



# Threat Management at ETH Zürich

## „A Retrospective“

Katherine Timmel Zamboni

Head Safety, Security, Health and Environment Administrative Department (SSHE)

Adrian Meier

Head Security Section (SSHE)

# Podcast



- <https://youtu.be/YmPHxUrx9II>

# Agenda



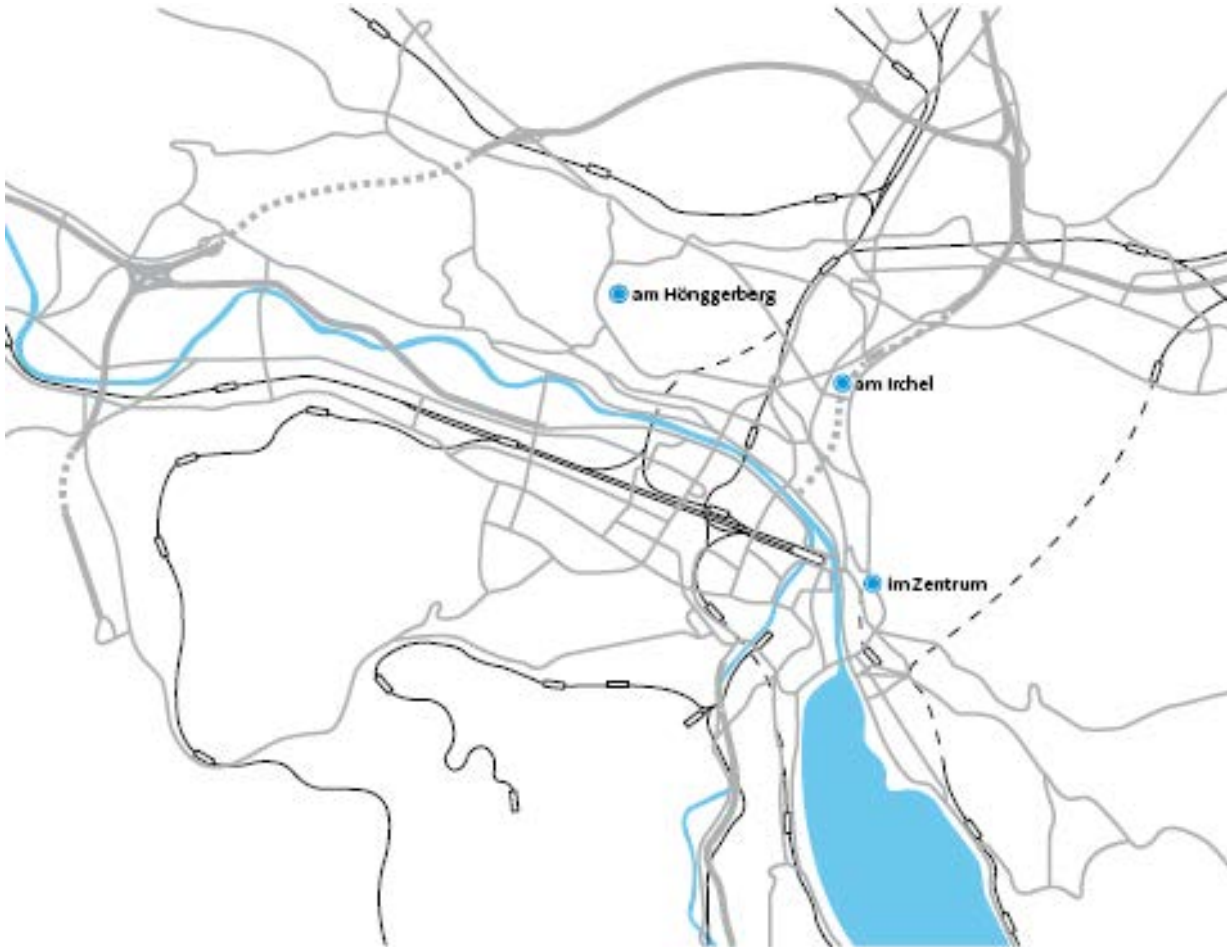
- ETH Zurich – the Swiss Federal Institute of Technology Zurich
- The Beginn of the Threat Management Team
- Training/Awareness of the ETH Members
- Experiences/Cases
- Notification/Technical Aspects & Infrastructural Requirements
- Crisis Excercises / Mock Alarms
- Campaign «Respect. Fullstop» (Wave 2018)

