

Published: 2022-01-26

Language: English

## **COVID-19 Infection control measures for conferences and congresses Rev.1**

*COVID-19  
Smittevern for konferanser og kongresser  
Rev.1*

Revisions to this document:

NHS C19012:2022 Revision 1 was published in Norwegian 2022-01-26. English translation was published 2022-01-26. Recommendations have been updated.

NHS C19012:2022 replaces NHS C19012:2021.

Any reference to this document must clearly indicate the language version to which reference is being made.

ICS: 11

---

**Copyright protected document**

Unless otherwise specified, no part of this document may be reproduced or used in any form or in any way without written permission obtained in advance. This includes photocopies and electronic use, such as publishing on the Internet or an intranet. Any reproduction that violates this may lead to seizure, liability and/or legal prosecution. Requests related to reproduction are to be directed to Standard Online AS.

## Contents

<b>1</b>	<b>Background .....</b>	<b>1</b>
1.1	General.....	1
1.2	Purpose .....	1
1.3	Scope .....	2
<b>2</b>	<b>The organiser’s responsibilities .....</b>	<b>2</b>
2.1	General.....	2
2.2	Planning .....	2
2.3	Training, information, and increasing awareness.....	3
2.4	Quality control of infection control measures .....	3
2.5	Nonconformity management .....	3
2.6	Evaluation .....	3
<b>3</b>	<b>Infection control measures for conferences.....</b>	<b>4</b>
3.1	General measures.....	4
3.1.1	Increased distance and reduced contact.....	4
3.1.2	Hand hygiene .....	4
3.1.3	Sneezing and cough hygiene.....	4
3.1.4	Cleaning.....	5
3.1.5	Ventilation.....	5
3.1.6	Sick persons.....	5
3.2	Use the “Smittestopp” app on your mobile .....	5
3.3	Specific infection control measures.....	6
3.3.1	General.....	6
3.3.2	Participants and visitors .....	6
3.3.3	Employees .....	6
3.3.4	Serving points and sanitary facilities.....	7
<b>4</b>	<b>General information concerning coronavirus, COVID-19, and infection .....</b>	<b>7</b>
<b>5</b>	<b>If infection is confirmed .....</b>	<b>8</b>
5.1	General.....	8
5.2	Testing .....	8
5.3	Contact tracing .....	8
5.4	Quarantine and isolation.....	8
<b>6</b>	<b>Additional information.....</b>	<b>9</b>
<b>7</b>	<b>Safe conference .....</b>	<b>9</b>
<b>8</b>	<b>Checklist for infection control measures.....</b>	<b>10</b>

# COVID-19 — Infection control measures for conferences and congresses — Rev.1

## 1 Background

### 1.1 General

This document sets out infection control measures for the proper and safe implementation of conferences and congresses during the COVID-19 pandemic in Norway. Guidelines have also been prepared for other areas, including restaurants, trade fairs, events, and cleaning.

The document has been prepared on the basis of the *Regulations relating to infection control measures etc. in connection with the coronavirus outbreak (the COVID-19 Regulation)*.

The municipal health services are responsible for contact tracing and for notifying enterprises if visitors, customers, or employees are confirmed as being infected with COVID-19. The municipal health services are also responsible for determining the measures that are necessary, such as defining the close contacts of infected persons, who must therefore go into quarantine. See also chapter 5.

National and local requirements and recommendations are revised as more experience is gained and infection rates change. This means that the applicable requirements and recommendations may vary from municipality to municipality. Individual enterprises are responsible for monitoring and taking account of changes in requirements and recommendations, and for implementing the infection control measures described in this document.

This document has been prepared by Standards Norway in collaboration with Bransjegruppen for store innendørs arrangementer. The document will be revised by Standards Norway as needed.

