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Accidents,
Medical Emergencies

Fire, Smoke

Explosion

Evacuation

Harassment, Threats,
Stalking

Violence
Feuer – was tun?
Fire – what to do

1. Alarmzentrale anrufen
   Call the Emergency Desk

2. Sich und andere retten
   Save yourself and others

3. Türen schliessen
   Close doors

4. Brand bekämpfen
   Fight the fire

Alle Notfälle / All emergencies: 888
Extern / External: 044 342 11 88
ETH Zürich, SGU, www.ethz.ch/sgu

Evakuation – was tun?
Evacuation – what to do

1. Andere informieren
   Spread the word

2. Gebäude verlassen
   Leave the building

3. Evakuationsleiter informieren
   Inform the evacuation leader

4. Zum Sammelplatz gehen
   Go to the assembly point

Unfall – was tun?
Accident – what to do

1. Alarmzentrale anrufen
   Call the Emergency Desk

2. Erste Hilfe leisten
   Administer first aid

3. Herzstillstand – reanimieren
   Cardiac arrest – resuscitate

4. AED (Defibrillator) anwenden
   Use the AED (defibrillator)

Alle Notfälle / All emergencies: 888
Extern / External: 044 342 11 88
ETH Zürich, SGU, www.ethz.ch/sgu
About This Document

An emergency is a challenge to us all: confronted with an unusual situation, we should act quickly but keep calm. But how do we react if, in our immediate vicinity, a medical emergency occurs, a fire breaks out, we witness violence towards a third party or are directly affected by it ourselves?

This brochure outlines the best way for us, as members of ETH Zurich, to act in such situations. Here you will find scenarios of acute emergencies and the corresponding instructions. Emergency situations in labs or workshops are not included, as separate emergency posters have been created for these rooms. Moreover, different procedures apply at certain ETH sites (e.g. Lugano and Basel, but also at the Technopark Zurich). Separate documentation is available to the users concerned. For information on preventive measures, please visit the SSHE website www.sicherheit.ethz.ch →, especially in our course calendar: Training and continuing education → Course calendar →.

Be aware that accidents and emergencies may occur. Refer to this brochure from time to time and have it close at hand so that you know what to do if an incident occurs. Be aware of the tools available, such as fire extinguishers, and get to know the evacuation routes in the building where you are.

We wish you, as members of ETH Zurich, every success and safety in your studies or work at ETH Zurich.

Reporting Emergencies – Fundamental Principles

The golden rule for how to behave in an emergency is: Don’t put yourself in danger to help others – your own safety comes first!

The first crucial move is to raise the alarm.

1. Keep calm!

2. Raise the alarm
   Contact ETH Zurich’s Emergency Desk, available 24/7, all year round:
   From internal phones 888
   From external phones 044 342 11 88

   If the situation is life-threatening, contact the external emergency services directly:
   Fire brigade 0-118
   International emergency no. 0-112
   Police 0-117
   Ambulance 0-144

3. After alerting the external emergency services directly, always report an incident to the Emergency Desk as well. It is the hub for all emergencies at ETH Zurich and must be informed of such events.
Remain as calm as possible, speak slowly and report in the following order:

**Reporting model**

**Where** – place where the incident occurred (building, floor, room no., lift etc.)

**What** – nature of incident (what kind of help is required?)

**Who** – name and phone no. of the caller

**When** – when the incident took place

**How many** – no. of people affected

**Further information** – additional information that might be important for the intervention

Don’t hang up. Wait until the operator at the Emergency Desk tells you what he or she is going to organise and what else you should do. Let the operator end the conversation.

Report unusual incidents to the Emergency Desk. By doing so, you will help us to spot potential emergencies at an early stage and prevent them.
Reporting model

Where – place where the incident occurred (building, floor, room no., lift etc.)
What – nature of incident (what kind of help is required?)
Who – name and phone no. of the caller
When – when the incident took place
How many – no. of people affected
Further information – additional information that might be important for the intervention

Life-threatening situation – contact the external emergency services!