# International University

- 19,800 students, including 4,000 doctoral students, from over 120 countries
- 500 professors
- 10<sup>th</sup> in QS ranking (2017)



# Main Locations



- Zurich Centre
- Zurich Hönggerberg
- Shared Institutes at the University of Zurich (Irchel)

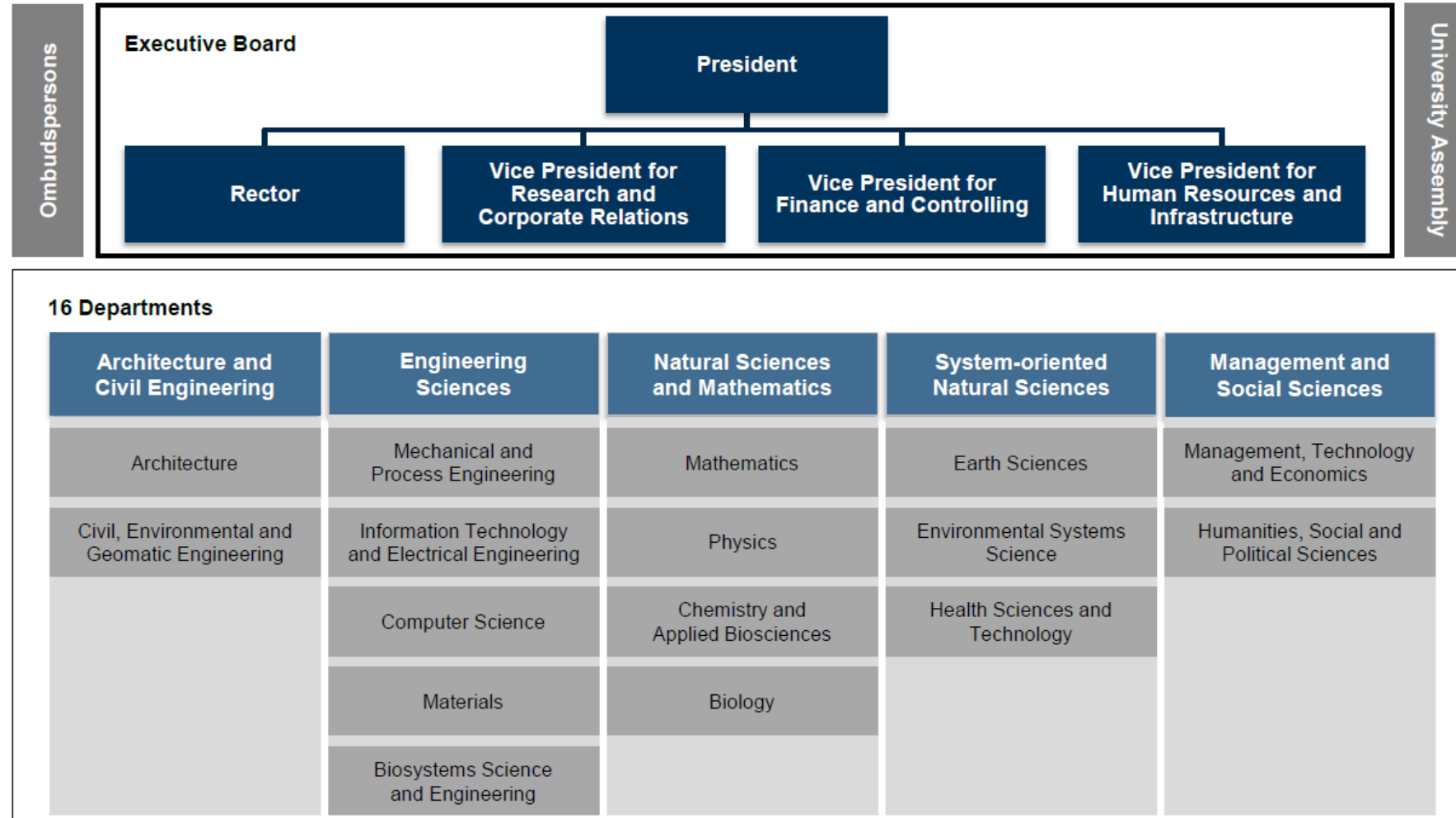
220 Buildings  
„Open Door“ Policy

Additional locations in Basel, Lugano, etc.