### 1.2 Purpose

An awareness of infection control measures helps to reduce the risk of infection spreading. The purpose of this document is to provide the management and employees of enterprises with a knowledge of infection control and measures to promote safe daily operations, including:

- reducing the spread of infection;
- describing and safeguarding quality in infection control procedures;
- helping the enterprise to maintain daily operations;
- ensuring infection protection for employees and customers;
- creating awareness and understanding of infection control measures;
- ensuring continual improvement to infection control measures.

Cooperation between employees, elected representatives, employee representatives and management is essential to the success of the implementation of and compliance with infection control. In addition, it is important to ensure that customers and visitors have a good understanding of, and follow, the applicable infection control measures at all times.

### 1.3 Scope

This document specifies infection control measures and procedures for the implementation of conferences and congresses.

The measures are based on available knowledge concerning the spread of infection and an assessment of working conditions and tasks relating to the safe implementation of conferences.

The specification covers the following areas:

- the organiser's responsibilities, including planning, training and information, quality control, nonconformity management and evaluation;
- infection prevention measures to ensure the proper implementation of conferences.

## 2 The organiser's responsibilities

### 2.1 General

Conference organisers are responsible for ensuring that conferences are organised and take place in accordance with applicable laws and regulations. The organiser is responsible for ensuring proper operation that takes infection control into account, and for delegating responsibility for various tasks in connection with the infection control advice.

The organiser shall provide the necessary training and information to employees, subcontractors, and participants. Plans for infection control shall be adapted to local conditions in accordance with the advice given in this guide. The pandemic may be prolonged, and there will be a need to maintain various services and functions in society at the same time as infection control considerations are taken. Different phases of the pandemic and different spread of infection in the country may require adapted measures.

Everyone is responsible for exercising good infection control during the COVID-19 pandemic. This means that the key principles of infection control as described in this guide shall be observed both inside and outside the conference area. Good cooperation between organizers, exhibitors and visitors shall be maintained.

### 2.2 Planning

When planning infection control measures, the organiser shall carry out a special risk assessment of all aspects linked to the conference relating to infection control. This can be done in the same way as ordinary HSE work, including identification and mapping of risks and the preparation of measures. Safety delegates and elected representatives should be involved in the risk assessment.

The organiser's infection control plan shall:

- ensure proper operation through the preparation of procedures for good hygiene and cleaning;
- ensure good training relating to infection control, and that all new procedures are made known to all employees. Particular attention shall be given to the use of temporary relief staff, seasonal workers and young workers who are not familiar with the enterprise;
- consider the appointment of infection control officers at the workplace to ensure compliance with infection control measures in accordance with Chapter 3;
- consider dividing employees into groups (cohorts);
- ensure continual improvement.

### 2.3 Training, information, and increasing awareness

Training shall be offered either by the enterprise itself or in cooperation with others. Employees shall be obliged to participate in infection control training and necessary infection control measures.

The organiser shall establish a system to document that information and training have been provided.

Good information is key to ensuring good infection control at all levels. The organiser has overarching responsibility for educational work relating to infection control. The aim is to ensure a common understanding of, and compliance with, infection control procedures. Active efforts must therefore be made to create a safe working environment where employees can share experiences and give each other feedback with regard to whether procedures are unclear or being practised to varying degrees.

### 2.4 Quality control of infection control measures

The implementation of infection control measures shall be checked, documented, and reported to the responsible manager. The documentation shall be stored in the organisation's internal control system.

The following shall be clarified:

- the areas which are at risk, and which must be subject to controls;
- timing of control;
- frequency of control;
- who shall perform the controls.

### 2.5 Nonconformity management

Nonconformities with respect to the infection control measures shall be managed via existing quality assurance systems. In the event of a nonconformity within infection control, the organiser shall:

- carry out an assessment of the nonconformity,
- implement measures to correct the nonconformity,
- follow up and document measures, and
- notify the authorities in the event of wilful or grossly negligent non-compliance.

Employees shall be encouraged to report nonconformities.

Notification of the authorities in the case of wilful or gross negligence shall take place in accordance with *the COVID-19 Regulations*.

