

SSHE		HB – 100, 200
Management system		



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Swiss Federal Institute of Technology Zurich

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Management System

Safety, Security, Health and Environment

Change Index

Date	Version	Comments/Reason
06.06.2021	1.0	New Management system
2022	2.0	Adjustments due to organizational changes
2023	3.0	Adjustments due to organizational changes

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1. General information

1.1. Introduction

The purpose of establishing a management system in the Safety, Security, Health and Environment Department (SSHE) is to create greater transparency regarding the organisation and its processes. The broad outlines of responsibilities and processes for the different specialist fields and sections are also recorded in this context. Deliberations and resolutions within SSHE often require approaches adapted to the situation and decisions on a case-by-case basis to be made by specialists building on their expert knowledge, which they keep up to date through regular continuing education.

Since 2008, various reorganisation measures have taken place to optimise processes within SSHE. The pending clarification of responsibilities and tasks as part of the ETH-wide rETHink project, which affects both central bodies (ZO) and departments, may require further adjustments. The management system is intended to serve as a foundation for any necessary reorientation based on the results of rETHink. Adjustments are only expected to occur in the years following 2022.

For new hires, the management system is intended to facilitate the induction of new staff members and improve all employees' understanding of the various activities in the different sections. Responsibilities, competencies and deputy regulations are described in a way that is understandable for everyone.

The improvement process that helps to identify and remedy errors and weaknesses at an early stage is applicable to all sections. Section Heads and employees identify weaknesses on their own initiative and suggest improvement measures, where feasible.

1.1.1. Scope

The SSHE management system gives a broad outline of the tasks, competencies and responsibilities (AKV) of the SSHE Department. If the responsibility for a process lies with another department (e.g. construction processes with the Real Estate Management Department) and SSHE employees act in a consulting capacity in this process, a corresponding note will be added. LTK (Training Lab Animal Science), which was integrated into SSHE a few years ago, is not part of the process landscape, as this position represents an autonomous and independent collaboration with the University of Zurich's LTK Institute.

1.1.2. References/links to other documents

The management system is a standalone document that is intentionally kept as short as possible to facilitate updates. Further applicable documents are generally referred to by using hyperlinks (server, SharePoint, SSH website, etc.).

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1.2. Functional strategy of SSHE

The safety and health of employees and students and environmental stewardship are the top priorities for ETH Zurich. The [functional strategy of SSHE](#) provides the framework for the operational activities of the SSHE Department for the benefit of ETH Zurich.

1.3. Organisation

The SSHE Department is assigned to the domain of the Vice President for Infrastructure (VPIN) and includes various internal specialists.

The Department Head is the safety officer for ETH Zurich and reports to the VPIN regarding all issues of safety, security and operational environmental protection in accordance with the OV ([Organisational Ordinance](#)). According to the [Rules of Procedure](#), she is authorised to lodge criminal complaints and press criminal charges as well as to ban people from the premises (Art. 14, RSETHZ 202.3). In addition, she reports on SSHE's activities to the Executive Board by means of annual reports ([annual reports](#)). For non-operational issues, reports can be made directly to the President.

1.3.1. Organisational chart and functions of officers

SSHE comprises eight sections, one Controller and one Administrative Assistant. In addition, the person responsible for training in the area of LTK, is integrated.

The current [organisational chart](#) and the contact persons at SSHE can be found on the SSHE homepage. It is structured in a user-friendly way:

<https://ethz.ch/staffnet/en/service/safety-security-health-environment/safety-security-health-environment.html>

<https://ethz.ch/staffnet/en/service/safety-security-health-environment/contact-persons.html>

The SSHE Department Head is assigned administrative officers. These are specialists for occupational safety in accordance with superseding law as well as the Environmental Officer ([Organisational Ordinance](#)).

1.3.2 Specification sheets, objectives and continuing education

All SSHE employees are provided with a specification sheet that describes their tasks in detail and is updated annually, if necessary. Annual objectives are defined as part of the annual appraisal interviews held by the Department Head with her direct subordinates and the Section Heads with their staff; these objectives are reviewed annually. The degree of objective achievement in the concluded year is illustrated using a traffic light system. If objectives are not achieved due to other priorities, the affected objectives are set or adjusted for the following year.

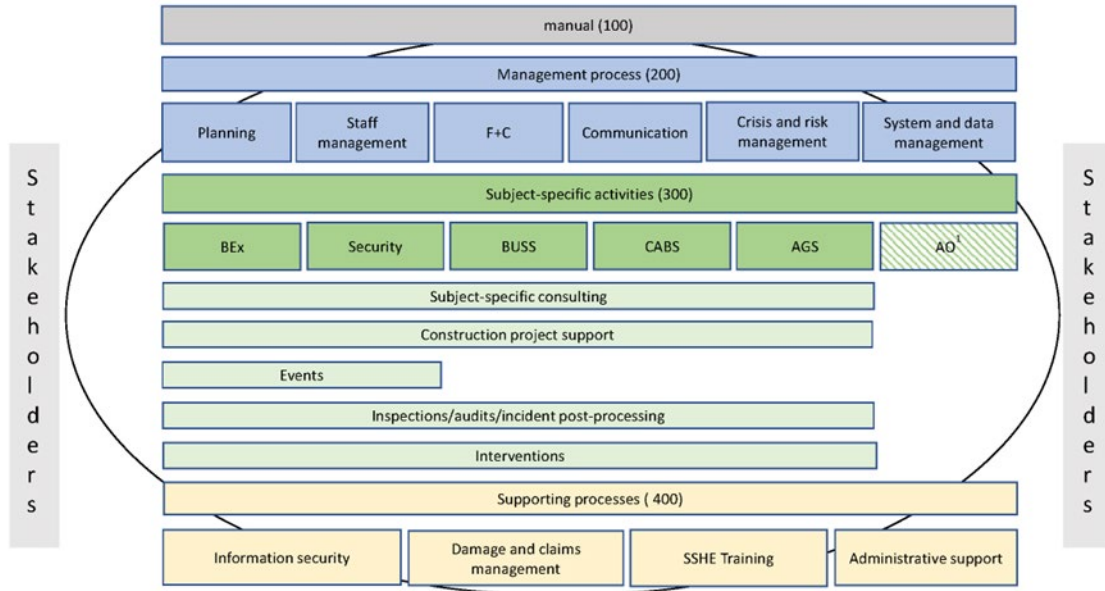
In addition, the required training and continuing education is agreed as part of the annual objective meetings and appraisal interviews.

