



Bliss Corporation: Using EcoVadis to drive positive and sustainable change



Italian transport and logistics company Bliss Corporation has been surpassing expectations along its sustainability journey, learning how to adapt and evolve to drive positive change for their employees, customers, and the world around them.

Bliss Corporation is a shining example of how an extra small company can gain credibility and continuously improve to achieve a Platinum EcoVadis Rating in the Moving and Logistics sector. The sustainability efforts of the company have positioned Bliss Corporation in the 99th percentile of rated companies in their industry group.



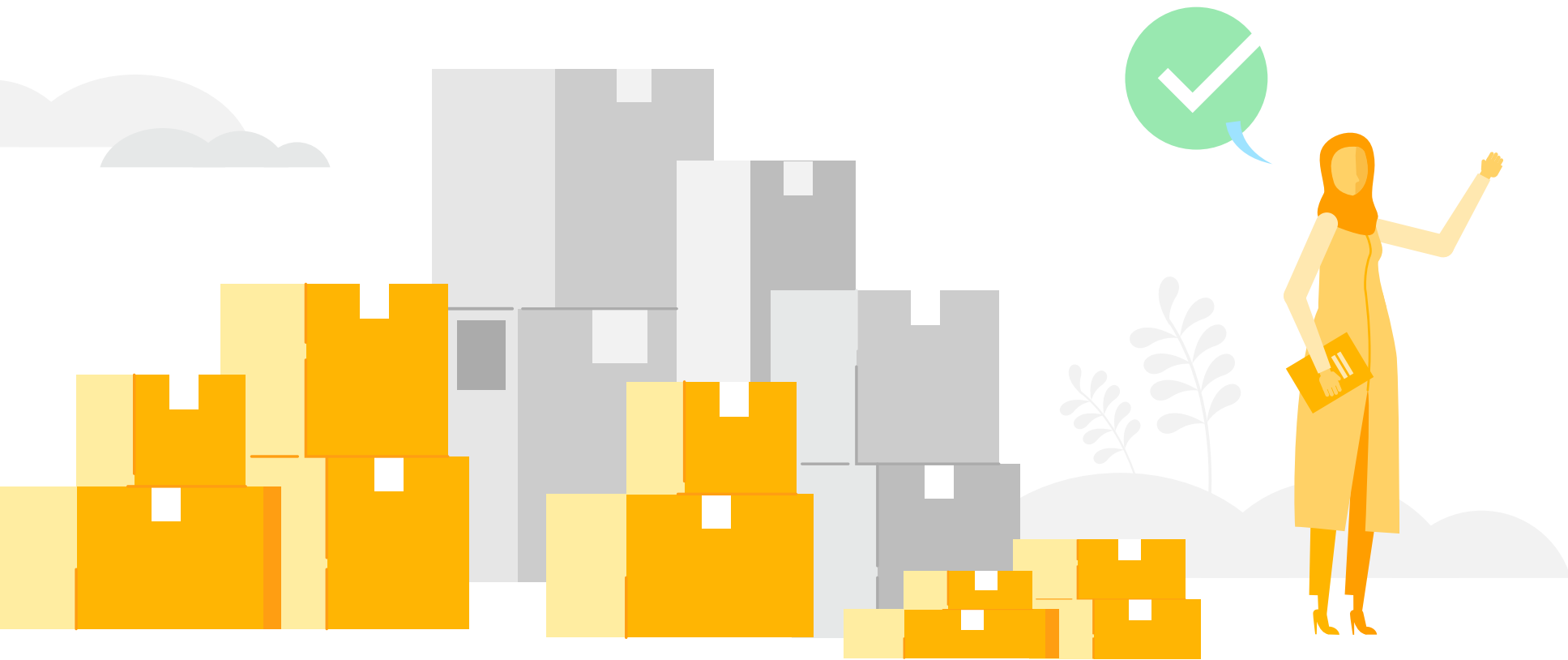
77
EcoVadis Rating

PLATINUM Top 1%
2023
ecovadis
Sustainability Rating

2022 Figures

XS company size	2 offices in Milan and Rome
1,700 customers serviced	18 full-time employees
€6,610,000 revenue	193 countries of operation

In addition to providing a high quality service, it was also important for us to ask ourselves how we could provide a service that is considered to be ethically sustainable.



