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SIST ISO 7001:2008

Grafični simboli - Registrirani simboli za javno informiranje

Graphical symbols - Registered public information symbols

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Symboles graphiques - Symboles destinés à l'information du public enregistrés

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Graphical symbols — Registered public information symbols

Symboles graphiques — Symboles destinés à l'information du public enregistrés

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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*.

This fourth edition cancels and replaces the third edition (ISO 7001:2007), which has been technically revised. It also incorporates the amendments ISO 7001:2007/Amd 1:2013, ISO 7001:2007/Amd 2:2015, ISO 7001:2007/Amd 3:2016, ISO 7001:2007/Amd 4:2017 and ISO 7001:2007/DAmd 5:2021 and the Technical Corrigendum ISO 7001:2007/Amd 1:2013/Cor. 1:2014.

The main changes are as follows:

— addition of previously unpublished public information symbols (PI CF 021, PI CF 022, PI PF 077, PI PF 078, PI PF 079, PI PF 080, PI PF 081, PI PF 082 and PI TF 044);

— addition of a new category of public information symbols, Accessibility, with the code PI AC and the transfer of public information symbols from other categories to this category with new reference numbers.

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.

All public information symbols are available on the ISO Online browsing platform at https://www.iso.org/obp/ui.

Introduction

This document has been developed as a result of the increasing use of non-verbal presentation of information in buildings and other places and for services used by the public. Graphical symbols should be used where text messages will possibly be a barrier to understanding.

Continued growth in international trade, travel and tourism requires a common method of communication, and standardization of public information symbols will help both providers and users, including those with disabilities. Lack of standardization has the potential to lead to confusion.

The use of standardized public information symbols does not replace the need for careful consideration and application of wayfinding and signing schemes; it is recognized that pubic information symbols will often be used with text in signing systems. This can aid education and comprehension, particularly for new symbols and those which have less common usage.

ISO 7001 is intended to be used by all Technical Committees within ISO charged with developing specific public information symbols for their industry, to ensure that there is only one symbol for each meaning. It is also intended that this document be revised regularly to include public information symbols as they are standardized by ISO and which conform to the principles for development as developed by ISO/TC 145/SC 1. Further design criteria will be added as appropriate and will be approved by ISO/TC 145/SC 1. Specific acceptance criteria, procedures and application forms can be found on the ISO/TC 145/SC 1 website: https://isotc.iso.org/livelink/livelink?func=ll&objId=9945810&objAction=browse&viewType=1.

The public information symbols in this document have been validated by ISO/TC 145/SC 1 according to procedures of standardization current at the time of publication. Future standardization of public information symbols will be facilitated with suitable evaluation techniques, such as the testing outlined in the ISO 9186 series. Acceptance criteria for public information symbol qualification ought to be such that there is confidence that a suitable proportion of the intended audience will understand them.

Public information symbols given in this document are considered to have achieved a satisfactory degree of comprehension as established by independent testing or as a result of their use and application at an international level.

The public information symbols given in this document should be reproduced as published. However, it is recognized that there are possibly particular national characteristics and cultural requirements which require minor variations. This is acceptable providing the key elements and design intent of the standardized symbol are not compromised.

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Graphical symbols — Registered public information symbols

1 Scope

This document specifies graphical symbols for the purposes of public information.

This document is generally applicable to public information symbols in all locations and all sectors where the public has access. However, it is not applicable to safety signs or those sectors subject to specific regulations (e.g. traffic signs on public roads).

This document specifies the original symbols that can be scaled for reproduction and application purposes.

The symbols can be used in conjunction with text to improve comprehension.

