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TENAGA Nasional Berhad (TNB) is the national electric utility in Malaysia and one of the largest in the region, with an asset base totalling RM111.7bil.

With a history spanning more than 65 years, TNB is also the most experienced energy player in the country responsible for keeping the lights on for residents of peninsular Malaysia, Sabah and Labuan.

TNB's core businesses encompass power generation, transmission and distribution. Its generation division operates six thermal power stations and three major hydroelectric power-generating schemes in addition to supporting the operations and maintenance of three independent power producers.

Striving to deliver world-class customer experience, the transmission and distribution divisions supply power throughout peninsular Malaysia and to large industrial customers via the national grid.

Through its subsidiaries, TNB is also involved in energy-related operations such as the manufacturing of transformers, high-voltage switchgears and cables, professional consultancy services, architectural, civil, electrical engineering works and services, and repair and maintenance.

Supporting both its core and non-core businesses, TNB has a research and development function that looks into technologies that add value to all its operations.

TNB is guided by policies and best practices in its dealings with vendors, business associates and the investment community.

TNB engages intensely with the Government and its agencies to ensure the smooth evolution of the Malaysian Electricity Supply Industry (MesI).

#### Laudable achievements

The company's vast experience has allowed it to reach new heights over the years. From 2009 to



Tenaga Nasional Berhad strives to deliver world-class customer experience throughout the peninsula.

# Powering for growth

March this year, TNB's market capitalisation grew from RM35.3bil to RM75.4bil.

In February, TNB launched its latest coal powerplant – Janamanjung Unit 4 (1,000MW) – that uses advanced technology to gain better efficiency and performance.

TNB achieved world-class performance in system security and reliability comparable to countries in Europe.

Efficiency in electricity generation and network plants also improved with unplanned outage rates recording less than 4% last year.

In addition, TNB exceeded customer expectations by achieving an 8.0 customer satisfaction index (from 7.6 in 2014) through the launch of TNB

CareLine 15454 (a world-class one-stop 24/7 customer centre), improving services delivery time, and launching the *Home Energy Report 2015*.

The electric utility has continuously assisted in building human capital by supporting Khazanah's GLC Transformation Programme that includes the Promoting Intelligence, Nurturing Talent, and Advocating Responsibility (PINTAR) and Leadership Development Circle (LDC) initiatives.

As a result of the GLC Transformation Programme, TNB has a bigger presence in the region compared to when the programme started 10 years ago.

Other notable achievements include being ranked ninth among electric utilities in Asia and the

18th fastest-growing company in Asia as well as winning the Ascender of the Decade Award (from 168th in 2006 to 36th last year) in the PLATTS Top 250 Global Energy Awards.

TNB's Vendor Development Programme has served to benefit hundreds of Bumiputera small and medium enterprises, stimulating the nation's economy while also supporting the Government's Bumiputera development agenda.

Since 1993, the Vendor Development Programme has been implemented in three phases – Program Pembangunan Keusahawan (1994 to 2006), Program Pembangunan Vendor Bumiputera (2007 to 2014) and Bumiputera Supplier Programme (2015 onwards).

#### Global expansion

TNB aspires to grow its presence within the region, lending its expertise to nations experiencing a surge in power demand as a result of rapid socioeconomic development.

The energy ventures division has been mandated to explore possible ventures for TNB to participate within South-East Asia and the Middle East.

As part of its domestic and regional expansion plan, TNB is actively expanding its businesses internationally.

The company is currently exploring several business opportunities in India, Indonesia, the Philippines, Vietnam and countries in the Middle East through mergers, acquisitions and by bidding for Greenfield projects.

Besides being a stakeholder in related companies in Turkey, TNB has a reasonably strong global presence in seven other countries – Indonesia, Brunei, Pakistan, Saudi Arabia, United Arab Emirates, Kuwait and India.

#### Employee investment

To safeguard the sustainability of its operations, TNB believes in adding value to all its stakeholders. TNB invests in the professional development of its 36,146 employees while supporting them to achieve a healthy work-life balance.

Among the strategies TNB employs to retain its talent are through performance, communication, loyalty and competitive advantages.

TNB has been a key contributor to the nation's social and economic development over the years. It is committed to maintaining the status quo as it transforms into a more efficient and effective organisation that is able to create a better and brighter future for Malaysia.

■ For more information, visit [www.tnb.com.my](http://www.tnb.com.my).



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## One with the community

WITH the community being at the heart of the company, Tenaga Nasional Berhad (TNB) has carried out various corporate social responsibility programmes and events ranging from education to socially empowering activities.

Among them is the company's rural electrification programme that has connected more than 19,400 rural homes with electricity since the early 1980s. Besides this, TNB has sponsored a five-year conservation project for firefly rehabilitation in Kuala Selangor.

This includes upgrades to the physical infrastructure of the local village, sponsoring boats, and providing English, Arabic and Japanese language lessons to boatmen, thus boosting ecotourism for the local community who now welcome 80,000 nature lovers annually.

In education, TNB has been a loyal supporter of Khazanah Nasional-inspired PINTAR

Programme. TNB also adopted more than 13 schools nationwide and helped 4,038 students, 391 teachers and 12,144 members of local communities in the financial year 2014.

Since 1993, Yayasan Tenaga Nasional has provided help to more than 8,820 students and invested RM34.6mil to sponsor 2,478 outstanding students at local and world-renowned universities.

TNB has also played a key role in Malaysian sports, grooming more than 40 national hockey players from TNB since the 1950s. TNB hockey stars tour the country to conduct training sessions for young talents and up to 2,000 talents have been identified through hockey clinics.

TNB has employed many hockey players, developed young players and sponsored various tournaments throughout its history. Sekolah Sukan Tunku Mahkota Ismail's (SSTMI)

Thunderbolts has progressed tremendously in hockey after its adoption by TNB, producing many star players.

Under the PINTAR school adoption programme, TNB has adopted more than 20 primary schools nationwide. The company also allocates RM100,000 to each Sukma Games.

### Committed to the environment

In recent years, TNB has become a champion of renewable energy (RE) as part of its commitment to promote a greener and more sustainable energy sector.

TNB signs renewable energy purchase agreements with RE producers and for the administration of the feed-in tariff (FIT), which funds the supply of RE onto the national grid.

TNB has been involved in the

use of RE since the early 1980s through the "run of the river" hydro projects for rural communities. TNB is also further committed to support the Government in its initiative in increasing RE to meet the Government's target of 2,080MW of RE generation by 2020.

Notable measures include:

- Opening its network and allowing connections of small-scale RE plants for RE developers participating in the FIT scheme. To date, there is approximately 340MW of RE (FIT Scheme) operating in TNB's network while another 540MW is in the pipeline under the FIT.

- Pursuing joint partnerships for the development of RE plants:
  - Amcorp Power (20MW mini hydro in Sungai Liang)
  - Felda (12MW biomass in Jengka)
  - Sime Darby (3.2MW biogas in Tanjung Malim and Kulai)

- Committed to becoming a green utility company, delivering a sustainability report that embodies sustainability elements in its operations, products and services.

- Allocating Green Funds for the development of sustainability projects that benefit the nation.

TNB acknowledges the need to protect and preserve the environment and has embarked on numerous initiatives under its comprehensive Environmental Management System to reduce environmental impact.

Besides RE, TNB has ventured into clean coal technology, with the opening of the Sultan Azlan Shah Power Station in Perak in 2007 that meets World Health Organization standards.

The eco-friendly features let the surrounding mangroves continue to be healthy fishing grounds for locals.