

# Accessibility Plan

Total Oilfield Rentals Ltd.

2026-2029



## 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 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 updated Accessibility plan is to outline the steps and measures TOR has taken to identify, remove, and prevent barriers since the original release of our Accessibility Plan.

This plan includes the progress, feedback received and TOR's ongoing commitment to support the Accessible Canada Act.

## Guidelines

### Accessibility Plan

The updated Accessibility Plan was prepared and published in June 2026 and will be updated every three years following that, or sooner if necessary.

### 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 continues to promote accessible and inclusive employment practices throughout the employee lifecycle. Since 2024, we have accomplished employment goals included in our first plan. We have done the following:

### **Recruitment**

- Implemented accommodation statements/questionnaires in all job postings and provides applicants the opportunity to request accommodations throughout the recruitment process.
- Our Applicant Tracking System (ADP Workforce Now), which is integrated with Indeed, supports accessible online and mobile applications. The system includes accessibility features such as screen reader compatibility and keyboard navigation to support candidates using assistive technologies.

### **Employee Well-Being**

- Supports mental health and wellness by promoting employee awareness and access to resources available through the Employee and Family Assistance Program (EFAP) provided by Homewood Health.
- Accessibility and wellness information was distributed through multiple channels, including the employee intranet (ADP and Employee Portal), company-wide email communications, printed materials placed in high-traffic areas such as lunchrooms and staff lounges, and resources made available through Human Resources.

### **Return to Work and Disability Management**

- Supports employees returning from disability-related leaves by working collaboratively with employees, managers, and benefit providers to facilitate safe and supportive return-to-work processes.
- Individualized return to work plans are developed to support successful work integration.

### **Pay Equity Plan**

- Completed the Pay Equity Plan which was completed in October 2025.

### **Barriers**

- Some groups and applicants may not be fully aware of available accommodation supports and accessibility resources.
- Continued education and awareness are needed to further reduce stigma related to mental health disabilities in the workplace.
- Accessibility considerations and accommodation processes may vary across departments and locations.

### **We are taking the following actions to remove these barriers:**

- TOR will continue to encourage current employees with identified disabilities to have conversations with management regarding accommodations that can be made to create a more diverse and welcoming workplace culture.
- As necessary, continue to implement improvements on accommodations during the recruitment and selection stages, and throughout the employment lifecycle.
- Continue supporting mental health and wellness by promoting employee awareness and access to supports available through the Employee and Family Assistance Program (EFAP) provided by Homewood Health.

## **Built Environment**

TOR has continued to promote accessible facilities with a goal of working towards making such facilities free of physical barriers, in order to promote a space of inclusivity. Since 2024, we have accomplished Built Environment goals included in our first plan. We have done the following:

### **Accessible Workstations/Workspaces**

- Upon request, adjustments to desks, chairs, and equipment are provided to support employees with accessibility needs, and ergonomic assessments are arranged when requested.
- Hallways, work areas, and common spaces are also maintained to support safe and barrier-free movement throughout the workplace.

### **Emergency and Safety Considerations**

- Emergency and disaster response plans are reviewed and updated, as necessary, to account for employees and visitors with disabilities.
- Our major facilities have emergency alarms that include both visual and auditory signals, and accessible evacuation routes are maintained where possible.

### **Parking and Building Access**

- Continued support on accessible access to its major facilities by aiming to have designated accessible parking spaces near entrances.
- Delivery bay doors and loading areas are also reviewed for accessibility, and most major branches/locations include designated ramps to support the delivery of goods.

### **Barriers**

- Obstructions in common areas or workspaces may impact accessibility and mobility.
- Emergency procedures may not fully address all accessibility requirements.

### **We are taking the following actions to remove these barriers:**

- In major branches, maintain accessible parking spaces close to entrances and ensure pathways remain accessible year-round.
- Continue assessing entrances and exterior access points for accessibility improvements.
- Ensure delivery bay doors and loading areas remain accessible.
- Maintain and inspect designated delivery ramps at branch locations.

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

TOR recognizes that systemic barriers exist within technology and presumptions made about its use. Since 2024, we have accomplished Information and Communication Technologies goals included in our first plan. We have done the following:

### **Accessibility in Digital Tools**

- Supports accessible learning opportunities by providing online training platforms that include both visual and audio outputs to accommodate diverse learning and accessibility needs.
- Use of digital tools and software that support accessibility and inclusive communication. Microsoft Teams supports keyboard navigation, screen readers, live captions, transcription, high contrast mode, adjustable text, and Immersive Reader. Outlook provides accessibility features such as screen reader compatibility, keyboard shortcuts, high contrast mode,

adjustable fonts, dictation tools, and an accessibility checker for emails. Office 365 applications, including Word, Excel, PowerPoint, include accessibility checkers, alternative text capabilities, keyboard shortcuts, screen reader support, and Immersive Reader functionality.

### **HR & Payroll Systems**

- Our HRIS, Applicant Tracking Software, and payroll systems support remote connectivity and include accessibility features such as screen reader compatibility, keyboard navigation, mobile access, and alignment with accessibility standards.