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 22727:2007, *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 terminology databases for use in standardization at the following addresses:

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

— IEC Electropedia: available at https://www.electropedia.org/

3.1
graphical symbol
visually perceptible figure with a particular meaning used to transmit information independently of language

3.2
public information symbol
graphical symbol intended to give information to the general public, the understanding of which is independent of specialist or occupational training

3.3
safety sign
sign giving a general safety message, obtained by a combination of a colour and geometric shape and which, by the addition of a graphical symbol, gives a particular safety message

3.4
negation
indication of the absence or opposite of something actual or positive

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3.5
meaning
message that a public information symbol is intended to convey

3.6
function
written description of the purpose of the information to be conveyed by a graphical symbol

3.7
image content
written description of the elements of a graphical symbol or safety sign and their relative disposition

4 General

4.1 Size

The public information symbols given in this document are designed to be reproduced in a variety of sizes to suit different applications from, for example, small-scale orientation notices to large-scale wayfinding signs, maps and guides.

4.2 Text

The graphical symbols have been designed with the intention that they can be used on their own to convey the information described in the meaning (except the direction arrow, which cannot be used on its own, see 4.3). However, they may be combined with the relevant text on, for example, a sign or notice if considered appropriate. This can be an advantage with less well-established symbols to aid understanding.

4.3 Arrows

The direction arrow (symbol number PI PF 030) shall only be used in conjunction with another symbol (or a symbol and text) to indicate movement of a person towards something. An example is shown in Figure 1.
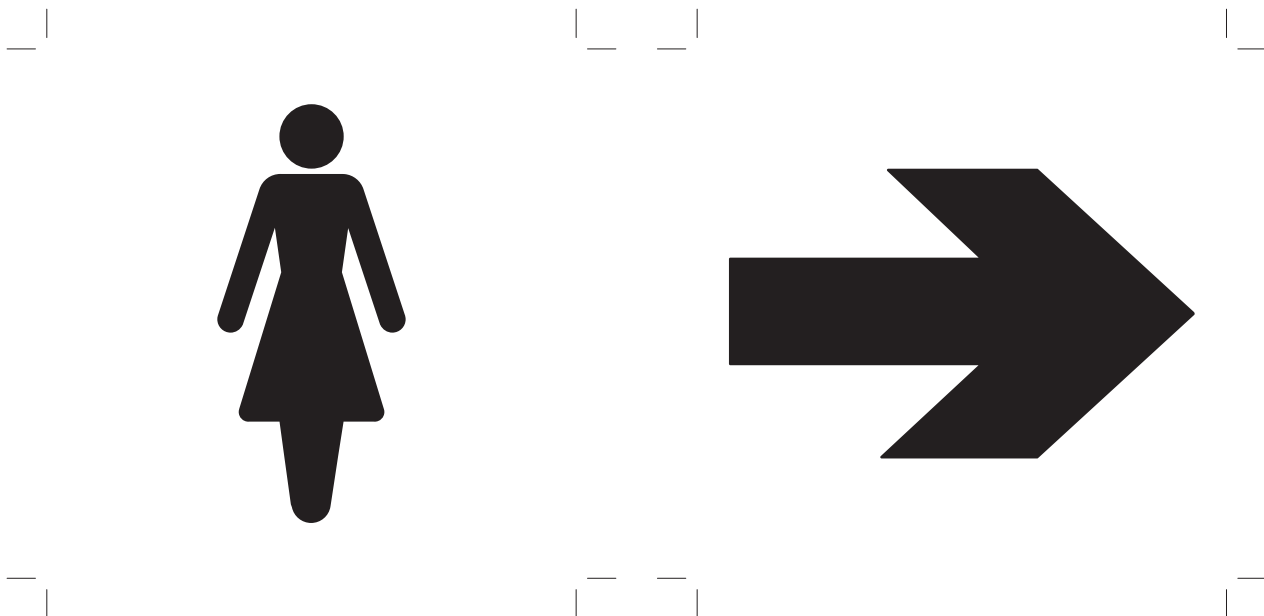
Figure 1 — Use of the direction arrow with the relevant symbol to indicate female toilet to the right

The direction arrow shall be used to indicate the direction of a person as shown in Figure 2.

