

Journey from BS 18477 to BS ISO 22458



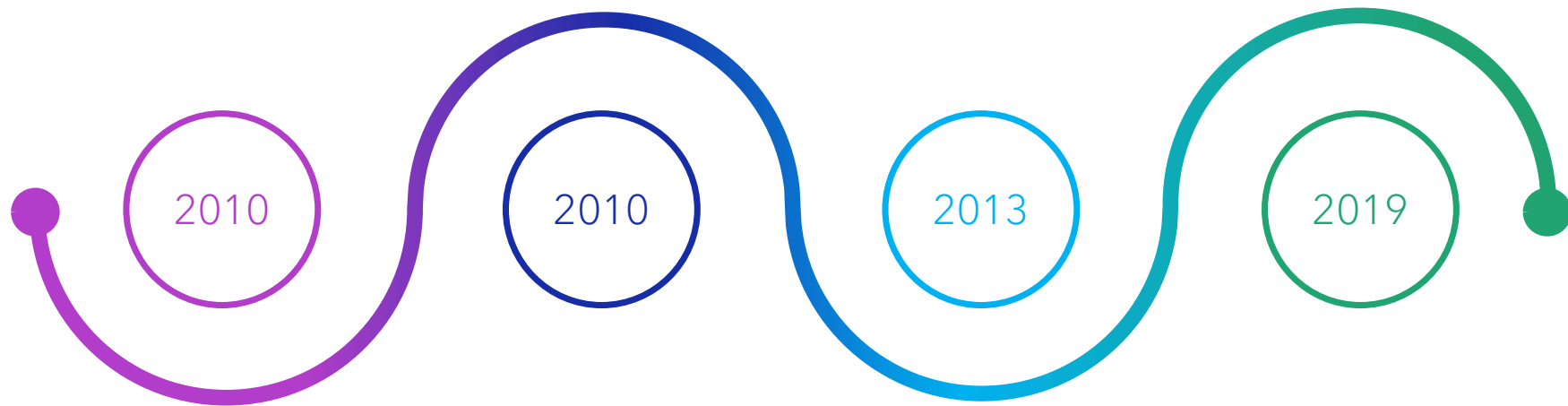
Michael Hill, ISO PC 311 Convenor and Civica



By Royal Charter

bsi.

THE PATH TO ISO BS 22458



EQUALITY ACT

Protection for people discriminated against because they are perceived to have, or are associated with someone who has, a protected characteristic

BS 18477

BS 18477 Inclusive Service published. Development of standard driven by consumer stakeholder groups.

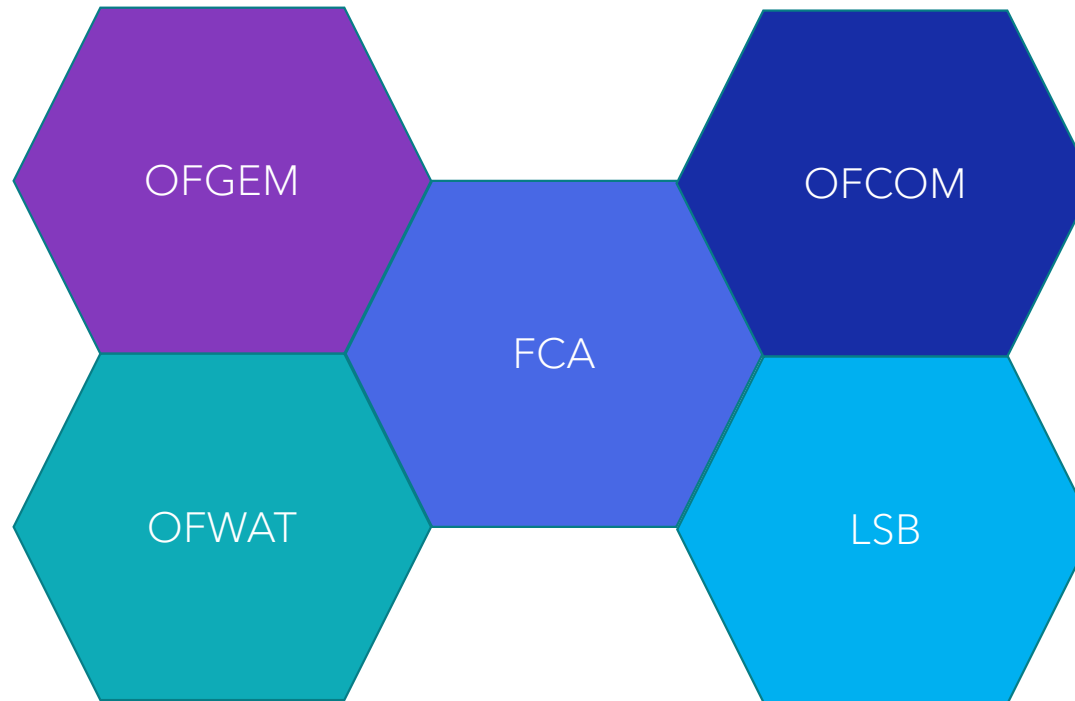
OFGEM

'Consumer Vulnerability Strategy' suggests use of BS 18477 to develop approaches to consumers in vulnerable situations

CMA

CMA publishes its "Consumer vulnerability: challenges and potential solutions" paper

REGULATORY GUIDANCE DRIVING BUSINESS TAKE-UP



Energy, Water, Finance, Communications, Legal and more

CONVERSION TO AN INTERNATIONAL STANDARD

BS 18477 Review



Agreed content of BS 18477 required updating

- Evolving consumer behaviour and markets
- Definition of consumer vulnerability evolving and broadening

Consumer vulnerability as a global concept

- Vulnerability can affect anyone in any country
- Needed cross-border consistency of approach

DEVELOPMENT OF BS ISO 22458

- ISO PC 311 BSI Secretariat, facilitated work
- UK mirror committee - multi-stakeholder (industry and consumers), fed views into ISO PC 311
 - Content developed by international working group of experts from 16 countries, including: UK, Canada, Australia, Malaysia, China, Japan, Denmark, Norway