

Accessibility Plan - Progress Report 2026  
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

## Progress Update

Our Accessibility Plan identified specific actions across the following priority areas: employment; the built environment; information and communication technologies (ICT); communication other than ICT; procurement of goods, services, and facilities; and transportation. A summary of progress for each area is outlined below.

### Employment

TOR is committed to being accessible to all current and prospective employees at every stage of their employment cycle. We’ve implemented the following improvements:

Area	Action	Status
Recruitment	- TOR continues to include accommodation statements/questionnaires in all job postings and provides applicants the opportunity to request accommodations throughout the recruitment process.	Ongoing
	- TOR’s Applicant Tracking System (ADP WFN) is linked to Indeed, which supports accessible online	

Area	Action	Status
	applications and mobile accessibility. It has assistive technologies such as screen readers and keyboard navigation, allowing candidates to apply with a variety of accessible tools.	
<b>Employee Well - Being</b>	<ul style="list-style-type: none"> <li>- TOR focused on mental health disabilities this year by encouraging mental health wellness and increasing employee awareness through our EFAP through Homewood Health.</li> <li>- Distribution mechanisms include posting it on the intranet (ADP &amp; Employee portal), printed hard copies were placed in high traffic areas such as staff lounges and lunchrooms, making it available in Human Resources, regular mass email distribution.</li> </ul>	Ongoing
<b>Return to Work and Disability Management</b>	<ul style="list-style-type: none"> <li>- TOR continues to support employees returning from disability-related leaves. Human Resources works with employees, managers, and benefit providers to facilitate a safe and supportive return to work.</li> <li>- Individualized return-to-work plans, including modified duties or gradual schedules where appropriate, are implemented to support successful reintegration into the workplace.</li> </ul>	Ongoing
<b>Pay Equity Plan</b>	<ul style="list-style-type: none"> <li>- Worked on completing our Pay Equity Plan in October 2025.</li> </ul>	Completed

## Built Environment

Here are some updates on better accessibility for our facilities:

Area	Action	Status
<b>Accessible Work Stations/Workspaces</b>	<ul style="list-style-type: none"> <li>- Adjustments to desks, chairs, or equipment are provided to support employees with accessibility needs, and ergonomic assessments are arranged when requested.</li> <li>- Hallways, work areas, and common spaces are kept clear and accessible to help maintain barrier-free movement throughout the workplace.</li> </ul>	Ongoing
<b>Emergency and Safety Considerations</b>	<ul style="list-style-type: none"> <li>- Review, update, as necessary, its emergency disaster response plans to account for employees, and visitors with disabilities</li> <li>- Ensure accessible evacuation routes where possible.</li> </ul>	Ongoing

Area	Action	Status
	- Continue to evaluate facilities to verify that smoke, fire and other emergency alarms have visual and auditory signals, and asses if improvements are required	
<b>Parking and Building Access</b>	<ul style="list-style-type: none"> <li>- Maintaining accessible parking spaces near entrances and ensuring these are accessible</li> <li>- Ensure that delivery bay doors are accessible. Most of the branches have designated ramps for delivery of goods.</li> </ul>	

## Information and Communication Technologies (ITC)

Here are some updates on better accessibility for technology :

Area	Action	Status
<b>Accessible Online Training</b>	- Our online training platform allows for visual and audio outputs.	Ongoing
<b>Accessibility in Digital Tools</b>	<p><b>Microsoft Teams</b> – Supports keyboard navigation, screen readers, live captions, transcription, high contrast mode, adjustable text, and Immersive Reader.</p> <p><b>Outlook</b> – Offers screen reader compatibility, keyboard shortcuts, high contrast mode, adjustable fonts, dictation tools, and an accessibility checker for emails.</p> <p><b>Office 365 (Word, Excel, PowerPoint, OneNote)</b> – Includes accessibility checker, alternative text for images and charts, keyboard shortcuts, screen reader support, and Immersive Reader.</p>	Ongoing
<b>HR &amp; Payroll Systems</b>	<ul style="list-style-type: none"> <li>- Our current HRIS, Applicant Tracking Software &amp; Payroll systems allow for remote connectivity.</li> <li>- The platform supports accessibility through screen reader compatibility, keyboard navigation, mobile access, and alignment with accessibility standards.</li> </ul>	Ongoing

## 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: During the reporting period, the following practices continued:

Area	Action	Status
<b>Accessible Formats</b>	- Upon request, TOR will provide or arrange for accessible formats and communication, interview supports for employees, applicants, or	Ongoing

	persons accessing the company's goods or services.	
<b>Emergency and Company Wide Notices</b>	<ul style="list-style-type: none"> <li>- TOR ensures that company wide announcements are communicated in ways that can be understood by all employees. <ul style="list-style-type: none"> <li>o Looking at add a clause in Staff communication to include option to contact Accessibility Officer for accessible formats.</li> </ul> </li> </ul>	Ongoing
<b>Employee Feedback</b>	<ul style="list-style-type: none"> <li>- Employees are encouraged to request accessible formats or raise communication barriers through the organization's accessibility feedback process.</li> </ul>	

## Procurement of Goods, Services and Facilities

Here are the steps we've taken to ensure compliance:

Area	Action	Status
<b>Procurement Accessibility Practices</b>	<ul style="list-style-type: none"> <li>- We continue to research and include accessibility considerations in our procurement procedures</li> </ul>	Ongoing
<b>Facility and Site Access</b>	<ul style="list-style-type: none"> <li>- On-site facilities, including storage yards, workshops, and rental depots, are maintained with accessible entrances and pathways as applicable</li> <li>- Most facilities have Bay Doors to ensure accessible delivery of procured goods</li> </ul>	Ongoing
<b>Digital Systems for vendor set up</b>	<ul style="list-style-type: none"> <li>- TOR uses BASIS for vendor setups, supports accessibility through web-based access, clearly labeled forms, and compatibility with assistive technologies. Users can complete vendor onboarding and data management remotely, and information can be exported in accessible formats</li> </ul>	Ongoing

## Customer Service

TOR is committed to providing accessible customer service and ensuring that all customers can access information, services, and support. During the reporting period, the following practices continued:

Area	Action	Status
<b>Contact Channels</b>	<ul style="list-style-type: none"> <li>- 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.</li> </ul>	Ongoing

<b>Accessible Documentation and information</b>	- Information about equipment, rentals, or services is available in plain language and accessible formats to ensure ease of reference.	Ongoing
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## Transportation

Here are the updates to ensure we are in compliance with the Accessibility requirements:

Area	Action	Status
<b>Loading and Unloading Rental Equipment</b>	- TOR's teams are provided with Safety training and procedures that allow safe handling of equipment.	Ongoing
<b>Continuous Improvement</b>	- We are constantly researching best practices and new technology and equipment to minimize barriers in our workplace.	Ongoing
<b>Equipment Handling</b>	- Tools, trailers, and oilfield equipment are managed in ways that reduce physical barriers for employees operating or assisting with equipment. Safety protocols are in place as for employees.	Ongoing

## 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 and Progress Report in Year 2025, we have not received any additional response.*