

Accessibility Statement from Nestlé Polska S.A. for website

<https://www.nespresso.com/pl>

Last updated: 23.06.2025

Nestlé is committed to ensuring accessibility for all, including individuals with disabilities. We understand the importance of providing a website that is inclusive and allows all users to access information and services effectively.

We aim to continually improve the experience for everyone by applying the relevant accessibility standards and acting on feedback from users.

We have considered accessibility in the design and development of this site by considering assistive technologies. We welcome your feedback. Please contact us if you encounter any accessibility barriers when navigating this site.

The website <https://www.nespresso.com/pl> contains an online store where Nestlé Polska S. A. sells coffee capsules of the Nespresso brand as well as Nespresso machines and accessories, and also informs users about Nespresso products and services.

To use the website <https://www.nespresso.com/pl>, you need an internet connection, a device that connects to the Internet, and an up-to-date web browser installed.

The sale of products in the online store on the website <https://www.nespresso.com/pl> is conducted in accordance with the regulations defining the terms of sale.

Measures to support accessibility

Nestlé Polska S.A. takes the following measures to ensure accessibility of <https://www.nespresso.com/pl>:

- Include accessibility as part of our mission statement.*
- Include accessibility throughout our internal policies.*
- Integrate accessibility into our procurement practices.*
- Appoint an accessibility contact.*
- Provide continual accessibility training for our staff.*
- Assign clear accessibility goals and responsibilities.*
- Employ formal accessibility quality assurance methods.*
- Continue remediation efforts to address accessibility barriers.*
- Partner with an external accessibility agency for assessments.*

- Conduct regular accessibility testing and scanning of our site.

Our Current Accessibility Efforts

We are actively working to improve the accessibility of <https://www.nespresso.com/pl> and aim to conform to the **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA**. We recognise that we currently have several areas that do not yet meet these guidelines, and we are dedicated to addressing these issues.

Conformance status

The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA.

Site <https://www.nespresso.com/pl> is partially conformant with Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

Partially conformant means that some features or some parts of the content do not fully conform to the accessibility standard. For the features and content which may not be accessible, please see “Known Limitations” section below.

Known Accessibility Limitations

We are aware of the following accessibility issues on our website, which we are actively working to address:

- **Keyboard Navigation:** Some interactive elements may not be fully accessible using a keyboard alone. This can hinder users who doesn't use mouse from completing tasks including purchases on website <https://www.nespresso.com/pl>. (Fails WCAG 2.1 Success Criterion 2.1.1)
- **Colour Contrast:** Certain text and background combinations may not offer enough contrast, impacting readability for users with low vision or color blindness. (Fails WCAG 2.1 SC 1.4.3)
- **Image Alternatives:** Some images may be missing, or for some images, their alternative text may not be descriptive, which means that users who cannot see the images may not understand their purpose. (Fails WCAG 2.1 SC 1.1.1)
- **Form Accessibility:** Some form elements may lack appropriate labels or roles, making them difficult to understand and interact with using assistive technologies.
- **Video Accessibility:** Some videos can lack captions or transcripts, which limits access for deaf and hard-of-hearing users.

- **Dynamic Content:** Some dynamically updated content may not be fully accessible to assistive technologies.
- **PDF Documents:** Many linked PDFs are not accessible.
- **Headings:** Some headings and levels are not consistent or logically ordered. This violates the WCAG 2.1 success criterion 1.3.1 (Information and Relationships) and some headings do not accurately describe the content. This violates the WCAG 2.1 success criterion 2.4.6 (Headings and Labels).
- **Page Titles:** Some page titles are too generic or uninformative, making it harder for users to understand where they are. (Fails WCAG 2.1 SC 2.4.2)
- **Screen Reader Compatibility:** Although we strive for a satisfactory level of compatibility with screen readers, some content and interactive elements may not be fully accessible or interpreted correctly by screen readers. This may affect users who rely on these assistive technologies to understand and navigate our site.

Timeline for Addressing Issues

We are committed to addressing these accessibility issues and are working on a prioritised action plan. Our current estimated timelines for addressing key areas are as follows:

- **Phase 1 (within the next 3 months – July 2025):** Focus on improving automated errors including colour contrast, alt text, and ARIA misuse.
- **Phase 2 (within the next 6 months – October 2025):** Concentrate on enhancing keyboard compatibility across the website. We will also begin engaging with third-party vendors and suppliers.
- **Phase 3 (within the next 24 months – April 2027):** Address additional accessibility issues identified through ongoing testing. We will also develop a more comprehensive accessibility roadmap for continuous improvement.
- **Phase 4 (April 2027 onwards):** Aim to meet WCAG 2.1 AA and begin aligning with WCAG 2.2 AA requirements.

Please note: These are estimated timelines and may be subject to change as we progress with our work. This statement will be updated accordingly with any significant changes.

Browser Compatibility and Assistive Technology

Our website is designed with consideration for compatibility between assistive technologies and major modern web browsers. For the best experience and enhanced

security, we recommend keeping your browser up to date and using protective measures such as antivirus software.

This site supports the latest two major versions of the following browsers: Chrome, Microsoft Edge, Firefox, Safari, Android WebView, and Samsung Internet. Please note that we do not support browsers older than three major versions, or mobile operating systems older than five years.

A detailed statement on supported screen readers—such as JAWS, NVDA, VoiceOver, TalkBack, and Narrator—will be shared at a later time. It’s important to understand that screen reader behavior may vary significantly depending on the browser in use. Testing across multiple screen reader and browser combinations is currently underway to ensure optimal accessibility.

Technical Specifications

The accessibility of the Nespresso website relies on the following technologies to function effectively in combination with web browsers and assistive technologies or plugins installed on your device:

- *HTML*
- *WAI-ARIA*
- *CSS*
- *JavaScript*

These technologies are essential to ensure conformance with the accessibility standards we aim to meet.

Ongoing Commitment:

We are committed to continuous improvement in the accessibility of our website. We will regularly review and update this accessibility statement to reflect the progress of our remediation efforts, and any new accessibility features we implement. Our goal is to create a website that provides a positive and inclusive experience for all users.

Contact for support and feedback

We welcome your feedback on the accessibility of Nespresso. Please let us know if you encounter accessibility barriers on Nespresso, we will aim to help:

Please include:

- *the web address (URL) of the content*
- *your email address and name*

- *the task you wish to complete*

E-mail: dostepnosc@nespresso.com

We try to respond to feedback within 14 business days.

Thank you for your patience and understanding

If you need further assistance or information, please let us know.

DocuSigned by:
Krzysztof Gasior
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DocuSigned by:
Brema Drohan
41F62856E6EE488...