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Media Release

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CEO, PBAHB and PBAPP.

PRIORITISING EMPLOYEE SAFETY AND HEALTH: 6 AWARDS FOR PBAPP

- **2025: RM1.01 million investment for occupational safety and health (OSH) initiatives to safeguard employees.**
- **Minimal PBAPP workplace accidents and mishaps support 24/7 water supply services for 721,066 registered water consumers in Penang.**

PENANG, Friday, 23.10.2026: PBAPP has received 5 gold awards and 1 silver award for projects and programmes from the Malaysian Society of Occupational Safety and Health (MSOSH).

The awards acknowledge occupational safety and health (OSH) accomplishments at 6 PBAPP installations: the Bertam Operations Complex, Batu Ferringhi Water Treatment Plant (WTP), Bukit Panchor WTP, Bukit Toh Allang WTP, Sungai Pinang WTP and Waterfall WTP.

The key criterias for the awards include:

- Occupational Safety and Health (OSH) Performance - *Demonstrating outstanding OSH performance through established leading and lagging indicators.*
- Safety and Health Management System - *Implementing an effective and systematic approach to managing workplace safety and health risks.*
- Continuous Improvement - *Demonstrating measurable and sustained improvements in OSH processes, practices and outcomes.*
- Consistency, Persistence and Resilience - *Maintaining strong OSH practices and commitment over time, including the ability to sustain performance and address workplace challenges.*
- Document and Site Verification - *Demonstrating compliance with the award assessment requirements through rigorous documentation reviews and on-site verification audits conducted by qualified MSOSH auditors.*

A PBAPP delegation, headed by CEO Dato' Ir. Pathmanathan K, received the awards at the 44th MSOSH Lunch Ceremony in Kuala Lumpur yesterday (22.10.2026).

OSH and Penang Water Supply

In 2025, PBAPP served a customer base of 721,066 water consumers in Penang, comprising about 619,725 domestic consumers (households) and 101,941 non-domestic consumers (businesses, government and social organisations).

PBAPP employed a total of 1,538 personnel to serve this customer base, reflecting an efficient employee : customer ratio of 1 employee : 469 customers in 2025.

We regard our RM1.01 million investment into OSH initiatives in 2025 as a worthy business and corporate social responsibility (CSR) investment. Our OSH budget allocation for 2026 is RM1.1 million.

As Penang strives to become a “family-focused, green and smart state that inspires the nation”, PBAPP is implementing the Water Contingency Plan 2030 (WCP 2030) to upgrade water supply infrastructure and expand the scope of our operations.

We are gearing up to supply more water to more people and businesses than ever before in the history of Penang.

PBAPP must continue to prioritise the safety and good health of a workforce that is continuously striving to sustain good water supply services on a 24/7 basis. At the bottom-line, our OSH investment and initiatives are beneficial for PBAPP employees as well as all water consumers in Penang.

Thank You.

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