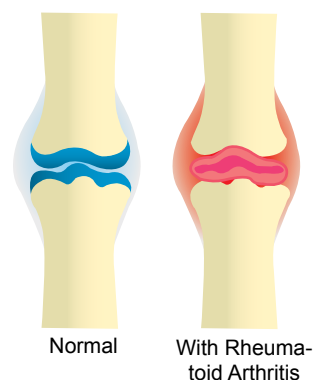
The role of the patient

Proper regulation of medication is the duty and responsibility of the attending physician. But this is not enough by itself. It is up to sufferers to take a few simple steps and acquire a few 'good' habits in order to limit the impact of symptoms, protect their joints and improve their quality of life.

Relief of Symptoms

It has been found that the application of localised heat on the affected joints can help reduce the symptoms and alleviate pain and stiffness. A hot shower in the morning or an electric blanket can significantly reduce morning stiffness. Other methods are use of hot water bottles, paraffin baths, heat lamps, and so on.

In all cases, however, care must be taken not to cause burns.



In certain circumstances it may be preferable to apply localised cold compresses. This is useful when the primary symptom is acute inflammation. This is usually dermied by testing and discussion with the rheumatologist in order to clarify appropriate cases.

Exercises and rest

It is essential to maintain normal joint mobility. The aim here is to maintain and/or increase the range of joint movement through a daily exercise program. These exercises should be performed even when the disease shows aggravated symptoms, although at reduced intensity. On the other hand, it is important not to overdo things on "good" days.

Equally important is maintaining muscle strength and endurance, since muscle atrophy is not uncommon, due to inflammation and immobility. This can be accomplished by isometric exercises that do not strain the joints, and when there is no inflammation, light isotonic exercises can also be performed.

Rest between exercise sessions should never be omitted. A comprehensive exercise program can be developed with the help of the attending physician and a physiotherapist

New Products from MOBIACARE Heated Electric Pads & Blankets

Using an electric blanket or electric under-blanket:

- Reduces muscular aches and pains, as well as pain associated with arthritis and fibromyalgia, reduces allergies and has a positive effect on sinusitis (use in consultation with a doctor).
- Relieves stomach pains and creates a pleasant feeling of warmth.
- Keeps us warm on cold winter nights.

Electric
Blankets &
Pillows

Unique
perforated design
delivering 360°
heat circulation

Heat flow
as natural
as breathing

Single Size 60W Electric Blanket
80x150 60W Eco Fleece

Double Size 2x60W Electric Blanket
140x150 Eco Fleece

Small Size 100W Electric Blanket
35x46 Soothing Pad

100W Electric Pillow 35x46
Snuggly

By **Nikos Fragioudakis**
Sales Department, MOBIAC Fire

Physical Therapy & Therapeutic Exercise with Elastic Resistance Bands

Strength training with resistance generally refers to exercise using specific exercise equipment, such as free weights or machines. Elastic resistance is distinguished from other forms of muscular type reinforcement in that resistance increases as the elastic band is stretched. For this reason, elastic resistance is considered to offer a unique body workout, with particular advantages that make it an important means of therapeutic exercise.

Specifically, these advantages include:

- Low cost
- Ease of use and application
- Ease of transport and maintenance
- Improved joint mobility
- Improved joint stability
- Reduction of muscle pain and joint sensitivity
- Improved range of movement
- Improved flexibility
- Increased muscle strength
- Increased neuromuscular activity in larger, more powerful muscles (e.g. in the hip, knee, back)
- Effective strengthening of smaller muscles (e.g. neck, shoulder, arm)
- Reinforcement of correct posture and ability to maintain it during exercise and when standing

