Auriga Services Achieves ISO 22458 Accreditation for Customer Vulnerability

Friday 5 September, 2025

- **Auriga Services has been awarded ISO 22458 accreditation, the international standard for supporting vulnerable customers.**
- **The accreditation reinforces Auriga's commitment to inclusive services for those most in need.**

Auriga Services has been awarded the ISO 22458 accreditation, the international standard for supporting vulnerable customers. This recognition strengthens Auriga's commitment to providing both accessible and inclusive services.

A Commitment to Inclusive and Accessible Services

ISO 22458 provides a framework that ensures organisations meet the needs of their vulnerable customers. By achieving this accreditation, Auriga has strengthened its commitment to delivering high-quality services and managing its operations effectively.

"We are delighted to have achieved ISO 22458 accreditation. At Auriga, we put people at the heart of everything we do, and this achievement recognises all that we do to make our services inclusive and accessible. It's a reassurance to our partners that we are committed to supporting those who need it most." Jill Wheeler, CEO, Auriga Services.

Ellie Ray, the Quality and Compliance Manager at Auriga, comments, "I'm really proud that we have achieved ISO 22458. It is a testament to our commitment at Auriga Services to understanding and supporting vulnerable customers with empathy, dignity, and care. This standard reinforces our dedication to inclusive service and continuous improvement."

Driving Continuous Improvement

For partner organisations, this accreditation provides confidence knowing their beneficiaries are receiving the support they are entitled to and is delivered reliably, responsively, and fairly. By utilising a constant feedback loop from beneficiaries, services are easier to access and tailored to meet their specific needs, resulting in better outcomes for the support provided.

Auriga Services will continue to build on this recognition, ensuring its services remain inclusive and accessible, meeting the needs of those who need it most.

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