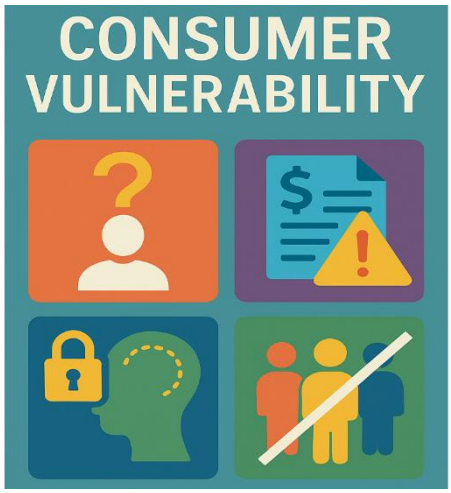
ISO22458:2022 Overview and Guidance

Introduction

The **ISO 22458 Consumer vulnerability —Requirements and guidelines for the design and delivery of inclusive service** standard was developed to formalise and provide guidance for companies on how best to serve and support consumers experiencing vulnerability and is split into six sections, numbered as clauses 4 to 9, which cover the areas an organisation should consider in the design and delivery of an inclusive service;



- **4- Commitment, principles and strategy**
- **5- Inclusive design**
- **6 - Resources to support service delivery**
- **7 - Identifying consumer vulnerability**
- **8 - Responding to consumer vulnerability**
- **9 - Monitoring, evaluation and improvement**

Commitment to consumer vulnerability

This clause requires a clear commitment to achieving positive outcomes for consumers in vulnerable situations and for minimising the risk of harm caused. A number of principles are included in the standard to support this commitment which can be used to guide the development of a strategy, policies and service design and delivery to vulnerable consumers;

- **Accountability**
- **Empathy**
- **Empowerment**
- **Fairness**
- **Flexibility**
- **Inclusivity**
- **Innovation**
- **Privacy**
- **Transparency**

Policies for consumer vulnerability

The standard requires some specific policies to be in place to communicate the commitment to achieving positive outcomes;

- **Consumer vulnerability policy** – how the organisation plans to design and deliver an inclusive service, including whether a specialist internal vulnerability with rationale provided for decisions made
- **Data protection** – how the organisation will maintain privacy and security of personal information
- **Third-party representatives' policy** – how frontline staff will deal with third-party representatives
- **Interruptions to essential services policy** – if the organisation considers its services to be essential to vulnerable consumers, how it will deal with vulnerable consumers in certain situations
- **Sales policy** – (if sales advice is provided to vulnerable consumers)

Overview of the key parts of the standard

The standard includes quite a large number of clauses and guidance, some of which overlap and cover similar areas and not all clauses require documented evidence or any mandatory action and therefore the approach taken to comply with this standard will vary depending on the activities and type of service provided. Systems should be developed and documented to cover the following key areas to demonstrate compliance with the standard;

- **Summary / Purpose**
- **Applicability**
- **Meeting Requirements for Consumer Vulnerability;**
    - **Logging Interactions with Vulnerable Consumers**
    - **Inclusive Service Design**
    - **Roles and Responsibilities**
    - **Dealing with Third Parties**
    - **Recognising Consumer Vulnerability Risks**
    - **Understanding Consumer Vulnerability Risks**
    - **Supporting Vulnerable Consumers During Service Interruption**
- **Policies for Consumer Vulnerability**
- **Staff Training and Awareness**
- **Monitoring and Continual Improvement**
- **Reporting Concerns and Investigations**

Key documentation requirements

Aas well as the policies detailed above there are a number of other key documentation that can be prepared to ensure compliance with this standard;

- **Consumer Vulnerabilty Risk Assessment**
- **Vulnerable Consumers Code of Conduct**
- **Consumer Vulnerability Risk Register**

In addition, various reporting and monitoring processes may need to be setup for areas such as reviewing consumer vulnerability performance with staff, collecting feedback from service users and systems for suggestions and reporting as well completion of investigations.

ISO22458 Certification Audit

To assist with successful completion of audits for this standard it can be completed in two stages with an initial stage 1 audit to review general requirements including documentation. A form is also available for self-assessment of the stage 1 and this completed document can be used as evidence of compliance in the stage 2 audit;

- **ISO 22458 Stage 1 Evidence Request**

The stage 1 Audit form covers the following areas;

- Documentation including key policies
- Vulnerable consumer risk identification process
- Supporting resources
- Consumer contact channels, online systems and touchpoints
- Inclusive design
- Operational processes – arrangements for dealing with complaints and raising and investigation of concerns

The above form can be downloaded from **isoassured.co.uk/iso-certification/iso-22458** and completed in advance of the stage 2 certification audit. The certification audit will include testing of any contact channels, online systems and automated systems.

Presenting evidence during the audit

For guidance on the audit process and how to prepare for the audit and an overview of the audit plan and the certification audit process please review the **Certification Audit Guidance** which is available **online here**.

In an audit involving a site visit, the auditor will likely just view evidence in person, whilst asking questions, a site tour may also be conducted. For remote audits it is often requested that photographs / videos are submitted as evidence.

Further support

- Management system documentation & resources: **isomanaged.com/alphazdocuments**
- Remote support: **isomanaged.com/iso-consultancy-support**
- ISO Consultancy: **isoassured.co.uk/iso-consultancy**