### **Barriers**

- Some employees may experience challenges accessing or engaging with online training content due to limited access to technologies.
- Employees or applicants may encounter accessibility barriers when accessing HR, recruitment, or payroll systems remotely or through assistive technologies

### **We are taking the following actions to remove these barriers:**

- Continue maintaining accessible HR, applicant tracking, and payroll systems that support remote access and assistive technologies.
- Review system accessibility periodically to ensure compatibility with screen readers, keyboard navigation, and mobile devices.
- TOR will review standard methods of information transmission will be evaluated in terms of the needs of persons with visual and hearing disabilities.

### **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.

Since 2024, we have accomplished Information and Communication, other than ICT goals included in our first plan. We have done the following:

#### **Accessible Formats**

- Accessible formats and communication supports upon request for employees, applicants, and individuals accessing the company's goods or services. Interview supports and accommodations are also available to support accessibility and inclusion throughout the recruitment and employment process.

#### **All Staff Notices**

- Ensure company-wide announcements and communications are shared in ways that are accessible and understandable to all employees. Efforts are being made to improve awareness of available accessibility supports within staff communications.

#### **Employee Feedback**

- Employees are encouraged to provide feedback regarding accessibility barriers and request accessible formats of communication supports through the organization's accessibility feedback process.

## **Barriers**

- Some employees may have difficulty accessing information or services without additional support.
- Employees may be unaware of the accessibility feedback process

### **We are taking the following actions to remove these barriers:**

- Continue providing or arranging accessible formats, communication supports, and interview accommodations upon request.
- Review accessibility requests periodically to identify opportunities for improvement and enhanced accessibility support.
- Review communication practices periodically to support accessibility and inclusion.
- Review employee feedback regularly to identify and address accessibility barriers and opportunities for improvement.

## **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.

Since 2024, we have accomplished Information and Communication Technologies goals included in our first plan. We have done the following:

### **Procurement and Accessibility Practices**

- Continues to consider accessibility in procurement practices and processes to help support inclusive access to goods, services, and workplace resources

### **Facility and Site Access**

- On-site facilities, including storage yards, workshops, and rental depots, are maintained with accessible entrances and pathways where applicable. Most facilities also include bay doors to support accessible delivery and movement of procured goods

### **Digital Systems for Vendor Set Up**

- TOR uses BASIS for vendor set up and management. The platform supports accessibility through web-based access, clearly labeled forms, compatibility with assistive technologies, remote onboarding capabilities, and the ability to export information in accessible formats

## **Barriers**

- Some of the goods purchased may not have accessibility considerations, such as fuel.
- Some facility areas or access points may require to some accessibility improvements depending on operational needs and site conditions.
- Some users may need additional information on how to use accessibility features for BASIS

### **We are taking the following actions to remove these barriers:**

- Continue researching and incorporating accessibility considerations into procurement procedures and practices.
- Continue maintaining accessible entrances, pathways, and operational areas where applicable.

- Review facilities periodically to identify and address accessibility barriers.
- Continue utilizing accessible digital systems for vendor onboarding and management.

## **Customer Service**

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

Since 2024, we have accomplished Customer Service goals included in our first plan. We have done the following:

### **Contact Channels**

- The organization continues to communicate with customers with disabilities in ways that take into account their individual needs, including through email, phone, or in-person communication methods.

### **Accessible Documentation and Information**

- Information related to equipment, rentals, and services is provided in plain language and accessible formats to support ease of understanding and access.

### **Barriers**

- Some customers may require different communication methods or supports to access information or services effectively
- Some individuals may have difficulty accessing or understanding information if it is not provided in clear or accessible formats.

### **We are taking the following actions to remove these barriers:**

- Continue communicating with customers in accessible ways that consider individual communication needs and preferences.
- Review customer communication methods periodically to support accessibility and inclusion.
- Review customer-facing materials periodically to improve clarity, readability, and accessibility.

## **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.

Since 2024, we have accomplished Transportation goals included in our first plan. We have done the following:

### **Loading and Unloading Rental Equipment**

- Provides safety training and established procedures to support employees in safely handling, loading, and unloading rental equipment.

### **Continuous Improvement**

- Committed to continuously reviewing and improving workplace practices by researching best practices and technologies to help reduce barriers and improve accessibility

## **Equipment Handling**

- Tools, trailers, and oilfield equipment are managed using established safety procedures and trainings to support safe use by employees and reduce physical barriers where possible

## **Barriers**

- Physical demands may vary depending on task requirements.
- Ongoing feedback is needed to be able to promote continuous improvement.

### **We are taking the following actions to remove these barriers:**

- Continue maintaining safety protocols for equipment handling.
- Review equipment handling processes periodically to identify opportunities to reduce physical barriers and improve 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.

## **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 its initial Accessibility Plan.

No formal consultation was conducted for this update; however, the plan reflects internal review and operational knowledge.

TOR is committed to future versions of the plan by exploring a variety of consultation methods. This may include engaging employees, individuals with disabilities through accessible feedback channels, surveys, or other appropriate methods, etc. for future updates.

## **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