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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.

**< Part 4. Checklist**

**> Legislation**

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