

MOBIAK[®] *press*



*I have an angel
in Heaven*

PAGE 5

**INVEST IN
DEVELOPMENT**

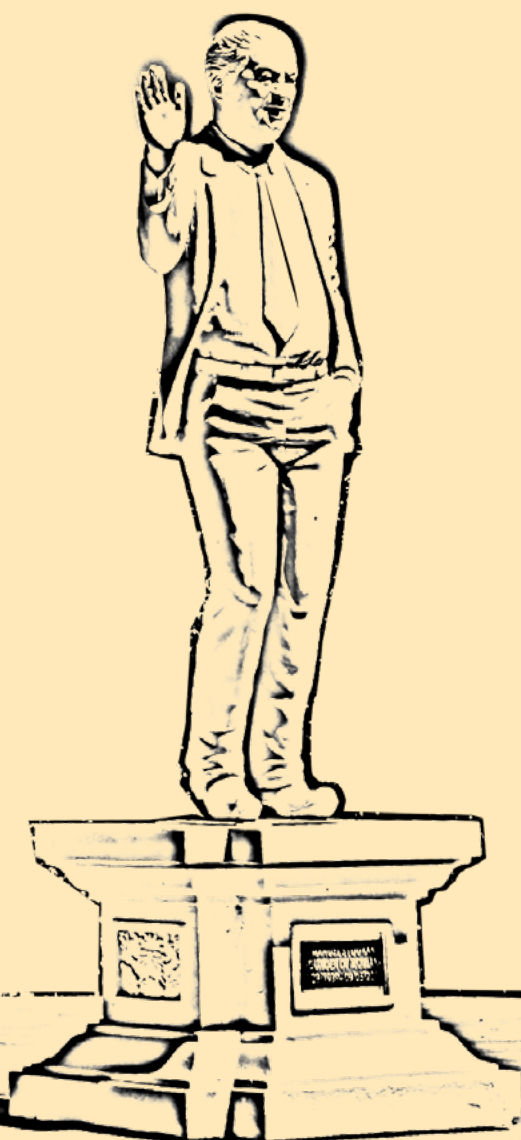
PAGE 10

**COMPETITIVENESS
AND INNOVATION**

PAGE 18

**ARTIFICIAL
INTELLIGENCE
TOOLS IN BUSINESS
EVOLUTION OR
THREAT**

PAGE 50



EDITING TEAM



WWW.MOBIAK.COM

MANAGEMENT ASSISTANT FIRE FIGHTING DEPARTMENT

Papanikolaou Eleni

Management of Health & Social Welfare Units
Management Assistant Fire Fighting
Department

MANAGEMENT ASSISTANT MEDICAL DEPARTMENT

Messaritaki Maria

Environmental Engineer (MEng)
Management Assistant
Medical Department

PRODUCTION & IMPORTS DEPARTMENT OF FIRE EXTINGUISHING EQUIPMENT

Kiralakis Leferis

Production & Management Engineer, MSc.
Responsible for the Production & Imports
of Fire Extinguishing Equipment Department

Apostolakis Stelios

Mechanical Engineer
Imports Department of
Firefighting Equipment

Inglezaki Christina

Production & Management Engineer, MSc.
Imports Department of
Firefighting Equipment

IMPORTS DEPARTMENT OF MEDICAL EQUIPMENT

Vardakis Michalis

Electronic Engineer
Head of Imports Department of
Medical Equipment

Tsenteleros Dimitris

Information Technology Management
Imports Department of
Medical Equipment

TENDERING DEPARTMENT

Mpolanis Alexandros

Economist M.B.A
Tendering Department

Rosmarakis Dimitris

Production & Management Engineer, MSc
Tendering Department

FIREFIGHTING EQUIPMENT SALES DEPARTMENT OF GREECE

Psyllaki Sophia

El. Engineer & Computer Engineer
Head of Sales Department for
Firefighting Equipment of Greece

Sklavounakis Apostolis

Mechanical Engineer
Firefighting Equipment
Sales Department of Greece

Stavroulakis Manolis

Technologist - Oenologist
Firefighting Equipment
Sales Department of Greece

Lelentzi Ioanna

Production & Management Engineer, MSc
Firefighting Equipment
Sales Department of Greece

DEPARTMENT OF STUDIES & APPLICATION OF FIRE SUPPRESSION SYSTEMS & FIRE DETECTION

Angelis Leferis

Production & Management Engineer
Head of Department of Studies &
Application of Fire Suppression Systems &
Fire Detection

Zarifis Giannis

Electronic Engineer
Department of Studies & Application of Fire
Suppression Systems & Fire

Lountzis Andreas

Department of Studies & Application of
Fire Suppression Systems & Fire

MEDICAL EQUIPMENT SALES DEPARTMENT OF GREECE

Simandirakis Vasilis

Public Relations
Head of Medical Equipment
Sales Department of Greece

Voutas Vaggelis

Food Technologist
Medical Equipment
Sales Department of Greece

Kavros Konstantinos

Economic Studies
Sales Department of Greece

Kamperi Angeliki

Production and Management
Engineer, MSc
Sales Department of Greece

Kokologiannaki Manolia

Economic Studies
Sales Department of Greece

EXPORTS DEPARTMENT OF FIRE FIGHTING EQUIPMENT

Koronis Stratos

Mechatronics Engineer MSc.
Head of Fire Extinguishing Exports
Equipment Department

Apostolaki Sophia

Materials Engineer, MSc.
Firefighting Equipment
Exports Department

Aronis Stylianos

Production & Management Engineer
Firefighting Equipment
Exports Department

Vakalis Konstantinos

Production & Management Engineer, MSc.
Firefighting Equipment
Exports Department

Vroulakis Christos

Civil and Structural Engineer
Firefighting Equipment
Exports Department

Diamantopoulos Apostolos

Economics MSc.
Firefighting Equipment
Exports Department

Kapetanakis Michalis

Electrical Engineer & Computer Engineer
Fire Fighting Equipment
Exports Department

Klaridopoulos Andreas

Mechanical Engineer
Fire Fighting Equipment Exports
Department

Kolovou Irene

Environmental Engineer
Firefighting Equipment
Exports Department

Koufaki Antonia

Production & Management Engineer
Firefighting Equipment
Exports Department

Papathanasiou Kostas

Environmental Engineer
Firefighting Equipment
Exports Department

Stavridis Christos

Production and Management
Engineer Firefighting Equipment
Exports Department

EXPORTS DEPARTMENT OF MEDICAL EQUIPMENT

Giannopoulos Makis

El. Engineer & Computer Engineer
Head of Medical Exports
Department

Vouza Eleni

Production & Management Engineer, MSc
Department of Medical
Equipment Exports

Gkioulas Vasilis

Business Administration BSc.
Department of Medical
Equipment Exports

Kantounataki Sofia

Production & Management Engineer, MSc
Department of Medical
Equipment Exports

Choudalakis George

Computer Engineer
Department of Medical
Equipment Exports

EDITING TEAM



WWW.MOBIAK.COM

QUALITY ASSURANCE DEPARTMENT OF FIREFIGHTING EQUIPMENT

Gkioumes John

Environmental engineer
Head of Quality Assurance Department
of Firefighting Equipment

Trakaki Athina

Molecular Biologist MSc, PhD
Quality Management System ISO9001
& Environmental Management System
ISO14001 Manager
Quality Assurance Department of
Firefighting Equipment

Karteris Vangelis

Mechanical Engineer
Quality Assurance Department of
Firefighting Equipment

QUALITY ASSURANCE DEPARTMENT OF MEDICAL EQUIPMENT

Vourvachakis Christos

Natural Resources and
Environmental Engineer
Head of Quality Assurance Department
of Medical Equipment

Vardaki Antonia

Production & Management
Engineer MSc.
Medical Equipment
Quality Assurance Department

INDUSTRIAL - MEDICAL GASES - LIQUIDS DEPARTMENT

Scholinaki Argyro

Chemistry MSc.
Head of the Industrial - Medical Gases -
Liquids Department

Manarolaki Efi

Chemistry MSc.
Industrial - Medical Gases - Liquids
Department

Karavoulias Theodoros

Accountant
Industrial - Medical Gases - Liquids
Department

ACCOUNTING DEPARTMENT

Perivolas Manos

Finance & Accounting
Head of Accounting Department

Nanadakis Marinos

Economist
Head of Accounting Department

Andreadaki Efi

Accounting and Finance
Accounting Department

Antantonaki Georgia

Applied Economics MSc
Accounting Department

Lekka Maria

International Accounting,
Auditing & FM MSc
Accounting Department

Mousourakis Dimitris

Accounting & Finance
Accounting Department

Pakou Eleni

Finance & Accounting BSc.
Accounting Department

Papadaki Dimitra

Banking, Finance & Financial
Technology MSc.
Accounting Department

CREDIT CONTROL DEPARTMENT & LEGAL DEPARTMENT

Nodaraki Anna

Business Organization & Management
Head of Credit Control Department
& Legal Department

Andreadaki Eirini

Mathematician
Credit Control Department
& Legal Department

Kelaidaki Theopisti

Political Sciences
Credit Control Department
& Legal Department

HUMAN RESOURCES DEPARTMENT

Mousourakis Dimitris

Accounting & Finance
Human Resources Manager (HR)

IT DEPARTMENT

Plevrakis Theophilos

Civil Engineer / Programmer
Software Engineer,

DISTRIBUTION CENTER OF CHANIA

Sotiriou Filippos

Head of Firefighting Equipment
Distribution Centre
Central Facilities of Chania

DISTRIBUTION CENTER OF CENTRAL & SOUTH GREECE AND THE ISLANDS

Pantelidakis Antonis

Business Administration
Head of Warehouse & Logistics Manager
Distribution Center of Central,
Southern & Island Greece

Karydakakis Fanis

Economics BSc
Accounting Department
Distribution Center of Central &
South Greece & the Islands

Savoulidou Paressa

Computer Science
Accounting Department
Distribution Center of Central &
South Greece & the Islands

DISTRIBUTION CENTER OF CENTRAL & NORTHERN GREECE

Bodossas Athanasios

Accounting
Head of Distribution Center of Central &
Northern Greece

Boufkas Ioannis

Business & Management Administration
Head of Human Resources Manager (HR)
Distribution Center of Central & Northern
Greece

Dagli Maria

Management and Economy
Accounting Department
Distribution Center of Central & Northern
Greece

DISTRIBUTION CENTER OF CENTRAL & EASTERN CRETE

Tsagaridis Anastasios

Sales
Head of the Distribution Center
of Central & Eastern Crete

Drakonakis Elias

Accounting Department
Distribution Center of Central & Eastern
Crete

SERVICE DEPARTMENT OF MOBIAK

Badieritakis Andreas

Biomedical Engineer
Head of the Medical Equipment
Department of the Central Facilities
Service of Chania

PYROMEDICAL RETAIL STORE

Markaki Dimitra

Manager of the Medical Department

PYROPROSTASIA TECHNICAL INSTALLATION STORE

Theodorakis George

Mechanical Engineer
Store Manager



*Journal MOBIAKpress, Distributed in more
than 110 Countries and Translated into
the following languages: Greek, English,
French, German.*



EDITING TEAM

47

YEARS

OF EXPERIENCE MOBIAK S.A.
1977 - 2024

PUBLISHER - DIRECTOR

SVOURAKIS MANOLIS
PRESIDENT & MANAGING DIRECTOR

SVOURAKI MARIA
HEAD OF MEDICAL DEPARTMENT
MEMBER OF M.B.

PUBLISHED BY MOBIAK S.A.

EDITOR - IN - CHIEF & COMMUNICATIONS MANAGER

Papadogiannaki Ermioni
Business Administration MSc.
Marketing - Public Relations
Department

MARKETING - GRAPHICS

Papadogiannaki Ermioni
Business Administration MSc.
Marketing - Public Relations
Department

Morari Ivan
Graphic Designer
Marketing - Graphics Department

Ieronymakis Markos
Video Editor / Motion Designer
Marketing - Graphics Department

Kavroulakis Panagiotis
Graphic Designer
Marketing - Graphics Department

THE FOUNDER:

MANOLIS SVOURAKIS (SENIOR) 1939 - 2020
1ST YEAR OF PUBLICATION OF MOBIAKPRESS: 2009

MOBIAK[®]press



Distribution:

MOBIAKpress Journal is available at the following locations:

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

HEADQUARTERS: KATHIANA AKROTIRI, CHANIA, CRETE, GREECE P.C. 731 00, **TEL: +30 28210 63222**
e-mail: info@mobiak.com | exports@mobiak.com | sales@mobiak.com | medicalexports@mobiak.com
mobiakcaresales@mobiak.com | mobiakgas@mobiak.com
www.mobiak.com



EDITORIAL

BY MANOLIS SVOURAKIS
Chairman & Managing Director
of MOBIAK



I have an angel in Heaven
and I call him DAD

4 years - 09/05/2020

For some reason that I cannot explain, I wanted to express myself in this MOBIAK PRESS for its creator. My father!

*Good and bad. I will stick to the good ones so as not to burden your reading.
In these 4 years of his absence, a lot has happened and the MOBIAK family has grown.*

*I admit that I faced many difficulties and many times I broke down.
Trying not to show it, picking myself up, and to seem strong.*

*At that moment I would like him to be here, next to me and tell me DON'T WORRY, I'M HERE.
However, working together as a team we found the solution to cope and continue dynamically. Maybe it was my "angel" too in all this team help...*

*Dad, you never left my side, I thank you because I feel you next to me at every moment,
both in the easy and the difficult.
The chemistry we had when you were alive continues now even if you are in heaven.*



SUEZ AND PANAMA CANALS PUSH THE WORLD TRADE

The last decade has been characterized by the multi-year economic crisis, the period of covid and the period that the freight rates met the historic highs and, at the same time, there was a huge, inexplicable, shortage of spaces in containerships. Commerce was significantly affected, but everyone saw a glimmer of optimism after the middle of 2023.

At the end of 2023, contrary to the predictions, a huge crisis of the two largest canals, Suez and Panama, arrived.



The Yemen Houthi rebels with their attacks on ships caused the minimization of crossings from Suez canal. On the other hand, the significant climate change has brought an unprecedented drought to the Panama Canal and consequently the reduction of crossings by 50%. **So the two most important canals in world trade** that made our world 'smaller' and the trips shorter, **are under-functioning at the same time!**



BY LEFTERIS KIRALAKIS

Production & Management Engineer, MSc.
Responsible for the Production & Imports
of Fire Extinguishing Equipment Department

The difficulties that the ships faced at the canals, caused great price increases on the products, whether they come from China or from Europe. The increase in freights, in insurance and the high cost of stocking are some of the factors that contributed to this. It is no coincidence that within the first quarter of 2024, the majority of European industries announced price increases. To be honest, which industry manufactures entirely with European raw materials?

In addition to those increases, there has been a lot of disruption in the stocking of companies. Travel time has been increased by at least a month, putting significant pressure on in-time deliveries. It is estimated that May will be the most critical month in terms of shortages and May is the month that the problem will be maximized.

A reply at the question 'when the situation will return to normal', cannot be specific and precise. What is certain is that even after the resumption of normal crossings from the Suez and Panama Canals, it will take up to two months for ships to return to normal itineraries with normal delivery times.

PAYMENTS THROUGH IRIS / THE NEW WAY OF TRANSACTIONS



BY MANOS PERIVOLAS
Finance & Accounting
Head of Accounting Department

MOBIAK S.A., within the context of continuous development and harmonization with market conditions, has implemented the transaction process through IRIS.

But what is IRIS?

IRIS is a payment service (IRIS Online Payments), supported by the company DIAS (shareholders are the Bank of Greece and the banks) and enables direct money transfers via mobile phone within Greece. The service is offered by the credit institutions Alpha Bank, National Bank, Eurobank, Piraeus Bank and Epirus Cooperative Bank.

The service supports payments without the originator knowing the beneficiary's account number (IBAN), but using an alternative identifier (e.g. mobile phone number for payments to individuals or VAT number for payments to companies and self-employed).

The direct payment is activated by the originator and is **completed in a short period of a few seconds**, with corresponding information to the beneficiary and the originator for its successful completion. In order to use the service, the originator and beneficiary must

register with the application of the bank of their choice. They can sign up for more apps to transfer money, but they'll receive money in a single bank account.

The service ushered in a new era in bank transfers, as the trader is not charged for transfers between different banks, unlike the traditional mode of transfers (over the counter transfer or e-banking), which incur fees



IRIS

online payments

“The philosophy of MOBIAK S.A. is to be at the center of developments, pioneer in its industry and continue to provide services at the highest level, as it does today.”

With the IRIS service, payments can also be made to Public Services.

At MOBIAK S.A. due to the size and volume of transactions carried out daily, the IRIS service facilitates and helps the harmonious and correct operation of the financial department and at the same time enables its customers to make quick and easy transactions

For example, someone can pay an invoice issued by MOBIAK S.A., through the VAT number or with the IRIS payments QR from their mobile phone in a few seconds.

The philosophy of MOBIAK S.A. is to be **at the center of developments**, pioneer in its industry and continue to provide services at the highest level, as it does today.



INTERSEC DUBAI 2024 EXHIBITION



BY **MICHALIS KAPETANAKIS**
Electrical Engineer & Computer
Engineer
Fire Fighting Equipment
Exports Department

In continuation of similar participations at international exhibitions in the UAE, MOBIAK and this year, keeping the tradition of past years, had an impressive presence at the INTERSEC DUBAI 2024 exhibition, on January 16-18, 2024, **representing Greece internationally** at the largest exhibition of firefighting & related equipment in the Middle East!

The unprecedented participation proves the establishment of MOBIAK, in this demanding market and public response.

With a presence of **more than 10 years** in this large but at the same time difficult market of the Middle East, MOBIAK upgrading its presence year by year, presented in this exhibition the new Foam systems made by MOBIAK, certified systems HFC-227ea, FK5-1 -12 and IG, UL & FM certified fire extinguishers, the new range of Lithium-ion and Fluorfree fire extinguishers, as well as the already established BSI Kitemark, UL & Water Mist series on the market and a multitude of other new products and solutions in the field of firefighting/fire protection.

Throughout the event, our team engaged with a wide range of potential customers, partners and industry experts.

We were able to demonstrate the unique features and benefits of our products, answer questions and build valuable relationships with key decision makers in the market.

Synopsizing, the visit of hundreds of companies to the stand, the discussion and the response of the people makes the presence of our company completely successful.

Next appointment at the next show in 2025!

SELECTION OF SUPPLIER-PARTNER

BY STRATOS KORONIS
Mechatronics Engineer MSc.
Head of Fire Extinguishing Exports
Equipment Department



Why do I need to Select a Reliable Supplier nowadays?

Selecting a reliable supplier is crucial for businesses today for several reasons:

- **Quality assurance:** A reliable supplier ensures that the products or services they provide meet the required quality standards. This helps businesses maintain their reputation and customer satisfaction, as well as avoid potential legal issues related to substandard products.
- **Consistency:** A reliable supplier can consistently deliver goods or services on time, ensuring that your business operations run smoothly without interruptions. This is particularly important for businesses with high demand or those that require a steady supply of raw materials or resources.
- **Cost-effectiveness:** Working with a reliable supplier can help businesses save money in the long run. They are more likely to offer competitive prices, provide accurate quotations, and avoid unexpected costs due to poor quality or delayed deliveries.
- **Flexibility:** In today's dynamic business environment, suppliers need to be flexible and adaptable to changing market conditions, customer demands, or technological advancements. A reliable supplier can quickly respond to your business needs and provide customized solutions when required.
- **Innovation:** A reliable supplier is often more innovative and can help businesses stay ahead of their competition by introducing new products, technologies, or processes. This can lead to improved efficiency, cost savings, and increased competitiveness.

- **Risk management:** Partnering with a reliable supplier helps businesses manage risks associated with supply chain disruptions, late deliveries, or quality issues. This can lead to increased stability and predictability in your operations.

- **Long-term partnerships:** Building a strong relationship with a reliable supplier can lead to long-term partnerships, which can result in better pricing, improved communication, and a deeper understanding of each other's needs and expectations.

In summary, selecting a reliable supplier is crucial for businesses today to maintain quality, ensure consistency, save costs, remain flexible and innovative, manage risks, and build long-lasting partnerships.

Supplier-Customer Relationship

The relationship between a customer and a supplier should ideally be collaborative, mutually beneficial, and based on trust. In an ideal customer-supplier relationship, both parties work together to achieve common goals, share information, and support each other in driving business success. Here are some key aspects of a healthy customer-supplier relationship:

- **Communication:** Open and transparent communication is crucial for a strong customer-supplier relationship. Both parties should share relevant information, discuss concerns, and provide feedback to ensure a smooth flow of products or services.

- **Trust:** Trust is the foundation of any successful business relationship. Customers should trust that suppliers will provide high-quality products or services on time, while suppliers should trust that customers will pay for the goods or services in a timely manner.

- **Flexibility:** Both parties should be open to adapting to changing needs, requirements, or market conditions. This flexibility allows for better problem-solving and can help maintain a positive relationship.

- **Collaboration:** A collaborative approach to problem-solving and decision-making can lead to better outcomes for both parties. By working together, customers and suppliers can identify and address issues more effectively.

- **Mutual respect:** Respecting each other's roles, expertise, and boundaries is essential for a healthy customer-supplier relationship. This includes treating each other fairly and professionally.

- **Long-term focus:** A successful customer-supplier relationship should be focused on building a long-term partnership. This involves investing in the relationship, understanding each other's goals and objectives, and working together to achieve shared success.

- **Risk management:** Both parties should work together to identify and mitigate potential risks that could impact the relationship or business operations. This includes discussing contingency plans and risk-sharing strategies.

By fostering these aspects in the customer-supplier relationship, both parties can work together to achieve their business objectives and create a mutually beneficial partnership.

Why must my Supplier not enter my retail market?

There could be several reasons why you would not want your supplier to enter your retail market. Some of these reasons include:

- **Competition:** If your supplier enters the retail market, they may become a direct competitor to your business. This could lead to increased competition, price wars, and potentially harm your market share or profitability.

- **Conflict of interest:** Having your supplier as a competitor in the same market could create conflicts of interest. Your supplier might prioritize their own business interests over maintaining a fair and balanced relationship with you, potentially affecting the quality of products, pricing, or other aspects of your partnership.

- **Loss of negotiating power:** If your supplier becomes a competitor, you may lose negotiating power in your business relationship. They might use their position in the retail market to demand better terms or impose unfavorable conditions on your business.