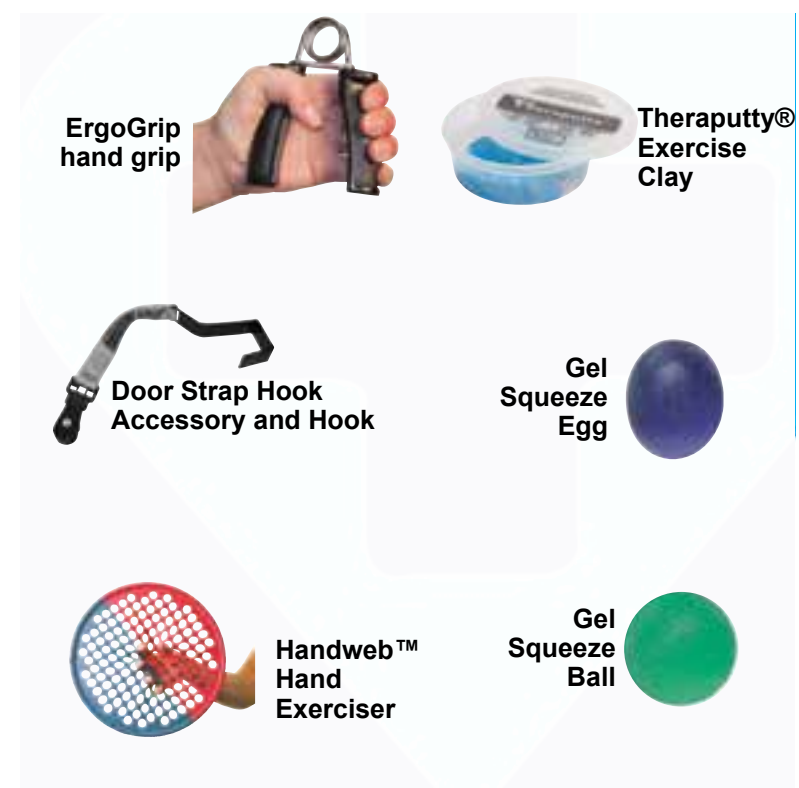


These advantages make elastic resistance bands (elastic bands) an important exercise method, with therapeutic applications, especially in cases where short range movements are required to avoid injury.

This form of exercise can be done by anyone regardless of age, gender and physical condition - the elderly, adults and children, and not only by healthy people, but also by patients with neuro-muscular dysfunction and chronic disease, as well as by athletes with various levels of professional expertise.



In particular, they have proved to be very effective in prevention and rehabilitation of chronic problems and musculoskeletal dysfunctions such as, for example, tendonitis; non-specific muscular pain in the hips, knees, and waist; neck and shoulder problems; lower back pain; trauma to the anterior cruciate ligament; and also for patients with total knee replacement or with parenteral pain syndrome.



Elastic resistance bands in therapeutic exercise:

- Increased neuromuscular activity in larger, more powerful muscles (e.g. in the hip, knee, back)
- Strengthening of smaller muscles (e.g. neck, shoulders, arms)
- Improved proprioception (unconscious perception of movement and spatial orientation)
- Correction of posture
- Improved joint stability



By Vasilis Binakis
R&D Department MOBIAK Care

Certification & Safety

Over the last few years, there has been an increase in the control and creation of new standards governing the purchase of medical devices in our country.

This may appear at first sight to be an obstacle to companies importing and marketing medical devices, because of the difficulty in amassing all of the necessary documentation and certificates to enable them to acquire import, commercial sales and distribution capabilities.

In fact, the increased requirements of certification bodies both in our country and in other European Union countries are not only not an obstacle, but also serve to support the marketing of better quality medical devices. In this way, products in the European market and of course, in the Greek market, are safer and more effective for their users.

MOBIAK's longstanding commitment to providing our partners with better-quality, safer products inevitably leads us to the strictest compliance with the standards and certifications of the European Union.

Examination Beds - Medical Diaphanoscope



MOBIAKCARE Oxygen concentrators



By Chryssa Kozonaki
Head of Sales, MOBIAK Care

Crisis vs Opportunity

We have witnessed both the negative and the positive impact of the crisis. Particularly as far as the medical sector is concerned, the crisis certainly affirms that it can generate opportunities. The weakening of the welfare state, the widespread diffusion of insecurity, and falling income are just some of the elements that characterise modern times, but it is important to take advantage of the opportunities that are created, by responding to the demands and needs that might arise.

There is a specific tactic that can lead a business to successfully survive a difficult financial period like the one prevailing today. And that is to take offensive action. Many don't, but a few do adopt this strategy, with very good results. When most businesses are holding a defensive position, then those who act aggressively can win out. They can gain a greater market share, acquire more customers, promote themselves better and achieve the goals they set themselves. For the rest, fate keeps a slow and tortuous path toward closure in store. And that is an undeniable fact. **In every period of crisis we have experienced, those who dared to take chances and adopted a hard-hitting approach not only resisted the blows of the crisis, but saw much better results than others who were mere observers of their situation.**



Whether you believe that the crisis affects you or not, you must deal effectively with difficulties that are objectively facing you in order to survive and grow. Any period of crisis undoubtedly favours the bold, the true entrepreneurs and those who are prepared to act decisively.

There are opportunities that can boost your business to higher levels of growth. Make the first move and take advantage of the opportunities out there that are just waiting for someone to make use of them.

- Create new sources of income. Find out which new product or service you could sell to your customers.
- Make the best use of technology. It's time to pay attention to the Internet and its many applications such as Facebook, Twitter, LinkedIn and so on.
- Increase the added value of products and services. Don't cut your prices.
- Do more research on the product or service that best suits your needs. Don't look for cheap solutions only. Low prices often hide costs that you cannot see at first glance. Better to pay for something more expensive today than to pay more tomorrow for what turns out to be a costly solution.

Suffice it to say that investing in health is seen globally as one of the country's main levers of growth!



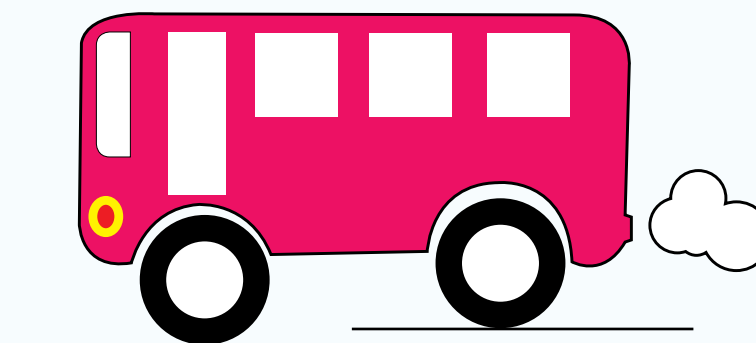
By Vasilis Binakis
R&D Department MOBIAK Care

Infections and Viruses. How are they transmitted at school?

From the simplest and most common, such as upper respiratory tract infections and gastroenteritis, to the most serious, such as pneumonia, or in the rarest cases, meningitis, infections will sooner or later make an appearance in most homes.

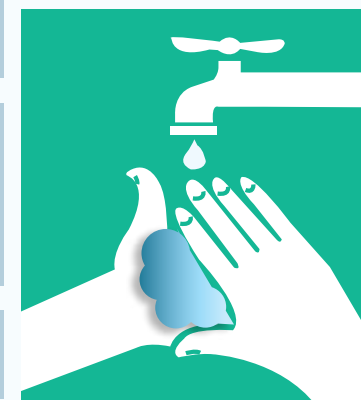
The most common are upper respiratory tract infections including:

- Viral or bacterial pharyngitis or tonsillitis
- Viral rhinitis
- Viral or bacterial otitis



In most cases, the cause is either one of the many common cold or flu viruses. Microbial complications (i.e the occurrence of bacterial pharyngitis or otitis media) usually appear a few days later (3-5). They may be accompanied by fever and require antibiotics. Their transmission in school occurs either through droplets (coughs, sneezing), or from children's hand contact (including with shared objects in the classroom, such as pens and pencils, or books, etc.). In order to restrict transmission, the following steps should be taken:

- Classrooms should be aired at every break (even in cold weather).
- Children should be told to cough and sneeze in the direction of their elbows rather than their hands (in the absence of tissues).
- They should always wash their hands before they eat.



For preschool children, ensuring that they wash after visiting the toilet is the job of daycare centre staff. Accordingly, training staff to wash children's hands properly and to air out classrooms is essential.

Less common, but more serious, are lower respiratory tract infections, which include:

- Bronchiolitis in younger children and infants
- Bronchopneumonia or bronchitis in older children
- Pneumonia in older children and adolescents

Of course, age limits are not invariable. These diseases are manifested with more noticeable symptoms, such as high persistent fever, intense cough, shortness of breath and rapid breathing. The transmission of these infections follows a similar path as upper respiratory tract infections and the rules of protection are the same: proper hand washing, coughing in the elbow, and avoiding crowded and poorly ventilated areas.



For children in the upper classes of secondary school, there are also other ways of transmitting infections such as kissing or close physical contact during sporting activities or travel on buses or trains. For these reasons, and in the interests of avoiding unsuccessful bans against certain activities, adolescents should be made aware of the ways in which both common viral diseases and other diseases such as infectious mononucleosis, mycoplasma pneumonia and other rarer diseases are transmitted. In summary, we can say that at school, the most likely places where transmission of infections is possible include:

- The classroom - clearly the most likely area of transmission, both because children spend most of their time there, and because they are rarely adequately aired during break times.
- Stairs (handrails)
- School bus - also a place where children are crowded together; where both coughing and hand contact can facilitate transmission.
- School canteen (if children are waiting in line together).
- Gymnastics and athletic activities (close physical contact during games and activities).
- Toilets (more rarely a source of transmission).

It is essential, therefore, to understand that with proper information and proper hygiene, transmission of infections in schools can be drastically reduced.



By **Argyro Scholinaki**
Chemist MSc, Gas Department MOBIAK Gas

The Application of Inert Gases in the Wine-making Process

The quality of the wine depends on many factors, such as soil quality, topography, weather conditions, pruning, harvest time and, of course, the variety and quality of the fruit.

In recent years, research and technology have contributed significantly to improving the quality of wine in general. An important role in production is now played by inert gases, which are used from the initial stages, i.e. harvesting, to the final bottling of wine to improve its shelf life. The main gases used in the preparation of white and red wines are argon, nitrogen, carbon dioxide and admixtures of dioxides and nitrogen.



In the first stage of harvesting, the fruit can be protected from high temperatures which cause premature fermentation using dry ice pellets or CO₂ in snow-like form. The main advantage of using dry ice or CO₂ relative to normal ice is the absence of moisture when melted. The next step is crushing. The use of inert gases prevents the oxidation of the extracted juice that destroys its colour and its flavour.

An important step in the production of wine is inactivation of the tanks. Inactivation involves leaving an inert gas in the empty tank/ container above the surface of the must, grape juice or wine. The objective is to minimise the exposure of wine to atmospheric air, in order to reduce the oxygen concentration on the surface of the wine by 20% to <0.5%. This reduction significantly reduces the growth of aerobic microorganisms.

Producers usually choose nitrogen for the inactivation process. The preference for nitrogen preference lies in its having lower solubility than carbon dioxide (CO₂), which ensures longer life of the protective layer in the tank. The choice between nitrogen and argon is clearly based on price, since both bring about the same result. The difference in price is due to the higher concentration of nitrogen in ambient air.