### 2.6 Evaluation

The organiser is responsible for assessing whether the level of infection control that has been achieved is satisfactory and follows national and local requirements and recommendations. The effect of measures shall be evaluated, and procedures shall be revised as and when necessary. The organiser shall also assess the possible need for additional infection control measures. Further developments in the outbreak, updates to the knowledge base and experience from the industry may lead to a need for revision.

### 3 Infection control measures for conferences

#### 3.1 General measures

##### 3.1.1 Increased distance and reduced contact

- To reduce the risk of infection, keep at least 1 metre away from others, and 2 metres wherever possible.
- Avoid shaking hands, hugging and other physical contact.
- Avoid face-to-face close contact. Persons can pass each other and be present in the same area for a short period of time without any great risk of infection.
- Wear a face mask when recommended or required by the national or local authorities.

The organiser shall ensure that meeting rooms and communal areas are sufficiently large and adapted to the event concerned. Conference halls and mingling areas shall normally each be sufficiently large.

In a conference hall or area where participants remain in fixed, designated places, the same restrictions as regards numbers apply as for events in public places.

In mingling areas, it is assumed that each person “needs” approximately 4 m<sup>2</sup> in order to comply with the one-metre rule, and approximately 8 m<sup>2</sup> to comply with the two-metre rule. Interior fittings, installations and other factors which impact on the layout of the area shall also be taken into account.

Persons in the same cohort, such as a working group or family group, may stay closer together, thereby reducing the area requirement per person.

##### 3.1.2 Hand hygiene

Avoid touching your face with dirty hands. This will prevent infection being passed via the hands to the eyes, mouth, and respiratory tract. Keep your hands clean and infection-free by touching the fewest possible points of contact.

- Practise hand hygiene upon arrival, preferably in the form of hand washing. Hand sanitising is an acceptable alternative where hand washing facilities are not available.
- Practise hand washing at least after every visit to the toilet, before and after working in the kitchen and eating, and otherwise as and when necessary.
- Hand washing with lukewarm water and liquid soap is effective in preventing infection. The washing process itself should take at least 40–60 seconds. Wipe your hands, preferably with disposable paper towels. If air dryers are used, these shall be thoroughly and frequently cleaned.

If ordinary hand washing is not possible:

- Coronavirus is sensitive to alcohol, and alcohol-based disinfection (hand sanitiser) is an option.
- Hand sanitiser shall be placed where there are no hand washing facilities: at entrances, at or in break rooms, café areas for visitors and numerous other readily accessible places.
- Alcohol-based disinfection is ineffective for visibly dirty or wet hands. Therefore, facilities should be made available for ordinary hand washing.

##### 3.1.3 Sneezing and cough hygiene

- Sneeze and cough either into the crook of your elbow or into a paper towel which is then discarded. Wash or sanitise your hands afterwards.
- Avoid touching your face, especially your eyes, mouth, and nose.

### 3.1.4 Cleaning

- Cleaning should be done with ordinary cleaning agents and not those that contain ethanol, as these may cause damage to some surfaces.
- Have more thorough cleaning in exposed areas and contact surfaces.
- Toilets and washbasins should be cleaned frequently, at least daily during daily use. Wipe surfaces such as the toilet seat and taps on washbasins regularly, depending on how frequently it is in use.
- Disposable paper towels and soap shall be available.
- Air dryers shall be cleaned thoroughly and frequently during and after use.
- Rubbish bins shall be emptied regularly.
- Pay extra attention to cleaning in the employees' and exhibitors' break rooms and in the café area for visitors.
- Dining tables shall be cleaned with soap and water after use.
- Equipment used by several people during the conference (tablets, touch screens, keyboards, etc.) shall be cleaned after use.

The following important points of contact shall be cleaned particularly thoroughly:

- kitchenettes, coffee machines, dishwashers, etc.;
- payment terminals, phones, PC monitors and equipment, touchscreens, microphones, etc.;
- desks and tables;
- light switches, lift buttons, etc.;
- railings;
- door handles and surrounding areas;
- dispensers;
- taps and shower heads;
- toilets.

