



Accessibility Statement

Consum has agreed to make all of its products and services accessible, in accordance with national legislation (Law 11/2023) which transposes Directive (EU) 2019/882 of the European Parliament and Council and in line with its commitment to offer accessible distribution channels for products and services for all its customers. Therefore, Consum is working towards strengthening the level of accessibility of its channels.

Considering the regulatory limit of 28 June 2025, established by Directive (EU) 2019/882 of the European Parliament and Council and Law 11/2023, Consum is currently implementing all lines of action to solve the accessibility problems identified prior to this date. However, Consum customers already have access to a wide range of accessibility features and characteristics in the organisation's main distribution channels, as presented below.

This statement applies to all channels in which the organisation has direct contact with the end customer.

Unified web, online shop and Mundo Consum application

The use of real text is prioritised over the use of text images, which ensures compatibility with assistive technologies. In addition, colour is not the only way to transmit information: various visual and textual resources are combined to assist with understanding, while the interface elements and graphics maintain an adequate contrast with the background, improving visibility in a range of reading conditions.

Regarding navigation and control, all functionality is available via keypad, without relying on a mouse or complex gestures, and the keypad focus is clearly visible and can be moved or removed without difficulty. The application allows for the adjustment of repetition or waiting times, which makes it easier for people with reduced mobility to use. A consistent structure is also maintained: common elements maintain a consistent location, name and order, titles and labels clearly describe the purpose of each section, and the primary language is correctly stated for proper interpretation by screen readers.

Finally, user interaction is designed to offer clear and controlled feedback. Actions do not cause automatic context changes without prior confirmation, forms provide understandable error messages and correction suggestions, and controls include labels and instructions that make them easy to understand. The interface also programmatically presents the relationship between elements, their labels, and the available actions, ensuring compatibility with different assistive technologies.



Self-checkout kiosks

Navigation and predictable use is guaranteed by using a consistent order of components and icons on the interface, avoiding unexpected changes that can cause confusion. In terms of visualisation and contrast, the screens comply with safe flash limits and present appropriate levels of contrast between text and background, ensuring comfortable, stable and safe reading for everyone.

In addition, timings and flexibility of use are adapted to the needs of the user, allowing for the adjustment of time limits on operations to complete tasks without pressure. Finally, sensory inclusion is reinforced by avoiding the exclusive use of colour to convey information or indicate actions, thus ensuring a more inclusive experience for people with visual diversity.

PINPADs (Ingenico and Verifone)

PINPADs are designed to guarantee the readability and visualisation of the content, ensuring that the texts and images are clear, and free from flashes which may be annoying or cause distractions. The screen is located at a height which allows reading from a seated position, which facilitates use by those in a wheelchair or those with reduced mobility.

In terms of tactile use and physical accessibility, number keys include tactile references which allow them to be identified without seeing them, and the actionable elements can be used without the need for complex movements such as pinching or rotating the wrist. All the controls are within the recommended height and reach ranges, guaranteeing comfortable, safe and accessible use for all users.

Finally, consistency and predictability is maintained using a permanent layout of the interface elements and avoiding colour being the only way to provide information, which encourages more intuitive and accessible interaction.

Points of Sale – POS

Points of Sale (POS) are designed to guarantee legibility and visualisation of the content, ensuring that the texts is presented clearly and intelligibly. They offer operating modes that allow for comfortable reading even when it is not possible to enlarge the content from the platform itself, and maintain an adequate level of contrast between the elements and the background, facilitating reading in different lighting conditions.

In terms of visual comfort and safety, the interface meets the requirement not to exceed three flashes per second, avoiding effects that may annoy, distract or interfere with the user experience.

Finally, consistency and ease of use is guaranteed using a permanent structure of components and icons which maintain the same order and layout, and which allow consistent, predictable and accessible visualisation for all users.



Contact Centre

Consum's customer service is designed to be accessible via various sensory channels, offering both auditory support, via telephone, and visual support, via the web form. This range of options guarantees that users can communicate in a way that best suits their needs.

