

# Sustainability Report

August 1<sup>st</sup>, 2022 - July 31<sup>st</sup>, 2023



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# Message from our CEO

It is with a sense of responsibility and optimism that I introduce OPTEL's first Sustainability Report. This document marks a pivotal step in our journey as we delve deeper into understanding and prioritizing the Environmental, Social, and Governance (ESG) issues that matter most to our stakeholders and our business.

OPTEL was founded on the principle that a company can—and should—play a crucial role in addressing the world's most pressing challenges. We have always believed that saving the world is not just an aspiration; it is a directive that informs everything we do. This belief is deeply rooted in our DNA and is a reflection of my personal commitment to leading a business that is a force for good.

As this is our inaugural assessment, it represents the beginning of a more structured approach to ESG. We are laying down the groundwork for transparency, accountability, and, most importantly, action. While OPTEL has always been driven by strong social and environmental values, this report allows us to sharpen our focus and ensure that we are directing our efforts where they can have the greatest impact.

I invite you to read this report, reflect on our findings, and join us on this path to creating a more sustainable and equitable future. Your support, insights, and collaboration are essential as we strive to make decisions that are aligned with our mission to save the world—one informed and intentional step at a time.

Together, we will write the next chapter of OPTEL's story, a narrative highlighted by our unwavering commitment to the planet and its people. Thank you for being part of our journey.

With gratitude,

Louis Roy  
President and CEO  
OPTEL Group





# About OPTEL

## Our mission

To be a socially and environmentally responsible leader that influences and helps citizens, businesses and public institutions globally to build a better world together by leveraging transformative technologies.

## Our vision

A connected world, powered by OPTEL's Intelligent Supply Chain (ISC) platform, that provides full transparency and optimized performance, earning the trust of consumers while encouraging social and environmental responsibility and accountability.

## Our activities

OPTEL Group operates in the field of development and sale of electromechanical and electronic equipment enabling inspection, serialization, aggregation, and tracking of products and/or raw materials throughout a supply chain. This also includes the development, through cloud computing, of software tools as services facilitating, among other things,

tracking and regulatory compliance in the production and/or distribution of certain regulated products. More specifically, it includes the collection, monitoring, and comprehensive reporting of precise data linked to the environmental, social, and governance.

Over 8000 solutions have been integrated/deployed in more than 30 countries, mainly in the pharmaceutical industry, production and distribution of fast-moving consumer goods (FMCG), natural resource exploitation, and environmental services.

From its headquarters in Quebec City, Canada, OPTEL Group extends its operations across seven countries: Canada, United States, Ireland, Germany, France, India, and Brazil. We pay special attention to ensure that our choices in conducting the company's activities are aligned with our values and the economic and social priorities of each location where we conduct commercial activities.

35  
YEARS

Expertise in  
Traceability and  
Vision Systems

8000+

Systems Installed  
Worldwide



Presence in More  
than 30 Countries

5

Facilities Sites:  
Canada, Ireland, India,  
Brazil and Germany

24/7

International  
Technical Support



# Our approach

## METHODOLOGY

We conducted our first materiality assessment on environment, social and governance most important topics among our stakeholders. We focused on the financial materiality and identified sustainability factors that are likely to impact OPTEL's financial performance. Analyzing all stakeholder perspectives was essential not only to pinpoint the principal challenges and opportunities for OPTEL but also to grasp the topics that are most meaningful to those we work with everyday. Our approach has been inclusive and thorough, ensuring that the voices of our stakeholders were heard and incorporated. We have engaged with our employees, customers, suppliers, financial partners, and the wider community to identify the ESG topics that resonate most deeply with our collective values and business objectives. The process included the following steps:

### Step 1: Identifying Potential Material Topics

In order to identify our material topics, we performed a thorough inventory of the various existing ESG frameworks and standards, taking into account the various laws and regulations in place. We also reviewed the sector-specific trends. Our focus was on the SASB sustainability disclosure topics & metrics, which we used as a starting point to identify the standards for the hardware and software industries. This process, which incorporated an understanding of the legal landscape in which we operate, resulted in a compilation of 26 topics that may be significant to OPTEL's stakeholders.

### Step 2: Engaging with Stakeholders

We conducted several interviews and analyzed surveys and questionnaires from our diverse stakeholders to gain deeper insight of their priorities in relation to our existing operations, market demands, and forecasts. Following this phase, three additional topics were included to the preliminary list, bringing the total to 29 potential material topics.

### Step 3: Prioritizing

We refined our selection to include only the most pertinent and impactful topics for OPTEL's stakeholders, and we have strategically positioned them within the matrix on the following page.

### Step 4: Alignment and Action Plan

We are strategically utilizing the materiality matrix to ensure our ESG initiatives are in alignment with our core business objectives. Our focus begins with the most critical topics identified through this matrix.

### Step 5: Report

The materiality assessment will act as a foundation for our ESG reports. As a starting point for 2023, we focussed on two key topics (Carbon emissions and Forced & Child Labor) with the intention to broaden our scope and include more topics in subsequent reports. For these two topics, we established a clear action plan with targets to guide our efforts and track our progress effectively.

