
Draft Jamaican Standard

Specification

for

Consumer vulnerability — Requirements and guidelines for

the design and delivery of inclusive service



BUREAU OF STANDARDS JAMAICA

**NON-OBJECTION PERIOD:
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Product Certification Marks



Plant Certification Mark



Certification of Agricultural Produce
(CAP) Mark



Jamaica-Made Mark

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Jamaican Standards establish requirements in relation to commodities, processes and practices, but do not purport to include all the necessary provisions of a contract.

The attention of those using this specification is called to the necessity of complying with any relevant legislation.

Amendments

No.	Date of Issue	Remarks	Entered by and date

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National foreword

This standard is an adoption and is identical to ISO 21902 Tourism and related services — Accessible tourism for all — Requirements and recommendations with guidance for use published by the International Organization for Standardization (ISO).

Scope of the standard

This document specifies requirements and guidelines for organizations on how to design and deliver fair, flexible and inclusive services that will increase positive outcomes for consumers in vulnerable situations and minimize the risk of consumer harm. It covers organizational culture and strategy, inclusive design and how to identify and respond to consumer vulnerability.

It is applicable to any organization that provides services, including service-related products, to consumers, regardless of location or size.

NOTE 1 The term “services” refers to any service provided to consumers online or offline. Service sectors can include, for example, healthcare, leisure and entertainment, retail, energy, communication, financial services, travel and tourism, digital services, professions and trades.

NOTE 2 Service providers can include private or public organizations, charities, government agencies, local authorities of any size.

NOTE 3 It can be fair and reasonable, in some cases, for an inclusive service provider to limit access for individuals outside of the organization’s target audience, where the main objective is to protect consumers and prevent harm. For example, preventing children from accessing online gambling sites.

In this standard, the use of the words “shall” or “must” indicates a mandatory requirement. The word “should” indicates a recommendation.

Where the words 'International Standard' appear, referring to this standard, they should be read as 'Jamaican Standard'.

Where reference is made to informative and normative annexes the following definitions should be noted:

- Informative Annex – gives additional information intended to assist in the understanding or use of the document. They do not contain requirements.
- Normative Annex – gives provisions additional to those in the body of a document. They contain requirements.

Users should note that all standards undergo revision from time to time and that any reference made herein to any standard implies its latest edition, unless otherwise stated.

This standard is voluntary.

Acknowledgment

Acknowledgement is made to ISO for permission to adopt ISO 22458: 2022.