

STRATEGIC PLAN 2022-24

A highly reliable and secure North American bulk power system



PEOPLE

1 Ensure that MRO remains an innovative, resilient, and high-performing organization with an increased emphasis on leadership development and culture.

1. Ensure continuous learning, growth, and career development opportunities.
2. Foster a culture of diversity, equity, inclusion, honesty, and trust through constructive feedback, empowerment, and clarity of roles.
3. Promote opportunities for crossdepartmental and inter-ERO collaboration.
4. Formalize processes to ensure continuity of leadership and a skilled and engaged workforce

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Drive operational excellence throughout MRO in all processes and procedures, while emphasizing effectiveness and efficiency.

1. Focus on identifying, assessing, and mitigating corporate risks and ensure expenditure of resources are prioritized and appropriately deployed.
2. Foster a culture of continued improvement and innovation through forward thinking and futuristic visioning.
3. Leverage KPIs to measure operational effectiveness.
4. Identify and implement processes to assess and prioritize work.



PROCESSES



PARTNERSHIPS

3 Develop a nimble, adaptive, and collaborative culture that allows us to carry out our mission as a trusted and valued member of the ERO Enterprise.

1. Focus on advanced methods for identifying, assessing, and actively mitigating new and emerging risks to the BPS and ensure resources are deployed appropriately.
2. Lead and support ERO transformation efforts.
3. Expand collaborative relationships with federal, state, and provincial regulators, independent system operators, industry leadership, and the broader reliability and security ecosystem.
4. Ensure security and confidentiality of our partners' data and information.
5. Increase capability to support mitigation of increasing frequency and sophistication of cyber risks for corporate and industry (ransomware, phishing, vulnerabilities, etc.).
6. Be a trusted leader in providing premier and cutting-edge outreach to our stakeholders.