



# **Cordova Oilfield Services Accessibility Progress Report 2026**

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## 1.0 General

This Accessibility Progress Report is applicable to Cordova Oilfield Services. Mullen Oilfield Services utilizes a procedure to receive and respond to feedback, which includes comments on how our services are provided to individuals with disabilities.

Our Accessibility Plan, Progress Report, and an overview of our feedback mechanism are offered in the following alternative formats:

- Print
- Large print
- Braille
- Audio
- Electronic

You may submit accessibility feedback or ask for an alternative format of these documents through several methods, including:

- **Phone:** 1 250-787-7378
- **Email:** Cmacdougall@cordovaoilfield.com
- **Mail:** 11520 - 85 Ave Fort St John, BC V1J 8B3

Visit [www.cordovaoilfield.com/accessibility/](http://www.cordovaoilfield.com/accessibility/) for additional details. The Business Leader is the individual responsible for handling accessibility feedback at Cordova Oilfield. Feedback may also be submitted anonymously.



## 2.0 Executive Summary

Cordova Oilfield Services stays committed to improving our accessibility practices and continuously strives for substantial progress. Our initial Accessibility Plan was published in 2023. While we maintain an active feedback process, we have not yet received any reports, which limits our ability to conduct routine progress reviews and prioritize steps for resolving identified accessibility barriers.

Several improvements enacted since the release of our Accessibility Plan include:

- Reviewing our training and education program to increase awareness and build a better understanding of accessibility throughout our organization.
- Evaluating our hiring procedures and equitable employment practices.

Cordova Oilfield Services remains dedicated to interacting with everyone in a manner that upholds their independence and dignity via a dynamic, proactive approach. This Progress Report showcases our efforts to promote inclusivity and achieve our goal of advancing how Canadians connect with one another and the broader world.



### **3.0 Status of Progress in Key Areas**

This report corresponds with the core areas detailed in our Accessibility Plan, offering an update on the steps we have implemented to foster accessibility within the organization. It incorporates new insights and recognized challenges that we plan to tackle as part of our continuous, long-term initiatives. This strategy grants us greater flexibility to consult with individuals requiring accessibility accommodations to gain direct feedback on potential improvements across each key area.

Our consultation network encompasses our wider group of wholly-owned subsidiaries and limited partnerships under Mullen Group Ltd. (Mullen Group), where the corporate office supplies certain services and aids in the ongoing implementation of the accessibility plan. We are also evaluating suitable opportunities to create mentorship programs for employees with disabilities.

#### **Employment**

We are dedicated to cultivating a secure, supportive, and accessible work environment while championing a culture rooted in diversity, equity, inclusion, and belonging. Alongside our active awareness initiatives, we are reaching out to Cordova Oilfield Services staff members who have accessibility needs, seeking their feedback to refine our strategies and support our continuous commitment to enhanced workplace accessibility.

Immediate steps and short-term achievements include:

- Reviewing assessments equally for all applicants upon receiving job postings. When accessibility opportunities or issues arise, we discuss how to adapt our processes to eliminate potential barriers and support their employment application.
- Enhancing our recruitment and accommodation protocols to more effectively assist candidates with accessibility requirements, placing a stronger emphasis on fair employment experiences.
- Creating updated talent acquisition materials to increase accessibility awareness and prevent bias during recruitment. This features a newly developed interviewing checklist alongside guidelines for crafting inclusive job descriptions.

Alongside our immediate actions, we have initiated several long-term projects, including:

- Funding appropriate accessibility training courses to help boost awareness regarding diversity, equity, and inclusion.
- Upgrading and promoting feedback channels that empower Mullen Oilfield Services personnel to share concerns and recommend enhancements to accessibility policies, programs, and environments.
- Collaborating with our team to actively document the accessibility features present at our worksites.



## **The Built Environment**

Locating and resolving physical obstacles is a core component of our pledge to create inclusive, barrier-free environments across our offices, yards, shops, and buildings. Moving forward, we will maintain a proactive stance in mitigating barriers through transparent communication and tight collaboration with external partners and Cordova Oilfield Services team members. Backed by our Mullen Group corporate office, we will review our facilities to determine the necessity for additional accessibility upgrades.

Immediate steps and short-term achievements include:

- Auditing our emergency response protocols to ensure they are safe and inclusive for all site visitors and employees. These procedures undergo an annual review that examines general functionality as well as the specific needs of persons with disabilities during emergencies.
- Evaluating recent office renovations to pinpoint practical modifications that enhance accessibility.

Alongside our immediate actions, we have initiated several long-term projects, including:

- Addressing the current limitation of our facilities having only audio alarms without visual indicators. Our future objective is to install visual emergency notification systems.
- Recognizing that non-powered entry doors at our site locations present a physical barrier for accessibility.

## **Information and Communication Technologies (ICT)**

We are committed to utilizing technological advancements to uphold exceptional standards for accessible media and tech services. This involves finding and removing obstacles across our computer systems, mobile apps, and websites to ensure they are accessible for visitors and staff. Cordova Oilfield Services rigorously evaluates and monitors all digital services and products. All collected feedback is forwarded to senior management to guide the development of solutions that resolve ICT accessibility barriers.



