

# Accessibility Plan

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.

## Definitions

**Barrier:** Anything physical, architectural, technological, or attitudinal, anything that is based on information or communications, or anything that is the result of a policy or a practice that hinders the full and equal participation in society of a person with an impairment, including a physical, mental, intellectual, cognitive, learning, communication, or sensory impairment, or a functional limitation.

**Impairment:** An impairment is a medical condition, a result of an injury, disease or other disorder that produces a reduction in physical or mental function.

**Disability:** Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

**Handicap:** Describes the difficulty or the disadvantage an individual may have functioning in an environment.

## Purpose and Scope

The purpose of this document is to establish criteria for basic access for all work and environments, to assist in implementing action regarding accessibility and to provide a tool for auditing accessibility.

## Benefits

In keeping with Total Oilfield Rentals Ltd. mission to be a pacesetter drilling, completion and production rental equipment and oilfield transportation services organization, it is imperative that they attract and retain qualified employees and benefit from the increasingly diverse base of oilfield customers. The removal of barriers will benefit everyone including present and potential employees and the public. Through the establishment of company wide criteria for achieving accessibility, activities will be coordinated, systematized, and therefore will be cost-effective. Improving access to the environments is an important, value added endeavour.



## Guidelines

### Accessibility Plan

The Accessibility Plan was prepared and published by December 2024 and will be updated every three years following that, or sooner if necessary.

The Accessibility Plan was developed in consultation with persons with disabilities and indicates how they were consulted. This process is followed for the creation of and any updates to the plan. The Company adheres to all requirements made by regulation in the development and ongoing maintenance of the Accessibility Plan.

### Employment

TOR understands that improving workplace accessibility and ensuring an accessible recruitment and selection process for applicants with disabilities can contribute to a more diverse and welcoming workplace culture. TOR reviews its practices and procedures to identify, remove, and prevent barriers by developing inclusive employment procedures that support persons with disabilities. Where necessary, accommodations are made during the recruitment and selection stages, and throughout the employment lifecycle. Technological and systemic barriers may exist for employee orientation and training, as such, training and development programs provided by the Company should be reviewed to consider an employee's barriers and abilities. Systemic barriers can be identified with respect to conventions associated with the hiring process.

TOR will encourage current employees with disabilities to have conversations with management regarding accommodations that can be made to create a more diverse and welcoming workplace culture.

#### ***Progress Report 2025 – Employment***

- *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

TOR is looking to improve its publicly accessible facilities with a goal of working towards making such facilities free of physical barriers, in order to promote a space of inclusivity. Physical barriers may exist in the Company's offices and facilities, that can be improved upon.

- With support from Corporate Office, the Total Oilfield Rentals Ltd. will evaluate its offices and facilities to assess the need for further accessibility features.
- Review Company workspaces, and customer facing facility areas to identify any physical barriers, by the end of 2025 and plan improvements.

### ***Progress Report 2025 – Built Environment***

- *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 will audit their website to ensure we comply with digital content accessibility standards.
- TOR through our Corporate IT will train their IT department to increase their accessibility knowledge, so they can learn to adapt services and improve interactions with persons with disabilities.
- TOR will review standard methods of information transmission will be evaluated in terms of the needs of persons with visual and hearing disabilities.

### ***Progress Report 2025 – Information and Communication Technologies (ICT)***

- *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. The company will consult with the individual to determine the specific barrier and the best way to provide support. Such accessible formats and communication support are conversion-ready and will be provided in a timely manner and at no additional cost.

### ***Progress Report 2025 – Communication Other Than ICT***

- *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.

- TOR will include accessibility considerations in our procurement policy. Ensure that procurement staff receive information about how to include accessibility requirements in procurement activities and determine when not relevant.

#### ***Progress Report 2025 – Procurement of Goods, Services and Facilities***

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

#### ***Progress Report 2025 – Customer Service***

- *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.

TOR's trucking fleet currently has no modifications related to accessibility. Appropriate accommodations will be made where an employee requires accessibility features in order to operate a fleet vehicle on an individual basis and in compliance with applicable laws and regulations.

TOR's focus is on continually evaluating potential barriers that exist for employees and candidates.

#### ***Progress Report 2025 – Transportation***

- *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.

#### ***Progress Report 2025 – 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**

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