The Start of Bliss Corporation's Sustainability Journey

Since beginning its sustainability journey, Bliss Corporation has been working to develop new strategies and initiatives designed to ensure the company can consistently meet regulatory requirements and position themselves as frontrunners within the international mobility market.

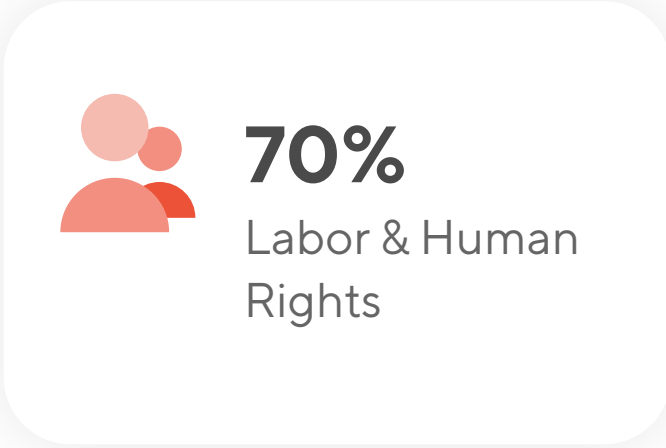
In 2021 Bliss Corporation, implemented two additional management systems in an effort to meet new objectives and work toward building a more sustainable future. One way the company is ensuring accountability is through the Environmental Management System, to track and manage their sustainability performance. The same year, the company introduced Occupational Health and Safety Management Systems to ensure the company was complying with international standards and effectively minimizing risk to employees.

Improving standards of employee care was one of the main objectives and drivers for Bliss Corporation. Following the success of targeted management systems, Bliss set its sights on Diversity and Inclusion (D&I) training, with the goal of promoting more inclusive environments within corporate settings.

In 2022, Bliss began leveraging EcoVadis to further its sustainability strategy; taking a more holistic approach, identifying areas for improvement and drawing up an actionable roadmap.



The Results of Applying Best Diversity & Inclusion (D&I) Practices in the Workplace



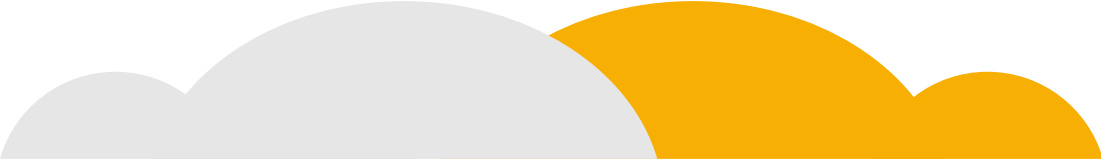
Diversity & Inclusion (D&I) has been a primary focus for Bliss Corporation in recent years, having partnered with the British Chamber of Commerce in Italy to co-create the D&I Action Champion Project.



The project was designed **“to support the introduction of policies and cultures that will directly promote a more inclusive work environment within corporate contexts”** and provide participating organizations with the necessary skill set to manage a diverse workforce. Bliss Corporation feels particularly passionate about the objective of ensuring that all organizations involved have the knowledge base to support women in the workplace, with a focus on promoting female engagement in male-dominated sectors.

“We are also launching an internal questionnaire (which includes specific questions on D&I) to monitor the working environment and better understand what our Group needs and what its level of satisfaction is.”