### 3.1.5 Ventilation

All conference rooms shall be adequately ventilated according to the individual room concerned.

### 3.1.6 Sick persons

It is important that even persons with mild respiratory symptoms (especially coughing and sneezing) do not report for work or in other contexts where they meet other persons. Most infection transmission occurs just before the first signs of the disease become apparent.

The organiser's staff, organisers, exhibitors, subcontractors, and visitors who fall ill while present at the conference shall leave the area as soon as possible. Sick persons who need to be collected by others shall wait in a separate room or outside at a good distance from others. Sick persons must not travel by public transport. Sick persons should cover their mouth and nose if they cannot keep 2 metres distance to others.

Some medical conditions and allergies cause similar symptoms to COVID-19. Individuals must themselves consider whether their symptoms could be caused by COVID-19 or whether they are solely due to another medical condition or allergy. In the event of doubt, the person should stay at home and be tested for COVID-19.

## 3.2 Use the "Smittestopp" app on your mobile

Anyone who works or has shorter stays in the area is encouraged to have the "Smittestopp" mobile app in active use. The app will notify you of any close contact you have had with someone who has tested positive for COVID-19. If you test positive yourself, you can help prevent the spread of infection by



notifying others through the “Smittestopp” app. You will remain anonymous to others when you register a positive test result after logging in via the ID portal. Use of the app is voluntary.

### 3.3 Specific infection control measures

#### 3.3.1 General

Ensure that all employees, customers, suppliers, and visitors are able to follow the general infection control advice given by the authorities at all times. In areas where the infection rate is higher, the municipality may recommend or enforce the wearing of face masks where it is not possible to keep the recommended distance from others.

#### 3.3.2 Participants and visitors

- Information on infection control measures shall be given to all participants and visitors before or upon arrival.
- All employees, participants and visitors shall be registered with their name and contact details. Completing registration before arrival can help to reduce queues.
- Measures shall be implemented that make it possible to have an ongoing overview of how many people are in the area at any given time.
- Information about employees, participants and visitors shall be retained for two weeks for use in case contact tracing becomes necessary. If necessary, the contact information is handed over to the municipal health services, which carry out the contact tracing.
- Make sure that no crowding occurs around entrances and inside the venue. Consider adding markings to the floor around the premises to ensure that social distancing is maintained between participants and visitors. People can pass each other and be present in the same area for a short period of time without any great risk of infection.
- If necessary, mark “one-way traffic”, and ensure separate entrance and exit both to the entire area and to individual premises.
- Provision shall be made to ensure that staff and visitors keep at least 1 metre, and preferably 2 metres, away from others. Plexiglass can be considered as an additional measure for customer counters, for example.
- Facilitate card payments or other electronic payment solutions.
- Facilitate good hand hygiene by encouraging all employees and visitors to hand wash or hand sanitise on their way in and out of the venue. Also consider the location of hand sanitising equipment inside the premises.
- Points of contact shall be cleaned frequently. The frequency of cleaning shall be assessed by the enterprises and depend on the type of contact point and customer density. Examples of contact points include touchscreens, door handles, railings, tabletops, and counters.

#### 3.3.3 Employees

- Employees shall keep at least 1 metre apart, if possible 2 metres. This shall be observed in locker rooms, during work and during breaks.
- Close face-to-face contact when passing should be avoided.
- Good hand hygiene.
- Shared tablets, touchscreens, crates, and keyboards shall be cleaned after use.
- Practise frequent washing of workwear in accordance with the relevant washing instructions.
- Restrict the use of public transport where possible.
- If employees are divided into cohorts (groups), individuals should ensure that they have the least possible contact with employees from other cohorts.
- Employees shall undergo training concerning infection control procedures at the workplace, and the procedures shall be made clearly visible to all employees.
- Employees shall be given special training concerning hygiene and cleaning procedures.

- Employees with respiratory symptoms shall not report for work. Employees who develop such symptoms shall leave the workplace.

### 3.3.4 Serving points and sanitary facilities

The following applies to serving points:

- Wash hands and/or use sanitiser at entrances to dining areas.
- Clean contact surfaces (such as handles) on communal refrigerators before, during and after mealtimes.
- Place paper towel dispensers, so that paper towels are available to avoid skin contact when using decanters and jugs.
- Clean dining tables with water and detergent after each table setting.
- Arrange furniture in communal areas so that the requirement for a minimum distance of 1 metre is met.
- Do not touch any equipment that you do not intend to use yourself.
- Consider reducing the number of shared points of contact if you are providing for yourself.
- Ensure frequent cleaning of shared points of contact and communal cutlery. Where shared items such as seasonings, ketchup, etc. is used, these shall be cleaned frequently, and hand hygiene facilities should be readily available.
- Consider using disposable packaging and equipment.

For sanitary facilities, the following shall apply:

- Carry out frequent cleaning, especially points of contact.
- Wipe hands with paper towels. If air dryers are to be used, it is important that they are kept clean.
- Avoid queues wherever possible.
- Consider marking floors with distance measurements.

## 4 General information concerning coronavirus, COVID-19, and infection

Coronavirus is primarily transmitted via air, droplets, or contact. The virus can survive from a few hours to several days, depending on the type of surface, temperature, sunlight, air exchange and air humidity.

COVID-19 symptoms are respiratory tract infection, fever, cough, breathing difficulties and loss of taste or sense of smell.

Coronavirus can be removed by cleaning with ordinary detergents. It is therefore not necessary to routinely use disinfection. However, if disinfection is used, visible dirt should first be wiped away using a cloth or paper towel. The disinfectant will otherwise not be effective.

The risk of infection rises with the length of time that people are together and the smaller the distance between people. One of the most important infection control measures is therefore to ensure a good distance between people who meet each other, and to reduce both the number of contacts and the frequency of contact. This will reduce the possibility of infection being transmitted. The four main measures to reduce the spread of coronavirus infection are:

- 1) greater distance between persons;
- 2) less frequent contact between persons;
- 3) good hygiene;
- 4) infected persons shall go into isolation or quarantine.

## 5 If infection is confirmed

### 5.1 General

The municipal health services and other health authorities are responsible for following up on cases of infection. This chapter sets out the procedures that must be followed in such cases.

### 5.2 Testing

If a person has one or more COVID-19 symptoms or if a doctor suspects a person may be infected with COVID-19, the person needs to be tested.

If a person has come into close contact with someone who is confirmed or suspected of being infected with COVID-19, the person also needs to be tested.

It is the municipal health services that have the main responsibility for testing. Self-testing is a supplement to testing at the municipal health services. In many cases self-testing may replace testing at the municipal health services.

As a general rule, you must remain in quarantine after your test until you have been informed of the result. You must not go to work or school, travel by public transport or visit public places, and you must maintain a good distance from all but your closest relatives.

If the test result is negative, you can return to work or school if you feel healthy and are free from fever, even if you still have symptoms of respiratory infection.

### 5.3 Contact tracing

Infection tracking is the process of finding, informing and where appropriate following up or testing close contacts of persons confirmed as being infected with coronavirus. The purpose of systematic infection tracking is to help break the chain of infection.

The municipal health services have the overall responsibility for contact tracing, but each individual may contribute by informing any close contacts, breaking the chain of infection as quickly as possible.

Anyone involved in contact tracing at the health services is subject to a duty of confidentiality when handling personal data.

### 5.4 Quarantine and isolation

Anyone who has or may have been in contact with an infected person may be required to go into quarantine for up to 10 days. Persons arriving in Norway from abroad may also be required to go into quarantine for up to 10 days. Persons who are in quarantine shall avoid passing any infection on to others. Testing with negative test results may reduce the quarantine period.

