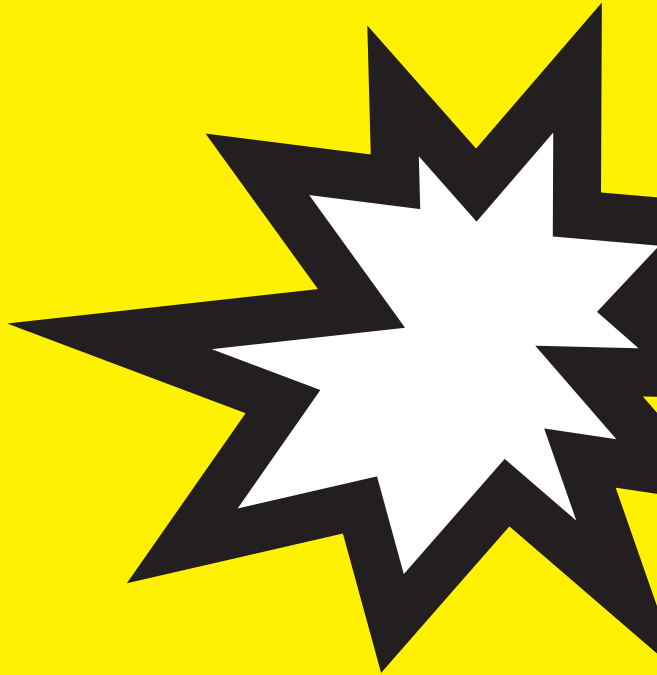


How to Play it Safe at CSCS

What to Do in an Emergency



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**Accidents,
Medical Emergencies**

Fire, Smoke

Evacuation

Violence

**Use of “Dead-Man”
System**

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. Please note that this brochure is specifically adapted for CSCS. A separate brochure exists for ETH Zurich. 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 every success and safety in your work at CSCS.

Safety, Security, Health and Environment, May 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 the CSCS Facility Management Group:

From internal phones **8333**

From external phones **091 610 83 33**

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 CSCS Facility Management Group as this is the hub for emergencies at CSCS.

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 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 tells you what he/she will organize and what else you should do. Let him/her end the conversation.

Report unusual incidents to the CSCS Facility Management Group. 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 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
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 CSCS First Aid Team or healthcare professionals.

What to do

1. **Do not place yourself in danger**
2. **Alert the Ambulance service**
From internal phones 0-144
From external phones 144
3. **Alert the CSCS Facility Management Group**
From internal phones 8333
From external phones 091 610 83 33

The CSCS Facility Management Group will activate the CSCS First Aid group.

4. **Perform first aid**
Assist the CSCS Facility Management Group and other instructed staff members.

Minor injuries

Bandage material is provided at the reception desk and on the 2nd floor in the cleaning room G7.1 (medical cabinet marked with a white cross on a green background).

Reporting model

Where – place where the incident occurred (room no., floor, 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
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 13).

What to do

1. Alert...

... the fire brigade

Internal phones 0-118

External phones 118

directly by phone or via one of the fire alarm buttons located on each floor by the door to the main stairwell.

... and the people in your direct work environment.

2. Inform/Save others without placing yourself in danger

3. Close doors and windows

4. Alert CSCS Facility Management Group

Internal phones 8333

External phones 091 610 83 33

5. If possible, use fire extinguishers to fight the fire

6. Leave the building immediately taking your purse and keys with you if they are in the immediate vicinity. Do not return under any circumstances until the emergency services have declared it safe to do so. Do not use the elevator!

7. Report immediately to the designated assembly point

8. Report any important information to the emergency services (CSCS Facility Management Group or the fire brigade)

What else?

If you report an incident to the external emergency services, make sure to notify the CSCS Facility Management Group too. As it is the hub for emergencies at CSCS, it must be informed of all incidents.