In house, the company has been applying this ethos of gender equity with the introduction of a salary review process designed to analyze the salary equity of their employees. Additionally, the company has been taking advantage of new technology and AI software like ‘Yembo’ for remote inspections which has given women the opportunity to work from home and better balance family life with work.



women make up
45%
of the workforce
at Bliss Corporation

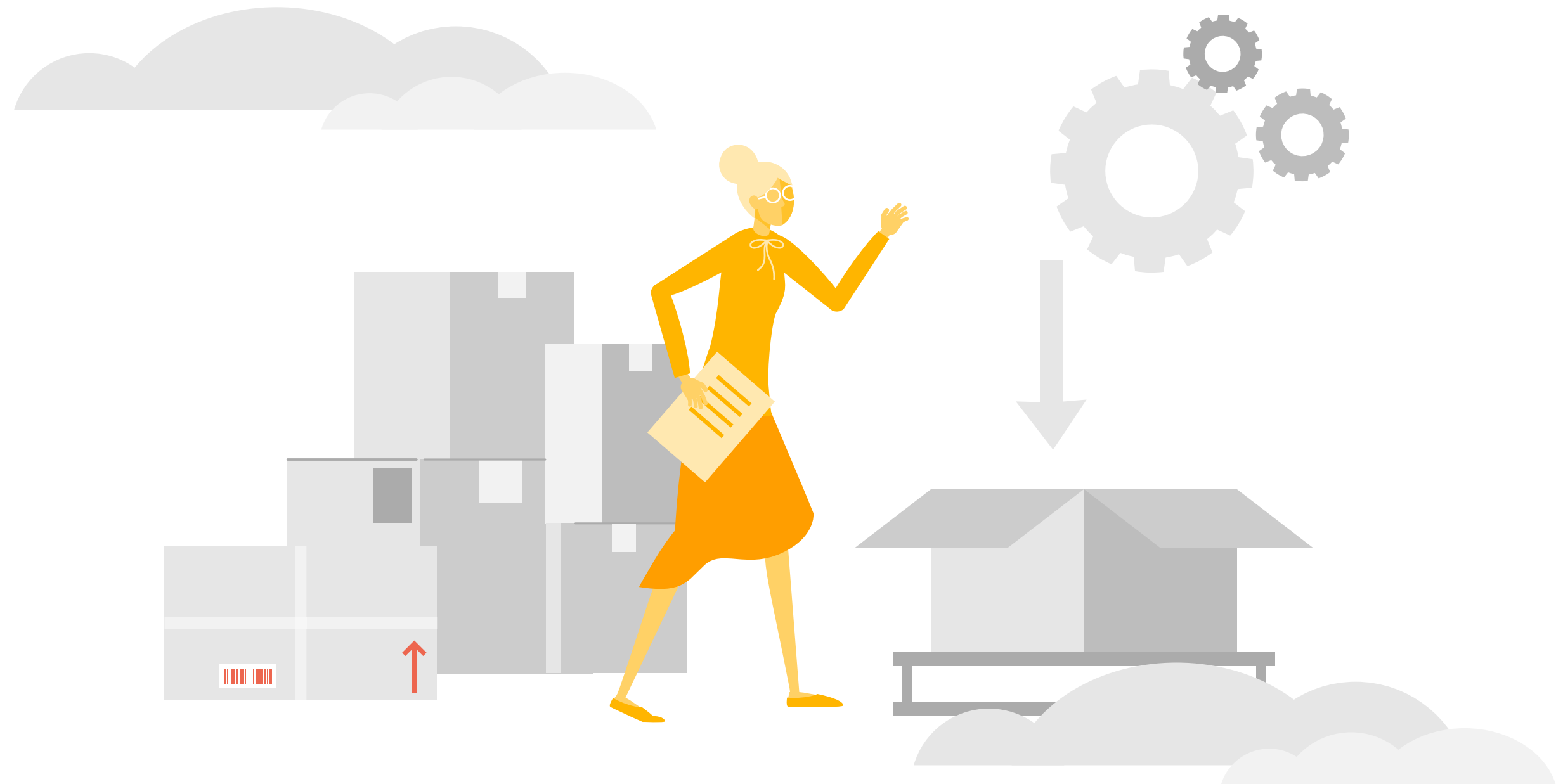


Challenges

Although Bliss Corporation has made huge advancements towards their sustainability goals and objectives, the company has been faced with unpreventable hurdles as a result of the uncertain social and economic climate following the outbreak of COVID-19. This is in addition to outdated government systems that are prolonging funding access for corporations like Bliss Corporation due to a lack of digitization.

