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PRESS RELEASE

Dato' Ir. Jaseni Maidinsa  
Chief Executive Officer, PBA Holdings Bhd and  
Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP).

## **PENANG'S PBA GROUP APPOINTED AS CONSULTANT AND TRAINING PARTNER FOR HUEWACO OF VIETNAM**

- **PBA Resources Sdn Bhd (PBAR), a wholly-owned subsidiary of PBA Holdings Bhd, has been engaged by HueWACO as its water supply management consultant and training partner for the period 2017 – 2019.**
- **PBAR will support HueWACO's aim to achieve measurable improvements in the Thua Thien Hue Province, Vietnam.**

PENANG, Monday, 29/5/2017: The Thua Thien Hue Water Supply Joint Stock Company (HueWACO) signed a two-year consultancy and training agreement with PBA Resources Sdn Bhd (PBAR) here today.

HueWACO is a state-owned water utility company that serves the cities and towns in the Thua Thien Hue Province located in Central Vietnam. HueWACO supplies about 200 million litres of treated water per day (MLD) to a population of about 1 million people in the province.

PBAR manages the Penang Water Services Academy (PWSA) and is a wholly-owned subsidiary of PBA Holdings Bhd (Stock reference: PBA – 5041). PBA Holdings Bhd is also the holdings company for Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP), the licensed water supply operator that serves the State of Penang.

Under the collaborative agreement, PBAR will provide HueWACO with training and consultancy services in relation to:

1. Customer service and call centre operations to improve customer satisfaction levels;

2. Human resource development via professional training services conducted by the PWSA;
3. Information Technology (IT) functions for improvements in business processes, management decision-making and enhancement of customer satisfaction;
4. Financial controls, governance and improved asset management; and
5. The development of a pool of in-house trainers for HueWACO.

The specified duration of the collaboration will be from 29/5/2017 to 28/5/2019.

The collaboration will include the provision of training for HueWACO's personnel at the PWSA as well as at PBAPP's offices and facilities in Penang. At the same time, PBAPP experts and trainers will also visit Vietnam to provide consultancy and training services.

The overall objective is for the PBA Group to share its expertise and experience in sustainable water supply management with HueWACO so that HueWACO may further streamline its services and upgrade its performance.

PBAR and PBAPP are proud to serve as HueWACO'S partner in this venture. We look forward to achieving solid and measurable results for HueWACO.

This venture marks yet another key milestone in the PBA Group's history of successful international collaborations.

- Since 2010, PWSA has established a strategic partnership with PERPAMSI, the Indonesian Water Association, to jointly accreditate, market, organise conduct water supply management training courses for Indonesian water companies.
- In 2011, PBAPP and PDAM Tirta Musi Palembang jointly won the international WaterLinks Award for "the Best Water Operator Partnership for Scale-Up and Replication".

- In the period 2014 – 2016, PBAPP collaborated with Tokyo Suido Services of Japan under a JICA Partnership Programme for “Non-Revenue Water Reduction Technology Training and Capacity Building in Malaysia”. With endorsement from the Malaysian Ministry of Energy, Green Technology and Water (KeTTHA), we successfully conducted a training course for 11 Malaysian water supply organisations in Penang in 2015.

Thank You.

Dato’ Ir. Jaseni Maidinsa  
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