# ETH Zurich Organisation Chart

Executive Board and academic departments

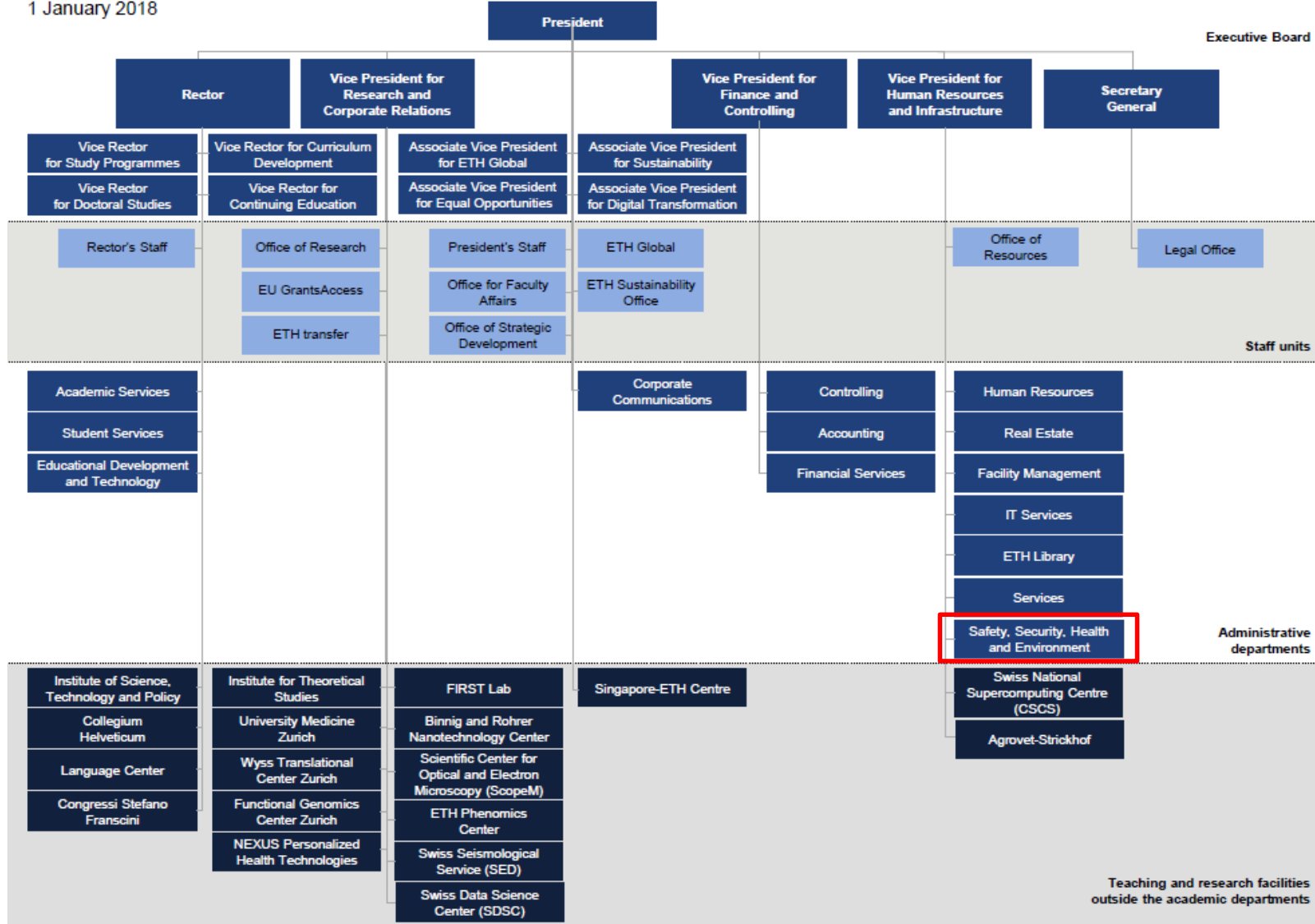
1 January 2018



# ETH Zurich Organisation