Nitrogen or CO₂ or a mixture of the two are also selected to flush out the tanks and pipeline network before the wine is stored. Flushing of the tanks is done by introducing the chosen gas at the bottom of the tank to ensure a fuller displacement of the oxygen. The same procedure is followed when bottling the wine.

Bottles, pumps, pipe networks and the equipment used to bottle the finished product is purged and flushed with nitrogen. In order to get the necessary results, the flushing process requires the use of at least three times the volume stored in the container. For example, a 200 litre tank requires the use of about 600 litres of the chosen gas, which is usually nitrogen.

Another process that has become established in the production of white and red wine is the process of sparging. During this process, the inert gas is introduced under the wine and the bubbles permeate through it taking with it gases in solution that are present in the wine, such as oxygen and CO₂. Removal of oxygen prevents further oxidation. In some types of wine, leaving a low amount of CO₂ is pleasant and desirable, in these cases a mixture of nitrogen and CO₂ is used for the sparging process.



In order to avoid accidents when using inert gases in the wine production process, all storage containers must be tested to see if they can withstand the pressure from the inactivation procedure.

Furthermore, the use of these gases should be undertaken with caution and in well-ventilated areas, in order to avoid high concentrations which could cause suffocation.



By **Marios Lolis**
Chemist MSc, Liquid-Gas Sales Department, MOBIAK Gas

MOBIAK in the Crete & Greece of tomorrow

With a view to supporting the role of Crete in the country's growth, which has been and remains key, MOBIAK supports all kinds of business activity. The major projects that are expected to take place on the island to enhance its modernisation provide a challenge for existing and innovative emerging applications.

The Chemical Industry

MOBIAK can provide integrated solutions to the chemical industry, in monomer production, and polymer and chemical synthesis. Solutions that help reduce costs and improve performance in environmentally-friendly ways.

With an extensive gas supply network, MOBIAK's production and bottling plant could become the largest supplier of industrial gases in the chemical and petrochemical industry in Crete. Its goal is to contribute to the successful development of its clients' business plans, and to propose the most appropriate solutions for energy and gas conservation, effective cost management, risk reduction, production optimisation, and so on.

Petroleum & Natural Gas

MOBIAK supplies refineries with industrial gases in liquid and gaseous form, together with all essential equipment. The fully comprehensive package is complete, with the provision of specialised services according to customer's needs, adding value to the final product.

Hydrogen is most often used by refineries to desulfurise fuel and break down heavy hydrocarbons. Oxygen, on the other hand, is used to activate components that contribute to the gasification of petroleum residues and to convert natural gas into fuel or methanol.

Waste Treatment

Cost effective recycling and use of solid waste.

- Bio-gas cleaning via membrane for cost optimisation
- Solid waste recycling with nitrogen (N₂) for enhanced safety and productivity
- Solid waste incineration using oxygen (O₂) improved quality, reduced costs, increased capacity
- Analysis of solid waste using special gases
- Energy conservation
- Clean energy... with smart solutions
- Oxygen (O₂) combustion -> Fuel savings, higher combustion efficiency
- Window insulation with Argon or Krypton (Ar, Kr) -> Better radiator unit performance and lower energy losses
- Use of special gases in the production of photovoltaic panels -> Use of RES
- Hydrogen and fuel cells -> Clean energy, zero pollutants
- On-site H₂, O₂ and N₂ gas production systems -> Elimination of transportation costs



By **Argyro Scholinaki**
Chemist (MSc)Gases Department, MOBIAK Gas

Work Uniforms: A Necessity

Personal Protective Equipment (PPE) refers to protective clothing, safety helmets or hats, safety glasses, safety shoes or other working clothes or equipment designed to protect the body from injury or other risk to safety and health.

Statistics on accidents at work indicate the importance of protection and prevention, and Personal Protective Equipment plays a critical role.

The dangers against which Personal Protective Equipment is designed for use include natural, electrical, thermal, chemical, biochemical, and airborne. Protective equipment may be worn for professional purposes, for the purpose of ensuring the health and safety of workers, but also for other purposes such as safety in recreational or sporting activities.

The three main categories of PPE are:

• Category I: Basic Type

• Category II: Intermediate Type (PPE not in Categories I or III)

• Category III: Complex Type



The purpose of Personal Protective Equipment is to reduce workers' exposure to certain risks when these dangers cannot be addressed or limited to an acceptable level by technical means, administrative controls or collective protection measures. PPE does not address the source or origin of danger, but is required when the danger is present. They are essentially a kind of barrier between the user and the work environment.

Personal Protective Equipment should be appropriate to the hazards, work environment and be properly adapted to fit the user. Employers have basic obligations pertaining to provision of PPE to their personnel, and employees are similarly obliged to use it.

MOBIAK takes these obligations very seriously and provides all its employees with the necessary protective clothing as part of its health and safety plan, which is designed to ensure the safe execution of all work on its premises.



By **Efi Manarolaki**
Head of Agricultural Product Marketing

The Mediterranean Diet

A healthy dietary standard characterised by the use of olive oil as the basic source of fat

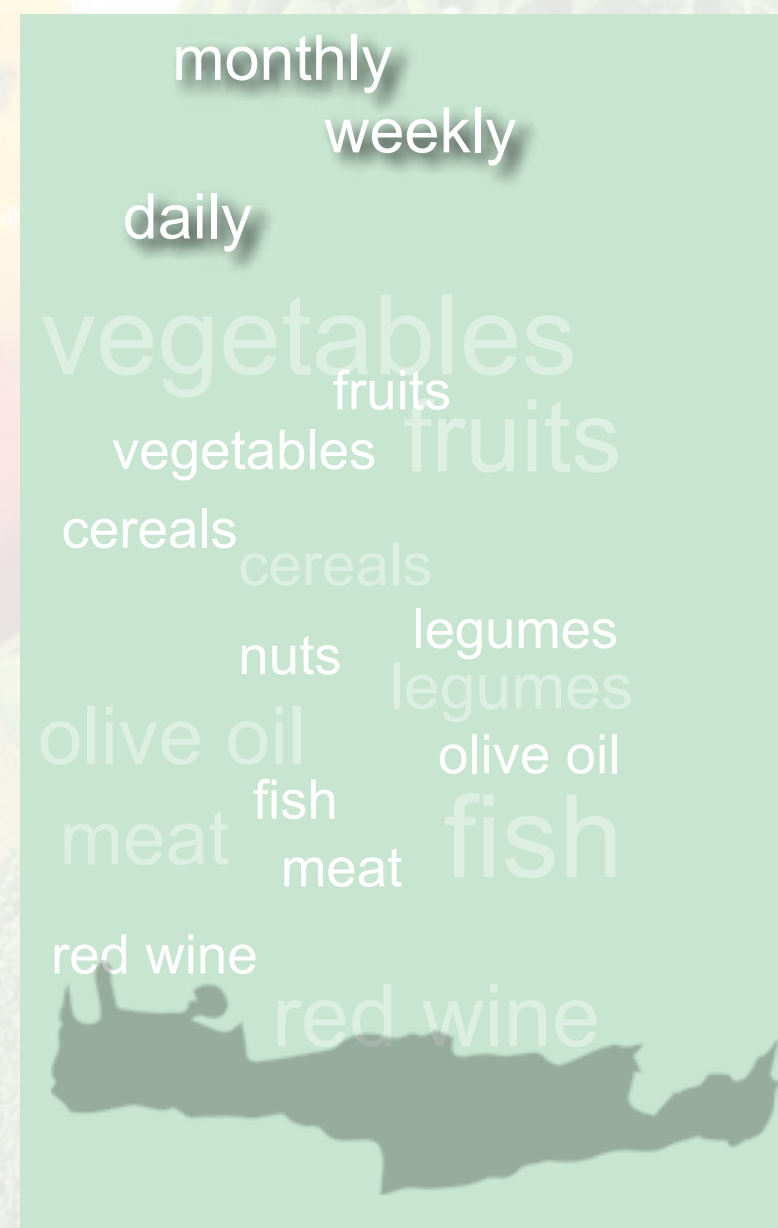
In the early 1960s, the so-called “Study of the 7 Countries” was begun by the American, Ancel Keys, and his colleagues. The study lasted for 30 years and involved a total of approximately 13,000 men, selected from 16 different regions in 7 countries. The aim of the study was to investigate the previously unclear relationship between diet and the incidence of cardiovascular disease. The results of this study showed that Cretans had the lowest rates of mortality due to coronary heart disease and cancer. In addition, Cretans had the highest average life expectancy of all those who participated in the survey, results that were attributed to their characteristic eating habits.

This nutritional model has made Greece famous, leading scientists from all over the world to turn their attention to the phenomenon of Crete, because of the longevity not only of its population, but that of the peoples of the Mediterranean in general. The adoption of the Mediterranean diet can offer all the nutrients needed by the human body for its health and well-being. It is famed for its beneficial properties, offering protection against myocardial infarctions and various forms of cancer. It is low in calories, it invigorates the body and assists proper bowel function. This diet has been gaining ground in recent years, as numerous studies have shown that the inhabitants of the Mediterranean regions are living longer than Americans and North Europeans to an ever increasing extent.



The Mediterranean diet is schematically assigned in the form of a pyramid, thus determining for each type of food the required amount of consumption at monthly, weekly and daily intervals. The pyramid at its base includes foods that should be consumed sparingly and in smaller quantities. The pyramid emphasizes the frequency of food consumption rather than the exact quantities in grams. Based on research findings, the adoption of nutritional guidelines depicted in the Greek Mediterranean Diet pyramid has the effect of reducing the risk of diseases directly related to diet such as cardiovascular disease, obesity, type 2 diabetes, etc. The Greek Mediterranean Diet contains the complete range of nutrients and satisfies the nutritional needs of individuals of all ages. The basic principles of the Greek Mediterranean diet are three: **BALANCE - MODERATION - VARIETY.**

The Mediterranean Diet pyramid is divided into three levels, based on the frequency of food consumption that is indicated on a monthly, weekly and daily basis. **The dietary standard is characterised by high consumption of fruits, vegetables, whole grains, pulses and nuts, the choice of olive oil as the main added fat, a low intake of saturated fat, increased frequency of fish consumption, reduced consumption of red meat and moderate consumption of alcohol in the form of red wine.**



Olive oil is the most characteristic representative of the Mediterranean diet, and is considered to be a healthy dietary product because of its mono-unsaturated fat content.

Irrespective of the origin and the manner in which olives and olive oil were dispersed throughout Greece, Crete has undoubtedly been the greatest starting point for expansion and transplantation of the tree in the wider Mediterranean area. The value of olive oil has been massively proven in recent years. Scientific research has revealed that olive oil contains important ingredients that help prevent and address many health issues such as cardiovascular disease and various forms of cancer. Olive oil contains a high proportion of unsaturated fatty acids. These fatty acids appear to be more effective in lowering the LDL cholesterol that is associated with cardiovascular disease over the long term. Furthermore, vitamin E, which is an important nutrient in olive oil, has a significant antioxidant effect, protecting our bodies from harmful substances that are triggered, for example, by smoking, or pollution in the atmosphere.

The Mediterranean diet has been systematically associated with significant health benefits, including reduced mortality and a lower risk of developing chronic diseases such as cardiovascular disease.



The Aging Mechanism & Mediterranean Diet

The diet offers antioxidant and anti-inflammatory action, and it is this that protects the DNA health of people who follow it. Research has shown that the secret to increased life expectancy of person following the Mediterranean diet lies in the direct effect of the diet on their genes. One study has found that the diet is associated with increased length of chromosome telomeres, a key biomarker for life expectancy. Gradually, as the cells continue to divide more and more, they diminish with age. The faster the telomeres are reduced, the faster the aging of an organism, and the opposite happens when the telomeres are slower to decay. The research findings have shown that a healthy Mediterranean diet generally increases the length of telomeres.

In fact, an increase in the Mediterranean diet score of 1 unit appears to correspond to telomeres by that are 'younger' by 1.5 years. At the same time, no individual component of the Mediterranean diet was found to be related to the length of telomeres, which highlights the importance of adopting the dietary prototype as a whole. We know now that from the moment of conception and throughout our lives, every time a body cell is divided, a piece of its telomeres is not copied. With each duplication of a cell, a piece is lost and our chromosomes show and produce proteins that indicate aging.

Our hair turns, our skin loses its elasticity, our immune system loses its effectiveness.

We do not get grow old due to damage over time, we grow older because the cells are programmed to grow older. Wear and tear on our bodies just speeds up the process. 80% of chronic health problems are associated with aging. Cancer, diabetes, cardiac diseases, and osteoarthritis are essentially due to old age. Based on these data, scientists observed 787 individuals over ten years to determine the correlation between telomere length and cancer. The results showed that there is indeed an inverse relationship between the appearance of cancer and the length of telomeres. The longer the telomere the lower the incidence of cancer and vice versa.

Whenever certain of our cells are damaged or destroyed, other neighboring cells are forced to multiply and fill the gap created. The greater the damage and destruction of cells, the more often our other cells divide and the faster our telomeres shrink.

Factors such as toxic compounds, stress, oxidation, smoking, poor nutrition, lack of exercise, deficiencies of minerals, vitamins and other micro-nutrients amplify loss in telomeres, and speed up the advent of old age.



It is understandable, therefore, that the Mediterranean Diet model is the most ideal for maintaining good health and longevity. Combined with mild daily physical exercise, it does not only help us to become healthy, but also to maintain a normal body weight.

In conclusion, it is worth noting that the Mediterranean Diet was recognised as an Intangible Cultural Heritage of Humanity by UNESCO (Nairobi, November 2010), following the joint nomination of Greece, Spain, Italy and Morocco.

MOBIAN actively supports the promotion of this dietary model with production of quality agricultural products such as MOBIAN olive oil, thyme honey and balsamic vinegar straight from Cretan soil!



By **Giannis Kassimatis**
Accounting Department

The Organised Accounting Department

A properly-organised accounting department can help a company save valuable time by providing accurate data and information whenever anyone asks for it. This can significantly reduced stress and other problems for business entrepreneurs, making a substantial contribution towards better decision-making and more effective company growth strategies. 12 Proposals for an Organised Accounting Department.

Unclassified Documents: create a place where you can file the documents required by your accounts department that are pending classification and entry in records.

Up-to-date Documents: any updated document entered in your books should be marked as such (e.g. stamped with the indication 'registered') so you know for sure that has been entered in the books and is not pending

Archiving: Proper archiving by date and document type is essential
Recording of monthly liabilities: at the beginning of each month, request an update of all your current month's commitments and schedule proper processing thereof.

Scheduling of VAT payments: every time the accounting department registers documents you should be made aware of the amount of VAT applicable to your company at the given time. This way you will be fully aware of your obligations at any given time, and can accordingly carry out accurate and efficient financial planning.