## MATERIALITY MATRIX

OPTEL Group ESG Materiality Matrix				<div>Environment</div>	<div>Social</div>	<div>Governance</div>
Important for Internal Stakeholders	High	<div>Social</div> Diversity, equity & inclusion in the workplace	<div>Governance</div> Transparency & ethics <div>Social</div> Talent attraction & employee retention/training	<div>Environment</div> Overall carbon emission <div>Social</div> Forced Labor and Child Labor		
	Medium	<div>Environment</div> Energy <div>Environment</div> Responsible sourcing (environnement) <div>Social</div> Responsible sourcing (social)	<div>Environment</div> Transportation <div>Social</div> Employee’s global health & safety	<div>Governance</div> Data privacy & security		
		Low	<div>Environment</div> Data center consumption	<div>Environment</div> Waste	<div>Environment</div> Waste of plastic	
		Low	Medium		High	
	Important for External Stakeholders					

## TIERS 1-2-3 DEFINITIONS

TOPIC	CATEGORY	DEFINITION	STAKEHOLDERS
<b>TIER 1</b>			
Overall Carbon Emission	Environment	Reducing and curbing future greenhouse gas emissions by taking actions on our major contributors to carbon footprint.	<ul style="list-style-type: none"> <li>Customers</li> <li>Operations</li> <li>Supply chain</li> </ul>
Forced Labor and Child Labor	Social	Commitment to take measures to assess and reduce the risks associated with forced labor and child labor in our supply chains.	<ul style="list-style-type: none"> <li>Employees</li> <li>Candidates</li> <li>Community</li> <li>Investors</li> </ul>
<b>TIER 2</b>			
Transparency & Ethics	Governance	Promoting a strong culture of ethical business by taking actions consistent with the values of the company with respect to laws and regulations and enhancing transparency and accountability throughout the organization.	<ul style="list-style-type: none"> <li>Customers</li> <li>Operations</li> <li>Supply chain</li> <li>Employees</li> <li>Candidates</li> <li>Community</li> </ul>
Talent Attraction & Employee Retention/Training	Social	Standardizing the initial and continuous training development and ensuring an equitable access to career development.	<ul style="list-style-type: none"> <li>Employees</li> <li>Candidates</li> </ul>
Data Privacy & Cybersecurity	Governance	Ensuring a rigorous risk assessment and proactively secure the corporate information and user privacy, including customers, suppliers and employees.	<ul style="list-style-type: none"> <li>Customers</li> <li>Operations</li> <li>Employees</li> </ul>
Employee' Global Health & Safety	Social	Promoting a comprehensive well-being culture that prioritizes a healthy and safe work environment, balanced nutrition, active lifestyles, and support for mental and physical health.	<ul style="list-style-type: none"> <li>Employees</li> </ul>
Transportation	Environment	Optimizing the business trips and shipments of material, and encouraging active transportation for our employees.	<ul style="list-style-type: none"> <li>Supply chain</li> <li>Employees</li> </ul>
Waste of Plastic	Environment	Reducing plastic use in our operations to mitigate a global environmental issue, contributing to the planetary effort to curb overall plastic consumption.	<ul style="list-style-type: none"> <li>Customers</li> <li>Operations</li> <li>Supply chain</li> <li>Employees</li> </ul>
Diversity, Equity & Inclusion in the Workplace	Social	Fostering a workplace that values diversity, ensures equity, and embraces inclusion, where every individual's unique background and perspective are welcomed and contribute to the collective success.	<ul style="list-style-type: none"> <li>Employees</li> </ul>
<b>TIER 3</b>			
Energy	Environment	Reducing energy use and increasing renewable energy adoption across all our facilities.	<ul style="list-style-type: none"> <li>Operations</li> <li>Supply chain</li> </ul>
Responsible Sourcing	Environment, Social	Establishing internal standards that ensure our suppliers and partners adhere to environmental stewardship and human rights, fostering a supply chain that respects both nature and fair working conditions.	<ul style="list-style-type: none"> <li>Customers</li> <li>Operations</li> <li>Supply chain</li> </ul>
Waste	Environment	Improving waste management protocols to include diligent sorting, responsible disposal, and innovative recycling and composting methods that lower the reliance on landfills and incineration. Enhancing the recycling of our end-of-life hardware to encourage circularity.	<ul style="list-style-type: none"> <li>Customers</li> <li>Operations</li> <li>Supply chain</li> <li>Employees</li> </ul>
Data Center Consumption	Environment	Optimizing our data centers to ensure minimal energy and resource consumption, thereby streamlining our technological impact and operational efficiency.	<ul style="list-style-type: none"> <li>Operations</li> </ul>

# Our impact

## OVERALL CARBON EMISSION

The report on our carbon emissions for the timeframe of August 1, 2022, to July 31, 2023, is accessible on our website [optelgroup.com](https://optelgroup.com). This document will serve as a reference point for ensuing years, with our targets outlined as follows:

- **FY26:** Achieve a 10% reduction in Scope 1 and 2 emissions per employee compared to the FY23 baseline
- **FY28:** Achieve carbon neutrality for Scope 1 and 2 across global operations
- **FY33:** Ambition is to achieve a 40% reduction in indirect emissions from sourcing activities compared to the FY23 baseline
- Propose a scope 3 Carbon neutrality plan based on SBTi in FY26



## FORCED LABOR AND CHILD LABOR

Our annual report for 2023 on the Fighting Against Forced Labour and Child Labour in Supply Chains Act (S-211 Bill) can be found on our website [optelgroup.com](https://optelgroup.com). Our targets for the following years are as follows:

- **FY25:** Complete mapping of our Tier 1 supply chain and conduct a thorough risk assessment
- **FY26:** Establish clear metrics and targets to measure progress and ensure accountability
- **5-Year Vision:** Achieve and maintain full compliance with all relevant legislation regarding forced labor and child labor. Proactively identify and address any risks within our supply chain, demonstrating swift and effective action when necessary.

## Contact Us

If you wish to learn more about who we are, our mission, our vision, our history, our values, and our traceability solutions that make supply chains smart and digital, please visit our website at [optelgroup.com](https://optelgroup.com).

Our website also indicates the various ways to communicate with us.

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AMERICA  
EUROPE  
ASIA

Canada — HEADQUARTERS ▪ United-States ▪ Brazil  
Ireland ▪ Germany ▪ France  
India



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