Chart

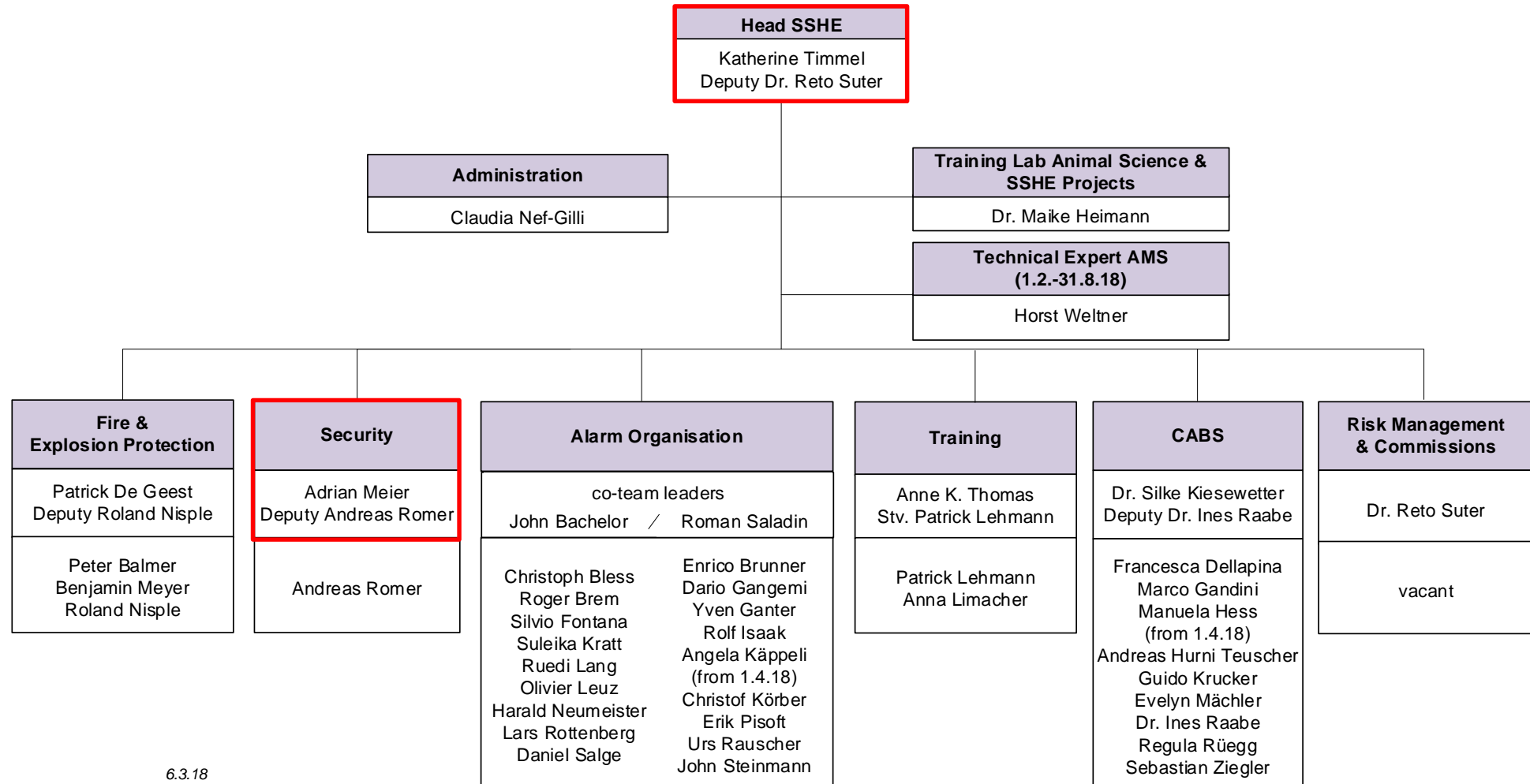
Executive Board, central administrative units, teaching and research facilities outside the academic departments

