

Salt Mobile SA

Accessibility improvement report 2026



Salt.

Document version

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Table of contents

Introduction	4
An ongoing commitment to improve digital media accessibility for our customers ...	4
Preliminary considerations	4
A scheme to reinforce digital accessibility focus	5
Priority 1: raise awareness, train, and equip in-house teams	6
Priority 2: measure, improve, and maintain accessibility of customer services	7
Priority 3: prioritize actions based on customer expectations	8

Introduction

Digital accessibility is a set of standards and best practices covering functional, graphic, technical and editorial aspects.

Digital media (websites, mobile applications, PDF files, etc.) must adhere to particular standards and best practices to be **accessible by people with disabilities**.

For example, an accessible website allows users to:

- customize their display via the operating system and/or browser (enlarge or shrink characters, change typography, modify colours, turn off animations, etc.);
- browse using assistive technologies such as text-to-speech or Braille;
- navigate without having to use a mouse, just a keyboard, switches or a touchscreen;
- watch videos and listen to audio content with subtitles and/or transcriptions;
- and much more.

An ongoing commitment to improve digital media accessibility for our customers

Preliminary considerations

For several years, we have been integrating digital accessibility into our customers' digital media through targeted initiatives. You can find out more about the various actions taken in our [2025 report](#).

A scheme to reinforce digital accessibility focus

In alignment with our dedication to a more responsible digital world, we have implemented various actions focusing on three main areas:

- Raise awareness, train, and equip in-house teams.
- Measure, improve, and maintain accessibility of customer services.
- Prioritize actions based on customer expectations.

This report is intended to be updated regularly, in line with our progress in terms of digital accessibility.

Priority 1: raise awareness, train, and equip in-house teams

Improving accessibility consideration requires awareness-raising and equipping teams and partners with the necessary knowledge and skills.

As in previous years, we raise awareness among the people who join us and who are involved in the selection, design or development of digital content: IT, Online, Marketing & Communication, Customer Operations, B2B (Business to Business), Legal, HR (Human Resources). **Members of the Management Board** also attended this awareness-raising session.

As of the publication date of this document, over 80 people have been trained in various departments. This represents an increase of 36 people over the previous year.

The Marketing & Communications team, in addition to having been trained in accessibility in **web and mobile interface design**, has also undergone training in creating **accessible documents with InDesign**.

Sales staff have also received documentation to enable them to provide the best possible service to blind, visually impaired or deaf people, thanks to the SNAB (Swiss National Association of and for the Blind) and the Swiss Federation of the Deaf.

In addition to awareness-raising and training initiatives, the accessibility officer plays a key role in deploying and providing resources and tools to support the integration of accessibility into everyday practices.

In addition to the sections dedicated to digital accessibility on our intranet and internal wiki, we have added a section on a platform available to sales and customer service staff.

As this platform is used on a daily basis, resources and information on accessibility can be consulted more easily.

Priority 2: measure, improve, and maintain accessibility of customer services

Audits

In 2024, we conducted audits across the entire GoMo customer journey. After correcting the various issues identified, certificates of compliance were published.

At the end of 2025, the website go-mo.ch underwent a complete redesign (graphic and technical), taking digital accessibility into account from the outset. As a result, the design, the documents available for download and the code have been audited and corrected internally. An audit by an external company is currently underway to assess the efforts made in this area and to make any necessary corrections.

At the same time, multiple audits were conducted on the following platforms to assess compliance with the international accessibility standard Web Content Accessibility Guidelines:

- Self-service support: support.salt.ch
- Salt customer area: my.salt.ch
- Online shop: eshop.salt.ch

These audits identified key areas for improvement to ensure our services meet accessibility requirements.

To maintain transparency regarding accessibility achievements, we are in the process of applying the corrections following the audits to proceed with the publication of certificates of compliance.

Accessible documents

A project to make our documents accessible has been launched. Given their large number, priority is given to those that are most frequently consulted by our customers. This section will be updated as the project progresses.

Priority 3: prioritize actions based on customer expectations

While the goal is to enhance the digital accessibility of all our services, Salt has chosen to focus its efforts on websites and services dedicated to its customers, particularly those with disabilities.

In close collaboration with FSA Vaud (Fédération Suisse des Aveugles et Malvoyants), we have tested our eShop and the Salt customer area "My Account" with users with disabilities. These tests, along with the audits we have carried out, will help us prioritize the accessibility improvements we need to make.

Our teams are attentive and open to any feedback from our customers. You can contact our digital accessibility representative by sending an email to accessibility@salt.ch.