## **Communication, other than ICT**

The Company recognizes that both the medium and the content play vital roles in delivering accessible communication to applicants, employees, customers, suppliers, and premises visitors. Communication barriers can be found in online information formats, presentations, meetings, and in-person interactions. A primary goal for the Company is striving to offer communication that is more accessible. We will supply accessibility and barrier training for personnel handling communications, which will cover various potential communication styles.

We will assess presentations, meetings, website content, and social media conventions to formulate a strategy for addressing any discovered accessibility barriers, which includes evaluating:

- The inclusion of alternative text for images.
- The utilization of high-contrast fonts.
- The provision of video and audio transcripts when applicable.

We are also reviewing the accessibility of virtual meeting procedures, looking at the use of real-time transcripts, presentations, and alternative communication methods. With the Corporate Office's support, we will evaluate our new employee orientation materials for accessibility enhancements.

Immediate steps and short-term achievements include:

- Conducting an accessibility review of our orientation procedures.
- Implementing virtual meeting practices, though there remains room for further improvement.

Alongside our immediate actions, we have initiated several long-term projects, including:

- Providing barrier training for employees involved in communication.



## **The Procurement of Goods, Services and Facilities**

We stay dedicated to encouraging supplier diversity and mitigating accessibility barriers. We recognize that cultivating diversity and accessibility within procurement is an ongoing evolution, and we continue to stress the importance of accessibility to our vendors.

Immediate steps and short-term achievements include:

- Procurement practices currently remain unchanged and are a continuing work in progress at our facilities.
- We are actively collaborating with vendors, manufacturers, and client partners within safety management systems (like Complyworks and ISN) to boost accessibility, which includes adding accessibility commitments to our contracts.

## **The Design and Delivery of Programs and Services**

Because the Company primarily serves other businesses, assessing the public design and delivery of our programs is not applicable. However, we do evaluate program design and delivery regarding how it impacts our customers and employees. We will review these services specifically concerning customers and employees with disabilities.

Immediate steps and short-term achievements include:

- We still need to deliver accessibility training to Cordova Oilfield Services staff to maintain awareness regarding accessibility inquiries.

Alongside our immediate actions, we have initiated several long-term projects, including:

- Monitoring our feedback mechanisms to ensure all inquiries are acknowledged promptly.

## **Transportation**

While the Company offers specialized, industrial, logistics, and transportation services, we do not supply passenger transportation. Consequently, we acknowledge that public and passenger-based barriers are outside our current scope. Our focus remains on continuously assessing possible barriers that candidates and employees may face. These could involve physical obstacles such as curbs, ramps, or the design and adaptability of equipment and vehicles.

The Company aims to reasonably reduce barriers for employees with disabilities in accordance with applicable occupational health and safety laws and other pertinent legislation. We will evaluate available vehicle and equipment accommodations that comply with these obligations to find opportunities for safe integration.

Immediate steps and short-term achievements include:



- Ongoing evaluations to find ways to reduce barriers for staff with disabilities. We consistently aim to meet or surpass our legislative and contractual duties, though this remains a continuous work in progress.

## 4.0 Consultations

Since publishing our initial Accessibility Plan, consulting directly with individuals with disabilities has taught us significantly about our key priority areas. These discussions have aided us in understanding the true impact of the obstacles these individuals face.

Our consultation efforts involved:

- Recognizing that partnering with persons with disabilities is crucial to formulating an effective Accessibility Plan.
- Mullen Group's consultation with the Foothills Advocacy in Motion Society (FAIM) on behalf of its federally regulated subsidiaries to develop this plan.

This Consultation utilized a two-part process:

- FAIM reviewed a draft version of the Accessibility Plan.
- FAIM facilitated several in-person dialogues with persons with disabilities.

During the first phase, FAIM assessed and offered feedback on the drafted plan prior to the live sessions. The second phase featured in-person talks guided by a FAIM staff member. These sessions solicited input regarding communication, technological, attitudinal, and physical barriers. They also requested recommendations for enhancing supportive procedures and policies, as well as making activities and events more inclusive.

In certain instances, these consultations validated previously noted barriers and assisted us in prioritizing our next steps. If new barriers emerge, we will integrate those findings into our broader organizational efforts. No new feedback beyond what has already been documented for Mullen Oilfield Services has been presented.



## **5.0 Feedback**

Individuals can submit feedback via mail, web form, email, or telephone. The majority of our feedback has been received over the phone, giving individuals the option to remain anonymous. We confirm the receipt of all feedback using the same method it was sent, provided it is not anonymous and contact details are given.

Our feedback process continues to educate us on accessibility obstacles. The comments we receive play a vital role in helping us identify, mitigate, and prevent barriers, while allowing us to prioritize and create effective solutions. Integrating the perspectives of persons with disabilities is a core component of our dedication to inclusivity. This guarantees that our accessibility strategies remain responsive and dynamic to our diverse community's shifting needs.

## **6.0 Conclusion**

We are pleased to state that we are consistently making substantial progress in our dedication to improving accessibility across our products, services, employment practices, built environments, ICT, procurement, and non-ICT communications. Our feedback procedures, consultation initiatives, new partnerships, and committed Bell team members have been instrumental in recognizing and resolving accessibility barriers.

As we press forward in eliminating these obstacles, we understand the necessity of keeping our plan dynamic and adaptable to the evolving requirements of our diverse community. We anticipate releasing our next Accessibility Plan Progress Update Report on or before June 1, 2027.