

Cordova Oilfield Services Accessibility Progress Report 2025

Rewrite May 5, 2025 new format

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1.0 General

Accessibility Progress Report, which applies to Cordova Oilfield Services

Mullen Oilfield Services has a process for receiving and responding to feedback, including feedback on how services are delivered to persons with disabilities.

Our Accessibility Plan, Progress Report and a description of our accessibility feedback process are available in the following alternate formats:

Print;

Large print;

Braille;

Audio;

Electronic.

You can provide accessibility feedback or request an alternate format of our Accessibility Plan, Progress Report and description of our feedback process in a number of ways, including by contacting:

Phone: 1 250-787-7378

Email: Cmacdougall@cordovaoilfield.com

Regular mail: 11520 - 85 Ave Fort St John, BC V1J 8B3

For more information, visit <https://www.cordovaoilfield.com/accessibility/>

The person responsible for receiving accessibility feedback at Cordova Oilfield is the Business Leader

Feedback can be provided anonymously.

2.0 Executive Summary

Cordova Oilfield Services remains dedicated to advancing our accessibility capabilities and continues to work towards meaningful progress. We published our Accessibility Plan in 2023.

We have a feedback process, but at this time we have received no reports or feedback, which hampers us with conducting regular reviews of our progress and prioritizing actions to address identified barriers to accessibility.

Some of the improvements made since publishing our Accessibility Plan include the following:

- Training and education program course is under review, which is designed to raise awareness and create a deeper understanding of accessibility within our business.
- Review of our recruitment and equitable employment practices and processes.

Cordova Oilfield Services remains committed to treating all people in a way that allows them to maintain their dignity and independence through a proactive and evolving approach. This Progress Report highlights Cordova Oilfield Services efforts to foster inclusivity and fulfill our purpose to advance how Canadians connect and interact with each other and the world.

3.0 Status of Progress in Key Areas

Our Progress Report aligns with the key areas outlined in our Accessibility Plan and provides an update on the actions we have taken so far to advance accessibility within our company. It also includes additional learnings and/or identified challenges that we aim to address as part of our long-term and ongoing efforts.

This approach also provides more flexibility to consult persons with accessibility needs for direct feedback on how we can improve in each key area. Consultation groups include our larger network of wholly owned companies and limited partnerships that are subsidiaries of Mullen Group Ltd. (Mullen Group) (corporate office provides the company certain services and assists with the development and implementation of the accessibility plan on a ongoing basis).

Review of potential opportunities, where suitable, for establishing mentorship for employees of the company that are persons with disabilities.

Employment

We are committed to fostering a safe, supportive, and accessible workplace and promoting a culture that values diversity, equity, inclusion and belonging. In addition to an active awareness program, we are engaging Cordova Oilfield Services employees with accessibility needs to ask for feedback that helps us adapt our approach and supports our ongoing dedication to improving accessibility across our company.

Our immediate actions and short-term progress include the following:

- When job postings are received, assessments are reviewed equally with all applicants, and if, or when identified opportunities on accessibility issues are identified discussions are held to determine how we can make things work to remove any barriers or potential barriers to facilitate their application and employment.
- Improved our hiring and accommodation practices to better support candidates with accessibility needs and increased our focus on equitable employment experiences. Developed new talent acquisition documentation to raise accessibility awareness and avoid bias in recruitment practices. This includes a recruitment and interviewing checklist and guidelines for creating inclusive job descriptions.

In addition to our immediate actions, we have also started work on several longer-term initiatives, including:

- Investing in suitable accessibility training programs to aid in raising awareness and understanding, diversity, equity, and inclusion.
- Improving and promoting feedback mechanisms that will enable Mullen Oilfield Services members to voice concerns and suggest improvements to accessibility practices, workplace policies, programs and work environments.
- Actively working with our team to catalogue accessibility features at our locations.

The Built Environment

Identifying and addressing obstacles remains an integral part of our commitment to foster inclusive and barrier-free built environments in our offices, shops, yards and buildings.

To support accessibility going forward, we will continue to take a proactive approach to addressing barriers with clear communications and close collaboration with Cordova Oilfield Services team members and external partners. With support from our Mullen Group corporate office, the company will evaluate its offices and facilities to assess the need for further accessibility features.

Our immediate actions and short-term progress include the following:

- Review of emergency response plans, to ensure it's inclusive and safe for all employees, and visitors to our sites. These plans are reviewed annually for not only functionality but, looking at persons with disabilities in the event of an emergency.
- Assessed our office renovations and identified practical opportunities to make adjustments to improve accessibility.

In addition to our immediate actions, we have also started work on several longer-term initiatives, including:

- Our current facilities only have audio alarms, no visual signals. Target in the future is to add additional visual emergency notification devices.
- Site locations door entrances create barriers as they are not powered to aid with accessibility issues.

Information and Communication Technologies (ICT)

We are dedicated to leveraging technology advancements to help us meet high standards for accessible technology and media services. This includes identifying and eliminating barriers in our websites, mobile applications, computer systems, to make them more accessible for our employees and visitors.

Cordova Oilfield Services closely assesses and monitors our digital products and services. Any and all feedback is shared with our senior management teams to support their focus in developing solutions to address accessibility barriers in information and communication technologies.

Communication, other than ICT

The Company acknowledges that content and medium are both important in providing accessible communication to its customers, employees, job applicants, suppliers, and any visitors that access the premises. Communication barriers exist in the content and format of online information, in-person interactions and meetings and presentations. One of the Company's goals is to work towards providing more accessible communications.

- Provide training on accessibility and barriers for employees who work on communications, including information on potential different communication styles.
- Evaluate website, social media posts, meetings and presentation conventions and practices to create a plan to address barriers to accessibility if discovered, including assessing the following:
- Adding alternative text for images.
- Using high contrast font.
- Providing transcripts of audio and video posts, where appropriate.
- Review virtual meeting practices for accessibility, including the provision of presentations and real time transcripts, and considering alternative means of communication.
- Review orientation processes and resources for new employees for improvements to accessibility, with the support of Corporate Office.

Our immediate actions and short-term progress include the following:

- Our orientation processes have been reviewed on accessibility.
- Virtual meeting practices have begun, still room to improve here.

In addition to our immediate actions, we have also started work on several longer-term initiatives, including:

- Training on the barriers for those who work on communication.

The Procurement of Goods, Services and Facilities

We remain committed to promoting supplier diversity and addressing accessibility barriers. While we understand that fostering accessibility and diversity in procurement processes is evolving and ongoing, we continue to communicate the importance of accessibility to our suppliers.

Our immediate actions and short-term progress include the following:

- No changes on the procurement practices at this time, continues to be a work in progress from our facility side of things.
- We do collaborate with our client partners, manufacturers and vendors within our safety management systems such as ISN, Complyworks to name a few to enhance accessibility, including updating accessibility commitments in contracts.

The Design and Delivery of Programs and Services

The Company's primary customers are other businesses, and as such, evaluating the design and delivery of programs and services to the public is not applicable. The Company considers the design and delivery of programs and services as it might apply to its employees and customers.

Review the accessibility of design and delivery of programs and services with respect to employees and customers with disabilities.

Our immediate actions and short-term progress include the following:

- Accessibility training for Cordova Oilfield Services personnel still needs to be delivered to continue driving awareness on accessibility-related inquiries.

In addition to our immediate actions, we have also started work on several longer-term initiatives, including:

- Monitor feedback process to acknowledge all requests in a timely manner.

Transportation

The Company's business may provide transportation, logistics services, and/or specialized and industrial services, it does not provide passenger transportation services. As such, we know there are barriers to the public and passenger-based services that are not considered. The Company's focus is on continually evaluating potential barriers that exist for employees and candidates. Such barriers might include, physical barriers, like ramps, curbs, vehicle and equipment design or lack of vehicle and equipment adaptability. The Company will work towards reducing barriers for employees with disabilities to the extent reasonable, pursuant to applicable occupational health and safety legislation, and other relevant legislation.

Assess the accommodations available for vehicles and equipment that would be compliant with the Company's occupational health and safety, and other relevant legislative, contractual, and other obligations for opportunities for safe implementation.

Our immediate actions and short-term progress include the following:

- Continual assessments for opportunities to reduce barriers for our employees with disabilities, we continue to strive to meet and or exceed our relevant legislative, contractual, and other obligations for opportunities, remains a work in progress.

4.0 Consultations

Since the development and publication of our Accessibility Plan, we have continued to learn a great deal about each of our key priority areas by consulting directly with persons with disabilities. These consultations have helped us identify and understand the impact of barriers experienced by persons with disabilities. Our consultation activities included:

The Company understands that collaborating with persons with disabilities is an important factor in developing an Accessibility Plan. Mullen Group consulted with the Foothills Advocacy in Motion Society (“FAIM”) on behalf of its federally regulated subsidiaries in the development of this Accessibility Plan (the “Consultation”). The Consultation process was two-fold and included:

- A review completed by FAIM of a draft of the Accessibility Plan; and
- several in person conversations with persons with disabilities facilitated by FAIM

The first facet of the Consultation consisted of FAIM reviewing and providing feedback on a draft of the Accessibility Plan, prior to the in-person portion of the Consultation. The second facet of the Consultation included in-person discussions that were facilitated by a staff member of FAIM. These discussions posed questions and asked for input regarding the barriers faced by persons with disabilities, including, physical, attitudinal, technological and communication barriers. These conversations also asked for input on recommendations for improving policies and procedures to support persons with disabilities, and for recommendations on the inclusiveness and accessibility of events and activities.

In some cases, consultations have reinforced previously identified barriers and helped us prioritize our actions. Should new barriers be identified, we will incorporate these new learnings into our organizational efforts to improve accessibility.

No other new feedback has been identified and or brought forward from what has already been identified for Mullen Oilfield Services.

5.0 Feedback

Feedback can be submitted by telephone, email, web form, and by mail. Most of the feedback was provided over the phone, which allows people to offer their input anonymously. We acknowledge the receipt of all feedback in the same manner it is received, unless it is shared anonymously and contact information is not available.

Through our feedback process, we have continued to learn more about accessibility barriers.



The feedback we receive is instrumental in supporting our continued efforts to identify, remove and prevent barriers to accessibility, prioritize and develop solutions, and further our ongoing work to reduce and remove barriers. Incorporating feedback from persons with disabilities is central to our commitment to inclusivity. It ensures that our approach to supporting accessibility remains dynamic and responsive to the evolving needs of our diverse community.

6.0 Conclusion

We are proud to report that we are continuing to make meaningful progress in our ongoing commitment to enhance accessibility in products, services, employment practices, built environment, information and communications technologies (ICT), procurement and communications other than ICT.

Our consultation efforts, feedback process, new partnerships and dedicated Bell team members have helped us to identify and address barriers to accessibility. As we continue our work to reduce and eliminate accessibility barriers, we recognize the importance of maintaining a dynamic and responsive plan that evolves with the changing needs of our diverse community.

Our next Accessibility Plan Progress Update Report is planned to be released on or before June 1, 2026.