Reporting model

Where – place where the incident occurred (room no., floor, 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
Toxicological Information Centre	0-145

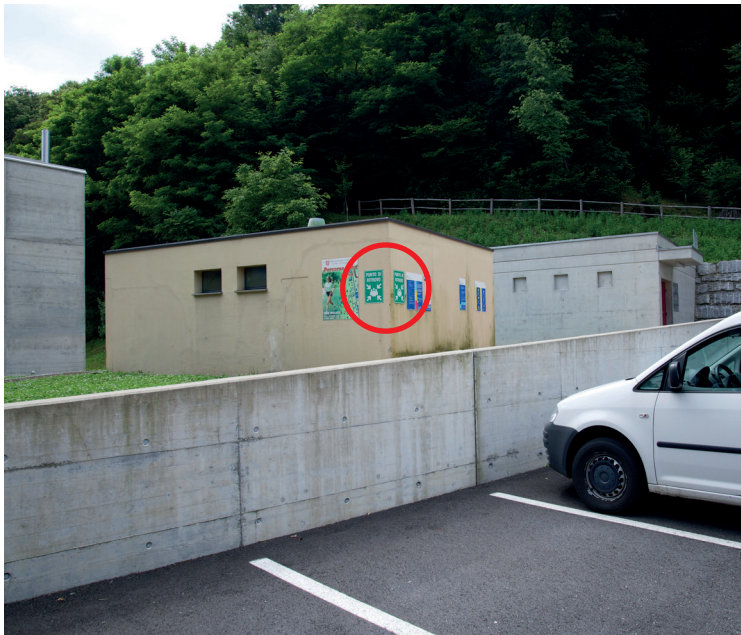
Evacuation

Incident

The evacuation of the building can be ordered due to fire, a bomb threat etc.

What to do

1. **Inform/Save others without placing yourself in danger**
2. **Follow the instructions** (emergency services, instructed staff members, loudspeaker announcements)
3. **Calmly leave the building taking your keys and purse with you if they are in the immediate vicinity**
4. **Report to the designated assembly point**
5. **Report any important information to the emergency services**
6. **Do not return to the building until it has been declared safe to do so**



Reporting model

Where – place where the incident occurred (room no., floor, 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
International emergency no.	0-112
Police	0-117

Violence

Incident

You fall victim to physical violence or observe the use of violence towards other people at CSCS.

What to do

1. Alert the Police

Internal phones 0-117

External phones 117

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. gun rampage): Follow

the instructions (CSCS Facility Management Group and external emergency services)

What else?

If you report an incident to the external emergency services, make sure to notify the CSCS Facility Management Group too. As it is the hub for emergencies at CSCS, it must be informed of all incidents.

Harassment, Threats, Stalking, Suicidal Tendencies

Please contact the CSCS Facility Management Group who will take the necessary further steps.



Reporting model

Where – place where the incident occurred (room no., floor, 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

International emergency no. 0-112

Police 0-117

Use of “Dead-Man” System

What is the “Dead-Man” system

The “Dead Man” system is a personal safety system based on a pager system that is worn on the user. If the pager detects a lack of movement it will send out an alarm to the ambulance services with a precise indication of the user’s location within the CSCS-building so the ambulance services can intervene.

Who should use it

During office hours (08.00 – 17.00, Mon – Fri)

Use is encouraged for:

- any person going into the data center or the high-security areas of the building.

Outside of office hours (17.00 – 08.00, Mon – Fri, weekends and public holidays)

Use is mandatory for:

- any person accessing the building for on-call intervention.
- cleaning staff.
- any person using the fitness center on their own.
- any person accessing the building during weekends or public holidays.

Use is encouraged for

- any person working very late and therefore likely to be in the building alone.




How does it work

- Attach the pager to your person.
- Maintain the pager **on your person at all times.**
- If the **alarm is accidentally set off** due to lack of movement make sure you **cancel it within 1 minute by moving the pager.**
- Prior to leaving the building, switch off the pager and return it to the charging station.

In the event of an emergency

- No movement for > 1 minute
 - Pager emits first alarm signal.
- If this signal is not cancelled within 1 minute
 - Pager sends alarm to the ambulance services with your exact position within the building.
 - The ambulance services will contact you via the pager.
 - If you do not answer or if you confirm you need help, the ambulance intervenes immediately with the support of the fire brigade.
 - The ambulance services will inform the Facility Management Group that an incident has occurred.
- Once the alarm has been issued, the pager will emit a beep every 3 seconds to aid the ambulance team in locating you.

Usage instructions for “Dead-Man” pager



Emergency call button
Press for 2 seconds
Acoustic and visual indication of call execution


Accept incoming call

On/Off button
Refuse incoming call
End conversation
Silence acoustic signal

Reduce volume during conversation

Increase volume during conversation

none

On/Off of horizontal position detector.
When activated the following symbol appears: 

**Please switch the pager off before returning it to the charging station.
For use exclusively within CSCS building.
After an emergency, the pager must be switched off completely prior to next use.**

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