- **Impact on brand image:** Your supplier's entry into the retail market could affect your brand image. If their products or services do not align with your values or quality standards, it may harm your reputation in the eyes of customers.

- **Potential damage to customer relationships:** If your supplier starts selling their products directly to your customers, it could lead to customer confusion or dissatisfaction. This might result in the loss of loyal customers and negatively impact your business.

- **Limited market growth Opportunities:** If your supplier enters the retail market, it could limit the growth potential for both your businesses. You may face challenges in expanding your product offerings or exploring new market segments.

It is essential to consider these factors and weigh if at the end of the day your Supplier is your PARTNER or ... your Competitor.

INVEST IN DEVELOPMENT



MOBIAK S.A. is always aiming for development and progress! This year the company invested in a “key” tool for development.

Business intelligence, (BI) is a tool for analyzing business data from a very large database. Today it is considered a **cutting-edge technology**, which aims to process and display complex results that aid decision-making support.

BY **MARIA MESSARITAKI**
Environmental Engineer (MEng)
Management Assistant
Medical Department

This product allows the direct management of information by the entrepreneur and the employee with a free choice of the data they wish to display, to export statistics and graphs.

It is the ultimate tool for immediate decision-making and the overall management of a company, as it can be used on a daily basis by both the entrepreneur and the sales, import, accounting and finance department.

Some of the specific benefits that businesses get when using BI include:

- Increased efficiency of business processes.
- Insights into customer behavior and purchasing patterns.
- Accurate tracking of sales, marketing and financial performance.
- Expanding competitive advantages with smart and quick decision making.
- Instant notifications about data anomalies and customer issues.
- Analytics that can be shared in real-time across departments.

The display of BI can appear in two forms:

- List Format (Reporting)
- Format of Statistics (Pies, Charts κλπ)

MOBIAK SA being one of the leading companies in the industry and trading of Firefighting and Medical Equipment, considered it **necessary** to acquire Business Intelligence (BI), given the huge amount of data managed by its human resources. With a permanent increase in its **customer** base worldwide, BI will become every seller’s ally in managing their customers and moreover in the development and establishment of realistic goals for each country and customer. Now each seller with a «click» will have the presentation of sales statistics and their comparison in interactive graphs and tables.

It will also be a critical tool for the import and accounting industry, as these departments manage many different parameters every day, and so with BI everything will be gathered in an interactive presentation and decision-making will be much easier.



THE GROWING IMPORTANCE OF FLUORINE-FREE FIRE EXTINGUISHERS IN EUROPE

Fire safety is a crucial aspect of life in Europe, where numerous countries face the risk of natural disasters, industrial accidents, and other fire hazards. Fire extinguishers play a vital role in minimizing the damage caused by these incidents. However, the use of fire extinguishers containing **fluorinated gases, also known as HFCs (Hydrofluorocarbons)**, has raised concerns due to their impact on the environment and human health. As a result, there has been a growing emphasis on fluorine-free fire extinguishers in Europe.

THE ENVIRONMENTAL IMPACT OF FLUORINATED GASES

Fluorinated gases, including HFCs, are potent greenhouse gases that contribute significantly to global warming. They have a high Global Warming Potential (GWP), which measures how much heat a greenhouse gas traps in the atmosphere compared to carbon dioxide. HFCs are used as propellants and refrigerants in various applications, including fire extinguishers. Their release into the atmosphere can exacerbate climate change, leading to severe environmental consequences.

THE EUROPEAN UNION'S EFFORTS TO PHASE OUT FLUORINATED GASES

Recognizing the environmental impact of fluorinated gases, the European Union has taken proactive steps to reduce their usage. The F-Gas Regulation, introduced in 2015, aims to **phase down** the production and use of fluorinated gases, including HFCs, in a gradual manner. This regulation applies to fire extinguishers as well, encouraging the transition to fluorine-free alternatives.

BENEFITS OF FLUORINE-FREE FIRE EXTINGUISHERS

- 1. Environmental Protection:** By replacing HFCs with fluorine-free gases, Europe can significantly reduce its greenhouse gas emissions. This will contribute to the global efforts to combat climate change and protect the environment for future generations.
- 2. Improved Human Health:** Fluorinated gases can have adverse effects on human health, particularly when inhaled. By using fluorine-free fire extinguishers, Europe can minimize the potential exposure to these hazardous substances, promoting a healthier living environment.
- 3. Enhanced Fire Safety:** Fluorine-free fire extinguishers often contain natural ingredients such as water, foam, or dry chemicals. These alternatives are as effective as HFC-based extinguishers in putting out fires, and in some cases, they may even offer better fire protection due to their non-toxic nature.
- 4. Economic Advantages:** The transition to fluorine-free fire extinguishers can lead to cost savings in the long run. As the demand for these eco-friendly alternatives grows, the prices are expected to decrease, making them more accessible and affordable for businesses and households.

CHALLENGES AND FUTURE PROSPECTS

While the shift towards fluorine-free fire extinguishers presents numerous benefits, there are challenges to overcome. Manufacturers need to invest in research and development to create effective, high-quality alternatives to HFC-based extinguishers. Additionally, training programs should be implemented to educate firefighters and other professionals on the proper use of these new extinguishers.

In conclusion, the importance of fluorine-free fire extinguishers in Europe cannot be overstated. By adopting these environmentally friendly alternatives, Europe can significantly reduce its greenhouse gas emissions, protect human health, and contribute to global efforts in combating climate change. The transition may require time, effort, and investment, but the **long-term benefits** for the environment and society will be well worth it.

BY **KOSTAS PAPATHANASIOU**
Environmental Engineer
Firefighting Equipment
Exports Department



FIRST AID TRAINING AT MOBIAK FACILITIES

Have you ever wondered how important it is to know basic first aid knowledge so that in case a fellow human being needs help to be able to give it? Of the approximately 350,000 people who die each year in Europe from out-of-hospital cardiac arrest, 100,000 could be saved if CPR was performed within the first 2-4 minutes by bystanders.

For this reason and at the initiative of MOBIAK's management, starting from 24/02, the first seminar was held in collaboration with the National Emergency Aid Centre of Crete at MOBIAK's facilities in Kathiana, Chania. The second seminar took place on 09/03 and the third one at 13/04.

The training is interactive and this enables the trainees to participate actively.

Learn
First Aid and
Save a Life!

Some of the contents of this very important and interesting training are:

- Training in cardiopulmonary resuscitation (CPR)
- Use of an Automated External Defibrillator (AED)
- Treatment of injuries, bleeding, allergic reactions
- Treatment of heatstroke, hypothermia and poisoning
- Treatment of choking by a foreign body in infants, children and adults



BY **CHRISTOS VOURVACHAKIS**
Natural Resources and Environmental Engineer
Head of Quality Assurance Department of
Medical Equipment

The need to know First Aid is essential as it can be lifesaving. Both our own safety and that of our fellow human beings must be a priority for everyone. This knowledge can make all the difference in emergency situations.

MOBIAK staff trainings at the Distribution Centers of Attica, Thessaloniki and Heraklion will follow in the coming weeks.





Gas Department

The connecting link of MOBIAK

BY ARGYRO SCHOLINAKI

Chemistry MSc.

Head of the Industrial - Medical Gases - Liquids Department

MOBIAK's history begins 47 years ago as an Oxygen and Acetylene bottling plant. The first two departments of the company were the gas production department and the Cylinders' Test Centre. In the following years, the development of the company was rapid and today MOBIAK consists of three departments, the Fire department, the Gas department and the Medical department. Along with the rest of the departments, changes and upgrades begun in the Gas department. Liquid tanks (Oxygen, Nitrogen, Argon and Carbon Dioxide) were purchased, and semi-automatic bottling units were also installed for Oxygen and Inert Gasses. The Test Centre was also **upgraded and integrated** into the gas department.

The Gas department, due to its expertise and understanding of high-pressure systems and also **the knowledge on cylinders' legislation**, undertook all the work related with high pressure. Currently, the Gas department has the ability to **produce industrial gases** such as Argon, Nitrogen, Carbon Dioxide and their mixtures, as well as, industrial and Pharmaceutical Oxygen. It also undertakes the entire production of IG & CO2 fire suppression systems, bottling for the Fire Department IG 100, IG 55 and IG 541 at 200 bar & 300 bar and all types of CO2 systems. For example, IG MINOAS suppression systems are assembled, bottled, checked, and released by the Gas department.



At the same time, the department also undertakes the entire production of Oxygen cylinders, for the Medical department. However, pharmaceutical oxygen production, is a more complex process, due to traceability. Hence, the Gas Department is responsible for the assembly of the cylinders and for the registration of each cylinder and valve, at the electronic data system. From there on, each stage is automatically registered in the electronic system, e.g. sorting (separation), bottling, delivery to the customer, etc. Electronic registration is a requirement for pharmaceutical products, so that in case of an unexpected incident, a batch can be recalled.

The department's activities expand even more; it is the department of the company that has both specialization and at the same time, personnel performs a wide range of activities. For example, Gas personnel also undertake the **bottling** of firefighting breathing apparatuses, annual inspection of the apparatuses and the **quality control** of the compressed air, to certify that the air is within given specifications, prior to release.

Finally, the Gas Department contributes constantly by offering information, the know-how, on valves, cylinders, applications, bottling, legislation, transportation, etc. Moreover, because the department serves different needs, the staff uses, on a daily basis, 2 different accounting programs, 2 different traceability programs and the Test Centre software.

From all the above, the designation «connecting link» is fully justified and has been earned rightfully.

BY **ELENI VOUZA**Production & Management Engineer, MSc
Department of Medical
Equipment Exports

MOBIAKCARE In Scandinavia & The Value of the Ethical Code in Business

For many years Scandinavia has been at the core of progressive culture and continuous development, embracing a philosophy that focuses on equality, justice and the well-being of all citizens. This philosophy is reflected in lifestyles and social structures, seeking to create an environment conducive to development. The values of sustainability and respect for the environment are deeply rooted, while innovation and technological progress are at the heart of economic development.

This growth is what I, as a member of **MOBIAKCARE** and responsible for **exports** to Scandinavian countries, have sought, with several obstacles on the one hand but endless potential for company development on the other. The gap in **culture** between Greece and Finland or Sweden has made communication and efforts for growth challenging. Hard to get the stoic and laconic Finnish purchase manager to listen to you babbling (for him) on the phone, pay attention to your reminders and your constant pressure for cooperation. The long distance combined with increased **transport costs**, due to the Suez Canal cracks, were deal breakers for the Finns, and the competition from the huge industrial powerhouse called Poland is always there. MOBIAKCARE nevertheless shows its value, its timelessness and the quality of its products and services, having already attracted the interest of a colossal group in Finland. MOBIAKCARE's **philosophy and code of ethics** is fully in line with the strict values and rules governing the Finnish business community, which **emphasizes transparency, professional ethics and social responsibility**. A value system that MOBIAK has always had as its backbone.

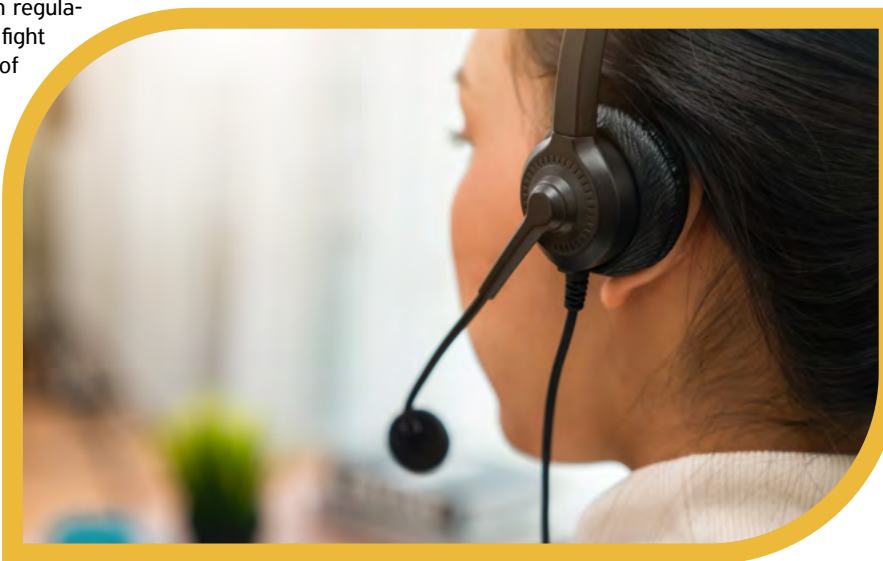
By **requiring rigorous third-party inspection** control on the production line, Finland puts a clause to work with any manufacturer. This control focuses on the human element, which tends to lose more and more of its value within the industry. The protection of human rights, safe working conditions and compliance with regulations, humane working hours, the fight against child labor, the footprint of production on the planet and the fair division of labor between the sexes are the main pillars and criteria that Scandinavia checks before entering cooperation, and it goes without saying that MOBIAK meets all the criteria!!!

This audit, despite its strictness, is a welcome approach for us, as it is in line with the principles of social responsibility that we already adopt. In addition to this, the strict technical specifications of medical equipment products on the Nordic market reflect the high quality and level of innovation that characterizes our products, giving us the motivation to develop our product range and expertise.



The development of **MOBIAKCARE** in Scandinavia therefore represents for us much more than just market expansion.

It is a **confirmation** of the value of our ethical code and our commitment to high quality and social responsibility. And with this conscious approach, we continue to promote the **MOBIAKCARE** footprint in Scandinavia, with the sole aim of seeing our products dominate among strong competition and serve the ethical code of conduct that governs MOBIAKCARE, paving the way for further successes and innovations.



New FIRST AID PRODUCTS by MOBIAK

BY **GEORGE CHOUDALAKIS**
Computer Engineer
Department of Medical
Equipment Exports

Dear Partners, we proudly present **our new first aid products** which have been added to the MOBIAKCARE range, complementing a demanding category with unprecedented capabilities.

For additional information and technical specifications you can visit our Website: www.mobiakcare.com



BASKET STRETCHER

The product is used to transport patients in emergency situations or in situations that require quick and safe removal of the patient. It can be used in ambulances, hospital and sports environments.



SPINE BOARD

The product is used to transport patients in emergency situations or in situations that require quick and safe removal of the patient. It is also used for horizontal transfer, lifting and immobilization of a patient with suspected spinal injury.



HEAD IMMOBILIZER

The product is used to help stabilize or immobilize the head and neck of injured people.



AIR SPLINT SET

The air splint set is a set of inflatable immobilizers to use in the emergency care of a patient or injured person, designed to immobilize and support an injured body part.



SCOOP STRETCHER

The product is used to transport patients in emergency situations or in situations that require quick and safe removal of the patient. It is also used for horizontal transfer and lifting patients from the ground or floor, in confined spaces or when the patient needs to be moved with a slight change in body position.

Trust: A Cornerstone in Building Relationships with your Partners

In today's world of fake news and deceptive efforts for short-term gain, establishing trust with our customers has become vital. If we get it right and gain the trust of our customers, it can give a strong boost to our company's sales.



BY **SOPHIA PSYLLAKI**
El. Engineer & Computer Engineer
Head of Sales Department for
Firefighting Equipment of Greece

But how can we win the trust of our customers?

First, a good first impression is imperative. We make sure that the customer is informed about what he needs to know about the product he is looking for. Such as maintenance, delivery time, return policy or warranty information. We are clear from the start, anticipating all possible future scenarios that may arise.

Very important to show empathy. This means understanding what our customers need and providing them with useful and easy-to-use help texts and even training materials that will help them understand the products fully. Customers only trust what they understand. If we and they understand what they really want and need through an effort to communicate, then we have achieved a lot in terms of trust. We don't forget, patience is a virtue.

Consistency over time is the key to earning our customers' trust

We try to update customers with correct information and come back where necessary.

Working in a constantly growing company, I also realize how important internal communication and trust between the people who make up the company is.



A development team needs to know what the business stands for or it won't represent it consistently. It doesn't matter the roles: salespeople, accounting, designers, customer support, developers or managers. Everyone on the team needs to know what the company stands for so they can treat customers consistently.

Maintain and obtain new certificates for MOBIAK fire extinguishers

Although the process of certification or renewal of fire extinguisher certificates may seem simple, it requires a lot of time in design, high testing costs and risk as a product may meet all the requirements and guidelines but in its final stage may not pass the tests to obtain the EN certificate. This means repeat testing which involves additional cost and time.

In summary, **the following procedure is followed** to obtain or renew fire extinguisher certificates:

1. Obtaining or renewing a certificate in accordance with Directive 2014/68/EU of the pressure equipment for the individual components where required.
2. Obtaining or renewing a certificate in accordance with Directive 2014/68/EU of the pressure equipment for the assembly.
3. Obtaining or renewing a certificate according to EN3-7:2004+A1:2007 or EN1866.01:2007 depending on whether it is a portable or wheeled fire extinguisher.
4. Obtaining or renewal of a certificate according to Directive 2014/90/EU of the pressure equipment for the assembly.

The above are **guidelines or standards** that the fire extinguisher must **agree** to. The first 3 are a **requirement of European legislation** to be present while No.4 is optional and only concerns whether the extinguisher is **suitable for marine** use or not. There are also certifications depending on the country where we want to market the products, which require either additional testing (within the European Union, or harmonization with completely different standards and legislation (in countries outside the European Union).



MOBIAK, wanting to support its clientele, has invested in renewals and new fire extinguisher certifications.

BY JOHN GKIOUMES
Environmental engineer
Head of Quality Assurance Department
of Firefighting Equipment

Our company is one of the few in the European Union that has at its disposal a **huge range of fire extinguishers** of any type (portable or wheeled), with trapped pressure or with a cylinder (internal or external) and with different extinguishing materials as below:

- Dry powder ABC20, ABC30, ABC40, ABC85 , BC20, BC90 , D
- Water
- Water based with additive for fires (A , B , F), with or without Fluor
- Carbon Dioxide
- Suitable for extinguishing fires in lithium-ion batteries

A typical example is that at the time of writing this article, the number of certificates we have, depending on the area of interest and the certification body, is as follows:

- **MIRTEC** (Greece): 208
- **APRAGAZ** (Belgium) : 36
- **MPA Dresden** (Germany) : 35
- **AFNOR** (France) : 48
- **VKF** (Switzerland) : 36
- **Italian Ministry** (Italy) : 26
- **GTC** (Lithuania) : 18
- **NCP** (Netherlands) : 40
- **D.M.R.I.** (Hungary) : 8
- **CNBOP** (Poland) : 30
- **SEF** (Rumania) : 6
- **TSE** (Turkey) : 21
- **BSI** (United Kingdom) : 65
- **UL** (USA & Middle East) : 28
- **ULc** (Canada) : 24
- **Global Mark** (Australia & New Zealand) : 15
- **QCDD** (Qatar) : 11
- **UAE DCD** (Dubai) : 16
- **KFD** (Kuwait) : 18

The total is **689 fire extinguisher** certifications from different bodies around the world. This number is huge and also a huge effort is required just to maintain these.

MOBIAK besides paying special attention to maintaining the above-mentioned certificates, invests in **new innovative extinguishing materials** by using them in fire extinguishers, which also implies new certifications. The new products that will soon enrich our already rich range, are more than 70 of the above-mentioned bodies making **MOBIAK** unique in meeting any fire extinguisher supply needs in any market around the globe.

This is also the way MOBIAK supports its clientele by covering them in whatever they need immediately and responsibly.



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

COMPETITIVENESS AND INNOVATION

It is generally accepted that the growth of exports of goods is particularly widespread and has been a key feature of the Greek economy in recent years.

The economy is going through a period characterized by **strong extroversion**, led by exporting firms. Of course, MOBIAK could not be absent from these companies. A company with a strong sense of extroversion for several years which is easily proven if we take into account that it exports to 110 countries the Firefighting division and to 40 countries the Medical division.

The next step of course will be to maintain and even further expand this trend of extroversion.

But what is the recipe for making exports a structural advantage for MOBIAK?

The answer can come through the innovative activity of our export activities, i.e. **the transformation of our members' new ideas** into products that expand the consumer base, as well as into production and organizational processes and structures that exist within the company and that improve their productivity, but at this point we should not omit after sales services.

Given that, based on our international experience, only a very small percentage of exporting firms are classified as 'innovative', there is therefore much scope for **extending innovative activity** to sectors and firms that so far do not use innovation as a key pillar of their operations, but rely more on 'traditional' approaches.

It is therefore clear that the expansion of innovation provides a permanent **competitive advantage** for any business in international markets.

MOBIAK, well aware of this advantage, has adapted this search in its daily life and as a result has been able to react more quickly to the **complex demands of international markets**.

It is no coincidence that MOBIAK has combined innovation with higher quality exports, i.e. exports in which international demand does not only depend on the price of the product, but also takes into consideration **how consumers perceive the product** and consequently how much they are prepared to spend on it.

The characteristic feature of our company's quality exports is that their level does not depend only on their price and is **relatively less affected** by international price fluctuations (recent example is the situation in the Red Sea). These two factors are very important and are a guiding principle for our company.

To this already competitive advantage we should add the **after sales services** in which our company has invested. Our goal is not to sell our goods because a proper sale simply does not end there, our goal is to be there for each of our partners from the very next moment of the sale of our goods.

Knowing that nothing is accidental in success, some of the reasons that have established MOBIAK as one of the leaders of the international market, mainly in the firefighting sector and subsequently in the medical sector, are now clear.

The philosophy of MOBIAK through the hospitality of the Administration

BY KONSTANTINOS VAKALIS

Production & Management Engineer, MSc.
Firefighting Equipment Exports Department

The management of MOBIAK confidently allows and encourages all its partners to visit it at its central facilities in Chania, Crete. Its central facilities are a space that promotes high quality work in all its sectors.

The leadership, in addition to inviting its partners to the production areas, also dedicates a lot of personal time, creating relationships of trust and friendship. This also extends to the company's employees who make up the MOBIAK family. Considering this and the will to develop and create lasting relationships, its management, employees, and partners work, discuss, and even eat together. A typical example is the frequent visits of partners from all over the world, because of the hospitality of MOBIAK and its president, Emmanuel Svorakis, who will gladly turn a business dinner into a friendly or even family one.

Around one name - the name of MOBIAK - everyone unites, aiming for progress both professionally and morally.

