

Tenaga Nasional: Taska 1TNB

Tenaga Nasional Berhad (TNB) is the largest electricity utility in Malaysia and a leading utility company in Asia. The Company serves an estimated 8.3 million customers in Peninsular Malaysia, Sabah and Labuan.

In 2006, the Company embarked on a 20-Year Strategic Plan with the ultimate objective of transforming into a world-class player by year 2025. To support this vision, TNB invests significantly in the continuous professional development of its employees through structured programmes. There is also renewed emphasis on sustainability, both of the organisation and of the Malaysian environment.

“In our commitment to deliver business results through human capital, Group Human Resources Division has aligned its focus towards orchestrating human capital capabilities and competencies to realize the full potential of the workforce and emphasis on long term human capital strategies to support the company aspirations.”

- Dato’ Muhammad Razif bin Abdul Rahman, Vice President

Overview

Realizing for the need for a well manage, systematic and integrated child care centre, TNB as a corporate entity had officially established their Taska TNB in 1996. Before this, the existing child care centre were manage separately by two (2) of the organization employee association ‘Persatuan Wanita Tenaga Nasional’ (PELITAWANIS) and ‘Persatuan Kebajikan Pekerja Islam’ (PKPI). Apart from Taska 1TNB located in TNB Headquarters Bangsar, there are also nine (9) childcare centres throughout the country at various TNB locations. TNB is proud to be one of the pioneers in offering in-house childcare services, as well as creating an extensive network of childcare centres throughout the nation to provide their employees with better means of achieving work-life integration.

Objectives

The Company takes great care in addressing the concerns and well-being of working parents and understands that in today’s current work landscape, both parents have to be in the workforce in order to sustain the escalating cost of living. The setting up of the childcare centre was part of TNB’s initiative of “Being a Caring Employer” and in line with Government’s policy of creating a conducive environment where employees are able to have work-life integration.

Initiatives

Being one of the first to set-up an in-house childcare centre, the Company TNB began with operating the childcare centre internally, managed by the Welfare Unit of the Human Resources Division. TNB ensured that the childcare location and set-up were strictly in line with the guidelines set by Jabatan Kebajikan Masyarakat (JKM) as well as Dewan Bandaraya Kuala Lumpur (DBKL). The Taska’s first location was within the staff quarters premises, whereby one of the quarters was converted to a space which could accommodate children aged from 2 months to 4 years old.

In 2005, TNB decided to outsource its childcare centre services to an external party to further optimize the services provided to the parents. The childcare vendor is renewed every two years to ensure the most effective service is selected to cater for the growth of its employees' children. The location of the childcare centre was also upgraded to a bigger space to accommodate increased requests from employees as well as to upgrade the childcare infrastructure for a more conducive learning environment.

Childcare Centre Facility

In 2014, Taska 1TNB in TNB headquarters located in Bangsar currently has a take-up rate of 100 children, and has five blocks of space to house each differing age group. The location also has an indoor and outdoor playground. The application for the childcare centre is on a first come, first serve basis and parents waitlisted are notified immediately when there is an opening. The centre is open from 7.30am to 6.00pm and the children are under the care of professionally trained childcare providers. The centre provides nutritional meals fit for child's individual dietary needs and provides a comprehensive early elementary educational programs from a certified syllabus which encompasses a balanced mixture of 'playing and learning' curriculum.

Childcare Subsidy

TNB established the childcare centre to ease the burden on parents; therefore the cost for childcare services has been subsidized by the company. An employee only pays a fraction of the cost which is based on the employee's pay grade. Payment of fees is made directly by the parents to the childcare provider, and the Company also subsidizes the vendor's cost of premises to enable the vendor to focus on delivering quality services.

Outcome

TNB believes that their greatest asset is their workforce. Since the inception of the child care centre in the late 70s in a few stations across Malaysia due to the demand then, TNB has expanded its in-house childcare centre services to nine (9) other TNB locations across the nation. This initiative has increase TNB employee's productivity and loyalty to the company, as parents feel secure that their child is taken care of within close proximity by trusted care providers. The childcare centre has also benefitted in retaining in particularly their women talent, which was crucial to provide for gender diversity in an industry traditionally dominated by males.

Parents are also extremely supportive of the initiative, and the staff association meets with the childcare vendors every three months to discuss how the management of the facility could be improved. Parents are also encouraged to give feedback through a pulse survey, or directly to the Welfare Unit as well as the childcare vendors.

Success Factors

- Leadership
 - Top Management Influence

- Organisation Alignment
 - HR Policies & Guidelines
 - Communication
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Awards

- 2014: Energy Company of the Year & Asian CEO of The Year Awards, Annual Power & Electricity Awards
 - 2014: Gold Award for “Excellence in Provision of Literacy & Education Award” , Annual Global CSR Summit and Awards
 - 2013: Top Rank for “Electric Utilities in Asia”, Platts Top 250 Global Energy Company Rankings
 - 2013: TNB REMACO “Malaysia Power Plant Service Provider of the Year 2013”, Frost and Sullivan Asia Pacific
 - 2013: Winner of the Corporate Social Responsibility & Special Submission Category “SISAS Quality Journey to PAS 55-1:2008 (asset management) certificate’, 31st Asian Minister of Energy Meeting (AMEM)
 - 2013: ‘Award of Excellence’ for ICT Division on the creation of the ‘Area Manager Dashboard’ Application, Shareguide Association Malaysia (SGAM)
 - 2012: Award Winner of MSOSH-OSH Gold Class 1 for 2013, Malaysian Society for Occupational Safety and Health (MSOSH)
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Website

www.tnb.com.my