How to Play it Safe at ETH Zurich

What to Do in an Emergency

Safety, Security, Health and Environment (SSHE)
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Accidents, Medical Emergencies

Fire, Smoke

Explosion

Evacuation

Harassment, Threats, Stalking

Violence
Evakuierung – was tun?
Evacuation – how to do it
1. Andere informieren
Spread the word
2. Gebäude verlassen
Leave the building
3. Türen schliessen
Close all doors
4. Brand bekämpfen
Fight the fire

Unfall – was tun?
Accident – how to react?
1. Verletzungsart >
Kind of injury >
Call 'S.O.S.'
2. Nothilfe leisten
First Aid

Vergiftung
Poisoning

Schwerer Unfall
Severe accident
Immer 888 always
About This Document

An emergency is a challenge to us all: Confronted with an unusual situation, we should act quickly but keep calm at the same time. But how do we react if, right in front of our eyes, 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. You will find scenarios of acute emergencies and the appropriate instructions. Emergency situations in labs or workshops are not included as separate emergency posters have been elaborated for these rooms. Moreover, in certain ETH-sites (e.g. Lugano and Basel, but also Technopark Zurich) different procedures apply. The users concerned receive a documentation of their own. For information on preventive measures, please visit the SSHE website: www.sicherheit.ethz.ch →, especially our course calendar: Training and continuing education → Course calendar →.

Be aware that accidents and emergencies can happen. Look at 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,
January 2015
Reporting Emergencies – Fundamentals

The golden rule for how to behave in an emergency: **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:
   - Ambulance 0-144
   - Fire brigade 0-118
   - International emergency no. 0-112
   - Police 0-117
   - REGA (air rescue) 0-1414
   - Toxicological Information Centre 0-145

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 about such events.
Remain as calm as possible, speak slowly and report in the following order:

**Reporting model**

- Where – place where the incident occurred (room no., floor, lift, building 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 will organise and what else you should do. Let the operator end the conversation.

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

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

Ambulance 0-144

Fire brigade 0-118

International emergency no. 0-112

Police 0-117

REGA (air rescue) 0-1414

Toxicological Information Centre 0-145
Accidents, Medical Emergencies

Incident
Someone has been injured or needs medical attention. The kind of incident requires help from the First Aid Team or healthcare professionals.

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, if needed, call an ambulance.
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, **make sure to notify the Emergency Desk too**. 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. The storage sites are marked with a white cross on a green background.

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

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

Where – place where the incident occurred (room no., floor, lift, building 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
Toxicological Information Centre 0-145
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)
   ...and 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, make sure to notify the Emergency Desk too. As a hub for emergencies at ETH Zurich, it must be informed of all incidents.
Reporting model

Where – place where the incident occurred (room no., floor, lift, building etc.)
What – nature of incident (what kind of help is required?)
Who – name and phone no. of the caller
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Life-threatening situation – contact the external emergency services!
Ambulance 0-144
Fire brigade 0-118
International emergency no. 0-112
Police 0-117
Toxicological Information Centre 0-145
Explosion

Incident
In the event of an explosion, large amounts of energy are released. Explosions often occur unexpectedly, without prior warning. The incident can 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. Get to a safe distance from the building

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

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(cf. www.sicherheit.ethz.ch → Evacuation; status: 1.1.2015)
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 which require 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 greater no. of persons at times.

What to do
1. Inform/Save others without placing yourself in danger
2. Follow the instructions (emergency services, loudspeaker announcements, SMS, e-mail, phone calls)
3. Calmly leave the building
4. Go 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?
Between 5 pm and 7 am, at weekends and on public holidays there is no assembly point.

B) Other buildings neither have specific hazard potential (compared to buildings with a high occupancy rate), nor do they host a great 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, e-mail, phone calls)
3. Calmly leave the building
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 (room no., floor, lift, building 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!**

Ambulance 0-144

International emergency no. 0-112

Police 0-117
Harassment, Threats, Stalking

Incidents
Harassment
A person or several people is/are bothering or harassing you or another member of ETH Zurich. Those affected are severely stressed by this and no longer able to deal 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 even indirectly threatened by this behaviour.

What to do in the event of harassment or a threat
1. Alert the Emergency Desk (cf. reporting model)
   - Internal phones 888
   - External phones 044 342 11 88
   The Emergency Desk will dispatch a member of ETH Zurich’s threat management team and, if need be, alert the police.
2. Protect yourself
   Retreat to safe premises and/or seek the support of other people.

What to do in the event of stalking
1. Alert the Emergency Desk (cf. reporting model)
   Members of ETH Zurich’s threat management team will contact you as soon as possible.

What else?
Please inform the Emergency Desk about 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 (room no., floor, lift, building 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
International emergency no. 0-112
Police 0-117
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 dispatch members of ETH Zurich’s threat management team and, if need be, alert the police.

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, loudspeaker announcements, SMS, e-mail, phone calls)

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