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Public information guidance systems —

Part 3: Guidelines for the design and use of information index signs

Systèmes de guidage destinés à l'information du public —

Partie 3: Lignes directrices pour la conception et l'utilisation de panneaux d'information

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 145, *Graphical symbols*, Subcommittee SC 1, *Public information symbols*.

A list of all parts in the ISO 28564 series can be found on the ISO website.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

Introduction

Continued growth in travel and mobility within and between countries has generated a growing range of wayfinding guidance systems and styles containing a wide variety of information. Such systems serve various purposes, such as enabling users to:

— understand the range of facilities and points of interest present;

— understand the physical relationship between these facilities and points of interest; and

— determine the best way to reach a required facility or point of interest given their mobility circumstances.

This document is concerned with information index signs used to support wayfinding.

The purpose of this document is to provide guidance on the design and use of information index signs to enable users to assimilate required information swiftly and accurately and act upon the information shown safely and conveniently in multi-floor buildings and open areas. It is not the intention to limit design freedom unnecessarily, but to set guidelines and, where appropriate, specifications which reflect relevant research and best practice.

Where appropriate, as part of an integrated wayfinding system, information index signs are used in association with fixed location plans, maps, and diagrams (see ISO 28564-1), location signs and direction signs (see ISO 28564-2), hand-held maps, and IT applications, as well as human assistance.

This document is intended to be used in conjunction with other parts of ISO 28564.

Public information guidance systems —

Part 3:
Guidelines for the design and use of information index signs

1 Scope

This document specifies requirements and gives a range of guidelines for various stages of preparation, design, construction, inspection and updating that comprise an information index signs used in public places.

This document is applicable to the design and use of information index signs used in public places such as bus and railway stations, airports, shopping centres, stores, hospitals, exhibition halls, sporting and entertainment complexes, urban areas, parks, gardens and countryside, public attractions, museums and commercial office buildings. The design and use of information index signs in working areas can also use the content of this document for reference.

This document is not applicable to those sectors (for example, traffic signs on a public highway) which are subject to regulations or specified design principles. However, in a given public environment or within a wayfinding and signing design brief, where there is sometimes a need for public information to be associated with other messaging, many of the principles contained in this document can be relevant in the planning of a coordinated scheme.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 3864-1, *Graphical symbols — Safety colours and safety signs — Part 1: Design principles for safety signs and safety markings*

ISO 3864-3, *Graphical symbols — Safety colours and safety signs — Part 3: Design principles for graphical symbols for use in safety signs*

ISO 7001, *Graphical symbols — Public information symbols*

ISO 7010, *Graphical symbols — Safety colours and safety signs — Registered safety signs*

ISO 9186-1, *Graphical symbols — Test methods — Part 1: Method for testing comprehensibility*

ISO 9186-2, *Graphical symbols — Test methods — Part 2: Method for testing perceptual quality*

ISO 9186-3, *Graphical symbols — Test methods — Part 3: Method for testing symbol referent association*

ISO 22727, *Graphical symbols — Creation and design of public information symbols — Requirements*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp