Questions to Security-Subjects

Collected by the division “Security” / SSHE / ETH Zurich

The division “Security” is a part of Safety, Security, Health and Environment (SSHE). The members provide services for protection from external threats, for example “theft”, as well as taking care of the safety and security for all the official occasions/events at ETH Zürich.

If you have questions or problems, the Security personnel will gladly assist you.

You will find further information on our webpage: www.sicherheit.ethz.ch

Content

This document includes information to the following subjects.

1  ACCESS TO BUILDINGS / ETH CARD / KEY
2  THEFT / BURGALARY / DAMAGE TO PROPERTY
3  OFFICIAL OCCASIONS / EVENTS (PLANNING AIDE)
4  PRACTICAL SECURITY TIPS FOR WORK AND HOME
1 ACCESS TO BUILDINGS / ETH CARD / KEY

1.1 General Opening Hours:
- You will find the building opening hours on the website http://www.betrieb.ethz.ch. Insert the building abbreviation in the box at the right side and click on «Info & Service Center anzeigen» (ISC). The desired information will appear in a new window.

1.2 ETH Card (PIN-change, Validation, Loss, Building, Access etc.).
- With the ETH card you gain access to the ETH Buildings. All important information can be obtained from our Website www.eth-karte.ethz.ch under ETH Karte / FAQ. The respective ISC can also assist you.

1.3 Process for obtaining the Key
- If you need a key (e.g. in an advanced semester), please refer to your respective department, institute or organization-unit.
- The ISC Personnel can also assist you.

1.4 Leaving ETH / Key delivery
- When you leave ETH, you must return the keys to the respective ISC and obtain a return receipt.
- If you fail to return the keys, you will be charged for the additional expenditure.

1.5 Change of Building - / Functional change
- The un-necessary keys should be deposited by you with the ISC. You will obtain a return receipt.
- If you fail to deliver the keys, you will be charged for the additional expenditure.
- It is forbidden to hand over the keys to a 3rd party (e.g. your successor). Please bear in mind that every key is uniquely identifiable and your name and signature are on the key form that your filled out or in the system. In case of problems (e.g. theft), the onus of proof for the return of the key lies with you.

1.6 Lost ETH Keys
- Fill in the «key-loss» form of the SSHE and inform the respective ISC. You will find the form on the Website www.sicherheit.ethz.ch under Security / Diebstahl.
- You will receive a report of the loss and may receive a new key, on a need to get basis.
2  THEFT/ BURGLARY / DAMAGE TO PROPERTY

2.1  A victim of theft ! - What should I do?

- If you notice the theft immediately, report at once to the Emergency Hotline (internal) 888 or (external) 044 342 11 88.
- Further actions are described on website www.sicherheit.ethz.ch under Security / Diebstahl.

2.2  My Bank card was stolen. - How can I block it?

Immediate blocking of the card via credit center or bank center. The most important numbers in Switzerland are the following:

<table>
<thead>
<tr>
<th>Bank</th>
<th>Card Type</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ZKB</td>
<td>Maestro and Account Cards</td>
<td>0844 843 823</td>
</tr>
<tr>
<td>ZKB</td>
<td>Credit and PrePaid Cards</td>
<td>058 958 83 83</td>
</tr>
<tr>
<td>CS</td>
<td></td>
<td>0800 800 488</td>
</tr>
<tr>
<td>UBS</td>
<td>Creditcards</td>
<td>044 828 31 35</td>
</tr>
<tr>
<td>UBS</td>
<td>Maestro and Account Cards</td>
<td>0800 888 601</td>
</tr>
<tr>
<td>Eurocard/Mastercard</td>
<td></td>
<td>0800 830 830</td>
</tr>
<tr>
<td>Raiffeisen</td>
<td>Maestro and Account Cards</td>
<td>0844 888 800</td>
</tr>
<tr>
<td>Raiffeisen</td>
<td>Mastercard, Visa Card</td>
<td>058 958 83 83</td>
</tr>
<tr>
<td>PostFinance</td>
<td>Postcard</td>
<td>0800 88 88 77</td>
</tr>
<tr>
<td>PostFinance</td>
<td>Creditcard</td>
<td>0848 888 400</td>
</tr>
</tbody>
</table>

You can also find the most topical emergency numbers on the website of your Bank!

Further actions are described on website www.sicherheit.ethz.ch under Security / Diebstahl.

