

# businesscompanion

## trading standards law explained

### Part 5. A new international standard

In this section

[BS 18477 and the new ISO 22458](#)

#### **BS 18477 and the new ISO 22458**

Guidance to help organisations identify consumer vulnerability and meet the needs of affected customers

*BS 18477: Inclusive service provision. Requirements for identifying and responding to consumer vulnerability helped organisations to identify and meet the needs of vulnerable customers.*

In 2022, a new international standard, BS ISO 22458: *Consumer vulnerability. Requirements and guidelines for the design and delivery of inclusive service* was published, developed from this ground-breaking British standard. In line with the standard, the British Standards Institution has introduced the [BSI Kitemark for inclusive service](#) to help organisations demonstrate their commitment to vulnerable consumers.

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