1 January 2018





# Organisational Chart of the SSHE Department



6.3.18



# **Why a Threat Assessment and Management Team at ETH Zurich?**

## A Case was the Starting Point

- In 2007 there was little discussion on violence prevention in Europe, let alone violence at universities.
- After the school shooting at Virginia Tech in 2007, ETH Zurich started thinking about the possibility of violence and threats on the ETH campus. A small team gathered information and learnings on school shootings.
- In November 2007, a case was brought to the attention of the SSHE Unit (threats against faculty members by a former faculty member; the issue had been ongoing for several years).
- After reviewing the case, we recognised we had no expertise in the field.
  - there was a need to develop and implement a threat assessment and management program (TM) with the support of external specialists.

## Workshop / External Specialists

- A first workshop with the relevant internal units, e.g. HR, Academic Services, Legal Office, Corporate Communications, and Psychologists, as well as with external specialists was organized.
- The key elements of the process were introduced by the external specialists. At first they triggered discussions/doubts about the effectiveness of such a program. The concept of recognising early warning signs was not understood by all workshop participants. Some saw the preparation against an eventual school shooting as the priority. Nevertheless, it was decided to focus on prevention first.
- The case of the former faculty member as well as the clear commitment of the then president of ETH were crucial for implementation of the TM.

# Basic Requirements

- Get a common understanding on the purpose of the TM Team:  
«Offers the opportunity to identify, assess and manage problematic individuals, situations and groups at an early stage and define appropriate measures».
- ETH Zurich is responsible for violence prevention / risk mitigation measures.
- Focus on prevention of violence first. Notification in case of a school shooting / crisis management comes later.
- Definition of roles and responsibilities of the involved organisational units.

# Fundamental Principles

To provide a safe and secure environment for all students, professors and staff at ETH.

The fundamental principles are to ensure that:

- there is sufficient management focus on the issue already at an early stage
- the required resources are mobilised timely
- there is an awareness of the problem and the notification channels are clear
- the violence risk is regularly assessed and the necessary precautionary and remedial actions are taken to minimise harm to people
- there is clear ownership of each case (case manager)
- information is shared with the relevant parties in a timely manner
- clear communication lines are established between the different actors
- clear guidelines are established on how to manage specific situations

# Internal TM Process

- Notification
- Review of information
- Case manager / deputy
- Assessment (WAVR21)
- Corrective measures
- Periodical review
- Communication
- Regular mtgs. of the TM Team
- Legal review/liabilities