Updating Profit Information - Tax Provisions: ask your accounting department to notify you at regular intervals (e.g. quarterly) about the accounting profit corresponding to your business activity. At the same time, you should be aware of the annual rate, as well as the income tax that corresponds to it. In this way, you can remain aware of the profit situation and accounting status of your business and, above all, you can properly plan to keep up with your financial obligations.

Familiarisation with New Legislation: Ask your accountant to notify you immediately regarding any decision, law, etc. by the Ministry of Finance or the Ministry of Labour (if you employ salaried staff) that affects your business.

Training of Accounting Staff: Ask the Accounting Manager to ensure that the personnel employed in the accounts department are adequately familiar with their subject. If not, then training needs to be organised. This will avoid mistakes or omissions that could result in fines and the loss of working time for your business.

Keep proper records: keep an archive of all documents (invoices, etc.) for at least ten (10) years, regardless of whether you have been subject to regular tax audit or have accepted a settlement, because the State retains the right to re-inspect your business affairs from scratch for an equivalent period (ten years). Always remember that your archive is the be-all and end-all of the accounting department's operations. For this reason, archive your records and keep them in order.

Tax Inspection Information: In the event of an audit, you need to know what information will be requested for audit purposes, and you need to make sure that it is readily available as soon as it's needed.

Choose the Right Associates: Choose associates who have knowledge, experience, and technical training. They should also be thoroughly reliable, and of course, have the tools and resources to deliver the service you need.



By **Giannis Kassimatis**
Accounting Department

Cash Flow Statement

The information source for business decision-making

The cash flow statement reflects changes in cash and cash equivalents arising from the operational, investment and financial activities of the enterprise over a specific fiscal period. It is therefore clear that, given the variety of information it provides, it can be an important source of information for investment decisions. Such investment decisions may include the purchase of shares, bonds or the acquisition of other types of loan (particularly by credit institutions), etc.

Prospective investors can examine each category of business activity and extract the conclusions they need. To start with, given an overview of operating activities, interested parties can obtain information about the capacity of the business to generate cash or cash equivalents and its ability to meet its obligations. If the enterprise cannot function satisfactorily with the cash and cash equivalents it produces, it may be forced to resort to borrowing. The amount of borrowing and equity plays an important role in any decision to invest or not in a company. Also, if operating activities show that the company is likely to face a cash deficit in the future, interested parties will most likely not proceed to make the investment.

Moreover, investment activities indicate whether the company is making efforts to continually grow, as well as the relative success of these efforts. A company that makes many investments that turn out to be profitable, thus securing its future prosperity, is clearly a more attractive investment for available capital. Businesses that are successful in their current field may perhaps provide more stability to their creditors, but someone who is looking for high returns will invest in a company that itself seeks to benefit from other investments.

In order to get a complete picture of both the operational and investment activities of a business, it is also necessary to look at how these are funded. This can be achieved by studying financing activity. In this particular section of the Cash Flow Statement, one can identify the amounts the company pays in interest, dividends, etc. Depending on the conclusions reach in relation to the financial structure of the firm, a potential investor can make a decision on whether to invest in the undertaking in question or not.

It can be concluded, therefore, that the information provided by the Cash Flow Statement make it a very important source of information for investment decisions. For this reason, the management of any business enterprise must exercise due care in their preparation.



By **Sakis Bodosas**
Head of the Distribution Centre for Northern Greece & the Balkans

A Western Balkan Common Market

The European Union is promoting a plan to create a 'common market' between the countries of the Western Balkans. The prime objective is a regional 'common market' between Albania, Bosnia and Herzegovina, Montenegro, FYROM, Serbia and Kosovo.

The plan to create a common market for the Western Balkans will involve the free movement of goods, services, capital, labour, a common digital communications policy and the creation of a 'dynamic investment environment'.

The central idea is to create in these regions a form of common market of about 20,000,000 equal customers, which can attract investors, strengthen the business sector, and eventually lead to the creation of more jobs in the region.

EU senior officials believe that the functioning of this Western Balkan Common Market will be possible within approximately a year from the EU-Western Balkans Summit held on 12 July 2017 in Trieste, Italy.

This common market will 'eliminate' barriers to trade, introduce criteria and rules concerning the operation of businesses in EU countries in order to bring it into line with those of the region, remove obstacles to work among workers in all of the countries in the region, and will be established on the basis of the Central European Free Trade Agreement (CEFTA).



There are plans for promotion possible of a mini 'Marshall Plan' and a customs union between the Western Balkan countries.

The planned Balkan Customs Union would consist of Bosnia and Herzegovina, Serbia, Kosovo, Montenegro and FYROM, all countries created by the breakup of Yugoslavia. The EU says that the creation of a common economic area would make these countries better prepared for membership - whenever they are ready to accept them.

The EU hopes to revive the former Yugoslavia, this time as a customs union and transport hub, only without Croatia and Slovenia, which are already in the EU.



By **Lefteris Kyrallakis**
Production Engineering & Management MSc

The Modern Day 'Silk Road'

Greece holds its own place on the map of the three 'blue economic routes', recently characterised by Beijing as being critical to the success of the 'One Belt, One Road' initiative, via the port of Piraeus.