→	Progress to the right
←	Progress to the left
↑	Progress forward from here Progress forward and through from here Progress forward and up from here
↗	Progress up to the right Progress forward and across to the right
↘	Progress down to the right
↖	Progress up to the left Progress forward and across to the left
↙	Progress down to the left
↓	Progress down from here

Figure 2 — Use of direction arrows

The use of all other arrows is given with the relevant graphical symbol and meaning.

4.4 Colour and contrast

The public information symbols given in this document may be reproduced in any colour. However, the combination of safety colours and shapes specified in ISO 3864-1 shall be avoided to ensure there is no confusion between public information symbols and safety signs. This also applies to arrows where the use of green and white shall be avoided to ensure that there is no confusion with the direction arrow, safe condition, used for evacuation routes.

Adequate contrast between the symbol and its background is essential and the symbol should be given a sufficiently large surrounding area to ensure identifiability. All illustrations of graphical symbols in this document have corner marks to give an indication of the minimum area required.

4.5 Negation

Public information symbols shall be negated only for comfort or convenience reasons.

Where the whole activity is to be negated, the negation element shall be a diagonal bar running from top left to bottom right as shown in Figure 3. In order to ensure that there is no confusion with safety signs, there shall not be a surrounding circle. The negation bar shall be placed over the graphical symbol. The graphical symbol shall be designed in such a way that when placed in the template specified in ISO 22727:2007, 7.2 the negation bar does not obscure critical details.

Where only a graphical symbol element in a public information symbol is to be negated to indicate a particular forbidden action, the negation element shall be a cross as shown in Figure 4. The negation cross shall be placed over the graphical symbol element which is being negated.

The negation bar and the negation cross should normally be red.

Meaning: No baggage trolleys or carts.

Function: To signify that baggage trolleys or carts are not allowed.

Image content: Side view of piece of baggage on trolley or cart and negation bar.

Figure 3 — Example of the use of a negation bar

Meaning: Do not drop trash or litter or rubbish.

Function: To indicate that people should not drop trash or litter or rubbish.

Image content: Front view of human figure, with four representative articles of trash or litter or rubbish falling from their hand and a negation cross over them.

Figure 4 — Example of the use of a negation cross

5 Meanings and categorization of public information symbols

5.1 General

This document is maintained electronically using the ISO OBP database at https://www.iso.org/obp/ui, which includes all the symbols. The reference number for each symbol is indexed in the database to enable easy searching. Text searches are also possible.

Tables 1 and 2, which include a reference number with each standardized public information symbol, may be used to facilitate searches within this database.

5.2 Meaning

Table 1 presents the list of meanings in alphabetical order alongside their reference numbers.

5.3 Categorization

For the convenience of users of this document, the public information symbols have been grouped according to the areas where they are normally expected to be used. However, these groupings are not intended to be exclusive and the use of the public information symbols in other areas, where this is considered appropriate, is not precluded. The public information symbols are categorized as follows:

a) PF: public facilities.

b) TF: transport facilities.

c) TC: tourism, culture and heritage.

d) SA: sporting activities.

e) CF: commercial facilities.

f) BP: behaviour of the public (excluding public safety signs).

g) AC: accessibility.

Table 2 summarizes the standardized public information symbols in terms of these categorizations.

Each public information symbol should normally be used to convey only one public information message and should normally be placed in one category only.