Ambulance 0-144
Fire brigade 0-118
International emergency no. 0-112
Police 0-117
REGA (air rescue) 0-1414
Accidents, Medical Emergencies

Incident
Someone has been injured or needs medical assistance. This kind of incident requires the deployment of the First Aid Team or paramedics.

What to do
1. **Alert the Emergency Desk** (cf. reporting model)
   - From internal phones  888
   - From external phones  044 342 11 88
   The Emergency Desk will mobilise the First Aid Team and call an ambulance if necessary.
2. **Perform first aid**
   Assist the First Aid Team.
3. **Direct the ambulance**
   If an ambulance is called, helpers need to wait for it at the agreed location to guide it in and show the paramedics the quickest route to the casualty/casualties.

What else?
If you report an incident to the external emergency services, **ensure the Emergency Desk is notified as well**. As a hub for emergencies at ETH Zurich, it must be informed of all incidents.

Minor injuries
Bandage material is provided in the corridors and first aid stations in all ETH Zurich buildings.

Uncertainty about the severity of an injury or complications
Consult the doctor.

Eye injuries (chemical spatter etc.)
Consult a doctor immediately.
Reporting model

**Where** – place where the incident occurred (building, floor, room no., lift etc.)

**What** – nature of incident (what kind of help is required?)

**Who** – name and phone no. of the caller

**When** – when the incident took place

**How many** – no. of people affected

**Further information** – additional information that might be important for the intervention

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**Life-threatening situation – contact the external emergency services!**

Fire brigade 0-118
International emergency no. 0-112
Police 0-117
Ambulance 0-144
Fire, Smoke

**Incident**
You spot a fire or notice smoke in a room. The incident can lead to the evacuation of a building (see below, page 15).

**What to do**
1. Alert either ...
   ... the Emergency Desk (cf. reporting model)
   Internal phones  888
   External phones  044 342 11 88
   ... or the fire brigade directly (via fire alarm button or phone no. 0-118)
   ... as well as the people in your direct work environment.
2. Inform/save others without placing yourself in danger
3. Close doors and windows
4. If possible, use fire extinguishers to fight a fire
5. Leave the building immediately and do not return under any circumstances until the emergency services have declared it safe to do so
6. Report any important information to the emergency services (ETH Zurich’s Fire Alarm Team or the fire brigade)

**What else?**
If you report an incident to the external emergency services, notify the Emergency Desk as well. As a hub for emergencies at ETH Zurich, it must be informed of all incidents.
Reporting model

Where – place where the incident occurred (building, floor, room no., lift etc.)

What – nature of incident (what kind of help is required?)

Who – name and phone no. of the caller

When – when the incident took place

How many – no. of people affected

Further information – additional information that might be important for the intervention

Life-threatening situation – contact the external emergency services!

Fire brigade 0-118
International emergency no. 0-112
Police 0-117
Ambulance 0-144
Explosion

Incident
In the event of an explosion, large amounts of energy are released. Explosions often occur unexpectedly, without prior warning. An explosion may lead to the evacuation of a building (see below, page 15).

What to do
1. **Leave the building immediately and do not return under any circumstances until the emergency services have declared it safe to do so**
2. **Alert either**
   ...the Emergency Desk *(cf. reporting model)*
   - Internal phones 888
   - External phones 044 342 11 88
   ...or the fire brigade directly *(via fire alarm button or phone no. 0-118).*
3. **Keep a safe distance from the building**

What else?
If you report an incident to the external emergency services, **notify the Emergency Desk as well.** As a hub for emergencies at ETH Zurich, it must be informed of all incidents.
Buildings with a high occupancy rate

CAB  ETZ  HIL  HPP  LEE  NW
CHN  FHK  HIT  HPR  LFO  RZ
CLA  GLC  HPF  HPS  LFV  SLA
CNB  HCl  HPH  HPT  LFW
ETA  HG   HPK  HPV  ML
ETF  HIB  HPL  HPZ  MM¹
ETL  HIF  HPM  IFW  NO

(for more information, see www.sicherheit.ethz.ch → Evacuation; last updated 01/01/2020)

¹ As the assembly point is located here, no assembly point will be organised in the event of an evacuation of the MM.
Evacuation

Incident
The evacuation of a building can be ordered due to fire, a bomb threat, an uncontrolled gas leak, etc. ETH Zurich distinguishes between two different types of building, each of which requires a different course of action in the event of an evacuation.

