###### National Assembly

Question Number: 483

**Mr M S F de Freitas (DA) to ask the Minister of Transport:**

(a) How are the various color schemes used for signage at the various airports determined, (b) what market research has been done in this regard, (c) how often has such research been conducted, (d) when was such research last conducted and (e) what were the outcomes? NW537E

**Reply:**

**Airports Company South Africa SOC Limited (ACSA)**

1. The various color schemes are determined by the international benchmark of all the signage for both navigational and disclaimer signage. The colors are then further explained on the actual signage and way finding guideline document.
2. The research that was done in the initial stages of creating a signage philosophy that is easily recognizable by all passengers, was based on what was acceptable from an aviation regulation point of view in the international market. These standards were adopted to make sure that what is available in South Africa is available in any international airport in the world.
3. The signage committee at the airports conducts a desktop, top line comparison of ACSA’s signage philosophy to that of international Airports around the world. The same philosophy that is used in South Africa is also used in the airports that ACSA is involved in building and maintaining. The company also works very close with the civil aviation authority to keep tabs on any regulatory changes on the signage philosophy.
4. In 2013, the company made amendments to the signage guidelines based on international standards that were amended. These standards were as a result of comparison and benchmarking the ACSA signage philosophy and key international standards as outlined by the civil aviation authorities.
5. The signage for smaller / regional airports were not visible enough and the size of fonts and specs needed to be changed.
6. The new no smoking act: The signage was outdated and needed to include the actual act on it.
7. Prohibition signage: The signs at the time did not have clear images / illustration of what the prohibition was for, this has since been changed.
8. Prohibition signs: The signs that were on glass doors and walls were blank at the back. This has since been changed.