It is worth noting that the 'blue economic routes' through which China seeks to implement the 'One Belt, One Road' initiative, which substantially re-arrange the pawns on the world trade chessboard, are three: the first is from China to the Indian Ocean to Africa and the Mediterranean Sea, through which ships navigate to the west through the South China Sea and the Indian Ocean. This passage is interconnected through the economic corridors of a) China and the Indochina Peninsula b) China and Pakistan and c) Bangladesh, China, India and Burma. The second route is the one that runs through China, Oceania and the South Pacific, and the third objective is to connect Europe with the Arctic Ocean. China is massively investing in this to the tune of more than \$100 billion (other sources suggest that this may well exceed half a trillion dollars), of which about 20 billion are directed at port projects and port take-overs.

The new 'Silk Road' has already stirred up the waters around the globe, with many businesses, ports, banks and transport carriers all over the world... frantically trying to attract Chinese involvement. One example, among others, is a memorandum of understanding of \$3 billion between Deutsche Bank and the Development Bank of China (CDB) that was signed in Berlin last May to promote the internationalisation of the Chinese currency and finance economic cooperation between China, Germany and other 'One Belt, One Road' countries.



Another major gamble is that of technological upgrading and digitisation, so that all port operations become computerised. Indicative of what is being discussed internationally at this level, is the fact that use of the blockchain system (the technology behind crypto coins) has been proposed as a possible option for port traffic transactions in the future. Blockchain technology essentially allows the automatic recording of all transactions that take place, for example, using bit-coin. This is, in other words, a kind of ledger with an endless number of pages, in which all transactions are recorded.

Developments in this industry are projected to be significant for our country. Maybe, along with tourism and the extraction of hydrocarbons, this is the country's key to the exit from the crisis? Only time will tell.

Corporate Responsibility

Donation to DI.P.Y.N Kerkyra (Kerkyra 15 June 2017)

Dear Mr Stefanoyiannis,
Our Service expresses its warmest thanks for the donation of ten (10) new 6KG ABC type MBK09-060PA-P1F fire extinguishers, to meet the needs of our Service, from the company 'MOBIAK SA' which you represent.

Commander Andreas P. Rizos, Deputy Fire Chief

Chania Nautical Club (Chania, May 5, 2017)

The Nautical Club of Chania thanks MOBIAK SA for providing free hydrostatic inspections for cylinders used by athletes in scuba diving competitions. Given the difficult financial situation, your offer is extremely important to us. We wish your company success in all its business endeavours.

Sincerely, The Board of Directors,

Anemos Chanion

The Anemos Athletic and Cultural Association warmly thanks MOBIAK SA for its second consecutive year acting as GOLDEN SPONSOR of the Chaniathlon 2017 Triathlon race which took place with great success on Sunday, 4 June 2017.

Association President, Afroditi Psouni

Agios Nikolaos Fire Service
(Agios Nikolaos - 31 May 2017)

With this letter, please accept the warmest wishes of myself and the staff of the Agios Nikolaos Fire Service for your kind offer to carry out the steel cylinder hydraulics inspection for our service, free of charge. With this action, you make a contribution to the efforts of our service to ensure the safety of our personnel and proper maintenance of our equipment in the difficult times that our country faces today.

Sincerely, Commander Michael Emm. Vassilakis,
Deputy Fire Chief

Coastguard 608

The commander and the crew of Coast Guard vessel 608 warmly thank MOBIAK S.A for the refilling and maintenance of the firefighting equipment on our vessel.

Chaniotika Nea, Friday 16 June 2017

Fire protection of buildings - Lecture in Kalamata

'Basic issues of fire protection in buildings and installations' was the theme of an event held in Kalamata on Friday, June 9, by the Messinia Regional Section of the Pan-Hellenic Association of Certified Engineers and Electricians. The event was jointly organised by the Kalamata Fire Service and MOBIAK SA.

Partner Representative Award



By Sofia Psyllaki

Electrical Engineer & Computer Engineer, Sales Department

Dear Partners,

Given the trust and support you have continued to show for MOBIAK's products, we would like to express our gratitude for the excellent cooperation we have enjoyed over the years.

On behalf of the management, we would like to present you with the award of €500 worth of products



The company S. Ballos - V.Tsoukalas OE was founded in 1977 by Georgios Balos and Nikolaos Tsoukalas as a family business, which it still remains today - the new generation of the family, Stamatis Balos, and Vassiliki and Magda Tsoukalas having taken over the business in 2007.

The company's goal is to provide high-quality integrated solutions at unbeatable prices through our highly trained staff and our certified suppliers.

The main activities of the company are the commercial marketing of active fire-fighting equipment, the sale and installation of automatic fire detection and fire-fighting systems, and essential maintenance of all of the above. The workshop contains all the necessary equipment for the maintenance and re-filling of fire-fighting equipment according to the latest required standards and European legislation. The company also employs expert personnel and associates to carry out special tasks such as fire safety training and installation of all types of fire suppression and fire detection systems.

The company S. Ballos - V. Tsoukalas GP is accredited by the respective competent bodies under (ELOT EN ISO 9001: 2008) for performance of the services it provides.