The company has also identified how subcontracting chains' indecision on the adoption of new management systems has slowed down the process, making it challenging to include sub-suppliers in sustainability strategies and culture.

Since receiving their EcoVadis scorecard, Bliss Corporation has discovered areas for improvement and begun taking steps to combat these challenges. One important goal for the company was to have definitive environmental objectives locked in by the end of the year, which the company hopes to realize through Environmental Analysis and a conclusive supporting report.



Gaining Credibility and Recognition

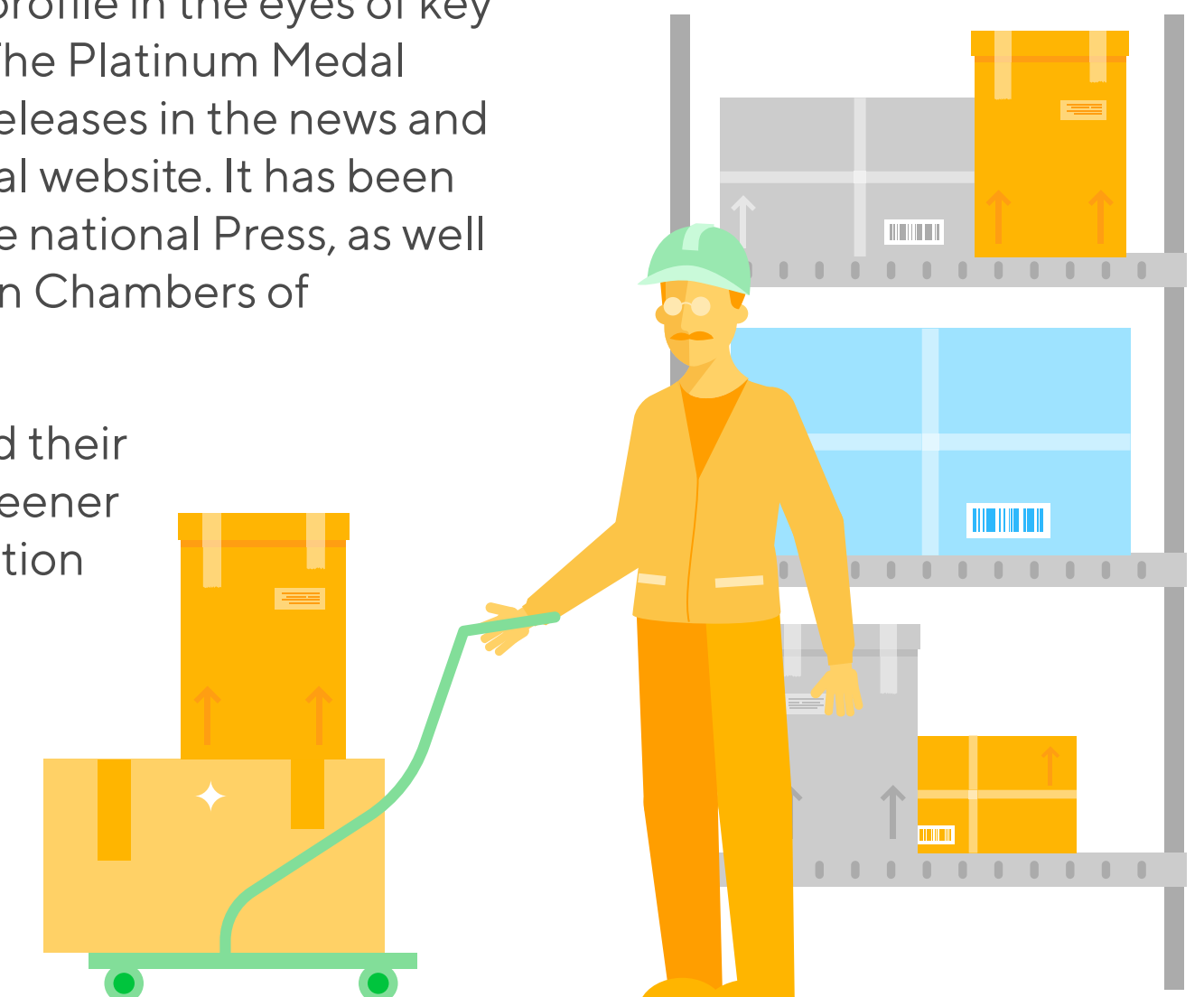


We used EcoVadis as a real analysis tool. EcoVadis has enabled us to obtain a scorecard that allows us to understand whether the direction we have taken in terms of sustainability is the right one."

EcoVadis has proved to be an instrumental tool in the assessment of the company's sustainability management system, helping Bliss Corporation to pinpoint key areas for development and celebrate their achievement with an external certification.

Bliss Corporation has been able to use their Platinum Medal as testament to the company's accomplishments within the sustainability sector, raising their profile in the eyes of key stakeholders and gaining credibility. The Platinum Medal is proudly showcased through press releases in the news and media section of the company's official website. It has been promoted in sector magazines and the national Press, as well as having been shared with the foreign Chambers of Commerce in Italy.

This year, Bliss Corporation celebrated their commitment to the promotion of a greener world at the Asian Relocation Association (ARA) conference for Global Mobility services, winning the 'Green Award 2023.' The General Manager of the Relocation Department used this opportunity to invite partners to learn from their environmentally conscious actions and join the EcoVadis project.



Strengthening Customer Relationships

Customers of Bliss Corporation have been outspoken in their desire for **“increased efficiency and reduced waste”** alongside more specific suggestions such as reducing the use of paper by preferring digital documents, and optimizing staff travel by facilitating the use of green means of transport.