Persons with probable or confirmed COVID-19 disease shall be placed in isolation, either at home or in a medical institution or other suitable accommodation.

The health authorities are responsible for drawing up rules regarding quarantine and isolation. See Chapter 6 for more information.

## 6 Additional information

Additional information about coronavirus and COVID-19 can be found on the following websites:

- At regjeringen.no: <https://www.regjeringen.no/no/tema/Koronasituasjonen/id2692388/>.
- At helsenorger.no: <https://helsenorge.no/koronavirus>.
- On the Norwegian Institute of Public Health's (Folkehelseinstituttet) website: <https://www.fhi.no/sv/smittsomme-sykdommer/corona/>
- Specific information about quarantine and isolation: <https://www.fhi.no/nettpub/coronavirus/fakta/avstand-karantene-og-isolering/>
- *The COVID-19 Regulations*: <https://lovdata.no/dokument/SF/forskrift/2020-03-27-470>

Please note that the information may change over time. This also applies to *the COVID-19 Regulations*.

Information about other infection control specifications on Standards Norway's website: <https://www.standard.no/smittevernveiledning>.

## 7 Safe conference

Organisers of conferences that undertake to follow the rules and implement the measures set out in this document may use the emblem shown in Figure 1.



Figure 1 — Safe conference

## 8 Checklist for infection control measures

**Table 1 – Checklist for the organiser**

Measure	Date	Completed	Comments
Provide information about infection control and carry out training of employees			
Establish a system for documenting training measures			
Inform exhibitors and partners about infection control measures to be observed			
If necessary, appoint infection control officers			
Consider dividing employees into groups (cohorts)			
Facilitate a system for registering employees, exhibitors, and visitors with regard to possible contact tracing			
Create plan for hygiene measures and cleaning			

**Table 2 – Checklist for implementation of measures**

Measure	Date	Completed	Comments
Apply floor markings to ensure social distancing			
Install and check any partitions (plexiglass, etc.)			
Make sure it is possible to maintain your distance; if appropriate, mark “one-way traffic” routes			
Ensure separate entrances and exits to both the entire area and individual premises			
Facilitate good social distancing in all premises; remove furniture if necessary			
Arrange for information notices on infection control, hand hygiene and sneeze and cough hygiene			
Put up notices concerning the number of people that can be present in each room, where relevant			
Check that soap and sanitiser dispensers work and are full			
Ensure that all contact points and air driers are cleaned thoroughly			
Make sure that paper towels are available where needed			
Ensure good ventilation of the premises			

**Table 3 – Checklist for employees and visitors**

Measure
Stay at home if you are ill, even with mild symptoms; leave the area if you become ill
Keep at least 1 metre apart, if possible 2 metres
Avoid unnecessary contact with others
Wear a face mask when recommended or required by the authorities
Remember good hand hygiene and sneeze and cough hygiene
Tell the appropriate person if you see anything that could or should be improved
Use the “Smittestopp” app on your mobile





- Norwegian Standard is adopted by Standards Norway and is a registered trademark.
- Other products from Standards Norway, such as technical specifications, workshop agreements and guides, are published upon completion without formal adoption.
- Standards Norway can provide information about contents and answer professional inquiries.
- Questions related to reproduction are to be directed to Standard Online AS.
- Proceeds from the sale of standards constitute a major and crucial part of the financing of standardization-work in Norway.
- More information about standardization, standards, courses and other products can be found on [www.standard.no](http://www.standard.no).

---

Standards Norway  
P.O. Box 242  
NO-1326 Lysaker  
Norway

Phone +47 67 83 86 00

[info@standard.no](mailto:info@standard.no)  
[www.standard.no](http://www.standard.no)

Standard Online AS  
P.O. Box 252  
NO-1326 Lysaker  
Norway

Phone +47 67 83 87 00

[salg@standard.no](mailto:salg@standard.no)  
[www.standard.no](http://www.standard.no)

Visiting address:  
Lilleakerveien 2A  
NO-0283 Oslo