Telephone messages present the options in a logical and coherent order, as do the query sections available on the customer service website. During playback, no prolonged interference sounds are emitted and the voiceovers stop automatically when a new one starts or when the user performs an action, avoiding confusion or audio overlap. Messages also include a manual mode allowing for options to be selected by pressing keys, without the need for simultaneous presses or the need to keep a key pressed for long periods.

Finally, the service includes assistance from representatives, allowing authorised persons to carry out telephone procedures on behalf of the partner/customer, thus guaranteeing inclusive and accessible service for everyone.

Digital communications and advertising

Consum has developed Best Practice Guides for the creation of communications; these guides are available to all teams and manager for the creation of commercial and advertising content. These guides seek to ensure that the materials meet criteria in terms of clarity, coherence and accessibility.

Communications are structured in a logical and meaningful sequence, facilitating understanding of the message for all users, including those with visual impairments or learning difficulties. This guarantees that the information is presented in a clear and easy to follow manner, independently of the skills of the audience.

When colour is used to provide information, indicate actions or identify elements, visual or textual alternatives are always provided allowing for information to be interpreted without depending solely on colour, promoting visual accessibility and universal understanding of content.

In addition, Consum is working on a series of improvements which will be implemented in the organisation's channels in the coming months.

1. Compatibility with assistive technologies

- a. Work is being carried out to guarantee logical, coherent and comprehensive navigation with a visible focus.
- b. Compatibility limitations are being corrected with screen readers, hearing devices and other support technologies.



2. Hearing accessibility and voice guidance

- a. Work is being carried out to incorporate voice guidance in all channels (web, app, self-checkout kiosks, PINPADs and POS) to facilitate navigation, option selection, data entry and information review.
- b. Voice output generation for receipts and vouchers on PINPADs and terminals is being evaluated so that users can confirm their transactions without relying on sight.

3. Visual design

- a. For content with inadequate contrast, work is being carried out to increase the contrast of textual elements to at least 4.5:1 and to 3:1 in case of essential non-textual elements.
- b. Brightness, contrast, and font size adjustments are being implemented that users can customise according to their needs.
- c. We are making sure that screens and content function correctly in different orientations and zoom levels, preventing loss of information.

4. Tags, titles and messages

- a. Tags, titles and error messages are being updated to clearly describe each element.
- b. The consistency between visual labels and program names accessible on the website, app and physical terminals.

5. Navigation and interaction

- a. Navigation is being optimised via keyboard, simple gestures, and interaction points, ensuring a logical order and full access to all elements.
- b. The ability to pause or stop moving elements at self-checkout kiosks is being incorporated according to user preferences.
- c. We are working on maintaining the same order and location of repetitive elements and communicating significant context changes beforehand.

6. Content organisation and structure

- a. The coding of tables, lists, headers, and hierarchical relationships is being improved for assistive technologies so that information is interpreted correctly.

7. Physical accessibility and reach for terminals

- a. Adjustments are being made to the height and layout of screens and controls for self-checkout kiosks, PINPADs and POS to guarantee comfortable access from various positions.
- b. The inclusion of tactile signage, such as Braille or relief information for correctly identifying actionable elements is being assessed.



8. Time management

- a. Time limit warnings are being implemented using visual, auditory or tactile signals.
- b. Corrections are being made to waiting times between presses and in operations with time limits to improve user accuracy and comfort.

9. Instructions for use and accessibility features on the web. Instructions for use and accessibility features are being managed for all channels part of the Consum unified web.

10. Accessible multimedia content. Audio descriptions and transcriptions are being managed for multimedia content.

Preparation of this accessibility statement

This statement was prepared on [13/10/2025].

The method used to prepare the statement was an assessment carried out by a third party.

Last review of the statement: [13/10/2025].

Comments and contact details

You may share information regarding accessibility requirements, for example:

1. A possible non-compliance.
2. Other access difficulties.
3. Any query or improvement suggestion regarding accessibility at Consum.

Using the following contact form [Send a request - Customer Service](#)

Implementation

If, after making a request for accessible information or a query, this has been dismissed, the decision taken is not agreed with, or the response does not meet the requirements set out in current regulations, the interested party may file a complaint.

Complaints can be made through the usual channels Consum makes available for its customers [Send a request - Customer service](#)