



BSI Launch of BS ISO 22458 Consumer Vulnerability

Helping organizations to deliver fair, flexible and inclusive services

Date: 5 May 2022 **Time:** 09:00 – 11:00

Location: The View, Royal College of Surgeons, 38-43 Lincoln's Inn Fields, London WC2A 3PE

Agenda

09:00 - 09:30 Registration

09:30 - 09:35 Welcome and introductions

David Bell, Director of Standards Policy, British Standards Institution (BSI)

09:35 - 10:15 Journey to BS ISO 22458

Setting the scene: consumer vulnerability standards 2010 to 2022

Michael Hill, ISO/PC 311 Chair

Sadie Dainton, Senior Consumer Policy Manager, British Standards Institution (BSI) and ISO/COPOLCO Chair

Introducing BS ISO 22458: *evolution of best practice, key principles and goals*

Julie Hunter, Chair, Consumer and Public Interest Network (CPIN) and ISO 22458 Project Lead

10:15 - 10:55 Panel Discussion: Benefits of adopting BS ISO 22458

How ISO 22458 can benefit organizations and their customers.

Facilitator: David Bell, Director of Standards Policy, British Standards Institution (BSI)

Panel members:

Julie Walker, ED2 Consumer Vulnerability Mobilisation Manager, Scottish and Southern Electricity Networks

Peter McClenaghan, Director of Infrastructure and Sustainability, Consumer Council of NI

Andy Clowes, Head of Customer Experience and Strategy, South East Water

Q&A session

10:55 - 11:00 Closing remarks

Sadie Dainton, Senior Consumer Policy Manager, British Standards Institution (BSI) and ISO/COPOLCO Chair