

A global approach to Consumer Vulnerability



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By Royal Charter

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International standards solutions for global issues

- Consumer vulnerability is recognized across the world as both a **societal and business concern**, exacerbated by the rapid growth of e-commerce and cross border trade
- UK consumer stakeholders identified the need for an **international standard solution** to provide consistent support for vulnerable consumers around the world
- Through **ISO COPOLCO** and the support of NSB's around the globe, this enabled BS 18477 to evolve into a proposal for an international standard.
- Bringing together different experiences, cultures, regulation in different countries – strengthened the proposal standard to make it **globally relevant**

BSI taking a lead : all voices heard

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- BSI provided the International secretariat and Chair to ISO PC 311
- BSI Consumer Policy reached out to stakeholders working in consumer protection to understand key issues, identify goals and make sure consumer needs & experiences addressed – [workshop with CPIN, Which? Age UK, Scope, Mind, StepChange, Macmillan, OFGEM, OFWAT & others](#)
- UK mirror committee and wider stakeholders contributed comments at key draft stages
- Building consensus for global best practice : BS ISO 22458 Consumer Vulnerability

Video messages from Canada and Malaysia