Abteilung Sicherheit, Gesundheit und Umwelt / BM-Team

## Prozess BM Fallbearbeitung

Ablauf	Mit- geltende Unterlagen	Nr.	Tätigkeiten	Melder/Betroffener	SGU-BM-Team	Fallmanager	HR	Psychologen	AkD	RD / HK
<pre> graph TD     A([1 Input / Versch. Anlaufstellen]) --&gt; B[2 Meldung an SGU]     B --&gt; C[3 Einschätzung des Falls]     C --&gt; D[/4 Fall/]           </pre>		1	Die Meldungen und Inputs kommen über verschiedene Anlaufstellen oder Einzelpersonen an die Vertreter des BM-Teams.	I						
		2	Weitergabe der Meldung an die SGU-Vertreter im BM- Team → Beurteilung der Meldungen i.Z.m. den Psychologen	I	I					
		3	Besprechung des Falls		D		M	M	M	
		4	Entscheid – Fall wird aufgenommen Ja / Nein		D			D		
		-								

# Awareness of the ETH Community

- «Make sure that the community is aware of the existence of the TM Team and knows who to contact»
- Face-to-Face information of the relevant stakeholders (functions) and internal commissions as well as the newly appointed professors
- Awareness events together with the police
- Annual lecture for Bachelor/Master students
- Articles in internal ETH Newsletter; Respect Campaign





# Threats and Violence

## When to Take Action / File a Report

- If you are threatened or hear of threats against others
- If you or someone else falls victim to stalking
- If you or someone in your personal environment is physically attacked
- If someone expresses suicidal thoughts
- If your gut feeling tells you that someone's behavior is extremely suspicious and could be or become dangerous
- If you see weapons or weapons are mentioned in your presence
- If you hear or read about extreme violent fantasies

→ *get in touch with SSHE 044 632 30 30 or the emergency desk*

# Training

- Regular Workshops for the TM Team
- Workshops and information for special functions (admin assistants, department coordinators, student service desks etc.)
- Training of the uniformed security officers
- Training of the Facility Management staff («the eyes and ears in buildings»)
  - Intervention (all emergencies, not only with regard to TM)

## Types of cases

- Stalking
  - Threats
  - Combinations (sexual harassment / threatening)
- ➔ Very, very low no. of cases compared to former years (2008-2012)

## Experiences/Cases (orally)

# Notification/Technical Aspects/Infrastructure Requirements

# Notification/Technical Aspects & Infrastructure Requirements

- Notification – who to contact
- Information and Alarm Tool (IAT)
- Security locks / warning signs
- Crisis exercises / mock alarms

**We know, that all these measures  
cannot prevent a school shooting.**

**But they can help to reduce the  
number of victims.**

# Who Do I Contact in Case of Emergency?

- *For the ETH community  
«How to Play it Safe at ETH Zurich».  
What to do in an emergency?*





## Executive Board Assistants

- More frequently exposed to unannounced visits of unsatisfied, angry or threatening individuals
- need to alert the emergency desk without using the phone
- a small, pocket size mobile alarm device (GSM base) → pushing the bottom triggers a phone call to the emergency desk.  
The operator in charge can listen to the conversation and decide on the necessary intervention
- both security officers receive a text message simultaneously



# IAT – Information and Alarm Tool

[IAT Tutorial 2 Verbarrikadierung.mp4](#)

The screenshot shows the 'IAT Ausloesung' interface. The top navigation bar is black with 'IAT Ausloesung' on the left, 'Adrian Meier [Rollen]' in the center, and a 'Logout' button with a close icon on the right. Below this is a red banner with the 'ETH zürich' logo on the left and a 'Kontakt' link on the right. The main content area has a light gray background. It starts with a section titled 'Overview - alarms' with a right-pointing arrow. Below this is a section titled 'Alerting' with a right-pointing arrow. Under 'Alerting', there are two large horizontal buttons: a red one labeled 'Alarm' and a green one labeled 'Exercise Alarm'. At the bottom, there is a section titled 'ongoing alarms' with a right-pointing arrow, followed by a gray box containing the text 'No alarms available'.