In conclusion, what improves the relationship of people in this company, is not only products but a **philosophy** that everyone is welcome to know.



Progress is not something that is measured only by numbers but also by timeless memories, friendships, and stories. Even if measured by numbers, MOBIAK's progress would be evident by the **relationships it has created between 110 countries and thousands of people in them!**

CORPORATE SOCIAL RESPONSIBILITY

MOBIAK contributes Responsibly to Society and the Environment

Corporate Social Responsibility (CSR) is an increasingly important tool for more and more businesses. CSR, like businesses themselves, is a **living organism** that adapts and changes, following the suggestions of society. In recent years, we hear more and more about sustainable development and sustainability, concepts inextricably linked to the concept of **Corporate Responsibility**. Businesses must recognize their responsibility towards the society in which they operate, their responsibility towards society and the environment. The management of MOBIAK, recognizing, from the very first years of its creation, the responsibility it has towards the wider society, its own employees and the environment in which it operates, makes sure to contribute in its own way to a sustainable future.



Humanitarian Actions

In 2023, the management of MOBIAK, shocked by the events that happened both in Greece and in our neighboring regions, could not remain uninvolved.

After the directive, with the help of all the employees, a collection of food and clothing items was carried out, with the aim of offering help to the criminals of Thessaly, while a similar movement was carried out for the earthquake victims of our neighboring countries, in Turkey and Syria. MOBIAK is also, on a constant basis, a supporter and helper of the charity meals of Splantzia Chania, offering food and other items whenever there is a need. At the same time, it has periodically made donations both to the structures of the local church and to the homeless structures of the Group for UNESCO Piraeus and the islands.



Humanitarian Aid For Earthquake Victims in Turkey & Syria



Group of volunteer Blood Donors

BY **ERMIONI PAPADOGIANNAKI**
Business Administration MSc.
Marketing - Public Relations Department



Offer to Health

The company created its own Blood Bank for all employees and their families, while it established voluntary blood donation with the help of Chania General Hospital.

By just one of us donating our own precious commodity, blood, we can help save up to three lives!

It also periodically donates medical products to clubs, schools, volunteer groups, etc., trying to cover part of their needs.



Education

Education is one of the company's main areas of activity. Initially, the management takes care of the continuous training of its staff, proceeding with conducting seminars and internal trainings. First aid seminars, fire extinguishers and fire safety seminars, medical equipment training, first aid training, information days for doctors of various specialties, are some of the trainings that the company's staff receive both in its central facilities and in its distribution centers throughout Greece. However, apart from these trainings, from time to time, there are also specialty seminars, corresponding to the subject of each employee's occupation. These seminars are for both the employees in the administration offices and the employees in the production and warehouse sector. The safety and the information of the staff in these matters directly constitute a primary goal for the management of the company. Finally, the company has entered a collaboration with the Technical University of Crete, through the MOVIAK Scholarship program. This collaboration has been carried out to support the students that excelled and originally come from Chania, where the company's headquarters are also located. The scholarship includes, in addition to a sum of money, an acquaintance with the company and a job in it.

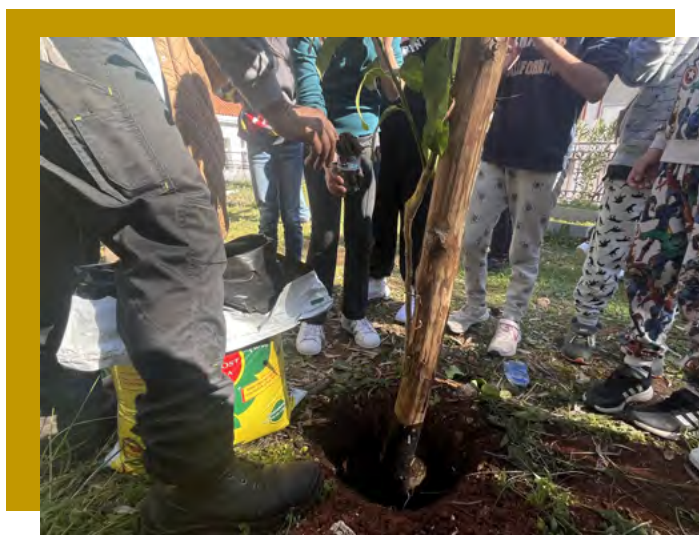


Actions for the child

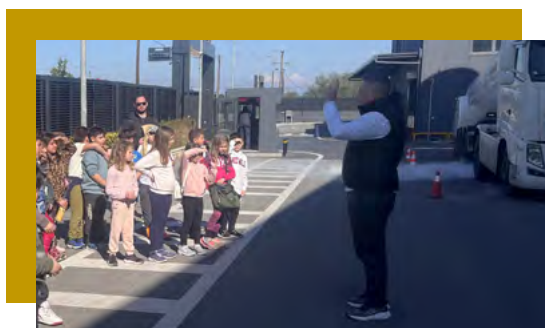
Recently, the company has launched a new venture, at its headquarters in Chania, Crete, with a focus in children. The company opens its doors, and students from all schools in the prefecture visit its facilities, as part of educational excursions. These excursions are aimed at informing the children about fire safety, fire protection and the fire-fighting equipment itself. With particular enthusiasm, the local community has embraced this initiative of the company, while the students of both Secondary Education and Higher Education, in every visit, overwhelm our colleagues-educators with questions.



Doctors' information session



Tree planting in schools



Educational excursion to the MOBIAK Facilities



Environment

MOBIAK continues its tree planting activities in the wider area of Akrotiri Chania, where its facilities are also located. These actions are carried out in memory of the founder of the company, Emmanuel Svorakis (Senior), who passed away in 2020. Every year the management carries out at least one tree planting in cooperation with the Municipality of Chania, while this year it was carried out in cooperation with schools in the area of its headquarters. In addition, the company maintains an ISO 14001:2015 environmental management system, committing the company to environmental protection and reducing its environmental footprint.

Each of us has an individual responsibility towards society and the environment.

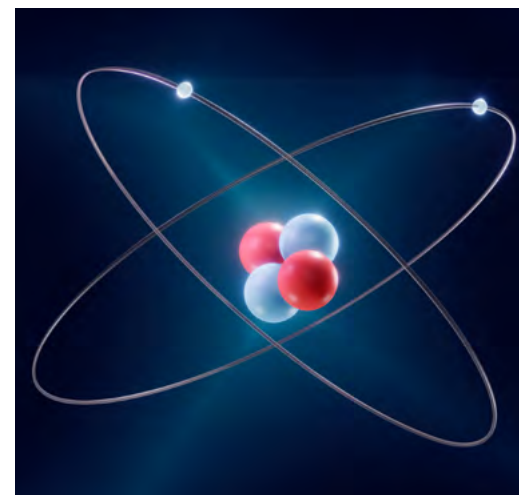
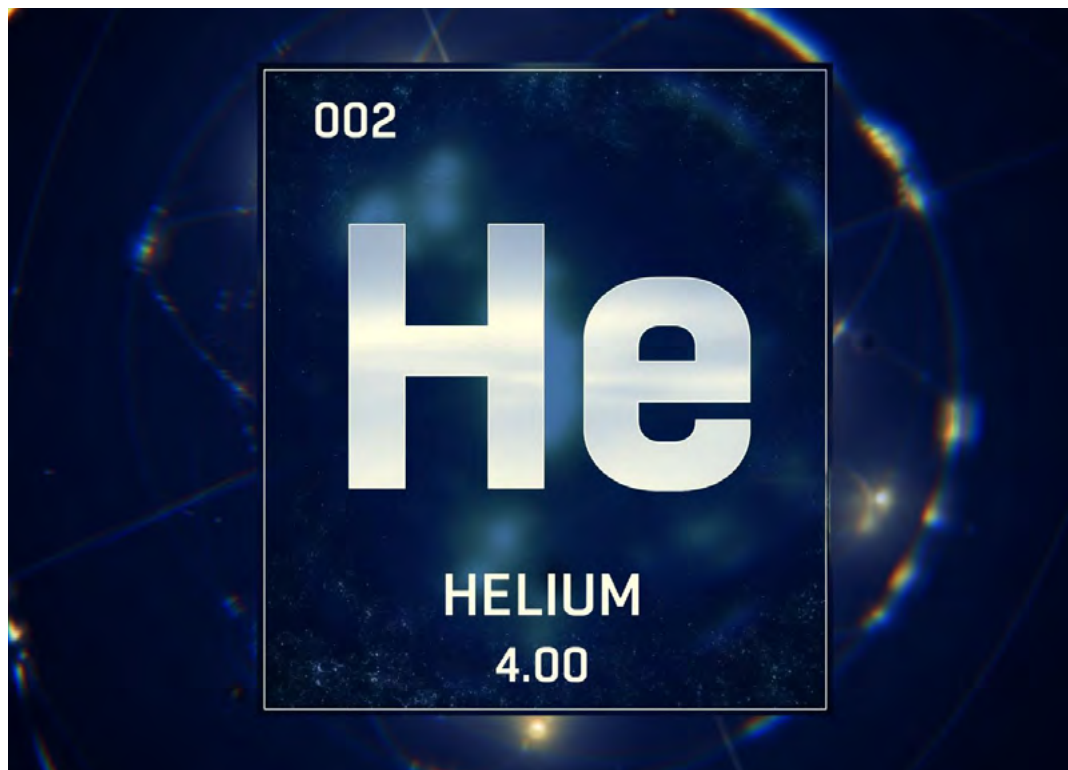
Corporate Social Responsibility is everyone's business!

THE INVISIBLE POWER OF THE HELIUM

BY **EFI MANAROLAKI**

Chemistry MSc.

Industrial - Medical Gases - Liquids Department

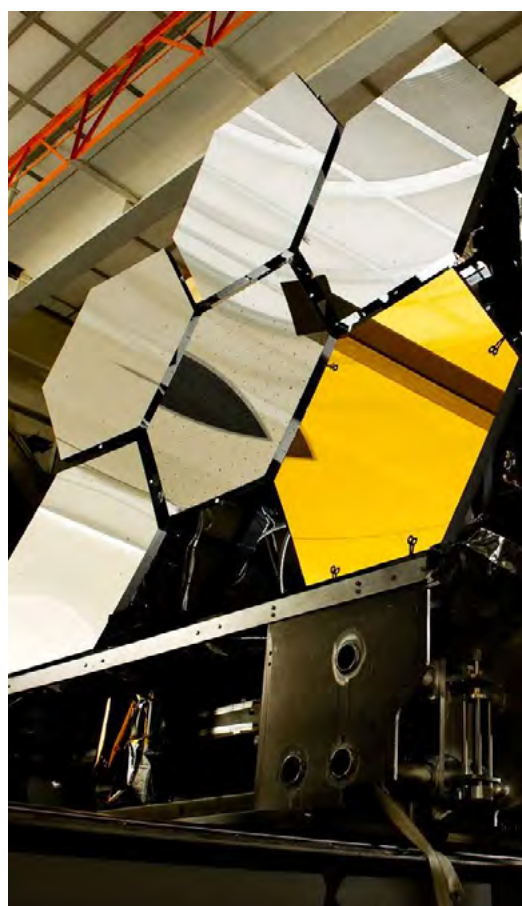


Helium is involved in almost everything: from scientific research, medical technology and high-tech manufacturing to space exploration and national defense.

Its inert properties and high thermal conductivity make it essential for semiconductor manufacturing, particularly in the production of modern gadgets and Internet-related technologies. Gas is also important in heat transfer.

At temperatures near freezing, at which most materials will freeze, helium remains liquid. This makes it the perfect coolant for anything that needs to be kept cold. Therefore the application of **liquid helium in cooling** superconducting magnets for magnetic resonance imaging (MRI) devices is essential.

So the role it plays in **medical diagnostics and research** is critical, highlighting its irreplaceable properties in current technologies.



Helium also cools particle accelerators, quantum computers and infrared detectors on the James Webb Space Telescope. As a gas, it removes heat from silicon to prevent damage to semiconductor components.

The European Union added Helium to its 2023 list of **critical raw materials** and Canada also listed it as a critical mineral. The global need for Helium is great, and it is not always easy to find the required quantities.

Global supply mainly depends on 3 countries (USA, Qatar, Algeria). With so few sources, the market of Helium is particularly vulnerable to shortages if a factory goes out of business or war breaks out. So due to global conditions and more specifically in 2022, where the war in Ukraine effectively cut off supplies of helium from Russia, a leading exporter with major expansion plans, **the price of helium** has soared in recent years, putting hospitals and research centers in a difficult position. So the price of Helium has doubled since 2020.

Some research labs are now starting to install helium recycling systems, and MRI makers are building next-generation scanners that require less of the gas. But the world's highest-tech industries including computers and aerospace will likely need even more sun in the future.

Helium is the second most **abundant chemical element in the Universe**, after hydrogen, and has been estimated to make up 24% of the elemental mass of our Galaxy. Its mass corresponds to 12 times the total mass of all elements heavier than Helium (**together**). Thanks to the simple structure of helium atoms which are extremely stable and do not react easily with other materials, they can be easily incorporated into industrial or chemical processes. That is why some industries are trying to find solutions to compensate for this lack. Welders have substituted argon or hydrogen for certain tasks, while chemists have switched to hydrogen for the gas they use in gas chromatography.

Because of its lightness, most of the sun disappeared from our planet many years ago. Consequently, only a small percentage - 0.00052%, to be precise - remains in the earth's atmosphere. Helium is the byproduct of millennia of radioactive decay from the elements thorium and uranium. Helium is mostly trapped in **underground natural gas reservoirs and extracted commercially** through the fractional distillation method. Helium is extracted from these underground reservoirs along with natural gas. It can be easily separated from natural gas before combustion, but the lower the helium concentration, the higher the cost of this. Generally, helium concentrations need to be at least 0.3% for gas companies to deal with. Such levels can be found in only a few countries such as USA, Algeria, Canada, South Africa. Qatar has lower concentrations but produces enough natural gas to justify helium recovery at lower levels. Helium shortages are therefore not caused by the lack of gas per se but by the **inability of producers** in these few countries to deliver it in time to customers everywhere.

Customers everywhere are **still heavily dependent** on the US and Qatar, which together produce more than 75% of all the helium the world uses. Yet the US has produced and exported significantly less over the past decade, while consumer demand has increased by 40%. Eager to fill the gap, **various countries are now starting to produce helium**, and a number of companies are exploring potential projects around the world. Four factories of Helium opened last year in Canada and one started in South Africa.

With these new data, we hope for a global **drop in the price of gas** and increase in available quantities in the near future!

The contribution of medical means to the implementation of a journey

BY MANOLIA KOKOLOGIANNAKI
Economic Studies
Sales Department of Greece



With spring underway and summer approaching, most people are already considering their next vacation destination. Unfortunately, for a percentage of our fellow humans, this is not an easy process. Individuals with health issues may perceive them as obstacles to their travel plans and may not even bother to plan a trip.

However, the existence of modern medical aids serves as an incentive for them to travel, as it makes their **mobility easier and safer**.

Initially, particularly useful is the availability of wheelchairs, which can be found at every airport and port. A wheelchair provides **independence** to the user. The variety available allows each patient to find one suitable for their body type and needs. Another characteristic of wheelchairs is that they can be foldable and collapsible, making them easy to store and transport.

Regarding wheelchairs, additional **accessories and devices** can be added, such as a holder for an oxygen bottle and a serum stand.

Moreover, individuals with respiratory problems who require support machines can obtain a portable concentrator. This product is particularly user-**friendly**, lightweight, and compact, making it easy to use and carry around. An advantage it offers is that it doesn't need to be constantly connected to electricity since it has a **long-lasting rechargeable battery**. It is common for this product to be supplied with a **carrying bag**.

In our time, especially after experiencing a recent pandemic, **single-use masks** make our travels **safer**, and passengers can choose to travel by any means without fearing potential illnesses. Particularly for individuals suffering from respiratory problems and other ailments, their mobility is facilitated.

Therefore, with the advancement of technology and, consequently, medical equipment, even individuals with health problems can manage to travel. **The needs of each patient are what create the motivation for the development of new medical products.**



Fighting Fires with Intelligence: How AI is Transforming the Field

After the public presentation of AI applications such as ChatGPT and Gemini, artificial intelligence has now entered the daily life of many people, as its capabilities are now, not only almost unreal, but also applicable to the needs of ordinary people.

So, the question of what artificial intelligence can do for larger issues of public utility arises.

This article will attempt to make a reference to the impact of artificial intelligence on various aspects of fire protection.

Enhancing Safety and Decision-Making:

One of the most significant applications of AI in firefighting lies in improving firefighter safety. Sensors integrated into firefighters' suits can analyze data on surrounding hazards, like toxic gases or high temperatures, and provide real-time warnings.

Such an example is AUDREY, aka Assistant for Understanding Data through Reasoning, Extraction, and sYnthesis. It is a NASA-developed software application that "performs data fusion and provides tailored situational awareness to first responders."

In other words, AUDREY collects essential fire data - like temperatures, the presence of gases, how quickly a fire develops, how the items that are burning effect fire growth, how much time firefighters have to respond, and fire flow paths. It then uses that data to help guide first responders through the scenario in the safest and most effective way possible.

Additionally, AI-powered systems can analyze fire scene data, including heat distribution and smoke patterns, to predict fire behavior and recommend optimal deployment strategies, minimizing risk for firefighters.

AI in Virtual and Augmented reality devices:

VR devices can be extremely beneficial in firefighters training and AR devices can be helpful at the scene, where the Firefighter can be equipped with numerous sensors and a thermal camera, which gather data that is processed by the AI software and the results can be outputted directly to the AR visor so that the visibility can be greatly enhanced especially in situations with a lot of smoke and in the absence of lighting sources

BY **THEOPHILOS PLEVRAKIS**
Civil Engineer / Programmer
Software Engineer,
IT Department

Smoke alarms with parental voice:

It is observed that although smoke alarms are effective in adults, children are less likely to be alerted. New studies are examining the effects of using personalized parental voice alarms instead, and these alarms are proving three times more likely to wake children than traditional options.

Revolutionizing Fire Prevention and Investigation:

AI is not only playing a crucial role in fighting fires but also in preventing them.

By analyzing historical data on fire incidents, AI algorithms can identify areas with a high risk of fire outbreaks, allowing authorities to take preventive measures such as targeted inspections and public awareness campaigns. Furthermore, AI can assist in fire investigations by analyzing evidence from the scene, such as burn patterns and witness testimonies, to help investigators determine the cause of the fire more efficiently and accurately.

The Future of AI in Firefighting:

As AI technology continues to evolve, we can expect even more innovative applications in firefighting. Firefighting robots equipped with AI could enter hazardous environments to extinguish flames and rescue trapped individuals.

Additionally, AI-powered training simulations could provide firefighters with realistic and immersive training experiences, further enhancing their skills and preparedness.

Conclusion:

The integration of AI in firefighting holds immense potential for creating a safer and more efficient future for firefighters and the communities they protect.

While ethical considerations and responsible development remain crucial aspects, AI undoubtedly represents a significant step forward in the fight against fires.

ONE DAY WITH ME AT THE OFFICE

BY **GIANNIS ZARIFIS**
Electronic Engineer
Department of Studies &
Application of Fire Suppression
Systems & Fire



Passing through the gate of **MOBIAK**, another day full of experiences and emotions begins. Entering with me in the **fire safety systems engineering team**, you will discover the magical world of technological evolution and innovation, always with the safety of human life in mind.

Challenges, studies and information exchange are the biggest part of the daily routine in the office. Having a plethora of systems and products in our quiver, we can offer **solutions of high standards and requirements**, serving our partners in the best possible way. By studying each case individually, we are able to recommend **customized options and modern methods** of fire protection.

The importance of choosing the right suppression system is a major issue for everyone's safety. Fire suppression systems for professional kitchens, systems for server rooms using Clean

Agents - friendly to humans and electronic devices, Miniature systems for mounting on electrical cabinets, Carbon Dioxide (CO₂) systems and Aerosol Generators for high voltage areas are part of **MOBIAK's** options for both local and total fire suppression of premises. For this very reason, a **passion for developing expertise** is a prerequisite for the support and responsibility of this position.

The years of support and recognition from our partners is also the immediate satisfaction and reward, motivating **MOBIAK** and its people for **continued effort and steady upward progress** in the firefighting industry.

New product line - Massage Beds and Equipment for clinics and Beauty salons

The new product line of MOBIAKCARE with massage beds and clinic-beauty salon equipment comes to enrich and expand the range of products in our catalog.

The products of the series are ideal for professional and private use and are intended both for beauty salons, as well as for doctor's offices and physical therapy areas.

They combine comfort, functionality - ergonomics, high quality construction and easy cleaning and disinfection!

WOODEN MASSAGE BEDS (with or without accessories)



Can be folded into a suitcase, with a handle for easier transport

0812300 - WOODEN FOLDING MASSAGE BED 2 SECTIONS WITH ACCESSORIES - BLUE

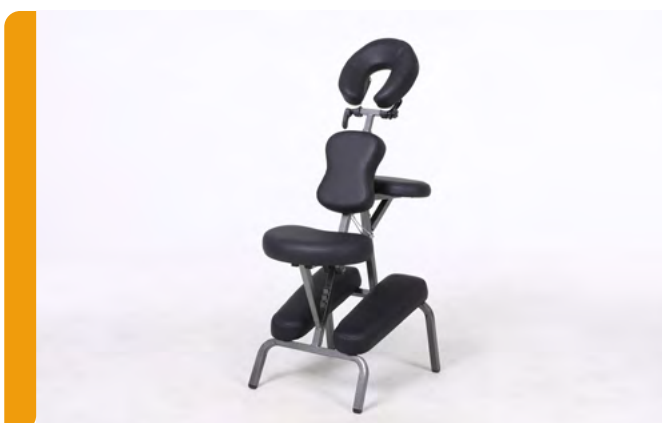
0812301 - WOODEN FOLDING MASSAGE BED 2 SECTIONS WITH ACCESSORIES - BLACK

0812302 - WOODEN FOLDING MASSAGE BED 2 SECTIONS WITH ACCESSORIES - BEIGE

0812303 - WOODEN FOLDING MASSAGE BED 2 SECTIONS WITH ACCESSORIES - BLACK

0812304 - WOODEN FOLDING MASSAGE BED 2 SECTIONS - BLACK

0812308 - FOLDING MASSAGE CHAIR - BLACK



ALUMINUM MASSAGE BEDS



Can be folded into a suitcase, with a handle for easier transport.

08 12305 - ALUMINUM FOLDING MASSAGE BED 3 SECTIONS WITH ACCESSORIES - BLACK

08 12306- ALUMINUM FOLDING MASSAGE BED 2 SECTIONS WITH ACCESSORIES- BLACK

0812307- WOODEN BED - BEIGE



BY **ANTONIA VARDAKI**
Production & Management
Engineer MSc.
Medical Equipment
Quality Assurance Department

ADJUSTABLE STOOLS WITH WHEELS (with or without backrest)



08 12309- HEIGHT ADJUSTABLE STOOL WITH WHEELS - BLACK

08 12310- HEIGHT ADJUSTABLE STOOL WITH WHEELS - BEIGE

08 12311- HEIGHT ADJUSTABLE STOOL WITH BACKREST & WHEELS - BLACK

08 12312- HEIGHT ADJUSTABLE STOOL WITH BACKREST & WHEELS - BEIGE

08 12313- HEIGHT ADJUSTABLE «PONY» TYPE STOOL WITH BACKREST & WHEELS - BLACK

The Importance OF FIRE BLANKETS

BY **ANTONIA KOUFAKI**

Production & Management Engineer
Firefighting Equipment
Exports Department

In the realm of fire safety, where every second counts, the fire blanket emerges as a versatile and crucial tool. Far more than a simple piece of fabric, these devices are designed to smother flames swiftly and effectively, offering a protective embrace that can make the difference between a manageable incident and a catastrophic blaze.

1. The "Shield" Against Fire:

Fire blankets, typically made from fire-resistant materials such as fiberglass, are engineered to act as a shield against flames. When properly deployed, these blankets can quickly extinguish small fires by cutting off the oxygen supply, a critical element for combustion.

This makes them particularly effective in dealing with Class A, B, and small Class F (cooking oil and fat) fires.

2. Swift and Simple Use:

One of the key advantages of fire blankets is their ease of use. In the event of a fire, a person can swiftly grab the blanket, unfold it, and place it over the flames. This simplicity is vital, especially in high-stress situations where quick action can be the decisive factor in preventing the escalation of a fire.



3. Kitchen Guardian:

Fire blankets find a natural home in kitchens, where the risk of cooking-related fires is high. In the event of a grease fire, a fire blanket can be used to smother the flames, providing an immediate and effective response.

4. Versatility in Applications:

Beyond the kitchen, fire blankets demonstrate their versatility across various settings. They can be used to wrap around a person to protect them while escaping from a fire or to cover and smother flames on clothing. In laboratories, workshops, and places with potential fire hazards, fire blankets serve as a portable and effective means of fire suppression.

In conclusion, the fire blanket emerges as a hero in the fight against fire, offering a swift, effective, and accessible means of suppression. Its versatility, ease of use, and applicability in diverse settings make it an invaluable addition to any comprehensive fire safety strategy. As we navigate the unpredictable landscape of potential fire hazards, the fire blanket stands ready to provide a protective embrace, offering a tangible and reliable solution when flames threaten to consume our safety and well-being.



LIFT CHAIR WITH WHEELS “ESTIA III”



BY VAGGELIS VOUTAS
Food Technologist
Medical Equipment
Sales Department of Greece

After the successful launch of the two previous ESTIA models, it was a commitment for our company to provide even greater flexibility and solutions in everyday life and in the care of patients as well as the attendants who will use it (in nursing homes, clinics and at home).

We are pleased to present you yet another **new proposal** where it will join the «ESTIA lifting wheelchair family».

Our new product is the wheeled patient lifting chair, named 'ESTIA III.

The difference with the two previous models is the **electric lifting of the patient**. The «ESTIA III» wheelchair lifting chair is intended for disabled, sick and elderly people as well as for people with mobility difficulties and limited mobility who need extra help to move. It can be used to transport the user to and from the bed, chair and/or toilet.

It can be used as a transport chair, as a toilet seat, and as a pelvic lift. The lift wheelchair is suitable for indoor use and the transport speed is ≤ 3 km/h. The lift wheelchair has a 2-year warranty from the date of purchase.





BY **ATHANASIOS BODOSSAS**
Accounting
Head of Distribution Center of
Central & Northern Greece

MOBIAK S.A. invests in immediate service

MOBIAK S.A., adhering to its mentality for providing immediate and the best service possible to its customers, proceeded with the purchase of a new truck which increases the fleet of the Distribution Center of Northern Greece to four (4) privately owned trucks.

With the addition of the new truck, itineraries can be made to cities near Thessaloniki for faster, more direct, and safer deliveries of goods.

The truck was specifically selected so that there is easier access to difficult areas such as the center of Thessaloniki, but also to the centers of the cities included in the route.

It is noteworthy that **MOBIAK S.A.** has established itineraries from the Thessaloniki distribution center to Kavala - Xanthi - Komotini - Larissa and Trikala, every 14 days. Same day itineraries are also carried out in other cities, such as Serres, Giannitsa, Volos, Kilkis, Drama, Katerini, Halkidiki, etc. when the corresponding orders are collected.

We hope that the arrival of the fourth truck will be the beginning for the arrival of others as the goal and desire of the management of **MOBIAK S.A.** is to provide the best service to its partners.



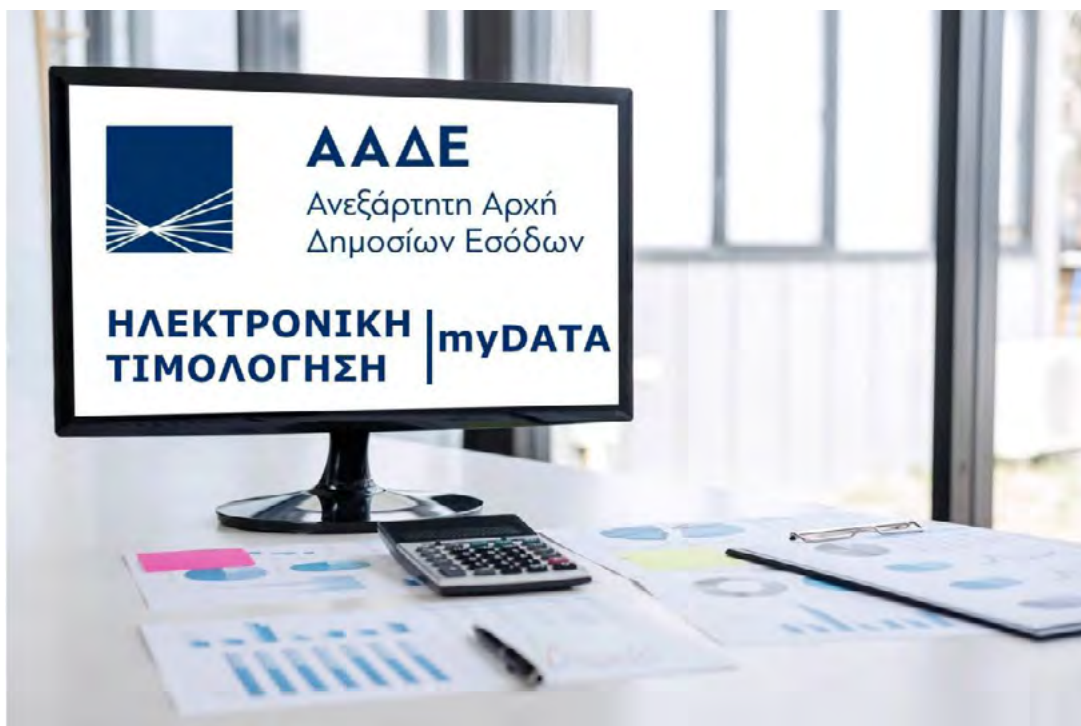
The evolution of the application of electronic books (MyData) and how it affects MOBIAK

BY DIMITRA PAPADAKI

Banking, Finance & Financial
Technology MSc.
Accounting Department

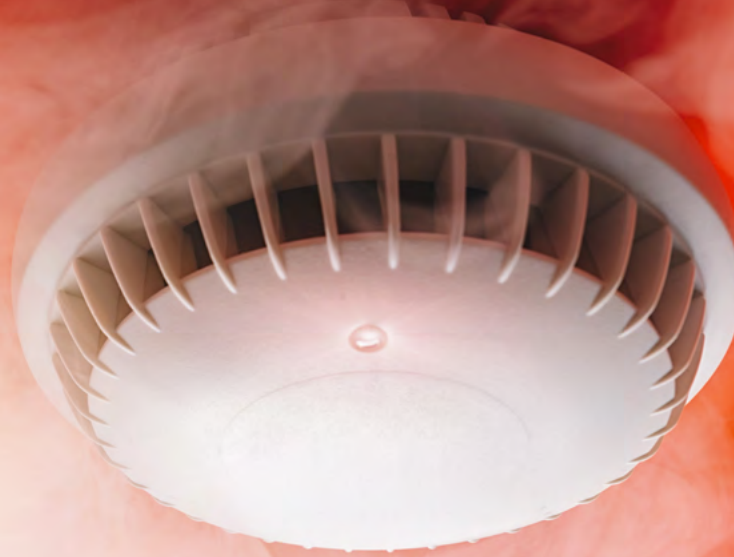
In the modern age of the digital transition, businesses are forced to adapt to **new data and technologies** that were not required before. One of the innovative technologies that affect all businesses as well as MOBIAK, is the use of electronic books, commonly known as **MyData**. The transition from traditional invoicing to electronic invoicing is complex and difficult to understand, but when avoided it best serves the companies that use it. MOBIAK, always a pioneer in its industry, has been using information systems for years for the invoicing of its documents and this has made its transition to e-books easier. The Independent Public Revenue Authority created the MyData platform, where within it, it has access to all the documents, whether income or expenses of a business, with the aim of **combating tax evasion**.

On the one hand, documents are perceived which the company has not yet received from its counterparties, which it registers and manages on a case-by-case basis. There is great convenience in finding invoices as there is a **permanent electronic file** that we can refer to at any time and find any document we request without having to dig through filing folders. Also, due to virtualization since each document is uploaded to the platform when it is cut and cannot be falsified, the accounting office can more **easily control its documents** and know the result of the business immediately without fear that it might change later.



On the other hand, however, **the time for issuing invoices** and transmitting the documents has **doubled** as each document, whether income or expenditure, must be characterized according to its category (eg output, merchandise, purchase of raw materials, rent, etc.). In addition, it has become necessary to have a partner who is responsible for everything that happens in the program used by each company, which incurs additional costs for it. In addition, the process of correcting invoices has become complicated and time-consuming as with the use of MyData, when an invoice is cut electronically **it cannot be corrected** once it has been finalized. A time-consuming series of actions must be taken to cancel an invoice.

Finally, **MOBIAK** has fully coped with the above changes since it has learned to **maneuver** and faithfully follow every formal and legal obligation of our country. The adaptation of our company and its inclusion in MyData, apart from some small difficulties that existed at the beginning, not only does it not face a problem with the MyData platform, but now **it is used by us**.



FIRE SAFETY AT HOME: A GUIDE FOR YOUR SAFETY

BY **LETERIS ANGELIS**

Production & Management Engineer
Head of Department of Studies & Application of Fire Suppression Systems & Fire Detection

Preventing house fires is crucial for your safety, your loved ones, and your property. According to statistics, 358,500 houses are affected by fire incidents each year, resulting in the death of approximately 3,000 residents and property loss.



Here are some useful and smart tips to make your home safer:

1 Equipment

- **Smoke detectors:** Install smoke detectors on every floor of your house, including the basement and attic, with special emphasis on the kitchen and bedrooms.
- **Fire extinguishers:** Purchase and place fire extinguishers of the appropriate category in your home, such as the boiler room, kitchen, and common areas, and learn how to use them correctly.
- **Home Kitchen Systems:** Consider installing smart automatic fire suppression systems for the kitchen. Statistical studies show that 50% of fires start in the kitchen. Such systems are Prince George and IDOMENEUS.
- **Gadget:** Place fire-fighting gadgets in various areas of your home so that they are always accessible to everyone. Such items are the Firefighting Vase and the Firefighting Egg with a suitable amount of fire-fighting foam.

2 Habits

- Do not smoke inside the house.
- Do not leave flammable materials near heat sources.
- Do not leave lit candles unattended.
- Always turn off stoves and lights when not in use.
- Do not leave flammable liquids near flames or sparks.
- Teach your children the rules of fire safety and inform them on how to call the fire brigade in case of an emergency.

3 Maintenance

- Clean the ventilation ducts and filters regularly from dust and grease.
- Check chimneys and fireplaces regularly for any damage.
- Keep flammable materials, such as paper and wood, at a safe distance from any heat sources.
- Make sure your electrical installations are in good condition and there are no worn cables or exposed sockets.

PERSONNEL MANAGEMENT

BY IOANNIS BOUFKAS

Business & Management Administration
Head of Human Resources Manager (HR)
Distribution Center of Central & Northern Greece



At **MOBIAK**, personnel management begins with the recruitment of the right candidate, their adaptation to the company's work environment, the company's working conditions and the personal situation of an employee within the work environment.

During the **recruitment process**, interviews are conducted in search for a suitable candidate. His role in the company, his duties and responsibilities and his salary are discussed.

After the recruitment of the suitable candidate, the process of training and adapting the employee to the way the company operates and the machinery that exists in the company begins.

MOBIAK adapts to the modern era by implementing a **management system with many elements of participative management**, in which employees have an active role in making decisions for the operation of the company.

In this way, **each employee** develops as an individual and as a team, improves communication, creates a climate of trust between management and employees, because of which the efficiency of employees increases both quantitatively and more qualitatively.

MOBIAK invests in its staff, and it regards it as one of the most important elements of its culture.



Video of presentation and assembly of **MOBIAKCARE** products

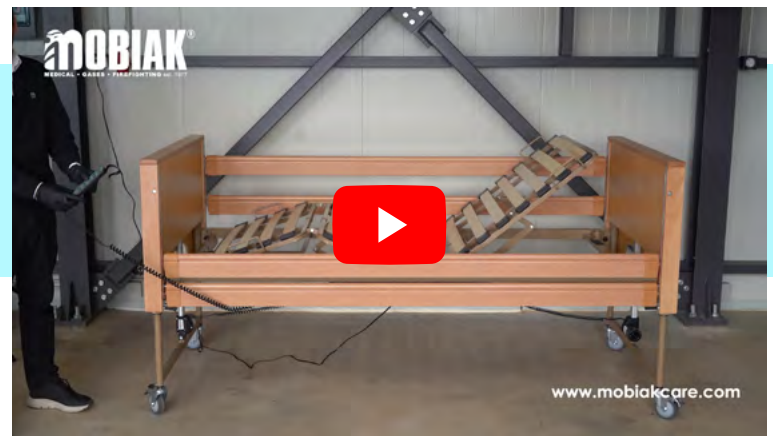
BY **MANOLIS GALANAKIS**
Civil Engineer
Medical Equipment
Sales Department of Greece

After repeated requests from our customers for the promotion - advertising of our products either in their stores or on their online pages, we proceeded with a new action where our products will be presented, their usefulness and the assembly of the products that are more complex .

These videos will appear on the MOBIAKCARE site and under

each product page. You can, for example, browse your website mobiakcare.com and see videos of its presentation and assembly, such as the code 0803151- ECO. HOMECARE BED «LIBRA» WITH WOODEN COVERS. Like for example product code 0803300-OXYGEN CONCENTRATOR (8F-5A) 5LIT LITE YUWELL

LIBRA



0803151



0803300

LITE YUWELL

These videos are also posted on the official page of our company on Youtube - MOBIAK S.A., so that users not only the relevant store personnel, can have access to facilitate their daily life.

In case you would like us to create videos of assembly or use of our product, do not hesitate to request them from our sales department or from the Graphics department of our company.

THE DIRECTIVE FOR THE FIRE PROTECTION REGULATION FOR PROPERTIES NEAR FORESTS COMES IN FORCE

BY **GEORGE THEODORAKIS**
Mechanical Engineer
Store Manager

Following the "Fire Protection Regulation of Properties in and near Forest Lands" which was published in the Official Gazette after a decree of the Ministers of Environment and Energy, Interior and Climate Crisis & Civil Protection (19.05.2023), the relevant interpretive directive is issued, for its implementation, due to that the new fire season is approaching, from May 1, 2024.

The purpose of the above **Regulation** is to protect the life and safety of citizens, the protection of the Environment, and of course the fire protection and fire safety of buildings located within forest areas or close to them, as well as limiting their contribution to the spread of fire.

The above Regulation applies to properties located in plots of land or fields, in forests, wooded areas, in declared wooded or reforested areas, as well as

within a radius of 300 meters from them, or located in parks and groves of cities and residential areas.

For all the above properties, an assessment form must have been completed by a technical engineer already by the end of March 2024.

These properties are required within one month to **submit a declaration of implementation of the measures** provided by the engineer, and it is mandatory.

In a few words, among other things, it provides:

- 1) Safe and unobstructed access to the property
- 2) Creation of fire protection zones
- 3) Clearing and safe storage of hazardous materials

All the above-mentioned measures are mandatory from **31-3-2025 for high-risk properties and for medium-low risk from 31-3-2026**

All the above will be submitted in paper form to the municipality to which each house belongs.

Following the above, the municipalities must:

- Register the above in a special register, with the possibility of a sample check
- Organize committees with appropriate personnel who will carry out checks and autopsies on a sample basis
- Inform their citizens about their obligations regarding the above
- Draw up fire protection zones in the above dangerous areas and take the necessary measures, as well as harmonize civil protection plans for the safe evacuation of the settlement in the event of a possible incident.

Crash Test Certification in the Name of MOBIAK!

Our company, as part of the research it has been carrying out for a long time to shield the safety of patients who use our products when traveling in motor vehicles, managed on 03-15-23 to certify the wheelchair with code **0811300** for Crash Test.

BY **VASILIS SIMANDIRAKIS**
Public Relations
Head of Medical Equipment
Sales Department of Greece



After various tests carried out at the Cranfield Impact Center laboratory in England, our GEMINI wheelchair was certified for Crash Test based on ISO 7176-19:2008. The certificate has been issued in the name of **MOBIAK** and is thus **the first Greek I/P manufacturing company** to hold the specific certificate in its name.

The ISO 7176-19:2008 crash test is a standard that ensures that suitable safe transport is provided to disabled people who cannot move from their wheelchairs when traveling in motor vehicles.



Wheelchairs certified to ISO 7176-19:2008 are suitable for use as a seat in a vehicle for the transport of wheelchair users. This specific standard ensures that in the event of an accident, adequate safety is provided, and the wheelchair is able to withstand the force of the impact.

Some of our partners in Crete who have taxis to transport people with disabilities have already integrated our certified wheelchair **GEMINI 0811300** into their fleet.

THE COST OF HUMAN ERROR

In a competitive industry, human error is one of the most significant factors that affect financial income of a company. Human error can occur in many sectors, but this article will be mainly focused on the errors that concern sales teams.

To begin with, errors occurring from a sales team not only **add on transportation expenses**, but they also affect **stock** availability and overall customer satisfaction. For instance, let's ponder the damage that would occur if a customer received a palette containing the wrong products. First of all, a direct result would be the dissatisfaction of the customer. In addition, the elongated arrival of the right product could result in a non-returning customer. Finally, shipping the wrong order, would burden the company with additional return costs, resulting, in avoidable transfers and delaying the total logistics efficacy.

BY **IOANNA LELENTZI**
Production & Management
Engineer, MSc
Firefighting Equipment
Sales Department of Greece



All of the above make clear, that **human errors** play an important role in the financial prosperity of a company. Even though, completely eradicating human error from business processes may not be feasible, reducing its occurrence and impact is crucial for maintaining competitiveness and financial stability.

In order to find a reasonable solution, let's think how errors come to be; **Human errors can be attributed to a range of factors**, including lack of experience, attention loss, fatigue, and even taking shortcuts or overlooking details. For the purpose of resolving all of the above a company should focus on **educating** not only new employees, but constantly offering educational opportunities among all teams and staff. Also, a pleasant and respectful working environment that offers promotions and rewards is necessary for the overall **job satisfaction**, with the direct result of a highly engaged and hard-working personnel.

Taking my own experience as an example, coming to **MOBIAK** as a new employee I received the proper training which led to reducing my potential mistakes. Moreover, having **supportive colleagues who welcomed me** into their team and the pleasant working environment motivated me to become better, hard working and more productive.

To conclude, a company that can maintain proper work force education, **job resources** and an optimal working environment may reduce human error as well as the resulting costs.

MOBIAK

Fireproof Bags



Through its vast knowledge and experience in foraying into untapped markets, MOBIAK has embarked on a mission to build a remarkable distribution network by working closely with worthy allies in various nations.

We are pleased to present our **latest collection** of fireproof bags, targeting customers both locally and globally.

Fireproof bags are specialized “containers” designed to protect their contents from the destructive effects of fire. They are crafted using **materials that possess fire-resistant properties**, such as fiberglass, silicone-coated fiberglass, or similar substances that can endure **high temperatures**.



Fireproof bags are an excellent investment for safeguarding important belongings from fire damage.



BY IRENE KOLOVOU
Environmental Engineer
Firefighting Equipment Exports Department

These bags are commonly used to store important documents, electronic devices, passports, cash, jewelry, and other valuables that need protection in the event of a fire. Fireproof bags are available in a **variety of sizes and shapes**, catering to different storage needs. They range from small document pouches to larger bags suitable for storing laptops or other electronic devices. Many of these bags are equipped with heat-resistant zippers or closures, enhancing their ability to shield the contents from fire damage.



When selecting a fireproof bag, it's essential to **consider several factors**. Firstly, the temperature rating of the bag should be taken into account to ensure it can withstand the specific heat levels that may be encountered. Additionally, the size of the bag should be suitable for accommodating the items that need protection. Other features, such as water resistance or impact protection, may also be worth considering depending on individual requirements.

In conclusion, fireproof bags are an excellent investment for safeguarding important belongings from fire damage. By providing a **reliable and secure storage solution**, these bags offer peace of mind in the face of unforeseen emergencies.

Award of praise to MOBIAK by the group for UNESCO Piraeus and Islands

The Group for UNESCO of Piraeus and Islands, has been active **for 25 years** in three main areas, Culture, Education and Solidarity towards those in need.

With its actions, the Group provides significant material and psychological support to our fellow human beings with problems who are affected by poverty.

