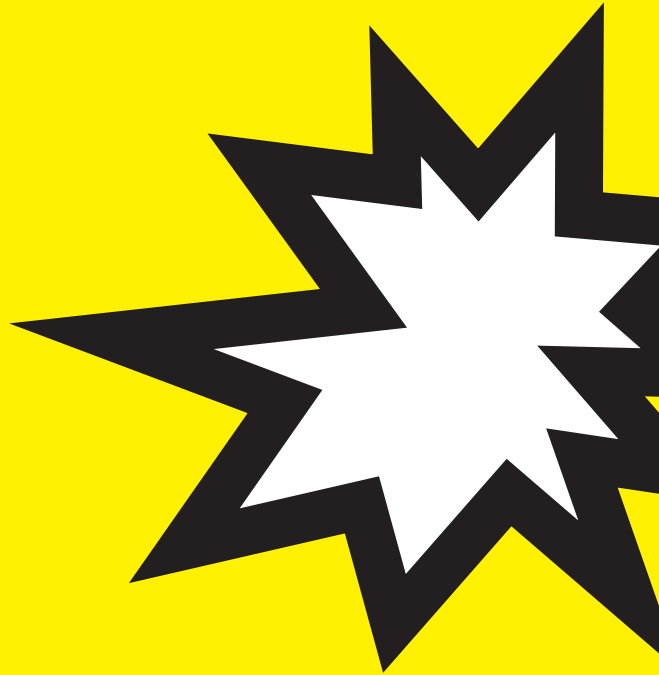


# How to Play it Safe at ETH Zurich

What to Do in an Emergency



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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

888  
ETH

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](http://www.ethz.ch/sgu)

## Evakuierung – 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

888  
ETH

2. Erste Hilfe leisten  
Administer first aid



3. Herzstillstand – reanimieren  
Cardiac arrest – resuscitate



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



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## 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](http://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.

Safety, Security, Health and Environment department,  
2nd edition, 2020

# 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:

<b>From internal phones</b>	<b>888</b>
<b>From external phones</b>	<b>044 342 11 88</b>

**If the situation is life-threatening, contact the external emergency services directly:**

<b>Fire brigade</b>	<b>0-118</b>
<b>International emergency no.</b>	<b>0-112</b>
<b>Police</b>	<b>0-117</b>
<b>Ambulance</b>	<b>0-144</b>

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

### 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**

<b>CAB</b>	<b>ETZ</b>	<b>HIL</b>	<b>HPP</b>	<b>LEE</b>	<b>NW</b>
<b>CHN</b>	<b>FHK</b>	<b>HIT</b>	<b>HPR</b>	<b>LFO</b>	<b>RZ</b>
<b>CLA</b>	<b>GLC</b>	<b>HPF</b>	<b>HPS</b>	<b>LFV</b>	<b>SLA</b>
<b>CNB</b>	<b>HCI</b>	<b>HPH</b>	<b>HPT</b>	<b>LFW</b>	
<b>ETA</b>	<b>HG</b>	<b>HPK</b>	<b>HPV</b>	<b>ML</b>	
<b>ETF</b>	<b>HIB</b>	<b>HPL</b>	<b>HPZ</b>	<b>MM<sup>1</sup></b>	
<b>ETL</b>	<b>HIF</b>	<b>HPM</b>	<b>IFW</b>	<b>NO</b>	

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

<sup>1</sup>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](http://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

### 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.





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