The screenshot shows the 'IAT Ausloesung' interface. The top navigation bar is black with 'IAT Ausloesung' on the left, 'Adrian Meier [Rollen]' in the center, and a 'Logout' button with a close icon on the right. Below this is a red banner with the 'ETH zürich' logo on the left and a 'Kontakt' link on the right. A secondary red bar below the banner contains the word 'Alarm' on the left and 'Home' on the right. The main content area has a light gray background. It starts with a section titled 'Select an alarm' with a right-pointing arrow. Below this is a section titled 'New alarm' with a right-pointing arrow. Under 'New alarm', there are two large horizontal buttons: a light red one labeled 'Barricade...' and a yellow one labeled 'Evacuate...'. At the bottom, there is a white button with the text 'Back'.

# IAT – Information and Alarm Tool



## New barricade

Back

preview

**Select area**

Basel (Areal AC)Zürich Hönggerberg (Areal ZH)Lindau Eschikon (Areal ZL)Rüschlikon (Areal ZR)Schwerzenbach (Areal ZT)Zürich Zentrum (Areal ZZ)

**Affected building**

HG  
Areal ZZ  
Entfernen

Sie haben die maximale Anzahl an Gebäuden erreicht



## New barricade

back

Raise an alarm

**Betroffenes Areal**

Zürich Zentrum

**Betroffenes Gebäude**

HG  
Areal ZZ

**Abhängiges Areal**

Zürich Hönggerberg

**Gebäude HG**

# Alarm Channels

## School Shooting

- Evacuation system (loud speakers)
  - Not in all buildings (not a legal requirement)
- e-mails
- Landline phone calls
- Text message (mobile phone)
  - check if your number is registered correctly:  
[www.adressen.ethz.ch](http://www.adressen.ethz.ch)

**ETH zürich**  
 Adresses and Personal data

Login →

**Change of Addresses and Personal Data**

Please login by using your nethz-credentials:

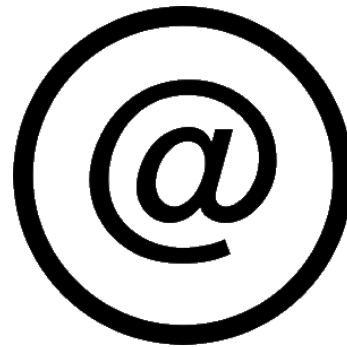
Start →

This application, available to all ETH members, enables the independent management of communication data, as well as the management of personal data s  
 In case of problems within the application please use the help-link (top right of \ have further questions, you can contact the technical responsible persons direc

### Communication Data

E-mail	katherine-timmel@ethz.ch
Homepage	-
Mobile/Emergency	<input type="text" value="079 222 7523"/> <span>Entry is recommended for emergency alert</span>
	(Emergency Alert)
CMN	+41 79 222 75 23

# IAT – Information and Alarm Tool



## ATTENTION

SCHOOL SHOOTING HG building!  
Warn other people. Get to a safe place and be quiet. Keep phone lines free. If you are in a building, lock yourself in. If you are outside, avoid the building HG. You will be informed as soon as the situation has been resolved.

Further information: [www.ethz.ch](http://www.ethz.ch)



## ATTENTION

SCHOOL SHOOTING HG building!  
Warn others; get to a safe place; be quiet; keep phone lines free. If you are in a building, lock yourself in. If you are outside, avoid the building HG.

Further information: [www.ethz.ch](http://www.ethz.ch)

# Crisis Exercises / Mock Alarms

- 2009 – JANUS
  - Exercise together with the Zurich City Police / SWAT Team
  - Hostage-taking
  - Review of crisis management procedures
  - Review of the communication lines, esp. between ETH and the Police
  - Learnings: main weakness in communication between the two entities
- Exercises of the crisis management team (2013 and 2015)
- Mock Alarm 2017 (IAT)



# Security Locks / Warning Signs

- ~ 750 locks/doors
- ~ 350 rooms
- costs of ~ 1 mio. €

Sie befinden sich hier / You are here:

**Raum / Room: HPZ E 35**

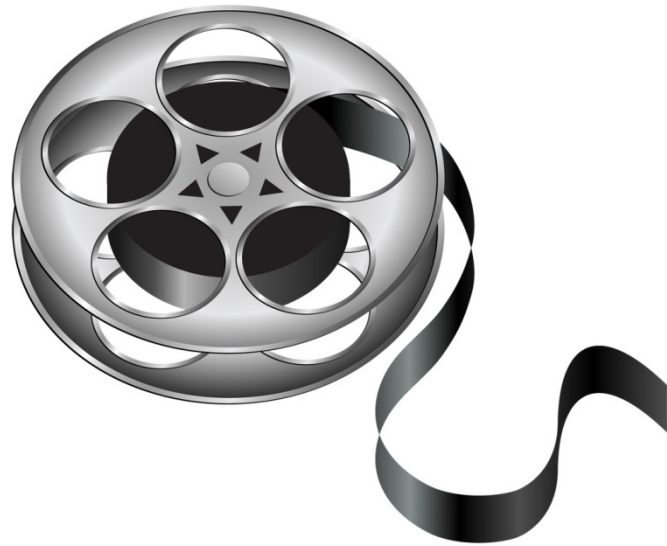
**Adresse / Address: John-von-Neumann-Weg 9, Zürich**

## Amok – was tun? / School shooting – what to do





# What to Do in Case of an Amok / School Shooting



Sie befinden sich hier / You are here:

**Raum / Room: HPZ E 35**

**Adresse / Address: John-von-Neumann-Weg 9, Zürich**

## Amok – was tun? / School shooting – what to do

**888  
ETH**

**Alarmzentrale  
anrufen**

Call the  
Emergency Desk

– 888  
Intern / Internal  
– 044 342 11 88  
Extern / External



**Türen  
verbarrikadieren**  
Barricade doors



– Nicht sprechen  
– Handy lautlos  
schalten  
– Stay quiet  
– Set mobile to silent



**Polizeianweisungen  
befolgen**

Follow police  
instructions

# Respect Campaign

- The respect campaign originally started in 2004, long before the creation of a TM Team. In 2008 the theme «threats and violence» was included in the campaign.
- Revival 2017/2018 → waves
- The principles: ETH Zurich does not tolerate discrimination, bullying, threats and violence, or harassment of any kind. “React quickly and firmly if you experience inappropriate behavior, do not look the other way”. ETH Zurich will not tolerate misbehaviour (disciplinary action / dismissal).
- ETH Zurich’s specialist units provide all staff and students with professional and confidential advice → SSHE responsible in case of threats and violence
- <http://www.respekt.ethz.ch/en/respektloses-verhalten.html>

# Respect Campaign Wave 2

- [https://youtu.be/McN6xibC\\_ko](https://youtu.be/McN6xibC_ko)

# Conclusions

- The work of the TM Team did raise awareness for TM within the ETH community; ETH members tend to seek advice earlier than in previous years. Nevertheless, there are still members of academia who question the need for TM as well as for the security locks.
- There is still a need to increase the awareness of supervisors in academia (responsibility for safety/security issues, not solely TM).
- The system is sufficiently complete for current demand (prevention / communication / emergency procedures in case of a violent act incl. alarm system)
- The executive board committed itself (revival of respect campaign 2017/2018) to foster a culture of respect, to deal with conflicts at an early stage and to take appropriate actions. The future will show...

# Contacts

Katherine Timmel Zamboni and Adrian Meier

[katherine-timmel@ethz.ch](mailto:katherine-timmel@ethz.ch)

[adrian-meier@ethz.ch](mailto:adrian-meier@ethz.ch)

ETH Zürich

Safety, Security, Health & Environment Administrative Departement

HCH E15

Hochstrasse 60

CH-8092 Zürich

+41 44 632 3030