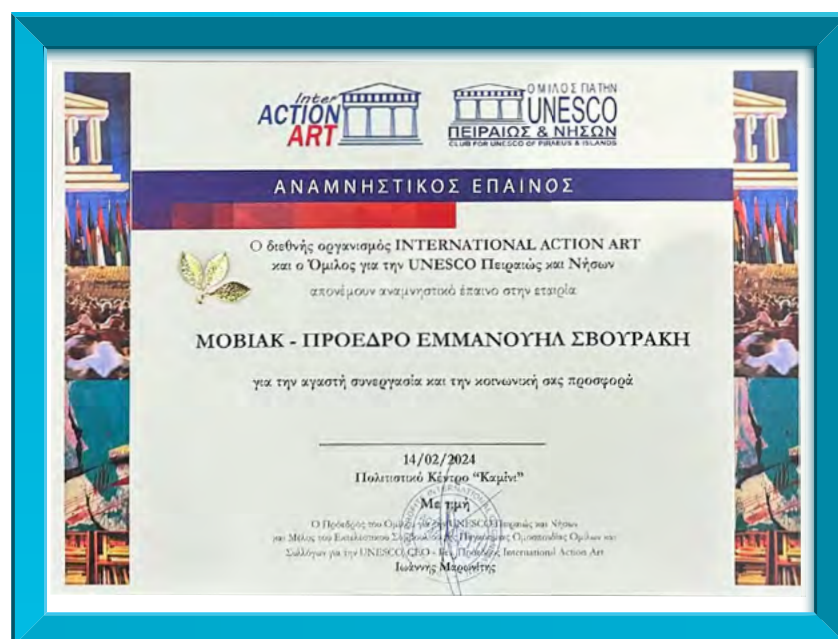
The Group operates in Nice (Athens) and Piraeus:

- 2 social restaurants that provide 400 meals daily to the needy
- 2 social grocery stores serving 200 families per month
- Social drugstore
- 2 social clinics
- 3 social dormitories with a capacity of 65 people each
- 3 open day center for the homeless



”

BY **ALEXANDROS MPOLANIS**
Economist M.B.A
Tendering Department



The organization and operation of those structures is a **difficult and demanding** process and requires mental strength as well as financial support so that the structures can function efficiently.

MOBIAK, recognizing the importance of helping the ones in need, **supports the Group for UNESCO of Piraeus and Islands** and for that we were awarded an honorable mention at a Group event, which took place on February 14, 2024 .

From our part, we feel happy that we can contribute to the Group's valuable action and we will continue to be helpful and supportive to them.

FIRE SAFETY TRAINING FOR CHILDREN - MOBIAK HELPS IN TRAINING!

BY **APOSTOLOS DIAMANTOPOULOS**
Economics MSc.
Firefighting Equipment
Exports Department

Early learning of the correct behavior in the event of a fire, as well as fire safety training, is extremely important for children. Fire, one of the four elements of nature, is a magical attraction for most children as they are fascinated by its flickering. Fire awakens children's curiosity to discover it.

At the same time, children are not allowed to start or be near a fire. However, the magic of the forbidden acts subversively and heightens the interest in the children, who eventually seek the "play with fire". Imagine a child in the attic, under the bed or in the forest. There is a **great risk** that the objects will quickly be on fire and unsafe handling of the fire will lead to physical injuries and property damage.

Fire protection training

Fire safety education from a young age is particularly important for the protection of every family, and at MOBIAK this is our priority and main concern.

Fire safety education should be carried out in kindergarten, primary school and at home in order to effectively prevent accidents.

As for the home, the parents, they themselves should carry out discussions with their children, even in the form of a game, with the ultimate goal of learning about fire protection and the general behavior towards an emergency situation. The cooperation of all the above (parents, teachers, educators) with the contribution of the fire department, but also of the companies that are specialized in fire safety, will help to create a responsible society.



Focus of fire safety training at young ages by MOBIAK

The focus to fire safety training, includes lessons about the element of fire, the dangers and the proper behavior in the event of a fire. In the context of education, MOBIAK receives visits from primary and secondary schools on a **weekly basis** and informs about the basic principles of fire safety:

- We learn about the element of fire and how it is caused
- We recognize the dangers of smoke and fire
- Learning the correct behavior in case of fire



We know how to call the fire department

Parents, educators, and teachers also act as role models in dealing with fire. Children need to learn the right way to behave in case of fire and know what to do in this case.

For example, children should learn that, in the event of a fire:

- Get out of the room as quickly as possible and close the door, isolating the source of the fire
- We don't take toys with us, we don't waste time
- We do not enter elevators
- We get out of the burning house
- If escape is not possible due to heavy smoke, close the door and, if possible, seal the door with wet cloths. After that, you should stand at the window to get the attention of the people outside for help. Climbing out of a high window is not an escape option.
- Call 199

Fire safety in a house with children

In principle, it is recommended to install a smoke detector in every child's room. In case of emergency, it will warn you in time and save your life. Smoke is often more dangerous than the fire itself, as it contains many toxic substances and can lead to smoke poisoning within a short period of time. In the best case, of course, a dangerous situation does not arise in the first place. In this way, parents can reduce the risks by taking preventive measures.

Have a **class F fire extinguisher** at home for grease and oil fires in the kitchen, and a **powder** fire extinguisher for classes A, B, C or **foam** for classes A, B. A **carbon dioxide extinguisher** is recommended for Class E fires.

BY **MARIA LEKKA**
International Accounting,
Auditing & FM MSc
Accounting Department



FACTORING: The Alternative Model of Financing



MORE THAN 80% OF BUSINESSES THAT HAVE BEEN DRIVEN INTO DECLINE CLAIM THAT THE MAIN FACTOR OF THEIR FAILURE WAS THEIR CASH FLOW PROBLEMS.

Often this problem arises from deferred payment terms that have been agreed with some customers as special agreements. This means that the business may have to wait a long time even more than 120 days to collect the invoice amount. This consequently can lead to **cash flow problems** as the operating expenses of the business continue but at the same time it hinders its growth.

One way to avoid these problems is factoring which gives the possibility of financing as an advance payment of the invoices in cash and later the customers are invited to proceed with payment directly to the respective bank - **factoring**. The financier percentage is usually 70-90% and the balance is paid once the customer pays the corresponding amount.

The evaluation of the creditworthiness of the companies that pay the invoice is done by factoring, something that reduces the credit risk for the company, helps it adjust its credit policy in time and also concentrate on the development of its operations.

In addition, by assuming responsibility for the collections from factoring, the transactional behavior of customers improves knowing that the payment must be made to a bank. This also leads to a reduction in the operating costs of the business as the bank has the accounting monitoring of the client's debts and does not have to find solutions for additional risks.

MOBIAK, as a constantly growing company and with a constant increase in its clientele abroad, uses factoring services to reduce credit risk, reduce the repayment time involved with continuous cash flows, limit its costs, improve competitiveness but also to focus its action on its continuous development.

MOBIAK:

We say no to words, yes to actions!

The Friend of the poor offer food rations in region of Splantzia



BY **ELENI PAKOU**
Finance & Accounting BSc.
Accounting Department

Collectiveness, the feeling of solidarity and the need to give are aspects of human life.

The changes we are all experiencing recently and the intense presence of difficulties and problems lead to the need for the **humanitarian consciousness** to be externalized through conscious and above all selfless actions.

In these cases there is talk of acts of social solidarity and volunteerism.

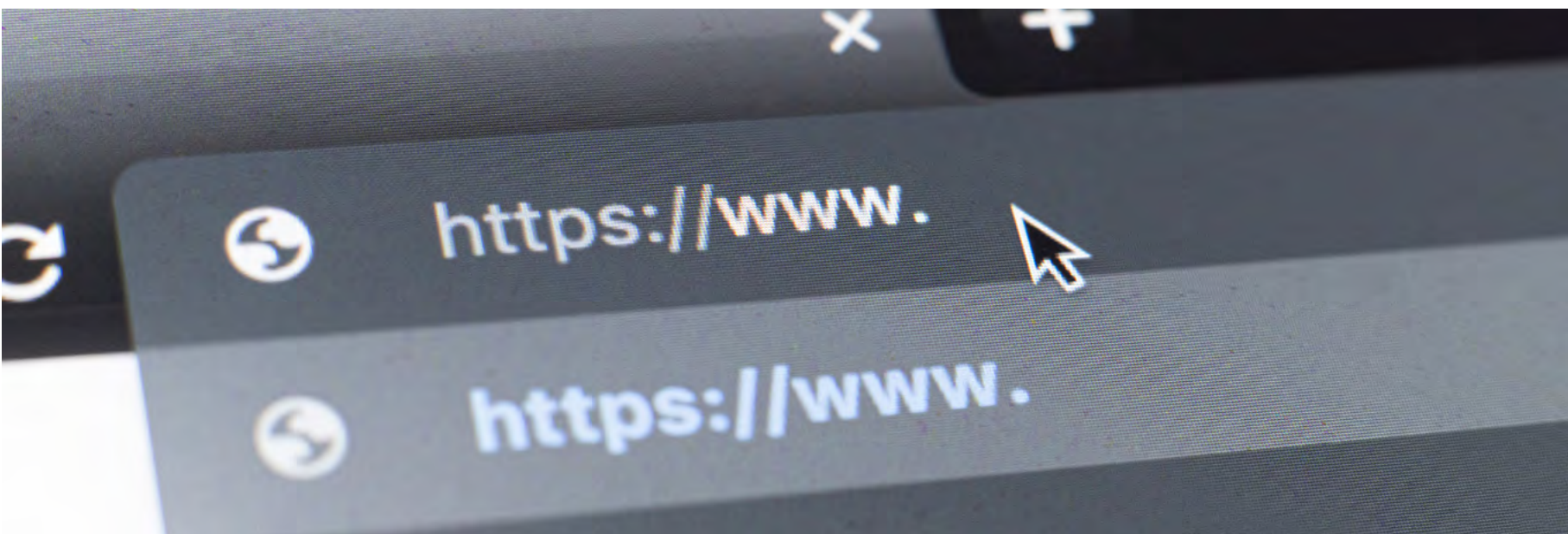
Through giving, human existence itself is recognized and the sensitive aspect of man, which is humanitarian consciousness, is brought out. With social solidarity man shows the highest **respect for the value of human life** without any expediency.

As a people, giving as well as solidarity are elements of our characteristic structure, as it has been proven in practice that in the most critical moments for Hellenism, we all come together like a fist and offer the maximum.

MOBIAK is on the side of our fellow human beings supporting the 60 years of operation of the **Philoptochos Syssitio Splantzias** association of the Prefecture of Chania by helping their work, making donations that cover their basic needs.

Supporting such associations shows that the simplicity of giving plays a very important role in the value of human existence, as well as being the highest form of social solidarity and one of the most essential forms of a democratic society.

With this as a beacon of thought, **MOBIAK** offers and will continue to offer selflessly support for the dignified living of its fellow human beings and fellow citizens, ensuring their very life and their dignity.



Enriching a site with new information



While a website may already be a source of valuable information for our partners, there is always room for improvement and enhancement. Constantly updating and enriching a website with new information is a critical element in enhancing competitiveness and strengthening the relationship with our partners. Here are some suggestions on how we can proceed:

BY **VASILIS GKIoulas**
Business Administration BSc.
Department of Medical
Equipment Exports

Upgrading Existing Content:

MOBIAK is constantly enriching its website. Reviews existing pages and articles to identify gaps or outdated information. It also adds new content covering the latest news, trends and analysis in our industry.

Adding Multimedia: The images, videos and brochures that are constantly being added make the site more attractive and interactive. We create multimedia content to accompany the text and enhance the user experience.

Continuous Renewal and Update: Continuous renewal of content is vital to keep our partners informed and interested. Commit to updating a website regularly with new information, news and offers.

Enriching a website with new information and content is an ongoing process that requires commitment and dedication providing value to our partners.



IAPR intensifies fight against tax evasion with POS checks

BY **EFI ANDREADAKI**
Accounting & Finance
Accounting Department

The Independent Authority for Public Revenue (IAPR) is stepping up its efforts to combat tax evasion, focusing on identifying businesses that use illegal point-of-sale (POS) terminals without issuing receipts. This initiative is part of a broader strategy to ensure that all businesses comply with tax legislation.

Digital transformation and POS upgrade as a key axis

The upgrade of POS and their interconnection with cash register systems is a crucial part of the digital transition and the evolution of the consumer landscape. The adoption of new payment technologies, such as mobile payments, contactless payments and other advanced methods, offers customers a multitude of choices and convenience in their transactions.

Advantages of interconnecting POS and cash register systems:

- **Automation and error elimination:** Automatic updating of cash register systems after each transaction saves time and reduces the possibility of errors.
- **Flexible and specialized services:** The upgrade of POS allows businesses to offer their customers a wider range of payment options, improving their experience and satisfaction.
- **Transparency and security:** The interconnection of POS and cash register systems enhances the transparency and security of payments, contributing to the fight against tax evasion.

MOBIAK supports IAPR's effort

MOBIAK, having met the requirements of IAPR, ensures the existence of terminals in every vehicle and seller, contributing to the compliance with tax legislation.

We believe in honest and transparent operation, supporting the healthy development of the economy and the promotion of a fair tax system.

Compliance and serious consequences:

Non-compliance with tax legislation can have serious consequences. Therefore, **MOBIAK calls on all its partners** to take the issue seriously, ensuring compliance with the rules and avoiding unpleasant consequences.





THE PANAKROTIRIAKOS ACADEMY AT ARIS SOCCER SCHOOLS

For 2 days, February 15 and 16, the **1st visit** of the managers of ARIS F.C. Thessaloniki took place at the facilities of the Akrotiri Academies in Kathiana as part of the ARIS F.C. Soccer Schools!



BY DIMITRIS MOUSOURAKIS
Accounting & Finance
Human Resources Manager (HR)

In particular, the Technical Director of the network Giorgos Koltzidas and the coach Grigoris Papadopoulos took part in the training sessions and had a first contact to evaluate the competitive divisions in the ages K16-K14 and K12.

MOBIAK S.A. as a central and major sponsor of the Academies over the years supports every action, trying to contribute to the sports training and development of young football players.



Besides, the **Svourakis family** is well represented in the competition department as the 13-year-old Giorgos, and the youngest of the family, is a key member and one of the captains of the K14 team of Panakrotiriakou.

The **president** of MOBIAK Manolis Svourakis attended the training sessions and in general the actions of ARIS Soccer Schools while he hosted a dinner for the representatives of ARIS F.C., the president of Panakrotiriakos and the coaches of the Akrotiri Academies.



STOCK INVENTORIES

”

BY **GEORGIA ARNANTONAKI**
Applied Economics MSc
Accounting Department

Stock inventories in a business like MOBIAK are very important for its efficient operation. By accurately valuing inventory, the business can have **an accurate virtual account of the cost of producing and storing goods**. Also, proper inventory management can help reduce costs and increase business profits.

In addition, stock inventories are also important for detecting potential problems in their management. The business can detect any differences or issues in inventory management **before they negatively impact operations**, by monitoring inventory at regular intervals.

Finally, inventories are necessary to **make effective decisions** about the company's inventory policy and improve its performance. Based on the inventories, decisions can be made about purchasing new merchandise, reducing idle inventory, improving inventory management, and addressing any issues that may arise. Thus, the correct inventory of stocks **contributes to their good management, for the smooth operation and development of a company**, as it affects its performance, competitiveness, and profitability.

For the above reasons, MOBIAK, in addition to the annual inventory which is carried out in the first days of the year, in the four distribution centers of the MOBIAK company (Athens, Thessaloniki, Heraklion and Chania) carries out at regular intervals **sample checks** on categories of goods with the aim of confirmation of their correct number, but also the identification of any problem that may have arisen in order to address and resolve it.

Emotional Labour & Women

Emotional labour is the management of emotions, but also the management of life, in combination. It is the unpaid, unseen work we do to keep those around us relaxed and happy.

It is important for working women to understand the impact that emotional labour has on their performance. However, it is equally important for organisations/businesses to be aware in order to **provide support for their female employees** to cope with the impact of emotional labour.

BY **PARESSA SAVOULIDOU**
Computer Science
Accounting Department
Distribution Center of Central &
South Greece & the Islands

Therefore, supervisors are well advised to take into account that :

- Because emotional labour is not easy to quantify or define precisely, it may not be perceived as 'real' work
- The importance of emotional labour should not be underestimated.
- The efforts made should be recognised
- The most difficult aspect of emotional labour is to feel that others do not understand and appreciate it

And working is a good thing:

- If they are often called upon to confer with an extremely difficult client because «they are so good at it,» they can thank their manager for the confidence he or she has in their abilities and point out that such conversations require extra attention and time, which necessarily «steal» from their normal duties
- To take care of themselves
- The emotional workload is doubled when they are tired, or stressed
- In our company we have many women of different ages , different educational levels , some with many years of experience , some with less but all of whom strive for the best possible communicative and collegial performance at work.

“We share our lives in the workplace, often in a very personal way. All of these things provide deep connection, support and built-in social opportunities that we often take for granted”



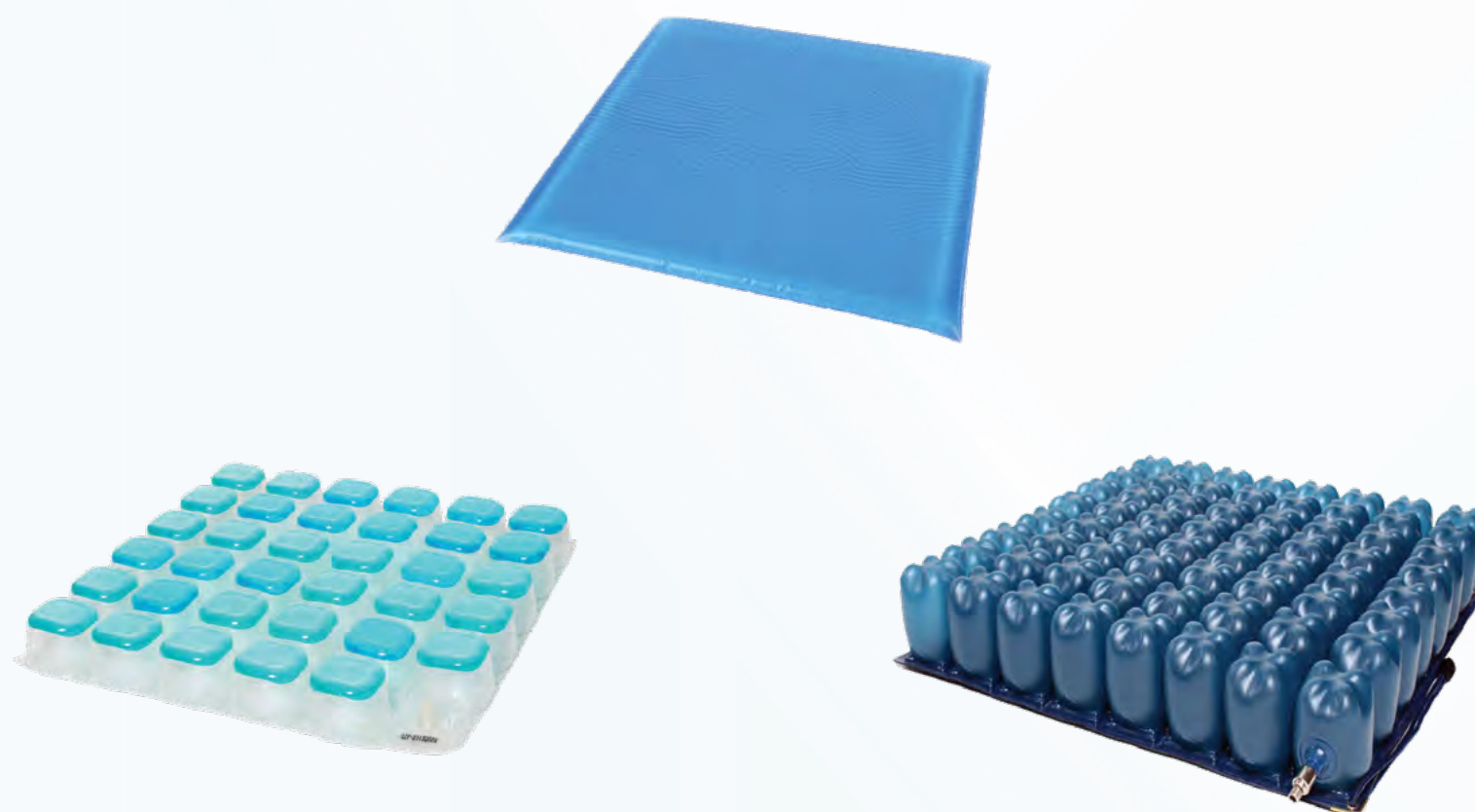


ADAPTATIONS FOR YOUR WHEELCHAIR: A GUIDE FOR A COMFORTABLE DAILY LIFE

BY **ANGELIKI KAMPERI**
Production and Management Engineer, MSc
Sales Department of Greece

Maintaining health, comfort and functionality in a wheelchair requires **proper fitting**. Improper fitting can have several negative effects on a person's physical and mental health. First and foremost, improper fitting increases the likelihood of skin wear, which, particularly in areas of constant pressure, can lead to pressure ulcers. In addition, improper fitting can restrict healthy respiratory function, making it difficult to breathe deeply and exacerbating breathing problems.

Poor posture can affect other body systems as well. **Improper head and neck posture** can cause difficulty in swallowing, which can affect food intake and increase the risk of aspiration. Reduced dexterity and balance may prevent self-sufficiency and participation in routine tasks, thus limiting movement and interaction with the environment. **Long-term poor posture** can also cause curvature of the spine, which can lead to persistent discomfort and physical abnormalities.



In addition, poor posture obstructs one's field of vision, which can lead to social withdrawal and reduced interaction with the environment. Poor posture often leads to chronic pain and discomfort, which can affect general mood, sleep quality and participation in activities. Ultimately, these elements lead to greater fatigue and a lower standard of living for wheelchair users.

In this guide, we will give you basic instructions on how wheelchair users can make simple adjustments to improve comfort, such as adjusting seat height, backrest angle and armrest position. In addition, we will suggest additional measures, such as the use of additional buttock cushions, to ensure optimal positioning and prevent the development of pressure ulcers.

