



MRO Volunteer Recognition Program

This program aims to recognize individuals for their dedication, commitment, and contributions to the success of MRO.

Annual HERO Award

The annual MRO HERO Award recognizes individuals that have shown exemplary initiative and commitment to advancing the concept and principles of Highly Effective Reliability Organizations throughout the MRO region and in support of MRO's vision and mission.

Nominations will be solicited from all MRO Members and registered entities in the third quarter. The MRO executive team, in consultation with staff that support the organizational groups, will review the nominations and determine the top three candidates to submit to the OGOC for final selection at its third quarter meeting. The OGOC may choose to convene in a conference call or web meeting to discuss the nominations prior to its third quarter meeting.

The award recipient(s) will be invited to attend the Annual Member and Board Meeting and the preceding dinner that takes place in the fourth quarter, where he or she will be recognized by the OGOC Chair and the President and CEO and provided an award. Award recipients will be highlighted in MRO's annual report and on the [HERO page](#) of MRO's website.

The qualifications for HERO award nominees are the following HRO behaviors:

1. Preoccupation with Failure and Risk.
 - Focus on failures
 - Look twice at repeat problems
 - Imagine what could fail, even if it hasn't yet
 - Ask tough questions
 - Seek out and encourage bad news
2. Reluctance to Simplify Interpretation.
 - Embrace complexity of the bulk power system
 - Investigate the facts
 - Reject overly simple diagnoses
 - Be a skeptic; value other skeptics
 - Challenge the status quo
3. Sensitivity to Operations.
 - Seek to fully understand how things work, not just how they are supposed to work
 - Identify (and share) opportunities for improvement
 - Don't assign blame; empower others to speak up
 - Promote teamwork and awareness
 - Identify silos and encourage cross communication



4. Commitment to Resilience.

- Promote awareness of risks
- Identify and share resilient behaviors for our industry
- Determine and train others on appropriate mitigation efforts
- Assess mitigation efforts for effectiveness
- Promote continuous learning and training

5. Deference to Expertise.

- Listen to (and leverage) the boots on the ground (experts)
- Make decisions informed by technical truth
- Develop communication tools for sharing of information
- Improve relationships among regional constituents

Service Recognition

Organizational group members that retire from service from an MRO organizational group will be provided the following recognition for their service and commitment:

3-5 years: A framed Certificate of Outstanding Service signed by the chair of the OGOC and the President and CEO.

6-11 years: A framed Certificate of Outstanding Service and an award.

12+ years: A framed Certificate of Outstanding Service, a board resolution of recognition, and an award of higher value.

Years of service will include work performed on any MRO organizational group, including legacy committees and subgroups, MRO representation on NERC groups, or the following SPP organizational groups:

- Operating Reliability Working Group
- Reliability Compliance Working Group
- Security Working Group
- Supply Adequacy Working Group
- System Protection and Control Working Group
- Transmission Working Group
- SPP-RE Representatives on NERC CIPC

Recognition will be provided at a board dinner, board meeting, or organizational group meeting. An article will be included in the MRO newsletter or annual report highlighting the award recipients.