Table 1 — Summary of meanings in alphabetical order

Meaning	Reference number
Accessible elevator or lift	PI AC 003
Accessible toilet or full accessibility	PI AC 001
Accommodation or hotel	PI CF 003
Airport bus	PI TF 027
Airport or aircraft	PI TF 001
Animal transportation	PI TF 038
Arrow – direction arrow	PI PF 030
Assistance dog – accessibility	PI AC 005
ATM (automatic teller machine) or cash service or cash dispenser	PI CF 005
Audio tour	PI TC 014
Baby care or nursery	PI PF 023
Baggage assist	PI PF 069

Table 1 *(continued)*

Meaning	Reference number
Baggage check or customs	PI TF 018
Baggage delivery	PI PF 068
Baggage lockers or coin lockers	PI PF 013
Baggage reclaim	PI TF 020
Baggage storage or left baggage	PI PF 012
Baggage trolleys or carts	PI PF 018
Baggage weighing	PI TF 030
Bar	PI CF 008
Barber or hair salon	PI CF 015
Bath	PI PF 026
Beach	PI TC 017
Bicycle or cycle facility	PI TF 010
Bicycle or cycle parking	PI TF 021
Biometric facial-recognition facility	PI BP 009
Blind or low vision – accessibility	PI AC 009
Bicycle – rental	PI TF 029
Bird sanctuary	PI TC 011
Boats or port or ships or ferries	PI TF 004
Buffet or coffee shop or café – refreshments	PI CF 002
Bureau de change or money or currency exchange	PI CF 004
Bus disembarkation	PI TF 039
Bus embarkation	PI TF 040
Bus station or bus stop or buses	PI TF 006
Cable car	PI TF 011
Cable railway or funicular	PI TF 012
Café or coffee shop or buffet – refreshments	PI CF 002
Camper van – self-contained	PI TF 036
Campfires – location	PI TC 010
Campsite or camping	PI TC 002
Caravan park or caravans	PI TC 003
Car parking or parking	PI TF 014
Car rental or hire or rent-a-car	PI TF 009
Car repair workshop	PI CF 017
Carts or baggage trolleys	PI PF 018
Cash service or cash dispenser or ATM (automatic teller machine)	PI CF 005
Chair lift	PI TF 013
Check-in or reception	PI PF 008
Changing room – men's	PI PF 079
Changing room – women's	PI PF 081
Cinema	PI CF 016
Cloakroom	PI PF 024
Coffee shop or café or buffet – refreshments	PI CF 002
Coin lockers or baggage lockers	PI PF 013
Communication in the specified language	PI PF 062

Table 1 (continued)

Meaning	Reference number
Conference facilities or meeting room	PI CF 010
Currency or money exchange or bureau de change	PI CF 004
Customs or baggage check	PI TF 018
Cycle or bicycle facility	PI TF 010
Cycle or bicycle parking	PI TF 021
Dance hall or ballroom	PI CF 021
Dentist	PI PF 043
Direction arrow	PI PF 030
Doctor or healthcare centre	PI PF 044
Dog assistance – accessibility	PI AC 005
Dogs should be carried	PI BP 006
Drinking water	PI PF 007
Drinking water fountain	PI PF 077
Electric vehicle charging station or point	PI TF 044
Elevator for goods	PI PF 078
Elevator or lift	PI PF 019
Elevator or lift accessible	PI AC 003
Embassy	PI PF 070
Entrance or way in	PI PF 028
Escalator	PI PF 020
Escalator, down	PI PF 033
Escalator, up	PI PF 034
Exit or way out	PI PF 029
Faucet or tap – automatic sensor	PI PF 074
Female toilets	PI PF 005
Ferries or port or ships or boats	PI TF 004
Filling station	PI CF 009
Flight arrivals	PI TF 016
Flight connections	PI TF 017
Flight departures	PI TF 015
Foot care or podiatry	PI CF 012
Full accessibility or toilets – accessible	PI AC 001
Funicular or cable railway	PI TF 012
General sports or sporting activities	PI SA 001
Hair salon or barber	PI CF 015
Hand dryer	PI PF 075
Hard of hearing – accessibility	PI AC 007
Headwear – no headwear	PI BP 015
Healthcare centre – child	PI PF 036
Healthcare centre or doctor	PI PF 044
Hearing impaired loop – accessibility	PI AC 015
Heliport or helicopters	PI TF 005
Hiking trail	PI TC 009
Hospital	PI PF 002