Change the angle of the back:

Back angle is important for maintaining the stability of your spine, relieving pressure on your back and improving your comfort level. Many wheelchairs have a backrest that can be adjusted to the user's preferred angle. Find the adjustment mechanism, often located on the back of the wheelchair frame, to change the angle of the backrest. To raise or tilt the backrest, you may need to release a lever or turn a knob, depending on the wheelchair model. The spine

may feel less tension and more relaxation when the back is slightly reclined, especially when sitting for long periods of time. However, for tasks that require more torso involvement and stability, an upright position may be ideal.

Add more cushions for buttocks support:

Adding seat cushions can improve comfort and help prevent pressure ulcers, especially in the buttocks area, in addition to changing wheelchair components. Wheelchair users can use special cushions or seat cushions that are designed to distribute pressure appropriately and provide extra support. These cushions often have components that adapt to the shape of the user's body, such as memory foam or gel inserts, which reduce pressure points and encourage good alignment. To guarantee the best possible comfort and support, users should consider things like thickness, firmness and material composition when choosing a pillow.

In summary, people can reduce risks, increase wellbeing and **improve their standard of living** by addressing the effects of improper positioning and making the necessary modifications. For wheelchair users to have the best possible positioning.

Artificial Intelligence Tools in Business

Evolution or Threat?

It is undeniable that recent years have seen significant improvement in the performance of artificial intelligence tools. These tools can effectively contribute to the following areas:

Customer Service

Artificial intelligence already plays a crucial role in many e-shops. AI assistants provide instant response to customer queries with accurate information about the products for sale at any given time.

Sales

Employees in this field can benefit from these tools (such as ChatGPT, Microsoft Copilot, etc.), as they allow them to automate emails and contribute to issues such as finding a suitable supplier and customer.

Marketing

By collecting data on customer preferences, artificial intelligence tools can effectively contribute to the creation of strategies to promote products to the right customers. Through data analysis, businesses can better understand audience needs, automatically tailoring their promotions and offers.

Production

Accordingly, with the use of artificial intelligence tools, simulation models of pre-production processes can be created. These models help identify and prevent potential failures and problems (e.g. cutting tool wear) during the production process thereby reducing the margin for error and production time.

Supply Chain

Using such tools in this area improves accuracy and efficiency. More specifically, by entering the right data, models are created that can predict future needs in logistics materials, record them without errors and reduce delivery time. In addition, AI tools can identify patterns and trends in data, allowing businesses to take proactive measures to address potential problems. In this way the supply chain becomes more flexible, efficient and adaptable to the constantly changing needs of the market.

Graphics

There are several applications that produce and edit images, audio, video without the need for the worker to create them from scratch. These applications work based on a description of exactly what will be created, allowing the user to focus on the creative process, without dealing with time-consuming technical details.

BY **DIMITRIS ROSMARAKIS**
Production & Management
Engineer, MSc
Tendering Departmen



However, there is a fear of jobs being replaced, and also some people are not comfortable using these new technologies because they see them as unreliable. Nevertheless, companies seeking growth must promote the use of these tools, as they can significantly improve employee performance. In conclusion, although these tools are likely to automate many jobs in the future, they can also create new ones.

Securing Fire Safety: The New Italian Legislation for Airbnb Accommodations

BY **STYLIANOS ARONIS**

Production & Management Engineer

Firefighting Equipment

Exports Department

The rise of platforms like Airbnb has redefined the tourism landscape, offering travelers a variety of accommodations and empowering people to leverage their property. However, this evolution has also required corresponding adjustments to legislation to address emerging safety risks. Recognizing the risks associated with short-term rentals, especially in densely populated areas, the Italian government has taken strict measures to mitigate potential hazards.

In an effort to prioritize the safety of tourists and residents, Italy recently implemented stringent measures to **enhance fire protection** in Airbnb accommodations nationwide. This landmark legislation marks a significant step towards ensuring the well-being of guests and hosts, highlighting the importance of preventive safety measures in the rapidly growing sector.

The new law stipulates that all Airbnb accommodations must comply with fire protection standards, including measures for **prevention, detection, and mitigation of fire risks**. From fire extinguishers and smoke detectors to emergency signage, hosts are required to equip their accommodations with necessary safety equipment to ensure prompt response in case of emergencies. Additionally, accommodations must undergo regular inspections by certified professionals to verify compliance with safety protocols.

Hosts who do not comply with the standards face strict penalties and possible suspension of their privileges, compelling them to conform to regulatory standards and promote a culture of responsibility among stakeholders. Additionally, the law allows local authorities to conduct regular inspections and audits to ensure continuous and monitored oversight.

Essentially, Italy's pioneering legislation requiring fire safety in Airbnb accommodations represents a progressive approach to human protection, as stringent regulations safeguard human life. Italy sets an example for similar countries facing similar challenges.



MOBIAK
products
take care
of both our
lives and the
environment

Remaining true to its vision and progressiveness, MOBI-AK has created a **new product line**, MBK23 – AF SERIES, with firefighting capacity for F-type fires (cooking oils and fats), which are the most common cause of fires in homes. The range includes 3 models (2, 6, and 9 liters) to cover all types of accommodations, whether small or large.

The range is also environmentally friendly as it does not contain fluorine in the extinguishing material, aligning it with the company's to promote the sustainable development of the planet.

airbnb

BY ELIAS DRAGONAKIS
Accounting Department
Distribution Center of Central &
Eastern Crete

Coolant R1234yf

Since 2017, the European Union in an effort to limit the destruction of ozone in the atmosphere obliges all car industries to use R1234yf in the **air conditioning systems** of their new models.

So let's get to know R1234yf, which is one of the **new generation** refrigerants and has been distributed by MOBIAK since the first moment it was released

R1234yf with the exact name tetrafluoropropene is the replacement of R134 which combines environmental benefits and excellent cooling performance. The new refrigerant is 350 times less harmful to the environment than its predecessor and its lifetime in the atmosphere is only 11 days .It still has a global warming index of **GWP 4** unlike R134 which has **1430**. Finally and importantly **it is not toxic to humans**.

Among the negatives is that it is highly flammable, for which negative a great battle was fought by the car manufacturers, presenting **safety issues** for their cars, and finally all these objections were overturned because the environment is a priority. It is still quite expensive than its predecessor like any new product that is launched but with the passage of time and slowly its cost is escalating....

R1234yf is bottled in **bottles with a capacity of 5 kg and colored red**, like all flammable refrigerants on the market, and is accepted by all authorized car repair shops as well as electricians who are in charge of repairing damage to car air conditioning systems.





The Advantages of Educational Seminars at MOBIAK



BY **ELENI PAPANIKOLAOU**
 Management of Health &
 Social Welfare Units
 Management Assistant Fire

Recently, our company, MOBIAK, has organized and conducted several educational seminars, both in-person and online, covering various topics such as ISO, Technical, Sales, Fire Safety, First Aid, Medical, etc.)

Having participated in some of these seminars myself, I would like to mention the benefits they offer to both the company and us, as employees.

These training programs provide significant benefits that positively impact performance, professional development, and employee satisfaction. In more details, the advantages offered by these programs are:

For the Company:

- 1 Increased Performance:**
Seminars and educational activities help employees acquire new skills and knowledge that they can apply to their work responsibilities, thus enhancing their efficiency.
- 2 Innovation and Competitive Edge:**
Companies that invest in employee training, encourage the creation of an environment of innovation, which can lead to new ideas and products that strengthen the company's position in the market.
- 3 Skilled Staff:**
Providing ongoing opportunities for education and development equips the company with a highly trained and skilled staff.



For the Employees:

- 1 Professional Development:**
Seminars and training activities provide employees with the opportunity to develop their skills, acquire new knowledge, and enhance their professional profiles.
- 2 Boost in Confidence:**
Participation in educational programs can help employees build confidence in their work performance and tackle challenges.
- 3 Collaboration:**
Seminars provide an opportunity to build relationships and exchange ideas with other colleagues, enhancing collaboration.
- 4 Sense of Appreciation and Recognition:**
The ability to participate in training programs demonstrates that the company values the continuous education and development of its employees.



In summary, by investing in training/educational programs of all kinds, companies can create a **work environment that encourages growth**, innovation, and employee satisfaction, while employees gain the skills and experience they need to succeed professionally.

“Pocket Masks and Ambu-Type Resuscitation Bags:

Essential Tools in Emergency Response”

In the realm of emergency response and life-saving interventions, pocket masks and Ambu-type resuscitation bags play pivotal roles in providing crucial assistance during critical moments. These compact devices serve as indispensable tools for trained professionals and bystanders alike, offering a means to deliver prompt and effective cardiopulmonary resuscitation (CPR) in emergencies.

BY **DIMITRIS TSENTELIEROS**
Information Technology Management
Imports Department of
Medical Equipment



Pocket masks are small, lightweight devices designed to cover a patient's face during CPR, creating a barrier between the rescuer and the individual in need. One of the primary advantages of pocket masks is the prevention of direct contact, reducing the risk of cross-contamination and ensuring the safety of both the rescuer and the patient. This is particularly crucial in situations where the cause of the emergency involves infectious diseases or unknown health conditions.

Additionally, pocket masks are equipped with a one-way valve that allows for the delivery of rescue breaths while preventing the backflow of air from the patient. This feature not only maximizes the efficiency of CPR but also minimizes the chances of exposure to bodily fluids.

Ambu-type resuscitation bags, complement the functionality of pocket masks in more advanced resuscitation scenarios. These manual devices consist of a self-expanding bag, a unidirectional valve, and a face mask, enabling the rescuer to deliver controlled ventilation to a non-breathing patient.

The Ambu-type resuscitation bag serves as a crucial tool when immediate and sustained ventilatory support is required. Whether used by healthcare professionals or first responders, these bags offer a reliable means to maintain oxygenation and ventilation until more advanced medical care can be provided.

In Conclusion, in **emergencies** where every second counts, the importance of having readily available and properly functioning pocket masks and Ambu-type resuscitation bags cannot be overstated. These devices empower both trained professionals and bystanders to initiate prompt and effective **CPR**, significantly increasing the chances of survival for individuals experiencing cardiac or respiratory emergencies.

As integral components of basic life support, pocket masks and Ambu-type resuscitation bags exemplify the significance of accessible and well-maintained emergency equipment in **safeguarding lives** and promoting a culture of preparedness within communities.



Environmental Management System ISO 14001

The History and Benefits of its Implementation into Businesses

ISO 14001 is an internationally recognized standard for **Environmental Management** and is part of the family of standards known as ISO 14000, which cover a range of aspects concerning **Environmental Responsibility, Environmental Commitment and Environmental Obligations**.

The history of the Environmental Management System ISO 14001 dates back to the 1960s, the time when the environmental movement began to gain popularity, followed in 1972 by the first United Nations Conference on the Human Environment in Stockholm, Sweden. In 1992, during the Conference on Environment and Development, also known as the Earth Summit, held in Rio de Janeiro, the United Nations reached an agreement regarding the protection of the environment through the reduction of the negative impacts of corporate activities. In that same year, the British Standards Institution (BSI) published the first ever international standard for Environmental Management Systems, the BS 7750. By implementing this standard, organizations were able to document their compliance with health and safety regulations, other local and national environmental obligations, as well as with codes of good practice in their industrial sectors. Concurrently with these, environmental management system standards were also issued in other countries, such as in Spain and in Ireland, while the European Commission developed the Eco-Management and Audit Scheme (EMAS) in 1993. The BS 7750 standard provided the basis for the **International Organization for Standardization (ISO)** to establish in **1996** the ISO 14001 standard on Environmental Management Systems, the specifications, and the implementation guidelines. It is of note to mention that be-

fore the first release of the ISO 14000 series of standards in 1996, a number of organizations had already voluntarily developed similar Environmental Management Systems of their own, in order to minimize the negative impact of their procedures and activities on the environment. However, the lack of the necessary tools to compare environmental practices and their impacts did not allow for a common framework for their comparison. The introduction of the ISO 14001 standard has made this feasible.

The **first revision of the standard** occurred eight years later, in **2004**, introducing some minor amendments to the original version of the standard, which were mainly focused on understanding the requirements of the standard, but also on facilitating its integration with other standards such as the ISO 9001. The **most recent and in force version** of the ISO 14001, which occurred in **2015**, brought more profound and substantial changes to Environmental Management Systems, such as the adoption of the High-Level Structure contained in Annex SL, the introduction of new requirements for risks and opportunities, the withdrawal of mandatory procedures, as well as other modifications.

The ISO 14001:2015 standard does not only apply as a framework for minimizing the negative impacts of human activities on the environment (atmosphere, aquatic ecosystem, ground), but also contributes to the compliance of the Organizations with the existing legislative and regulatory requirements, as well as to the continuous improvement of their Environmental Management Systems. The above is inextricably connected to the ever-increasing demand of consumers for eco-friendly products and services. Therefore, the implementation and



The **implementation of an environmental management system** is of vital importance for **MOBIAK S.A.**, as it **contributes to its proper and smooth operation, as well as to its Corporate Social Responsibility**. Through the proper implementation of the standard and guided by its Environmental Policy, **MOBIAK S.A. is committed to monitor and comply with environmental regulations and to strive for the continuous reduction of the potential negative effects of its actions on the environment**. These are achieved through the **recognition and compliance** of our company with the relevant environmental regulations and **legislative requirements**, as well as the **requirements of our clients**, and through the **adoption of measures and the establishment of environmental programs and objectives** aiming at the **continuous improvement of our environmental performance**.

BY **ATHINA TRAKAKI**
Molecular Biologist MSc, PhD
Quality Management System ISO9001
& Environmental Management System
ISO14001 Manager
Quality Assurance Department of
Firefighting Equipment

maintenance of an internationally recognized certification for the ISO 14001:2015 Environmental Management System demonstrates the Organization's commitment to the protection of the environment.

“The **respect for the environment and the harmonization with the ISO 14001:2015** standard are of **major significance** for MOBIAK S.A., a fact that is strongly linked to the **company's philosophy** for the transition towards a more **sustainable future for all**.





PERSONNEL MANAGEMENT IN A WAREHOUSE

BY **ANTONIS PANTELIDAKIS**
Business Administration
Head of Warehouse & Logistics Manager
Distribution Center of Central,
Southern & Island Greece

Personnel management in a warehouse is critical to the smooth running of operations and the achievement of business objectives. This includes hiring, training, coaching and evaluating staff.

Some key aspects to consider in managing staff in a warehouse include:

1. **Recruitment and Training:** Selecting the right staff based on the needs of the warehouse and its activities, as well as training them on procedures, security policies and best practices.
2. **Guidance and Supervision:** Providing continuous support and guidance to staff for the effective performance of their duties, as well as monitoring their performance.
3. **Promotions and Career:** Developing staff recognition measures and promoting their professional development through career programs and promotion opportunities.
4. **Dealing with Problems:** Dealing with any problems or differences between staff members in a fair and efficient manner.
5. **Safety and Health:** Implementation of policies and procedures concerning the safety and health of personnel, as well as the provision of appropriate equipment and training to avoid accidents and injuries
6. **Staff Scheduling:** Effective scheduling of staff to meet warehouse operating needs, taking into account peak periods, changes in demand and other factors.

Effective staff management in a warehouse is essential to achieve high performance, safety and efficiency in business operations.

BUSINESS SECURITY AND FIRE PROTECTION

The primary concern of every business should be the physical integrity of its employees and secondarily the safeguarding of its property (buildings, equipment, merchandise, etc.).

For this reason, it is necessary for every company to check at regular intervals the proper functioning of the fire extinguishing means, but also in general of all the means it has, in order to avoid to a large extent the exposure of its personnel to danger, as well as the loss of her property.

In this way, the immediate extinguishing of fires and the proper evacuation of buildings in the event of an emergency will be achieved.

So a company like MOVIAK could offer its staff the opportunity to “face” real emergency situations.

Thus, in collaboration with the fire department of Chania and the fire safety team of MOBIAK SA, a large-scale earthquake exercise was carried out in our facilities, with the aim of checking the mechanisms for dealing with accidents and the consequences of natural disasters.

Therefore, the prevention of accidents, as well as the suppression of fires, are possible when there is the necessary information, as well as the appropriate means of dealing with them.

Also, it is necessary to provide the correct training to the staff of each company, so that they are in a position to “act” immediately in cases of emergency.

In conclusion, we are very lucky to belong to the MOBIAK family, as she leaves nothing to chance, putting our lives at risk.

The exercise included a variety of possible scenarios, such as extinguishing fires, extricating people inside the company’s buildings, but also following a possible car accident in the staff parking area.

However, apart from the above exercise, which took place at MOVIAK’s facilities, the fire service has visited our company several times, where there have been talks about the equipment used to extinguish fires, as well as general issues related to fire safety and fire protection.

At the same time, the company’s staff has been trained to use fire extinguishers correctly in the event of a fire.

In addition, it is worth noting that through discussions with the fire service, it became known that several businesses have fire detection systems, but they have been deactivated.

I think it is irresponsible to say the least, to have the necessary equipment to deal with fires and not use it putting human lives at risk first and foremost.



BY THEOPISTI KELAIKAKI
Political Sciences
Credit Control Department
& Legal Department

“

We are very lucky to belong to the MOBIAK family, as she leaves nothing to chance, protecting our lives from dangers.



New Tree Plantings FROM OUR COMPANY!

Environmental protection is a key axis of action for our company.

In recent years, MOBIAK has established tree planting actions and carries them out in the wider area of Akrotiri Chania, where its central facilities are also located.



Δίνουμε
Ανάσα!

BY **ERMIONI PAPADOGIANNAKI**
Business Administration MSc.
Marketing - Public Relations Department

The tree plantings always have a deeper purpose for the management, as they are carried out in memory of the company's founder, Emmanuel Svorakis (Senior), who passed away in 2020.

This year, we successfully implemented two tree plantings, already in the first quarter of 2024, in collaboration with the Municipality of Chania, the 1st Elementary School and the Kounoupidiana High School of Chania.

First tree planting:

On **March 13, 2024**, in collaboration with the **1st Elementary School** of Kounoupidiana, tree planting took place in the wider area of the school. A variety of trees were planted, such as Lemon trees, Almond trees, Melia trees and Cypress trees, offering an oasis of green. The tree planting was carried out by the students of the school themselves, with the help of a competent agronomist from the Municipality, who with joy and enthusiasm contributed to the beautification of the area.

Second tree planting:

On **March 26, 2024**, in collaboration with **Kounoupidiana High School**, a tree planting was organized in an area, also inside the school. Students and teachers helped plant trees and shrubs, creating a more welcoming and beautiful environment for the educational community..

We are particularly happy about the implementation of these two tree plantings, which are an important move towards highlighting sustainability. We will continue to implement actions of environmental responsibility, with the aim of leaving a greener and more sustainable future to the next generations.

Together,
we can make
a difference!



Our collaborations with schools this year left us with a special feeling, as encouraging students to participate in environmental actions is an important part of children's education, where the company itself is an advocate.

Through such actions, students become active citizens, contribute to the protection of the environment, cultivate a sense of responsibility and teamwork.

We sincerely thank the Municipality of Chania for our perfect cooperation and the principals of the 1st Elementary school and the High School of Kounoupidiana for the warm welcome and enthusiasm of the students.



YOUR RELIABLE PARTNER FOR TOTAL SOLUTIONS IN FIRE DETECTION SYSTEMS

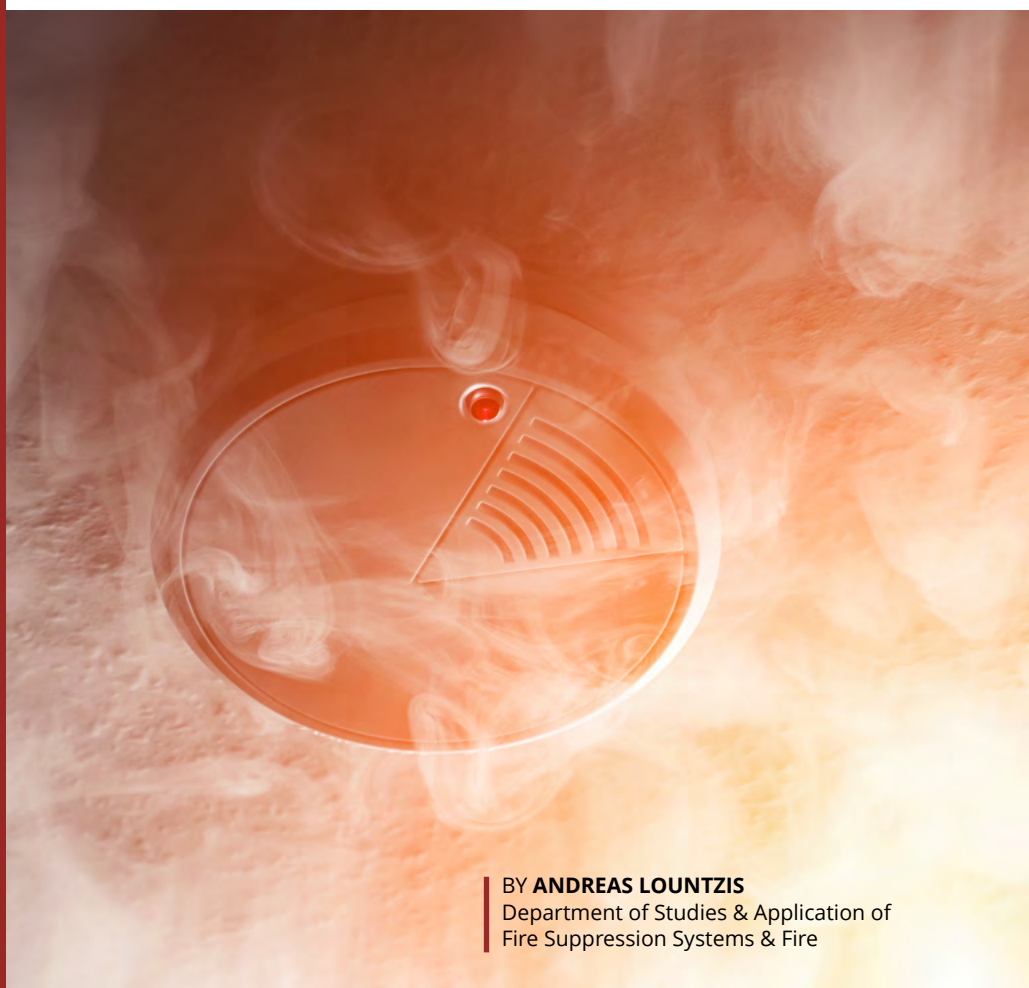
In a world where safety is paramount, there is no room for compromise. At **MOBIAK**, due to we understand the **critical importance of fire detection systems** where they aim to protect human lives, goods, properties, and businesses, we offer complete solutions that incorporate state-of-the-art technology, tailored to meet any size and project requirements.

