

Accessibility Plan - Progress Report 2025  
Total Oilfield Rentals Ltd.  
2024-2026



## General

Total Energy Services provides drilling, completion and production rental equipment and oilfield transportation services in western Canada through Total Oilfield Rentals Ltd. ("TOR"), and in the United States through Total Oilfield Rentals, Inc. (collectively referred to as "Total Oilfield Rentals"). Total Oilfield Rentals Ltd. is headquartered in Leduc, Alberta and Total Oilfield Rentals, Inc. is headquartered in Casper, Wyoming. Total Oilfield Rentals has 150 employees across Canada, with an additional 55 employees working out of the US.

TOR will work to identify and remove barriers, and prevent new barriers, for persons with disabilities as they relate to employment, communication, the built environment, and transportation at the Company. This plan outlines the Company's Accessibility Plan and strategy for identifying, removing, and preventing these barriers.

TOR is part of a network of wholly owned companies and limited partnerships that are subsidiaries of Total Energy Services ("TES"). Total Oilfield Rentals Ltd.'s corporate office ("Corporate Office") provides certain services and will assist with the development and implementation of the Accessibility Plan on an ongoing basis.

## Contact Information & Feedback Process

Total Oilfield Rentals Ltd. welcomes feedback regarding the manner in which it is implementing its Accessibility Plan and any barriers encountered by persons with disabilities. Persons who provide formal feedback will receive acknowledgement of their feedback in the same manner in which it was received, unless feedback is submitted anonymously. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request. Individuals who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based the concerns or complaints that were submitted.

Feedback can be submitted to TOR's Human Resources Department:

**Email:** [tor-humanresources@totaloilfield.ca](mailto:tor-humanresources@totaloilfield.ca)

**Phone:** 403-267-6675

**By Mail:** 1000 - 734 7 Avenue SW Calgary, Alberta T2P 3P8

## Areas under Section 5 of the Accessible Canada Act (ACA)

### Employment

TOR is committed to being accessible to all current and prospective employees at every stage of their employment cycle. In the last 4 months, we've implemented the following improvements:

- *TOR's Human Resources is committed to screen candidates and is committed to unbiased recruitment practices. The company continues to review job application processes for persons with disabilities or any barriers. We also have started revising our job application questionnaire to consider accessibility considerations.*
- *The company focused on mental health disabilities this year by encouraging mental health wellness and increasing employee awareness through our EFAP – Homewood Health. Information is accessible on the ADP Dashboard via monthly Homewood Health Lifelines.*
- *We are actively working to complete our Pay Equity Plan by October 2025.*



## **Built Environment**

Over the past 4 months, here are some updates on better accessibility for our facilities:

- *No Significant changes have been made but evaluations continue*
- *Review, update, as necessary, its emergency disaster response plans to account for employees, and visitors with disabilities*
- *Evaluate facilities to verify that smoke, fire and other emergency alarms have visual and auditory signals, and asses if improvements are required*
- *Review company works spaces, and customer facing facility areas to identify any physical barriers, by early 2026 and plan improvements.*

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

TOR recognizes that systemic barriers exist within technology and presumptions made about its use. The Company wishes to remove barriers and improve accessibility for employees with disabilities, by making such technology more accessible. TOR ensures that our employees can access the information and services they require. Here are some updates on better accessibility for technology

- *Our online training platform allows for visual and audio outputs.*
- *Our current HR and Applicant Tracking Software and systems allow for remote connectivity.*

## **Communication, other than ICT**

TOR 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.

- *Upon request, TOR will provide or arrange for accessible formats and communication supports for employees, applicants, or persons accessing the company's goods or services.*
- *We are currently using Microsoft 365 which allows transcription options for video conferencing.*

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

TOR buys various products and services that support our work and our employees. We use a system of rules and guidelines to ensure that we buy products and services that are competitively priced and have the best value. We are dedicated to making sure that the products and services we buy are as accessible as possible. Some of the goods purchased do not have accessibility considerations, such as fuel. We require steps to help the procurement team know when accessibility requirements are applied. Here are the steps we've taken to ensure compliance:

- *We continue to research and include accessibility considerations in our procurement policy.*
- *Most facilities have Bay Doors for ease of delivery of goods.*

## **Customer Service**

TOR ensures it communicates with customers that have disabilities in ways that take into account their disability; for example by email, phone, or in person. Here are

- *TOR continues to communicate with customers that have disabilities in ways that take into account their disability; for example by email, phone, or in person.*

## Transportation

TOR's business may provide transportation, logistics services and it does not provide passenger transportation services. As such, barriers to the public and passenger-based services are not considered.

In the past few months, here are the updates to ensure we are in compliance with the Accessibility requirements:

- *Continued 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.*
- *We are constantly researching best practices and new technology and equipment to minimize barriers in our workplace.*

## Consultation

TOR understands that collaborating with persons with disabilities is an important factor in developing an Accessibility Plan. TOR consulted with Calgary Alternative Support Services Inc. in the development of this Accessibility Plan. The Consultation process included a review of a draft of the Accessibility Plan.

### ***Consultations and Feedback Submitted and Considered***

- *We encourage and respond to feedback from employees who may experience accessibility barriers in our workplace.*
- *No follow up consultations have been completed to date. Since we posted our Accessibility Plan in January 2025, we have not received any additional response.*

## Feedback

As a part of TOR's Accessibility Plan, we welcome feedback regarding the manner in which it is implementing its Accessibility Plan and any barriers encountered by persons with disabilities. Persons who provide formal feedback will receive acknowledgement of their feedback in the same manner in which it was received, unless feedback is submitted anonymously. Feedback forms, along with alternate methods of providing feedback verbally (in person or by telephone) or written (handwritten, delivered, website, or e-mail), will be available upon request. Individuals who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based the concerns or complaints that were submitted.