The company knows that customers are increasingly turning to companies who share their own ecological values, and that by effectively communicating the company’s sustainability strategy they can increase marketplace value. By recognizing these values, they can foster a relationship of trust that has the potential to unite both parties.

“Working together is so important, and just as we can be of great support to our customers, so can they support and contribute to us.”

Future Plans

“The need for change spurs from an awareness of the interest shown by our customers in recent years in the behavior of Bliss Corporation towards the community.”

Bliss Corporation has taken a customer-facing approach to help identify key drivers to boost engagement. Having already taken action to eradicate single-use plastic and introduce new sustainable packaging, the company is looking to invest in additional tools available to them through the EcoVadis platform.

At present, they have limited access to information regarding the sustainability practices of their suppliers. However, with support from EcoVadis and Premium features such as ‘Rate my Trading Partner’, Bliss Corporation has begun evaluations with their Global Partner Managers to determine which suppliers to bring with them on their sustainability journey.



About EcoVadis

EcoVadis is a purpose-driven company whose mission is to provide the world's most trusted business sustainability ratings. Businesses of all sizes rely on EcoVadis' expert intelligence and evidence-based ratings to monitor and improve the sustainability performance of their business and trading partners. Its actionable scorecards, benchmarks, carbon action tools, and insights guide an improvement journey for environmental, social and ethical practices across 200 industry categories and 175 countries. Industry leaders such as Johnson & Johnson, L'Oréal, Unilever, LVMH, Bridgestone, BASF and JPMorgan are among the 100,000 businesses that collaborate with EcoVadis to drive resilience, sustainable growth and positive impact worldwide.

Learn more on ecovadis.com, [Twitter](#) or [LinkedIn](#).