A wide range of leading manufacturers of fire detection systems

We are proud for our wide range of fire detection system solutions we offer, coming from leading manufacturers worldwide. As official distributors for **INIM** (Italy), and exclusive distributors for the Greek market for **Protectowire** (USA), but also our collaboration with many other manufacturing houses abroad, we can offer a variety of products responding to every demand.

The solutions we offer concern:

- Conventional fire detection systems
- Addressable fire detection systems
- Public Address/ Voice Alarm (PA/VA) systems
- Wireless fire detection systems (EN54-25)
- Flame detectors
- Beam smoke detectors
- ATEX fire detection equipment - explosion-proof type
- Aspiration Smoke Detection systems (ASD)
- Marine approved Fire detection equipment
- Gas detection systems (Explosiveness- Toxicity)
- Detector's maintenance and testing equipment
- Linear Heat Detection (LHD)



BY **ANDREAS LOUNTZIS**
Department of Studies & Application of
Fire Suppression Systems & Fire

Cutting Edge Technology

We remain at the forefront of technological developments in the field of fire detection as well. Our solutions involve state-of-the-art equipment for the early detection of potential fire hazards, distinguishing in time a real fire, ensuring reliability and optimal performance for any environment they are intended to be installed. All proposed solutions have the possibility of **Cloud connectivity functions** with **Cloud application**, to notify the user (for installer's management as well) in the event of a fire alarm or even a system failure, as well as remote control-operation, system networking, and high scalability capabilities.

Customized solutions for every scenario

We understand that every installation is different, and this is why we offer customized fire detection solutions. These can cover any installation such as, industrial sites, building sites, housing estates, military installations, hospitals, warehouses, ships and many other.

Approvals according to standards

All our fire detection solutions are certified according to the European standard EN54 by recognized certification bodies (e.g. LPCB, BRE, IMQ, UL-EU etc.).

A fire detection system is one of the most important and critical investments for a project!

All the above solutions work perfectly with **MOBIAK's** extinguishing systems!

Respect in the Workplace: The Basis for a Healthy and Productive Work Culture

BY **FANIS KARYDAKIS**
Economics BSc
Accounting Department
Distribution Center of Central &
South Greece & the Islands



In today's professional world, respect between employees is a cornerstone for creating a healthy and productive working environment. Respect is much more than simple and often formal politeness or decorum. It is the ability to treat others with **dignity and understanding**.

At the root of the value is recognizing the feelings of each individual in the workplace which translates into listening to the opinions and concerns of our colleagues with care and treating others with courtesy and consideration, regardless of their position or role in the company.

Furthermore, respect is expressed through cooperation and positive communication. Employees should be open to **sharing ideas and information, supporting each other and working together** to achieve common goals.

This fundamental value is not limited to communication and cooperation but is also expressed through treating diversity with respect and acceptance. Everyone is unique with their own skills, experiences and perspectives. Respect means dealing with diversity

with an open mind and using **different** views and approaches for the common good.

Finally, respect is expressed through our daily behaviour and actions. Therefore, we are required to behave with courtesy and respect in every work situation and circumstance, regardless of the daily pressure we may face.

In summary, **respect in the workplace is essential to creating a positive and productive work culture**. Through recognition of the value and dignity of others, cooperation and acceptance of diversity, we can create an environment where every employee feels at home and is thus encouraged to develop their full potential and showcase their work.

MOBIAK'S PRESENCE AT AN EXHIBITION IN LATVIA

MOBIAK, in continuation of its actions for its continuous participation in International Exhibitions all over the world, attended the exhibition **BALTIC SECURITY CONFERENCE 2024** which took place on 11/04/2024 in Riga, Latvia, together with its exclusive representative of Mobiak for the Latvian market, company **Sprinkler Service Ltd.**

This particular exhibition-conference was held for the second consecutive year and is mainly addressed to the Baltic States (Latvia, Estonia and Lithuania). It was attended by professionals in the field of fire safety and fire detection and the attendance was around 2,000 people according to the information provided by its organizers. In parallel with the Exhibition, a conference was held in the same place where officials from the relevant public services as well as professionals in the field, exchanged opinions and concerns according to the new developments in the field of fire safety - fire detection.



BY **CHRISTOS VROULAKIS**
Civil and Structural Engineer
Firefighting Equipment
Exports Department



At this year's Exhibition and especially at the conference, discussions about **Lithium fire extinguishers** and dealing with fires in Lithium-ion batteries dominated the discussions. In this specific field, Mobiak, as a pioneer in this category, presented its range of Lithium fire extinguishers and the comprehensive protection it can provide for this type of fires where, in addition to Lithium fire extinguishers, are also accompanied by Fire Blanket for Li-ion Batteries.

In addition to the above category, Mobiak also presented the rest of its main products such as portable fire extinguishers (Powder, Foam, Water, Water Mist, Carbon Dioxide, the new Ecological FluorFree Foam Fire Extinguishers) as well as Fire Suppression systems (IG, FK 5-1-12, Kitchen Systems) along with many more products from the complete range that Mobiak can provide to its partners.

Leading Technology for Safe Transportation: Investments in the Vehicle Fleet

BY ANNA NODARAKI

Business Organization & Management
Head of Credit Control Department
& Legal Department



“

Our company, specialized in fire safety and medical equipment, decided to invest in upgrading its fleet of vehicles. The acquisition of two new trucks is part of our strategy to improve the efficiency and safety of our transport. The new additions to our fleet exemplify our commitment to providing high quality service to our customers, combining modern technology with safety and trust.

”



Vehicle Fleet Upgrade

The acquisition of two new trucks is even more important given that its fleet company, which previously consisted of 31 vehicles, now numbers 33.

The new vehicles are equipped with the latest technology and are characterized by high efficiency and low fuel consumption. In addition, their design takes into account the **safety** and comfort of the driver and cargo, thus enhancing the quality and efficiency of our transport..

The new trucks are equipped with the **most advanced navigation** and control systems, offering our drivers the ability to adapt flexibly to road conditions and improve their performance.

The design of the vehicles focuses on **reducing pollution**, offering a smooth and stable transport of our equipment, ensuring its integrity. The new trucks are equipped with advanced **safety systems** such as ABS, ESP and collision detection systems, which enhance the protection of both the driver and the cargo.

The introduction of the two new trucks enhances the efficiency and reliability of our transport, **reducing delivery times** and enhancing cargo security. The advanced technologies available in the new vehicles allow for increased safety and more efficient monitoring of the load during the journey. Our constantly monitored and upgraded transportation process allows us to offer a complete package of services to our customers, making us the preferred partner in the field of fire safety and medical equipment across the country.

Our company invests in technology and security in order to provide high quality services to its customers. The upgrade of our fleet of vehicles is an important step in this direction, enhancing the efficiency, safety and reliability of our services.

The role of an external inspection in the firefighting product

A quality system is structured, according to its analysis and the internal inspections it defines, to yield a quality product.

Inspection of a quality system refers to the process of evaluating and confirming the conformity of the quality system according to quality standards and specifications. This includes **evaluating the processes, structures, and resources used to deliver the services**. Quality inspections are key to ensuring continuous product quality improvement and customer satisfaction.

Inspection of a quality system refers to the process of evaluating and confirming the conformity of the quality system according to quality standards and specifications. This includes evaluating the processes, structures, and resources used to deliver the services. Quality inspections are key to ensuring continuous product quality improvement and customer satisfaction.

The ISO 9001:2015 quality assurance system of MOBIAK S.A. and specifically of the Fire Department, is structured in such a way as to serve the above property, with the ultimate goal of improving the quality it offers to firefighting products.

The fire department is inspected through the internal inspections set by the quality assurance system. However, due to the large export activity and the huge volume of sales that has developed during these 47 years of the company's operation, **external inspections are carried out by both Greek and foreign bodies**, as MOBIAK's products are certified and tested by a multitude of bodies. The inspections have as their ultimate purpose the establishment of the high standard of quality set by the company and required by the respective body.

When conducting an external inspection at the Fire Department, the areas that are checked are the following:

- 1 The field of storage of A' materials and disposal of the fire-fighting product.
- 2 The sector of Production - Packaging of fire fighting products.
- 3 The field of quality control and quality assurance.
- 4 The field of sales (internal, external) and customer satisfaction.
- 5 The import sector (supplier orders).
- 6 The field of workforce and its education.
- 7 The Administrative sector of MOBIAK.

A key role in maintaining the quality of the products and the proper maintenance of MOBIAK's quality system is the implementation and **maintenance of the maintenance program for the mechanical equipment** used for the production of the product. Also, carrying out the internal procedures for checking the good operation of the equipment defined by the quality assurance system, contribute to maintaining the good operation of the mechanical equipment. Also, it should be added that the measuring equipment used is **inspected - checked**, for its proper operation, by a measuring equipment calibration control company that is accredited by the ESYD.

The hard work and adherence to the procedures carried out daily by all the company's staff is proven in every external inspection. Any relaxation and non-achievement of the goals set in any area may cause a deviation from the quality that has been set.

The Chania factory is inspected at regular intervals throughout the year. The bodies that inspect the ISO 9001:2015 quality system of the fire department of MOBIAK S.A. are ABS, AFNOR, BSI, MPA, CNPP, APRAGAZ, ANPI, EBETAM, DNV, SWISS, TSE, KIWA, GTC, LPCB/BRE, GLOBAL MARK.

In total, the days MOBIAK S.A.'s quality assurance system is inspected within a year can amount to 45 inspection days.

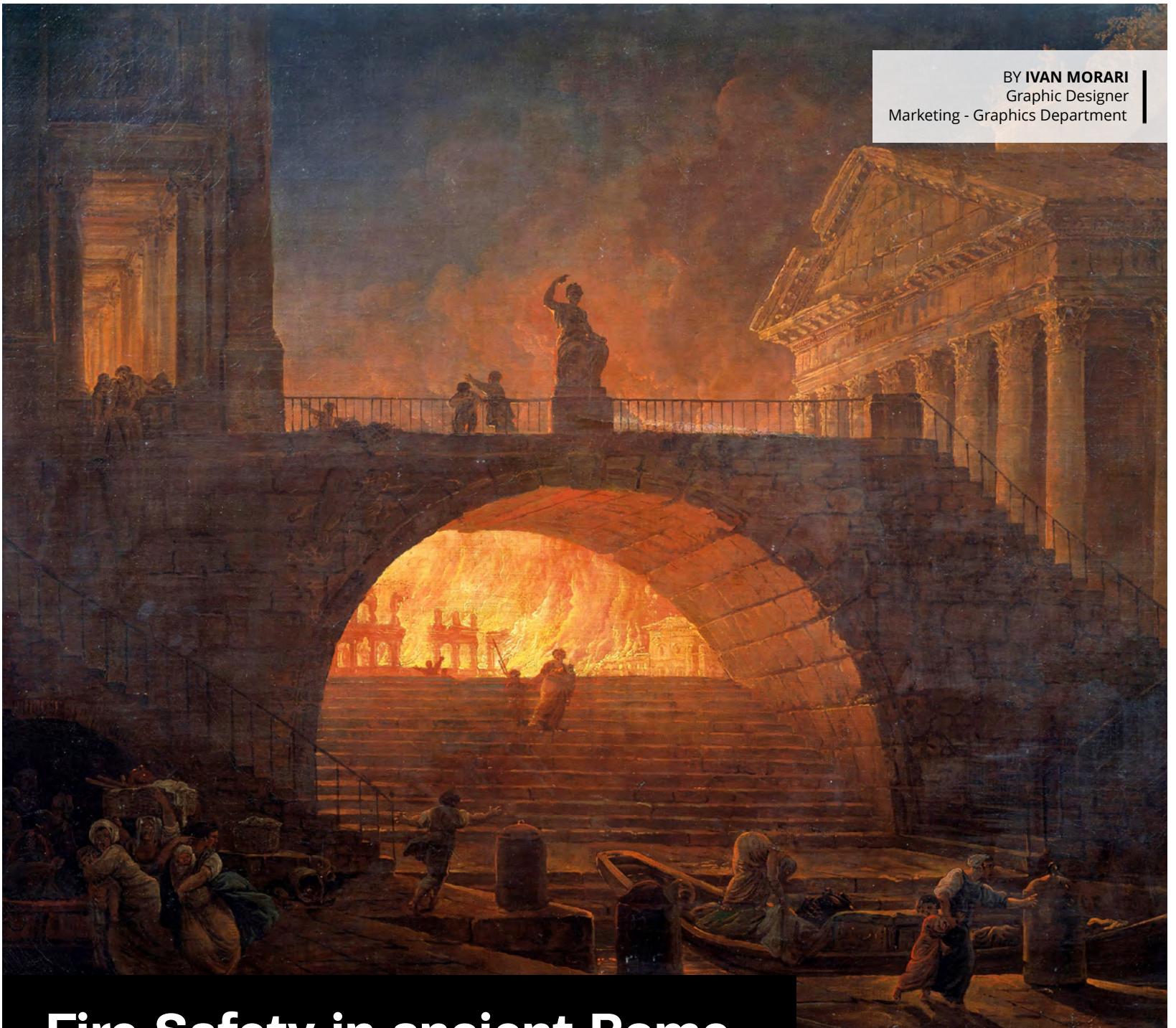
Recently the Chania factory received and completed one of the most difficult external AFNOR inspections, through the CNPP certification body. This external inspection was aimed at checking and maintaining the certificates approved by AFNOR for the distribution of saws on the French market. Also at the inspection, **the production of four new portable fire extinguishers** (MBK19-LITHIUM-6, MBK19-LITHIUM-9, MBK23-060FFC-PP, MBK23-090FFC-PP) for the French market was checked and approved.

This overall work, which is carried out and evaluated by the various levels of inspection of MOBIAK SA's quality assurance system for a Quality and Safe fire-fighting product, is ultimately evaluated by **the satisfaction of our customers**.

BY **VANGELIS KARTERIS**
Mechanical Engineer
Quality Assurance Department
of Firefighting Equipment



BY IVAN MORARI
Graphic Designer
Marketing - Graphics Department



Fire Safety in ancient Rome

Fire may have been humanity's most important invention, but it is also one of its greatest dangers, and with this danger comes important considerations.

Fire safety has been an important consideration since the times of Ancient Rome, which was known to have suffered from a number of great fires due to a combination of wooden buildings and underdeveloped prevention technology.

Marcus Licinius Crassus, often known as “the richest man in Rome,” attempted to alleviate these issues by establishing the world's first fire brigade. Crassus owned 500 architect and builder slaves. He and his brigade would arrive at scenes of fires and offer their services. In return, he requested to buy the buildings at a heavily reduced price.

If owners agreed, they would put out the fires and rebuild the buildings, afterward leasing them to the original owner or a new tenant. If owners disagreed, he would let their buildings burn to the ground. Due to fear and uncertainty, owners often agreed. Crassus used this fire brigade to buy the largest part of Rome. It's no coincidence he was killed by having molten gold poured down his throat.

However, not all firefighting teams were so self-centered. In the 6th century BC, **the emperor of Rome**, Augustus Caesar, established **the world's first public firefighting** brigade after a devastating fire.

He assembled a corps of 3,500 freed slaves, equipped them with firefighting gear, and divided them into 7 teams deployed throughout the city. Their services proved so effective that decades later, Emperor Claudius established brigades in ports.

From ancient times, humanity faced the danger of fire and sought ways to combat it. The need for fire safety has been, is, and will remain **a vital aspect of human society**.

ENVIRONMENTAL CONSCIOUSNESS

BY **MARIA DAGLI**

Management and Economy
Accounting Department
Distribution Center of Central & Northern Greece

Environmental consciousness refers to the awareness and sense of responsibility that people have for the care and protection of the natural environment, while it is now necessary to create a sustainable future.

Businesses can offer significant help in the development of this consciousness to their employees and by extension to society, in the following ways:

- **Training programs** for employees on environmental issues and sustainable practices.
- **Promoting sustainable development practices**, such as the use of renewable energy sources.
- Promoting **recycling of products and materials** in their corporate culture and providing recycling facilities for employees.
- Participation in **environmental programs and initiatives** aimed at protecting the environment, such as reforestation programs, beach cleaning, etc.
- **Promotion of sustainable products and services** that offer solutions for environmental issues.

The social benefits are multiple and varied, with the common goal of improving the quality of life, because by protecting the environment we help improve the atmosphere, water, and soil, which have a direct impact on our health..



The protection of the environment is an important axis of action of MOBIAK SA and actively contributes to the preservation of our natural wealth. It is an environmentally conscious company and implements environmental management systems in accordance with ISO 14001 requirements.

Environmental awareness is important for the development of a society that respects the environment and works to preserve it, because by protecting the environment **we ensure the well-being of future generations.**



BY CHRISTINA INGLEZAKI

Production & Management Engineer, MSc.
Imports Department of
Firefighting Equipment

Employees who are trained and informed can both provide first aid as and where needed, as well as prevent situations that put them at risk. All members of the company were recently trained on how to **provide first aid to anyone who needs it.**

The seminar included practical application of CPR and automatic defibrillator by all participants, making it even more interesting and constructive.

THE IMPORTANCE OF FIRST AID IN THE WORKPLACE

Every day we experience the intense and increasing rhythms of life, both in our workplace and outside of it. So many people face hardships and are faced with life-threatening situations. If everyone knew how to provide First Aid to a fellow human being in need, many human lives would have been saved.

Attending First Aid seminars makes the employee feel **safer**, first of all himself, and significantly boosts his self-confidence. Even if the knowledge of First Aid is basic, it can make all the difference to a person who needs care after an injury or other critical health condition.



“ **ALL MEMBERS OF THE COMPANY WERE RECENTLY TRAINED ON HOW TO PROVIDE FIRST AID TO ANYONE WHO NEEDS IT.**



HOW INNOVATIVE FIRE SAFETY SOLUTIONS ARE REVOLUTIONIZING THE MARKET

BY **ANDREAS KLARIDOPOULOS**
 Mechanical Engineer
 Fire Fighting Equipment
 Exports Department

INTRODUCTION:

In today's rapidly evolving landscape, the demand for fire safety solutions has never been greater. As individuals and organizations alike prioritize safety and compliance, the market for fire extinguishers and related products is experiencing a significant transformation. Let's explore how innovative fire safety solutions are not only enhancing protection but also driving sales growth in this dynamic industry.

MEETING EVOLVING SAFETY STANDARDS:

With stringent safety regulations and standards in place, there's a growing emphasis on equipping spaces with the latest fire safety equipment. Manufacturers are responding by developing cutting-edge fire extinguishers that meet or exceed regulatory requirements while offering enhanced features and performance. This commitment to compliance and innovation is driving increased sales as customers seek reliable solutions for their fire safety needs.

CONSUMER EDUCATION AND AWARENESS:

Effective sales strategies in the fire safety market are rooted in education and awareness. Companies are investing in comprehensive marketing campaigns that educate consumers about the importance of fire safety and the role of extinguishers in mitigating risks. By highlighting the benefits of advanced extinguishing agents, user-friendly designs, and smart technologies, manufacturers are empowering customers to make informed purchasing decisions.

INNOVATIVE PRODUCT OFFERINGS:

Innovation is driving product differentiation and market growth in the fire safety sector. From compact and portable extinguishers tailored for residential use to industrial-grade systems equipped with robotics and automation, manufacturers are diversifying their product portfolios to cater to diverse customer needs. This range of innovative offerings not only expands market reach but also drives upselling and cross-selling opportunities.

STRATEGIC PARTNERSHIPS AND DISTRIBUTION CHANNELS:

Collaboration is key to success in the competitive fire safety market. Manufacturers are forging strategic partnerships with distributors, retailers, and industry stakeholders to expand market presence and reach new customers. By leveraging established distribution channels and networks, companies can effectively penetrate target markets and capitalize on emerging opportunities for growth.

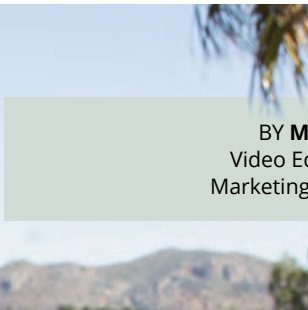
EMBRACING SUSTAINABILITY AND ECO-FRIENDLY SOLUTIONS:

In response to growing environmental concerns, there's a rising demand for eco-friendly fire safety solutions. Manufacturers are innovating with biodegradable extinguishing agents, recyclable materials, and energy-efficient technologies to align with sustainability goals. By offering environmentally conscious products, companies not only appeal to environmentally conscious consumers but also differentiate themselves in the market.

CONCLUSION:

As the fire safety market continues to evolve, innovation remains at the forefront of sales growth and market expansion. By prioritizing compliance, education, and innovation, manufacturers are not only enhancing safety but also driving sales through differentiated products and strategic partnerships. As we navigate the challenges and opportunities in the fire safety industry, let us continue to ignite safety through innovation and collaboration, ensuring a safer and more secure future for all.

MOBIAK INVESTS IN NEW TECHNOLOGIES



BY **MARKOS IERONYMAKIS**
Video Editor / Motion Designer
Marketing - Graphics Department



Being a pioneer in its sector, MOBIAK recognizes the importance of adopting new technologies to remain at the forefront of innovation and competitiveness.

In this context, responding to the modern needs for the best promotion and the **creation of competitive sales tools**, it invests in state-of-the-art equipment in the field of audiovisual media.

More specifically, in a specially designed space with professional LED lighting technology, it has the possibility of high-resolution photos for the better promotion of products in print and digital media.

Also, using state-of-the-art cameras of ultra-high resolution 4K and using image stabilization systems, it is able to produce videos both to enhance its presence in social networks, as well as to **produce innovative material** for its partners.

Finally, MOBIAK is investing in the use of unmanned aerial vehicles, enabling the capture of stunning aerial images and videos. The **use of Drones** ensures innovative perspectives in product presentation and content creation, offering a completely new dimension in the communication and promotion of the company.

Investing in new technologies is a **strategic choice** for the company, aiming to exploit the potential to enhance competitiveness and maintain its leading position.