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1.4. System structure

1.4.1. Process landscape and levels

The structure of the SSHE Department's management system is shown in the following graphic; it comprises various different levels.



Alarm organization has been part of Facility Services since 01.01.2023. There are still many interfaces to SSHE processes.

Level	No.	Responsibility for updating processes/manuals
Manual	100	Head of Administrative Department
Management process	200	Head of Administrative Department, Deputy Head of Administrative Department and Controller
Subject-specific activities	300	Responsible Section Heads
	301	Fire and Explosion Protection (BEx)
	302	Security
	303	Operational Environmental and Radiation Protection (BUSS)
	304	Chemical Incident Response, Bio- and Occupational Safety (CABS)
	305	Occupational Medicine and Health Protection (AGS)
Supporting processes	400	Responsible functions (in parentheses)
	401	Information Security (ISO) SSHE (Controller)
	402	Damage and claims management (Controller)
	403	SSHE Training (Section Head SSHE Training)
	404	Administrative support (Administrative Assistant)

The responsibilities and processes are described in the manual of the relevant section or responsible function.

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1.4.2. Updating the system

The documents are generally updated once per year or as needed (reorganisation, employees joining or leaving, etc.). The Department Head initiates the update, which includes identifying changed processes and responsibilities. The Department Head, the Section Heads, the Controller and the Administrative Assistant are responsible for updating their documentation as necessary. Once the update has been implemented, it is documented as part of a department meeting in the first quarter of the year.

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2. Management process

2.1 Description

Characteristics	Description	Responsibility
Aim and purpose	Implementation of the SSHE strategy (derived from the ETH strategy) as well as the SSHE goals. Operational management of the department. Achievement of legal compliance as well as the safety culture aimed at by the ETH Executive Board.	<i>Process owner</i> Head of department SSHE
Input	<ul style="list-style-type: none"> • Requirements of the ETH-Executive Board and the ETH Board • Laws and regulations • User needs • Best practices university environment / science 	<i>Who supplies?</i> Executive Board / ETH Board Confederation/Cantons Departments
Main activities	<ul style="list-style-type: none"> • Maintaining and developing the organization of SSHE, its employees and their areas of expertise. • Appointment of the representative roles • Ensuring cooperation with the decentralized security organizations in the Dept./ Inst./ Professorships as well as with the central bodies • Management and further development of the section leaders and the SSHE employees • Regular review and continuous improvement of the structural and procedural organization within the SSHE and at the interfaces to other organizational units • Ensuring crisis organization and participation in the risk management process • Ensure information security within SSHE • Participation in STCs and other committee meetings • Targeted internal communication on SHE topics • Medium-term planning/budget planning and control/forecasting • Maintain external contacts (authorities, associations, universities, etc.) • System and data management 	<i>Responsible?</i> Head of the SSHE department and head of the SSHE sections
Output	Operational goals for the department Budget planning/compliance Effective organizational and operational structure Specialized projects Continuous improvement	<i>For whom?</i> Executive Board Stakeholders Users
KPI	SHE key figures / financial result Target achievement Project results Employee satisfaction Updated management system	

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2.2. Outline management process

Main process	Subprocess	Documents
Planning	Functional Strategy	Functional strategy
	Organization Responsibilities according to OV	SSHE organisation chart https://rechtssammlung.sp.ethz.ch
	Objective	SGU Annual goals*
	Organization/Tasks Sections and Staffs	Sections und functions*
Personnel Management	Functional specifications	https://sap-wdp.ethz.ch/irj/portal/ethis Employee job specifications*
	Leadership, Team Development/ Coaching	https://ethz.ch/staffnet/en/employment-and-work/leadership-and-development/leadership.html
	Training	https://ethz.ch/staffnet/en/employment-and-work/leadership-and-development/entwicklung/angebot-der-personalentwicklung.html
Finance and Controlling	Medium-term planning, budget planning budget control	Controlling*
	procurement	https://sap-wdp.ethz.ch/irj/portal/ethis https://ethz.ch/staffnet/en/finance-and-controlling/procurement.html
	financial regulations and authorizations	https://rechtssammlung.sp.ethz.ch/Dokumente/245en.pdf
	VPIN specifications	https://vpin.sp.ethz.ch/SitePages/Home.aspx
Crisis management	Crisis management	Crisis Management Manual ETH Zurich*
	Risk management	https://ethz.ch/staffnet/en/finance-and-controlling/riskmgmt.html
Legal Compliance	Knowledge and communication of current legal requirements	Sections und functions*
System and data management	Updating documentation	Annually, usually in the 1st quarter of the year

*Internal documents are stored on the server.