2.3  My mobile phone was stolen. - How can I block it?

The most important numbers in Switzerland are:

- **SIM-Card**
  Orange: 0800 700 700
  Sunrise: 0800 707 707
  Swisscom: 0800 55 64 64
  - It is not sufficient if you just indicate your mobile number. In addition, they require your personal password, the IMEI number (International Mobile Equipment Identifier:*#06#), the original Pin code or the PUK code. You will find the password in the contract, Pin and PUK number in the letter that you receive together with the SIM card.
You can also find the current/most topical emergency numbers on the website of your network provider!

Further actions are described on website www.sicherheit.ethz.ch under Security / Diebstahl.

### 2.4 My ETH card was stolen / or I have lost it.

- You will find further information on the Website www.eth-karte.ethz.ch under ETH-Karte / Issuing offices.

### 2.5 My ETH key was stolen / or I have lost it.

- Report the loss immediately to the respective ISC.

### 2.6 Burglary (Room / Cupboard, etc.)

1. Leave the room immediately and close the doors. Do not enter the room again. This enables the police to find traces.
2. Call the emergency hotline (intern) 888 and they in turn will mobilize the Police.
3. Wait until the Police or the Security personnel arrive.
4. File the charges with the Police.

### 2.7 Damage to Property

- Please report the material damages (Vandalism / willful or malicious destruction) immediately to the central emergency office Tel. (intern) 888; Tel. (extern) 044 342 11 88.
- You will find other actions on the Website www.sicherheit.ethz.ch under Dienstleistungen / Schaden.
3 OFFICIAL OCCASIONS & EVENTS (PLANNING AIDE)

3.1 Which official occasions / events should I generally notify?

- All occasions and events are subject to notification.
- The necessary information can be found on
  http://www.vs.ethz.ch/bewilligungen/index
- or on the SSHE website www.sicherheit.ethz.ch.
4 PRACTICAL SECURITY TIPS FOR WORK AND HOME

4.1 How can I contribute towards a secure ETH?

**Theft**
- If leave your valuable objects (wallet, money), electronic devices (mobiles, laptop, iPod, camera etc), handbags etc, or the building or cupboard keys un-attended, even for a brief moment, they are gone. Use lockers /cupboards. Lock the doors.
- Secure all electrical devices by means of a wire lock (e.g. Kensington, Maxxtro). These are available in the SAB-Shop.
- Basically doors of the building outside are closed beyond the building opening times. Please note that after opening such a door, it is closed again, thereby preventing unauthorized access of persons into the building/laboratory.
- Do not leave doors open with wooden wedges or newspapers in the undeveloped outskirt area of the building.
- Store your pin and password separately from your card. Remember your pin code and password.

**Access**
- Do not block the doors in the interior areas, especially doors in the corridors. It often concerns the fire protection doors, that must close automatically in case of a fire.
- Do not give or lend your keys to a third person.

**Obtrusive**
- Call the emergency hotline on 888 or inform the maintenance supervisor of the building if you notice strangers behaving suspiciously or they appear suddenly in your office.

4.2 Teamwork / Respect

- ETH Members, who feel threatened or hear of threats against a colleague or colleagues, can always turn to the Safety, Security, Health and Environment Unit (SSHE). Every call is treated discretely.
- Emergency Hotline (7 days/24 hours)
  - Internal Tel.: 888
  - External Tel.: +41 44 342 11 88
- SSHE Admin (Day time) Tel.: +41 44 632 30 30
- On the Website of the campaign «Respect» under www.respekt.ethz.ch you will find a list of various internal and external drop-in centers which offer help.

4.3 Travelling alone

- Use well illuminated and inhabited ways or underground parking, even if it is a detour at first.
- If you have a queasy feeling in your stomach regarding safety take another route.
- Go in pairs.
- Park your vehicle near the entrance of the underground parking.
- Go in a taxi or use the Public Transport. In tram or coaches sit next to the driver or in a carriage where there are several passengers.
- If a stretch of street seems dangerous to you, inform the municipality or the city administration about it. The place can possibly be rectified. The same is also valid for passage-ways or places that are dimly lit or not illuminated at all.
- If you are walking in the dark, make sure to walk in the middle of the side walk, so that you realize or become aware of an entrance way or a blind corner.
- At the most, change the side of the road earlier on, or turn around and go in the opposite direction.
- The police generally advise the public against hitch-hiking.
- Read the security tips on the Internet (e.g. security tips for girls and women).