Feeling and understanding between Supplier and Customer

BY **EIRINI ANDREADAKI**

Mathematician

Credit Control Department & Legal Department



Empathy and understanding are key to a successful business relationship

Empathy refers to the ability to empathize with and **appreciate** another's needs and feelings, while **understanding** refers to the ability to understand another's needs and priorities.

When this is done right between customer and supplier it helps build trust and develop a partnership that will be beneficial to both sides. It can also help avoid problems, develop solutions and strengthen the relationship between the two parties.

Consequently, it is important to emphasize empathy and understanding in any working relationship. Communication and transparency are also important factors in maintaining a healthy business relationship between customer and supplier.

Success in the customer-supplier relationship can be achieved with the following approach:

- 1 Setting common goals:** Both the customer and the supplier should have common and specific goals for their relationship, such as quality, reliability, prices, etc.
- 2 Open Communication:** Communication is a key element of a successful relationship. Regular meetings, phone calls and email correspondence are important to maintain the relationship.
- 3 Mutual respect:** Both the customer and the supplier should be treated with respect and appreciation, showing understanding of each other's needs.
- 4 Continuous improvement:** Both sides must be willing to continuously improve their relationship by adapting their processes and looking for new opportunities for innovation. By following these basic principles, it is possible to achieve a successful customer-supplier relationship.

Both parties must fulfill their commitment, be honest and open in communication, respect each other and their needs, and show mutual support and encouragement. Also, it is important that they have **common goals and values** that will guide them in their relationship.

Finally, we at MOBIAK SA can achieve this as we work with businesses and organizations in various industries, such as hotels, restaurants, retail stores, tourism companies, as well as service companies.

The variety of its partners allows **MOBIAK SA** to offer specialized solutions and services that are adapted to the needs and requirements of each business.



NEW RECLINING WHEELCHAIRS

BY **SOPIA KANTOUNATAKI**
Production & Management Engineer, MSc
Department of Medical
Equipment Exports

Our company, MOBIAK S.A. is pleased to announce the addition of two new models of **reclining** wheelchairs to its **products** range.

These special wheelchairs have been specially designed for people with mobility problems or limited mobility, offering them the possibility of transportation and allowing them to move either **independently** (in the case of those with **24"** rear wheels) or **with the help of an attendant** (in the case of those with **12"** rear wheels).

In addition, these wheelchairs attract a wider range of customers because of the variety of features and accessories they offer. The ergonomic seats and additional support ensure comfortable and safe travel, offering users a complete and safe experience.

0803400



0803401





BY **STELIOS APOSTOLAKIS**
Mechanical Engineer
Imports Department of
Firefighting Equipment

Metatypography (stencil) in Fire Safety: **INNOVATIVE APPLICATIONS** in Fire Extinguishers



In the modern landscape of safety, technology plays a crucial role in upgrading tools and procedures that ensure our protection.

One of the innovations that has redefined the safety of fire extinguishers is metatypography, a printing technique used to transfer images or designs from an original medium to a target, such as paper, fabric, or plastic.

What is metatypography?

Metatypography is a printing process used to transfer images or designs from an original medium to a target surface, such as paper, fabric, or plastic.

What are the benefits of metatypography for fire extinguishers?

The application of metatypography on fire extinguishers allows for their easy recognition, provides information about their usage instructions, and even promotes safety through additional graphics or warning signs.

How does the metatypography process work on a fire extinguisher?

The metatypography process involves creating a master stencil that is used to transfer the design onto the fire extinguisher, using specialized ink and pressure.

What are the technological challenges and innovations in this field?

Technological challenges include developing more efficient matrix materials and improving the accuracy and speed of the metatypography process.

How does metatypography impact the effectiveness and safety of fire extinguishers?

Metatypography helps in the easy recognition of fire extinguishers and understanding usage instructions, while also adding an extra layer of safety through additional graphics or warning signs.

EDUCATIONAL VISIT OF MOBIAK TO THE SECOND KINDERGARTEN OF HERAKLION

MOBIAK's educational visit to the second Kindergarten of Heraklion, on Wednesday 03-13-2024, took place with absolute success!

As part of **the children's educational program**, the management of the institution, from the beginning of the school year, had made a relevant call to all parents to come to the main hall and present their professional activity.

So the presentation of **MOBIAK** was made by me, the manager of the Heraklion store, in the presence of my daughter Danae, who is an apprentice at this Kindergarten.

The young students, through as **simple and comprehensible descriptions and examples** as possible, had a first but also very informative introduction to the MOBIAK area, their participation was massive, many children raised their hands and asked questions, while at the end of the **presentation** everything understood that Danae's Dad works in a factory that manufactures and sells the fire extinguishers that put out fires, the cylinders that have **various gases** such as hospital oxygen to get well those who are sick, gases that inflate balloons etc. but also the same factory also manufactures **medical items** such as beds, carts, canes, etc.

What made a big impression on me was the participation of the teachers, who really declared themselves impressed by the fact that **there is a company of such size, quality and organization as MOBIAK on our island.**

The entire educational staff and the young students thanked us for today's visit which they described as quite constructive, I was the first parent to present his profession and the teachers urged other children to follow the same example and their own parents.

Personally, my experience was amazing and unprecedented, especially since the audience was mostly young children at the beginning of their basic education! Many thanks to the administrations of MOBIAK and the Second Kindergarten of Heraklion for giving me the opportunity to experience it!

BY ANASTASIOS TSAGARIDIS
Sales - Head of the Distribution Center
of Central & Eastern Crete



Digitisation Of The Service

BY **ANDREAS BADIERITAKIS**
Biomedical Engineer
Head of the Medical Equipment
Department of the Central
Facilities Service of Chania

For the better and faster service of our partners by the end of 2024, the project for the **digitalization of all the processes of medical equipment service** with the help of MRP will be implemented.

The MRP system is an important tool for inventory management and planning in companies and industries.

MRP is the method of managing and controlling the materials and inventory that a manufacturing unit must have in order to run the department of a business more efficiently.

Through its custom software solutions, it has the ability to contribute to the proper management of inventory and the proper functioning of a company's production system.

The **key parameters** for the MRP system to be effective are:

- The forecasting of sales-demand for spare parts
- The minimum quantity per order
- The stock expiry date where it exists
- The response time of suppliers
- The safety stocks

Also, one of the most important steps is the transition from handwritten documents to digital service report documents.

Some of the **key benefits**:

Space savings: Digital documents do not require physical space for storage, unlike paper documents that need filing in cabinets or folders.

Ease of access: Digital documents can be easily searched and viewed through electronic document management systems on a serial number basis, saving time and effort.

Process automation: Digital documents can be integrated into automated processes such as bid creation, electronic approvals, digital repair reports etc., speeding up work processes.

Also, Ecological benefits: Reducing the use of paper and printed material contributes to reducing waste yield and protecting the environment.

The vital importance of CERTIFIED COMPONENTS IN FIRE EXTINGUISHERS

In an era where fire prevention and response are crucial for protecting human life and property, using certified components in fire extinguishers is not just an option, but an undeniable **necessity**.

WHY CERTIFIED COMPONENTS ARE ESSENTIAL:

- **Safety:** Using the right components ensures the safety of users, preventing accidents or injuries. Certified components are manufactured to strict specifications, ensuring the strength and integrity of the extinguisher during use.
- **Reliability:** Suitable components contribute to the smooth operation of the extinguisher, ensuring flawless performance at critical moments. Using certified components minimizes the chances of malfunction, ensuring the smooth flow of extinguishing agent and effective fire suppression.
- **Compliance:** Using manufacturer-approved and certified components ensures compliance with the necessary specifications and regulations. Fire extinguishers with uncertified components may not meet safety standards, endangering users and property, and may also lead to fines.

DANGERS OF USING UNSUITABLE COMPONENTS:

- **Accidents:** Using unsuitable components can lead to accidents, injuries, or even fatal hazards. Uncertified components under pressure can cause serious injuries to operators, while extinguisher malfunction can endanger lives and property.
- **Damage:** Using unsuitable components in fire extinguishers can lead to delays in firefighting, endangering human life and property. The inability of the extinguisher to function properly can exacerbate the spread of the fire, with adverse consequences.
- **Additional costs:** Using unsuitable components can lead to additional costs for repairs, replacements, and most importantly, extinguisher malfunction at a critical time.

CHECK MARKINGS AND CERTIFICATIONS:

Make sure the components you choose have the necessary markings and certifications that prove their suitability and certification for use with specific types of fire extinguishers.

DO NOT COMPROMISE ON SAFETY:

Saving a few dollars by choosing uncertified components can have deadly consequences. Invest in safety and always choose certified components for your fire extinguishers.

CONCLUSION:

Using the right and certified components in fire extinguishers is not a luxury, but a vital investment in safety, reliability, and effectiveness. Choosing and using suitable components brings multiple benefits, protecting lives, property, and financial resources.

BY **APOSTOLIS SKLAVOUNAKIS**
Mechanical Engineer
Firefighting Equipment
Sales Department of Greece



WAREHOUSE ORGANIZATION & MANAGEMENT

BY FILIPPOS SOTIRIOU

Head of Firefighting Equipment Distribution Centre
Central Facilities of Chania



Warehouse organization and management, is one of the most important functions of any modern business or organization. The warehouse is the “heart” of the logistics system, and its proper organization is the basis for the efficient operation of the entire supply chain.

Among other things, a company’s warehouse is:

- 1) The storage area for the stock of its products
- 2) The center for receiving raw materials, as well as intermediate products from suppliers to support the production of finished products
- 3) The order processing and preparation center
- 4) The distribution and supply center of the stores of a business chain

Warehouse optimization and its importance

Warehouse organization and management, due to its importance, is crucial to be taken care of systematically by every business, regardless of size. It is a fact that every warehouse presents its own unique challenges to operate at its best. Therefore, its correct design must always consider specifics such as the available space and the number - type of products to be stored. As the number and variety of products increases, so does the complexity of the case. In any case, warehouse management, when carried out in a professional manner, can provide a significant improvement in practicality, as well as a reduction in its operating costs. But what are the key points in warehouse organization and management?



5 steps for effective warehouse organization and management

1. The correct choice of space

The first step for a company’s warehouse to function properly is choosing the right space. The space must meet certain criteria such as: Ease of receiving, delivering and transporting products and materials, efficient service of the entire company’s departments, optimum utilization of every available cubic centimeter.

2. Work and increase productivity

Much of the cost of running a warehouse is labor. That is why, on one hand, working time must be properly utilized and on the other hand, workers must be provided with the appropriate equipment that will increase their productivity.

3. Correct spatial planning of products and materials

Products are constantly traded in the warehouse area. Spatial planning is directly related to the management of material and products, since it aims to ensure satisfactory conditions for the flow of materials within the warehouse. Some of the criteria that we all have to keep in mind, since they form the base on which the correct spatial planning is evaluated are: The minimization of delays during the transport and storage of the products, the ability of the system to adapt to changes and to ensure conditions of comfort and safety for human work.

4. Security of warehouse, products and people

The organization and management of a warehouse must be carried out considering the safety of the warehouse equipment, the products and of course the people who are active in it every day. Thus, its safety will be guaranteed against any disasters and accidents.

5. Inventory recording

The accounting principle of the warehouse is dependent on the accounting of the entire enterprise. Thus, every import or export of material to it must be recorded. In this way you will always have control of the warehouse and knowledge of the stock.

All the above-mentioned are the key to success for a warehouse with no loose ends, as we have managed until now at MOBIAK, while at the same time respecting our products and aiming to better serving our customers.

IMPACT OF RED SEA INCIDENTS

and Houthi Attacks on Imports and Prices in Europe

The Red Sea, a vital sea route for global trade, faces serious threats from attacks by the Houthi, a rebel group in Yemen. These attacks put shipping security at risk, with adverse effects on imports and prices in Europe. The aim of the attacks is to cause economic damage and destabilize the region.

The implications for imports are very significant:

Disrupted shipping lanes:

The fear of attacks has caused shipping companies to reroute ships, significantly increasing travel times and transportation costs. Shipping companies choose the longer route around Africa's Cape of Good Hope, further affecting delivery times. (up to 20 days longer journey)

Increased insurance and security costs:

The increased risk of attacks has led to an increase in insurance premiums for ships crossing the Red Sea.

Supply Chain Bottlenecks:

Disruption in shipping lanes has created bottlenecks in the global supply chain. Delays in deliveries and shortages of certain goods are becoming more and more common.

In addition to effects on imports there are also effects on prices:

Price increases for consumers:

The combined effect of increased transport costs, higher insurance premiums and potential shortages is driving up the prices of imported goods in Europe.

Inflationary pressures:

Rising import prices are contributing to inflationary pressures across Europe. This may lead to a reduction in purchasing power for European consumers, affecting their standard of living.

Disruptions in specific sectors:

Industries that are heavily dependent on Red Sea imports, such as energy and manufacturing, face potential disruptions due to supply chain problems. This could lead to production slowdowns and job losses.

BY MICHALIS VARDAKIS
Electronic Engineer
Head of Imports Department of
Medical Equipment

This instability in the Red Sea constitutes a serious threat to the global economy and security, reaching its peak in April and May. The handling of the Houthi threat and the ensuring for free flow of goods through the Red Sea is critical for both European, economies and consumers. There is no forecast of normalization in this crisis and the only thing we know for certain is that in the coming months we do not seem to have any change in the situation as the news coming from the Middle East is not positive.



UNRAVELING THE ROLE OF OF WALL MOUNTED FIRE HOSE REELS

Fire safety stands as an indispensable pillar in various industries, safeguarding lives and assets against the ravages of fire. Among the arsenal of tools dedicated to this cause, fire wall mounted hose reels emerge as a critical component in preventing and containing fires. Understanding their significance unveils their pivotal role in ensuring fire safety standards are upheld.

MOBIAK S.A. stands at the forefront of manufacturing and distributing top-tier fire safety equipment, including fire hose reels. With a dedication to innovation, quality, and customer satisfaction, MOBIAK S.A. continues to be a trusted partner in safeguarding lives and assets against the threat of fire. Explore our comprehensive range of products and services to fortify your fire safety measures and ensure peace of mind in every environment.

Understanding Fire Hose Reels:

Wall mounted fire hose reels serve as essential apparatuses designed to deliver pressurized water for extinguishing fires. Typically consisting of a cylindrical drum housing a length of fire hose, they are complemented by a nozzle and a valve mechanism for efficient operation. Their primary function lies in providing a rapid response to fire emergencies, facilitating swift containment and suppression of flames.

Significance of Utilization:

The utilization of wall mounted fire hose reels is paramount in fire safety protocols for several reasons. Their quick deployment enables immediate action in the face of small fires, preventing them from escalating into catastrophic incidents. With their efficacy in containing fires swiftly, wall mounted fire hose reels serve as frontline defenses, minimizing damage and ensuring the safety of occupants within the premises.

Comparison to Alternative Solutions:

Compared to alternative fire suppression solutions such as fire extinguishers and sprinkler systems, wall mounted fire hose reels offer distinct advantages. Their ease of use and extended reach enable responders to tackle fires effectively, even in challenging environments. Moreover, the continuous water supply provided by wall mounted fire hose reels ensures sustained firefighting efforts, making them indispensable tools in various scenarios.

Types of Fire Hose Reels:

Wall mounted Fire hose reels come in various configurations to suit different applications. Manual and automatic systems are available, offering flexibility in operation. Additionally, fixed and swinging hose reels cater to diverse spatial requirements, ensuring optimal placement in different settings. When selecting the appropriate type, factors such as location, accessibility, and anticipated fire risks must be considered.

Sectors of Application:

The versatility of wall mounted fire hose reels finds application across a spectrum of industries, including industrial facilities, commercial buildings, residential complexes, and marine vessels. Real-world examples attest to their effectiveness in mitigating fire risks, from warehouses to office buildings and offshore platforms. Their ubiquitous presence underscores their indispensable role in modern fire safety practices.

Conclusion:

In conclusion, wall mounted fire hose reels stand as indispensable assets in the realm of fire safety, offering swift response and effective containment capabilities. It is imperative for individuals and organizations alike to prioritize the installation and maintenance of wall mounted fire hose reels as part of their fire safety measures. As a leading provider of high-quality fire safety equipment, MOBIAK SA remains committed to advancing fire safety initiatives worldwide, ensuring a safer tomorrow for all.

MOBIAK prioritizes safety, quality, and social responsibility. This approach has earned them the trust of customers and partners, solidifying their reputation in the fire protection industry. MOBIAK's commitment to innovation and high-quality service ensures they deliver effective fire protection solutions.

BY CHRISTOS STAVRIDIS
Production and Management
Engineer Firefighting Equipment
Exports Department



How to Acquire New Customers and Increase your Customer Base



BY **MANOLIS STAVROULAKIS**
Technologist - Oenologist
Sales Department for
Firefighting Equipment of Greece

Acquiring new customers is crucial to the growth and success of a business. When you are able to attract new customers and win them over as loyal advocates of your company, you can create a stable and resilient customer base that will support you in the future. Here are some strategies that you can use to acquire new customers:

1 Understand Your Audience

Before you start trying to attract new customers, it's important to understand who your target audience is. Understand their needs, problems, and preferences, and create a strategy that effectively addresses these.

2 Differentiate and Provide Value

To attract new customers, you need to differentiate yourself from your competitors and provide unique value. This might involve providing personalized solutions, offering affordable prices, or delivering exceptional customer service. Make sure your company stands out in a crowded marketplace and that new customers are aware of the advantage you offer.

3 Promote Through the Right Channels

Successful customer acquisition requires promoting your company and services through the right channels. Research which communication media your target audience uses and tailor your strategy accordingly. This might include social media ads, email marketing, advertising campaigns, and other forms of promotion.

4 Collaborate with Influencers

Influencers can have a big impact on customer acquisition. Look for influencers who are connected to your industry or niche and collaborate with them to promote your products or services. Their fans and followers can become potential customers.

5 Provide Excellent Customer Service

Excellent customer service is critical to acquiring and retaining customers. Develop a strategy that provides fast and hospitable service and recognizes customer needs to offer personalized support.

We hope these strategies help you acquire new customers and increase your customer base.

MOBIAK S.A

employee update on health and safety issues

BY **SOPHIA APOSTOLAKI**
Materials Engineer, MSc.
Firefighting Equipment
Exports Department

Regular update on employee training is essential to ensure a safe and healthy working environment.

MOBIAK S.A. having a high sense of responsibility towards its employees and the state, organizes seminars and speeches by qualified people for all staff on issues related to health and safety.

In this way, the company ensures that all its **employees are trained** and have received the necessary information about the risks they may face in the workplace, and not only that, as well as taking **the necessary pre-**

ventive measures.

Their active participation can lead to more effective safety and health practices.

An earthquake drill has been carried out at the company's premises, with the help of the fire service, as well as first aid seminars from the Chania Emergency Medical Service. The update on employee training continues with **speeches by doctors.**



These speeches can provide valuable information about health and safety in the workplace. This includes **advice** on preventing illness and injury, as well as managing stress and maintaining psychological and physical health. They can help in the development and implementation of health and wellness policies in the company based on scientific data.

Overall, updating employees about health and safety issues has **long-term benefits** for both employees and employers, helping to create a safe, healthy and productive work environment.

CORPORATE SOCIAL RESPONSIBILITY

- NGO for children «The smile of the child» warmly thanks the company MOBIAK for the long-term and practical support to the work of the Organization.
- The members of the Association for the Poor of Splantzia of Chania, thanked MOBIAK through their publication in a local newspaper, for their support in the work of the free meals through their continuous offers.
- The UNESCO Group of Piraeus and Islands proceeded to award a commemorative commendation to MOBIAK for the significant support it provided to the Group and its social work.
- The Management Committee of the Panhellenic Holy Foundation of Evangelistrias of Tinos expressed its warmest thanks to the President of the company, Mr. Emmanuel Svorakis, for his sponsorship.
- The National First Response Center, department of Chania, thanked Mr. and Mrs. Svorakis for their hospitality at the company's central facilities in Chania, while they congratulated them for their work and the innovative business they have created.
- The members of the Board of Directors of the Cultural Association of Kathiana "PEACE", expressed their warm thanks to MOBIAK for its kind monetary sponsorship to the association.
- The Boards of Panakrotiriakos F.C., ETHK and Lions, thanked MOBIAK, a major sponsor of their Academies, for its contribution to the implementation of the 1st Aris Soccer School at the Kathiana Stadium in Akrotiri, Chania.
- The Chania Health Runners Association warmly thanked the company for its offer of products during their new year celebration.
- The Boards of Panakrotiriakos, ETHK and Lions of Akrotiri, the coaches and athletes of the football teams, thanked the President and CEO of MOBIAK, Emmanuel Svorakis, for the renovation of the benches of the Kathiana stadium.
- The vicar of the parish of Mournion, Chania, thanked the President and CEO of the company, Mr. Emmanuel Svorakis, for his kind donation to the lottery held by the parish.
- The Chairman of the Board of Directors of the Association for the Poor of Splantzia of Chania,, thanked MOBIAK for its offer through a gift voucher, thus covering a significant part of the Association's needs.
- The weightlifting department of A.O. Kydon thanked the company and its President, Emmanuel Svorakis, who for one more year stood by them supporting the effort of the athletes of the department.



MOBIAK®

FIREFIGHTING • GASES • MEDICAL est. 1977





Partner Reward

BY **SOPHIA PSYLLAKI**

El. Engineer & Computer Engineer
Head of Sales Department for
Firefighting Equipment of Greece

The company “**ALBANIDIS A. CHRISTOS**”, since 2009, has been active in the field of fire fighting equipment as the second generation of the company which, since 1997, has based its existence on the quality of the products and services it offers.

Its offices are located at 7 D. Solomou Street in Xanthi and its specialized staff offers its services starting from the fire protection study, the supply of fire fighting equipment and the installation of fire extinguishing and fire detection systems.

It also has a recognized company certificate and a competent person certificate for the periodic inspection, maintenance and retreading of fire extinguishers.

The fire extinguisher maintenance and retreading industry is based in Auxentio, Xanthi, and its highly qualified staff pays attention to even the smallest detail, focusing on consistency and professionalism.

The company maintains its clientele for 27 consecutive years, attracts new customers and leads the way in the face of the competition, trying every day to meet the needs, demands and wishes of its customers at the best cost.

“*Driven by customer service and satisfaction, we set new goals every day to develop and expand the products and services we offer*”

Albanidis Christos



Dear Christo,

We would like to take this opportunity to thank you for the excellent cooperation we have had over the years and to reward you with products worth a total of

500€