

### 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](#)

© 2025 Chartered Trading Standards Institute

**Source URL:**

<https://www.businesscompanion.info/focus/consumer-vulnerability/part-5-a-new-international-standard>