

# Kitemark™ Certificate

This is to certify that:

The General Consumer Council for  
Northern Ireland  
Seatem House  
Belfast  
BT2 8EN  
United Kingdom

Holds Certificate Number:

KM 789313

In respect of:

**Inclusive Service - General Services**

**BS ISO 22458 Consumer vulnerability - Requirements and guidelines for the design and delivery of inclusive service**

This issues the right and licence to use the Kitemark in accordance with the Kitemark Terms and Conditions governing the use of the Kitemark, as may be updated from time to time by BSI Assurance UK Ltd (the "Conditions"). All defined terms in this Certificate shall have the same meaning as in the Conditions.

The use of the Kitemark is authorized in respect of the Product(s) detailed on this Certificate provided at or from the above address.



For and on behalf of BSI:

Shahm Barhom, Group Product Certification Director

First Issued: 2024-01-19

Latest Issue: 2024-01-19

Effective Date: 2024-01-19

Expiry Date: 2027-01-18

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No. KM 789313

**Inclusive Service – General Services**  
**ISO 22458:2022 Consumer vulnerability - Requirements and guidelines for the design and delivery of inclusive service in identifying and responding to consumer vulnerability, protection, and empowerment in Northern Ireland.**



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This certificate has been issued by and remains the property of BSI Assurance UK Ltd, Kitemark Court, Davy Avenue, Knowlhill, Milton Keynes MK5 8PP, United Kingdom and should be returned immediately upon request.  
To check its validity telephone +44 (0) 345 080 9000. An electronic certificate can be authenticated [online](#).

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