A) Buildings with a high occupancy rate have a greater hazard potential (e.g. labs) or host a large no. of people at times.

What to do
1. Inform/save others without placing yourself in danger
2. Follow the instructions (emergency services, loudspeaker announcements, SMS, email, phone calls)
3. Leave the building calmly
4. Proceed to the assembly point
5. Report any important information to the emergency services
6. Do not return to the building until instructed to do so

What else?
No assembly point is organised outside normal office hours.
An SMS alert will only be sent, if you have registered your mobile phone no. at www.adressen.ethz.ch →.

B) Other buildings (e.g. office buildings, smaller buildings) neither have specific hazard potential, nor do they host a large no. of people. Hence, there is no assembly point.

What to do
1. Inform/Save others without placing yourself in danger
2. Follow the instructions (emergency services, SMS, email, phone calls)
3. Leave the building calmly
4. Report any important information to the emergency services
5. Do not return to the building until instructed to do so
Reporting model

*Where* – place where the incident occurred (building, floor, room no., lift etc.)

*What* – nature of incident (what kind of help is required?)

*Who* – name and phone no. of the caller

*When* – when the incident took place

*How many* – no. of people affected

*Further information* – additional information that might be important for the intervention

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Life-threatening situation – contact the external emergency services!

International emergency no. 0-112

Police 0-117

Ambulance 0-144
Harassment, Threats, Stalking

**Incidents**

**Harassment**
A person or several people is/are bothering or harassing you or another member of ETH Zurich. This places a heavy burden on those affected and they can no longer cope with the situation on their own.

**Threat**
A person or several people is/are threatening you or other people at ETH Zurich.

**Stalking**
Stalking is the deliberate and repeated (persistent) pursuit or harassment of a person over a longer period of time. The person stalked feels directly or indirectly threatened by this behaviour.

**What to do**
1. **Alert either...**
   ...the Emergency Desk (cf. reporting model)
   - Internal phones 888
   - External phones 044 342 11 88
   ...or the ETH specialist unit for threats and violence
   - Internal phones 2 30 30
   - External phones 044 632 30 30
   These will mobilise the appropriate specialists.

2. **Protect yourself**
   If the situation threatens to escalate, retreat to safe premises and/or seek the support of other people.

**What else?**
Please inform the Emergency Desk of any threatening incidents. This will enable us to identify and deal with potential conflicts at an early stage.
Reporting model

Where – place where the incident occurred (building, floor, room no., lift etc.)

What – nature of incident (what kind of help is required?)

Who – name and phone no. of the caller

When – when the incident took place

How many – no. of people affected

Further information – additional information that might be important for the intervention

Life-threatening situation – contact the external emergency services!

International emergency no. 0-112
Police 0-117
Ambulance 0-144
Violence

Incident
You fall victim to physical violence, observe the use of violence towards other people at ETH Zurich or learn of suicidal intentions.

What to do
1. Alert the Emergency Desk [cf. reporting model]
   - Internal phones  888
   - External phones  044 342 11 88
   The Emergency Desk will mobilise SSHE and call the police if necessary.
2. Protect yourself
   Retreat to safe premises and/or seek the support of other people.
3. In the event of a major incident (e.g. amok): Follow the instructions (emergency services, SMS, email, phone calls, push message from the EduApp).

What else?
Please inform the Emergency Desk of any threatening incidents.
This will enable us to identify and deal with potential conflicts at an early stage.

You will only receive a push message from the EduApp, if you have configured this in your mobile phone settings.